



w5Call

USER GUIDE

V1.2



© 2014-2020 W5RTC Ltd. All Rights Reserved.

No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system, or translated into any language, in any form or by any means, such as electronic, mechanical, photocopying, recording, or otherwise, without prior written permission from W5RTC.

The content of this user's guide is subject to change without notice. W5RTC accepts no responsibility for any errors in this User's Guide. W5RTC is a trademark of W5RTC Inc. Other product or company names mentioned herein may be trademarks or trade names of their respective owners.

Approval

Completion of this approval section signifies the approvers have read, understood, and agreed with the contents of this document.

Approver Name	Role	Date(dd-mmm-yyyy)	Comment
Satya Panigrahi	R&D Manager	14/Nov/2014	Initial Version for W5CALL V1.1
Satya Panigrahi	R&D Manager	30/Jan/2015	Added desktop installation instructions



Preface

About this document

This document explains W5CALL product that can be used by software development companies and website owners to integrate in their website to enable real-time communication to improve customer engagement and increase the sales by converting the website visitors and shoppers to buyers. This document also explains how to use the client GUI that is integrated in the website to originate chat, voice and video call as well as Agent GUI that receives the calls.

Audience

Website software developer
Software development companies
Website owners

Document conventions

Information Elements	Style convention used in the document
User interface elements	Bold
Directory path	<i>Italics</i>

Assumptions

Basic knowledge on HTML, JavaScript, PHP programming that are required to develop the website





Acronyms

Acronym	Description
Client GUI	Client Graphical User Interface that is integrated in the website to originate the call
Server GUI	Server Graphical User Interface that is used to receive the call originated call from the Client



Contents

1. Introduction	7
2. Who is the Customer	8
3. Benefits of using w5call	8
4. Package Contents	9
5. Running the demo application	11
5.1 Setting up the Demo.....	11
5.2 Running the Demo.....	11
5.2.1. STEP 1: Login Client GUI.....	11
5.2.2. STEP 2: Login Agent GUI.....	12
5.2.3. STEP 3: Chat Call.....	15
5.2.4. STEP 4: Audio and Video Call	18
6. W5CALL integration in website	34
6.1 One Step Integration	34
6.2 For Advanced developers.....	34
6.3 Demo Code Snapshot.....	37
7. W5CALL in Windows desktop	41
8. W5CALL in Linux desktop	44
9. W5CALL in MAC desktop.....	47
10. Reporting bugs or Enhancement	51



1. Introduction

Many enterprises struggle to convert the online shoppers to buyers to increase the sales. The solution to this problem is to turn their website visitors to customers by integrating real-time communication right on their website. Through this they will be able to convince and persuade the visitors to buy their products. They can also build a relationship and trust by instantly answering to customer queries and concerns.

Often novice shoppers do not understand the details of the product in many aspects. And even expert shoppers sometimes come up with many questions. As a caring business you would like to answer all their queries, and take the opportunity to persuade them to buy your products. So, enterprises and retailers must look to provide outstanding online experience to address customer queries through their websites from pre-sales to post-sales.

With w5call, you can engage online shoppers in the website with real-time voice, video and chat communication to deliver an excellent online shopping experience. W5Call is built on latest WebRTC technology. W5Call comes with the prominent real time communication features uses W5CAPI Platform that are essential for a business to provide customer satisfaction. These are:

Multiple Agents: You can scope for and deploy multiple agents to be available for customer service.

User Waiting Queue: Handy utility for agents to queue up website visitors attempting to reach via website, and answer user support calls.

Chat, Audio, and Video Calls: Instant text, audio, video communications as per users' preference and requirements.

Customizable Client GUI: Customizable communication windows to fit to business and branding requirements of companies.



2. Who is the Customer

W5call is designed for business or organization looking for online customer service or Call center to provide support for customers/users online. The main functions or operating features of w5call are providing Customer Service and Technical Support, Sales lead generation via Telesales, Data Processing, Back Office Operations, Conducting Research and Surveys, Collecting and Dispatching Services. In brief w5call is a perfect product for the companies who provide help and support customers" On-line On-time On-Demand Services like orders, requests, queries etc.

