

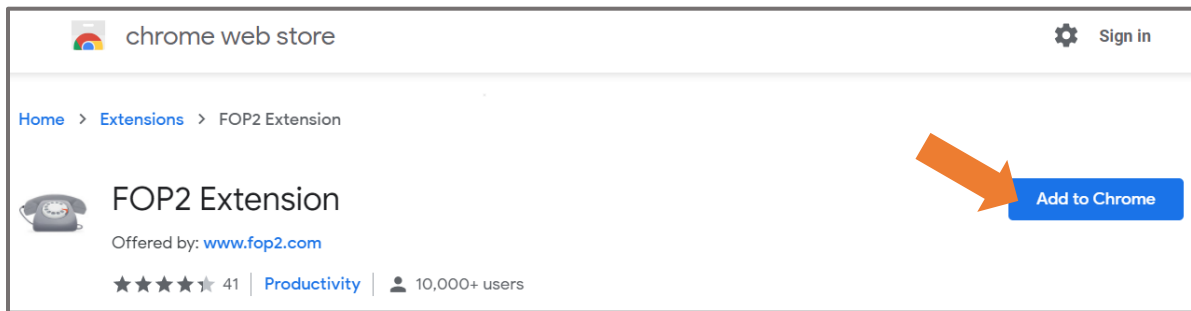


# TeleVoIPs Click-to-Dial & Screenpops Setup Guide

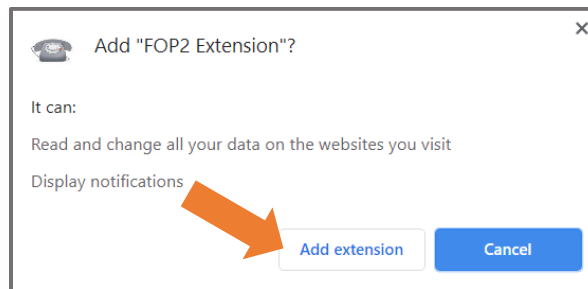
This feature is made possible via a Google Chrome plug-in for the Virtual Switchboard (which must first be setup on your computer). The plug-in makes phone numbers in your CRM clickable and allows for pop-up windows that preview information during an incoming call. Please contact [support@televoips.com](mailto:support@televoips.com) with any questions about how to install or use your plug-in.

## Download the FOP2 Extension Plugin

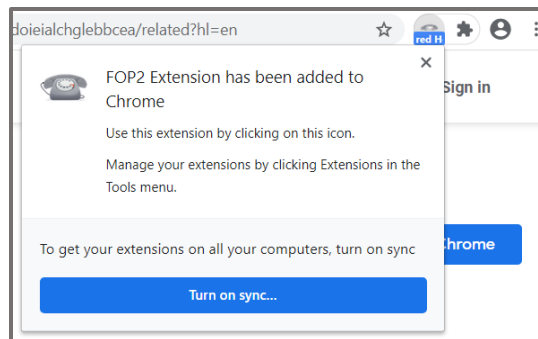
1. Use the following link to download the Google Chrome *FOP2 Extension* plugin:  
<https://chrome.google.com/webstore/detail/fop2-extension/noeilkjmfabfcdoieialchglebbcea?hl=en>
2. Click *Add to Chrome*.