In short any organization who wants to implement customer support or Video/Audio/Text call support in their website can be w5call customer.

3. Benefits of using w5call

Some unique features that make w5call unique from other web call center product are

1. W5Call is cost effective and easy to use web call center, thereby increasing your profit margin.
2. Fast and hassle free integration to your business website saves time and gives a spark to your business that makes others follow you.
3. Advanced and scalable RTC platform, keeps your focus on business and mitigating your risk of customer support failures.
4. W5Call provides the real time communication features for the quality discussion.
5. W5Call helps the persons to directly interact with the online agents and find the best solution for their query.
6. W5Call helps a company to gain more customers and even if not to lose any valuable customers as 'Customers are king'.



7. W5Call is the complete solution for the product based companies for whom customer's satisfaction matters a lot.
8. W5Call helps to increase the sales rate of the business.
9. W5Call helps to reduce the service costs as its implementation is quick and simple.

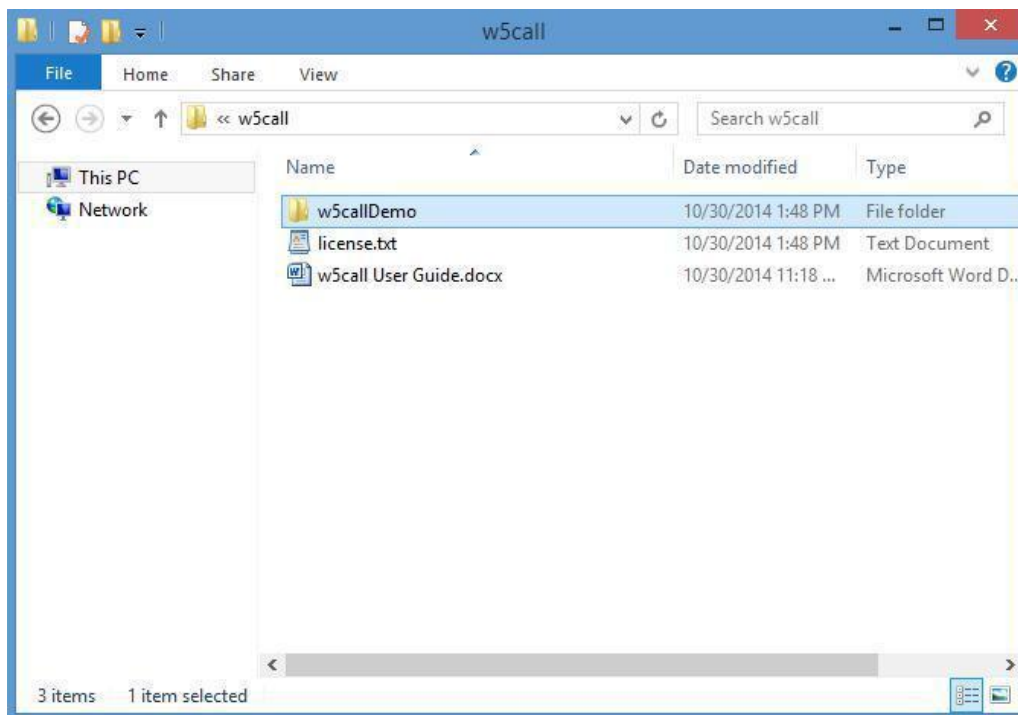
4. Package Contents

The w5call.zip file contains the following files in it:

User manual

W5callDemo.zip (Ready to do Source code for easy integration)

license.txt (Agent License purchased)



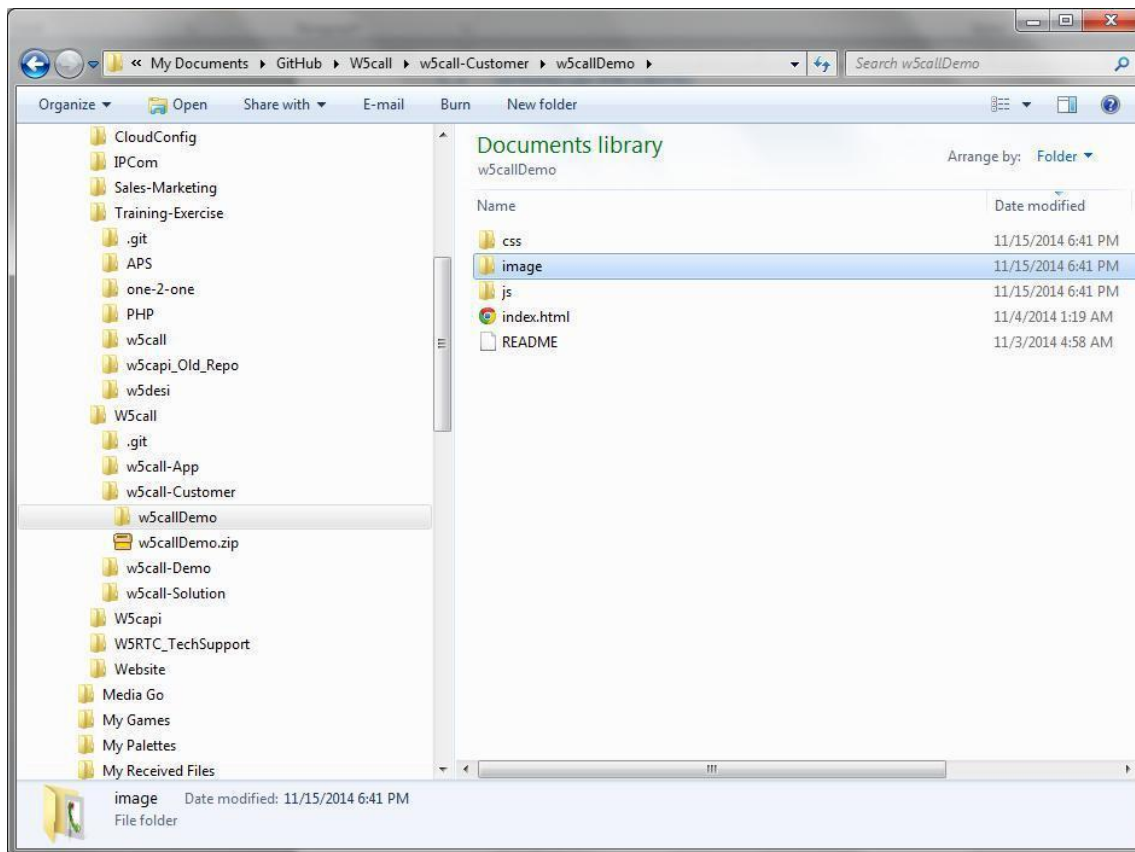
5. Running the demo application

To make it easy to integrate the W5CALL product in website, we provide the ready-to-go demo with code examples. This will allow the customers to integrate W5CALL in few seconds in their website. The section explains how to set up the demo in their website. Once successfully tested, this demo can be right away integrated in to the website in no time.

5.1 Setting up the Demo

To set up the demo:

1. Extract the w5capiDemo.zip file. It should contain the following directories:



2. Upload the w5callDemo directory to your hosting space. Please make sure that index.html should be in the root directory and w5calldemo.js should be inside the js directory.



3. Open Index.html from \w5callDemo directory. At line no 8 replace the domain name (w5rtcdemo.com) with your domain name.

```
<script>
    /*PLEASE MODIFY THE DOMAIN NAME.*/
    document.domainname='w5rtcdemo.com';
</script>
```

Now you have successfully set up the w5callDemo application. You can run the demo, as explained in the subsections below. It is that simple.

5.2 Running the Demo

W5call application is divided in to two parts:

1. The client GUI which runs in your website
2. The agent GUI that is hosted in the cloud which enables the website owners to receive calls from their clients visiting the website.