3. Click *Add extension*.

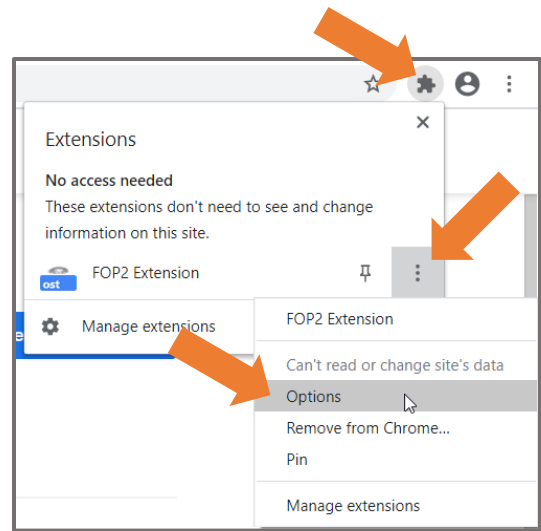


4. A confirmation pop-up window displays stating that the extension has been added.



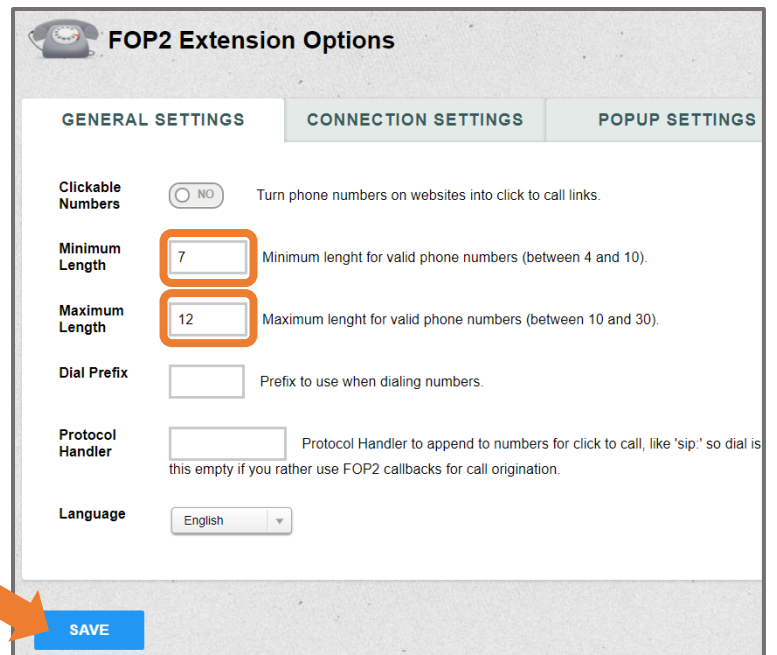
## Configure Your New Plugin

1. Click on the new FOP2 Extension icon in the upper right corner of the Chrome browser.
2. In the new window click on the 'three dots' menu drop down.
3. Click *Options* and a new tab will open.



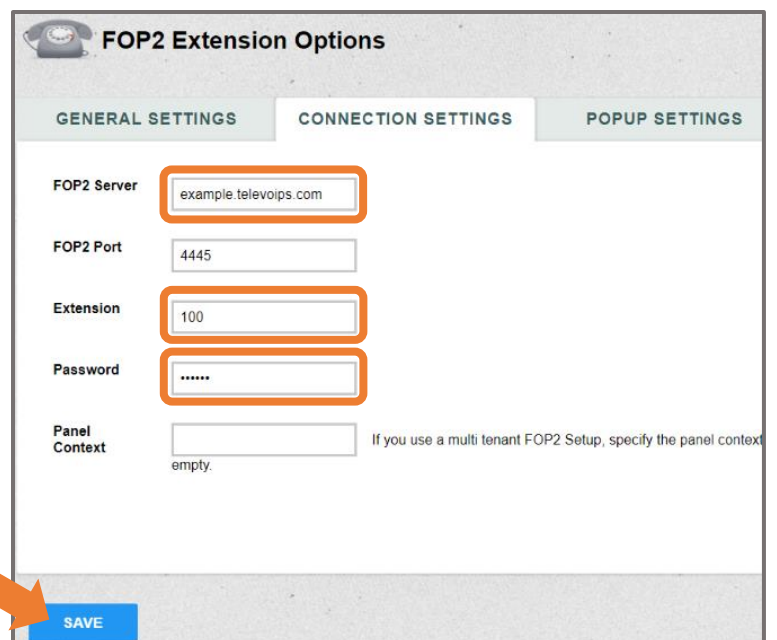
## Enable Click-to-Dial

1. In the newly opened tab, confirm you are in the *General Settings* section.
2. While you can change the settings to what you want, it is recommended that you change the *Minimum Length* field to **7** & *Maximum Length* field to **12**.
3. Leave the remaining *Dial Prefix* & *Protocol Handler* settings blank.
4. Click *Save*.