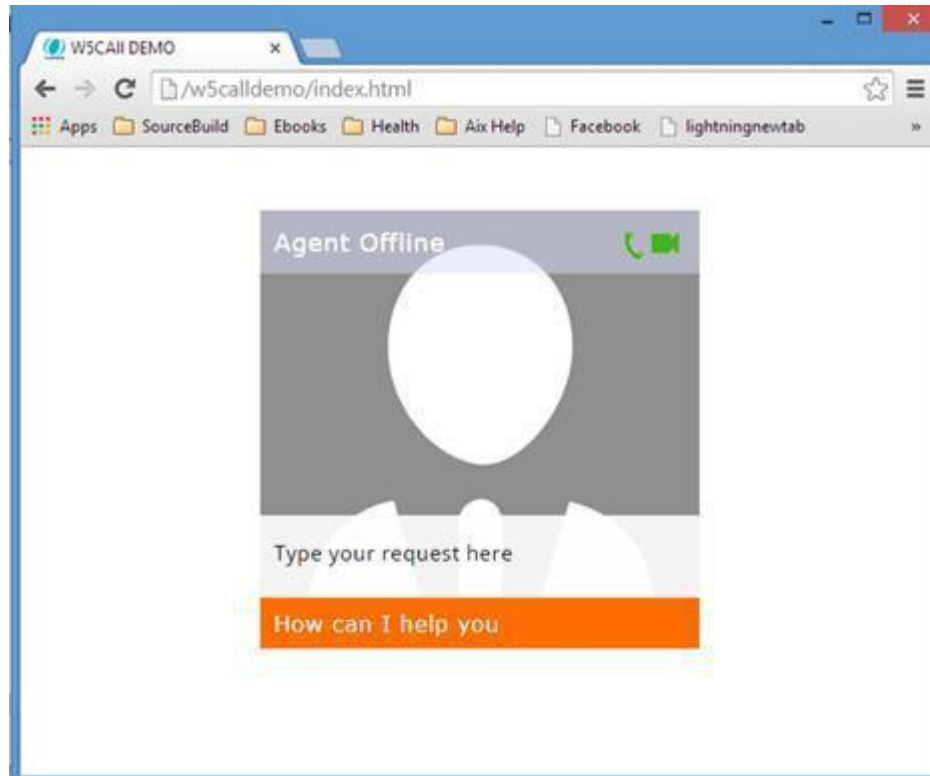
The following steps explain how to execute the demo step by step:

5.2.1. STEP 1: Login Client GUI

This STEP 1 explains the procedure to login Client GUI.

1. Open a browser and open the index file of the hosted directory. <https://<domainName>/w5callDemo/index.html>.

The w5call demo client"s page appears as below.



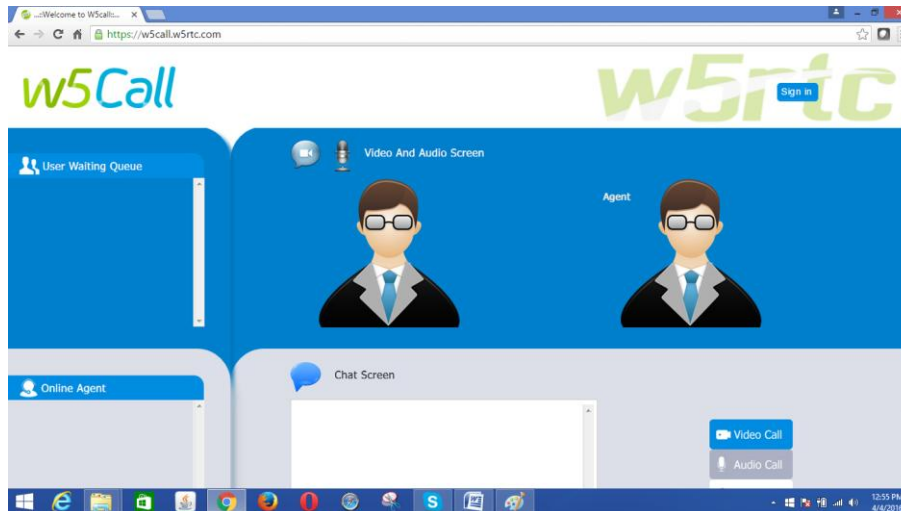
Note: Since there are no agents logged in, the status is shown as Agent offline.

5.2.2. STEP 2: Login Agent GUI

This STEP 2 explains the procedure to login Agent GUI.

1. Open the following URL in your browser to login as agent:
<https://w5call.w5rtc.in/>

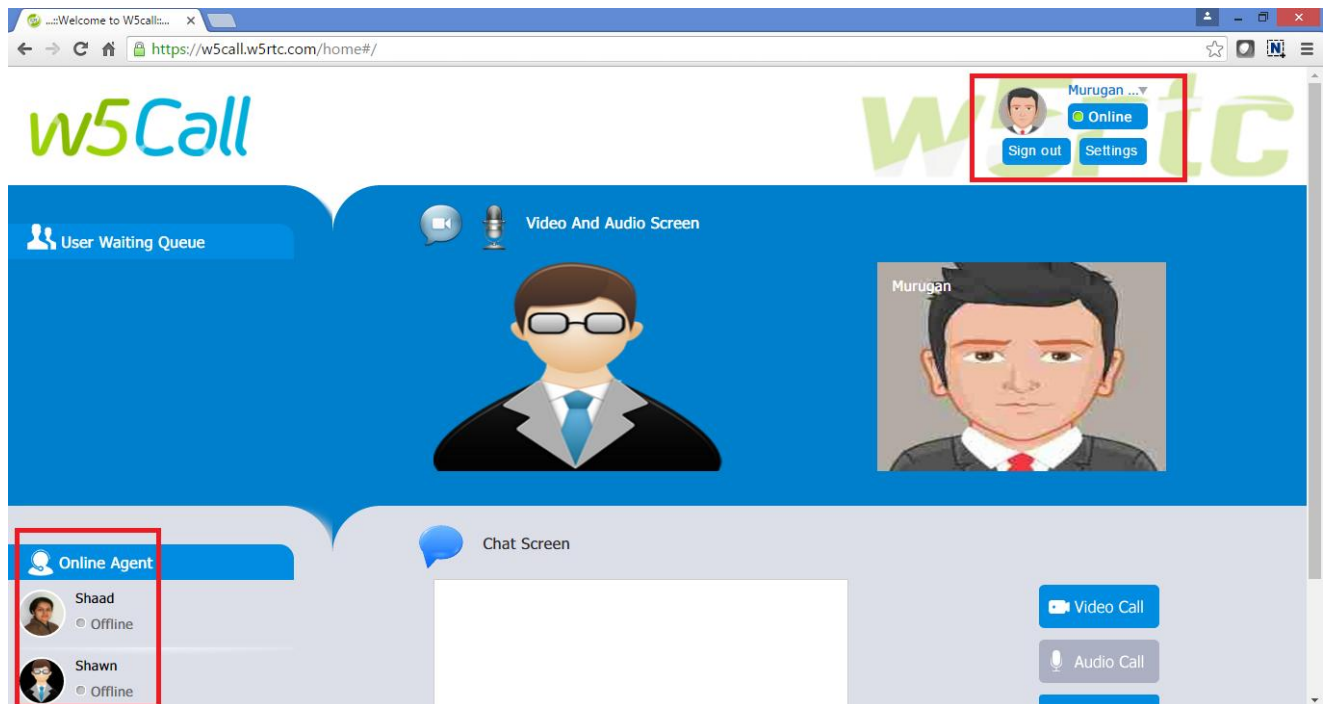
The w5call agent GUI window appears as below:



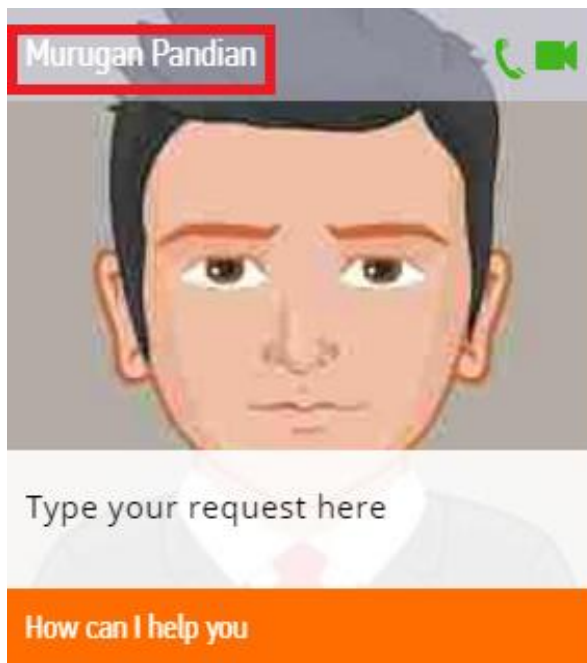
2. On the top-right side of the page, click Sign In, the Sign In pop-up window appears.
3. In User Name, type your user name provided while purchasing this product from W5RTC in license.txt
4. In Password, type the password provided while purchasing this product from the W5RTC in license.txt
5. Click Sign In. The top-right shows the status of the agent logged in, along with sign out option.