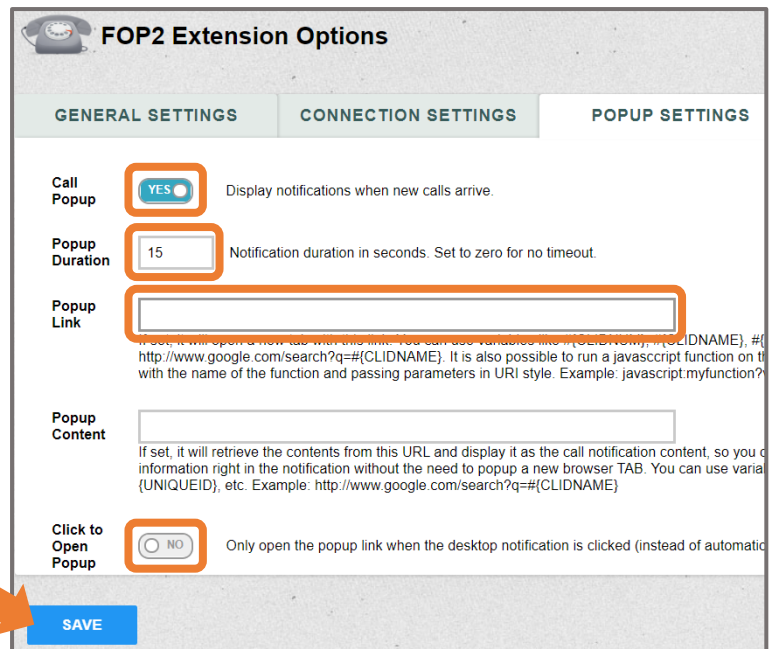
## Set Your Extension

1. Move to *Connection Settings*.
2. Add your company's phone server to *FOP2 Server*. This should be supplied by your management team or you can contact our support team.
3. Enter your own extension in the *Extension* field & your extension password in the *Password* field (default password is your extension twice).
4. Leave remaining *FOP2 Port* and *Panel Context* settings as is.
5. Click *Save*.



## Enable Screen Pops

1. Move to *Popup Settings*.
2. The *Call Popup* button allows notifications to display when a new call arrives. Click on the gray NO button to change to a blue YES button.
3. The *Popup Duration* field is how long a notification displays on your desktop. It is suggested to enter **15** in this field.
4. For the *Popup Link* field, this should be supplied by your management team or you can contact our support team.
5. For *Click to Open Popup*, you can choose to change to YES to open popup links automatically. Otherwise, leave on NO if you wish to manually click to open pop-ups.
6. Leave remaining *Popup Content* settings as is.
7. Click *Save*.



**FOP2 Extension Options**

GENERAL SETTINGS   CONNECTION SETTINGS   **POPUP SETTINGS**

**Call Popup**  YES Display notifications when new calls arrive.

**Popup Duration**  Notification duration in seconds. Set to zero for no timeout.

**Popup Link**  If set, it will open a new tab with the link. You can use variables like {CLIDNAME}, #, http://www.google.com/search?q=#{CLIDNAME}. It is also possible to run a javascript function on the link with the name of the function and passing parameters in URI style. Example: javascript.myfunction?param=value

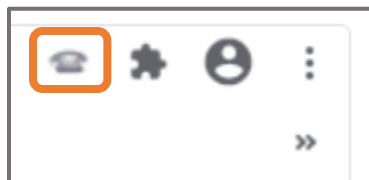
**Popup Content**  If set, it will retrieve the contents from this URL and display it as the call notification content, so you don't need to popup a new browser TAB. You can use variables like {UNIQUEID}, etc. Example: http://www.google.com/search?q=#{CLIDNAME}

**Click to Open Popup**  NO Only open the popup link when the desktop notification is clicked (instead of automatic)

**SAVE**

## Once Finished

When finished entering all settings above, your Google Chrome browser should show a telephone icon in the upper right corner of the Chrome browser if done correctly:



If your icon has a blue banner across it saying: "Invalid Credentials", please return to the *Connection Settings* tab and confirm your credentials and phone server are entered correctly. (See **Set Your Extension** section on page 2 of this guide)