Note: When multiple Agents' Login, you will find the other agent's status in the "Online Agent" frame as highlighted below:



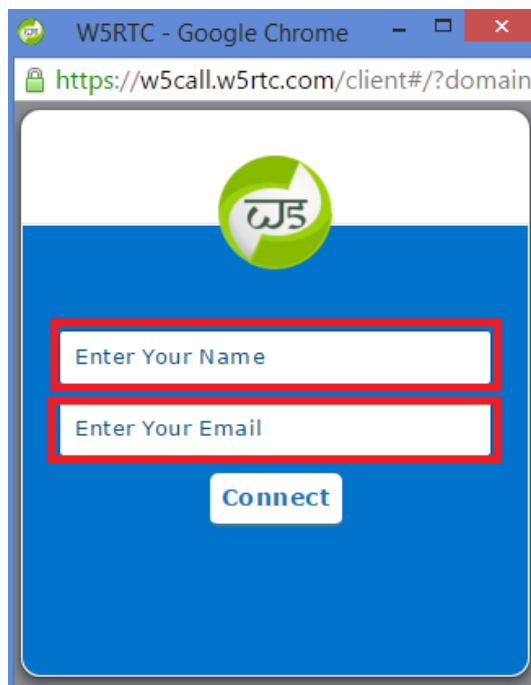
6. Immediately after Agent logged in, the client GUI will show the details of the Agent (in case of multiple Agents, the first agent logged in details) in the Client GUI as below. Now the Client is ready to originate real-time call with the Agent.



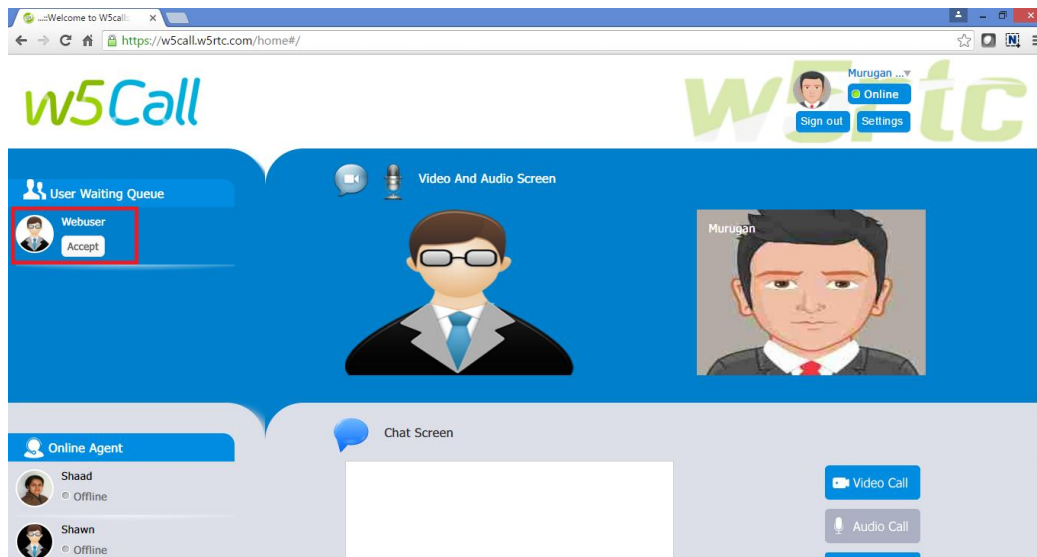
5.2.4 STEP 3: Chat Call

This STEP 3 explains how Client and Agent can establish the Chat Call.

1. Click on the Client GUI anywhere; A popup window appear as below in which it ask for name and email.



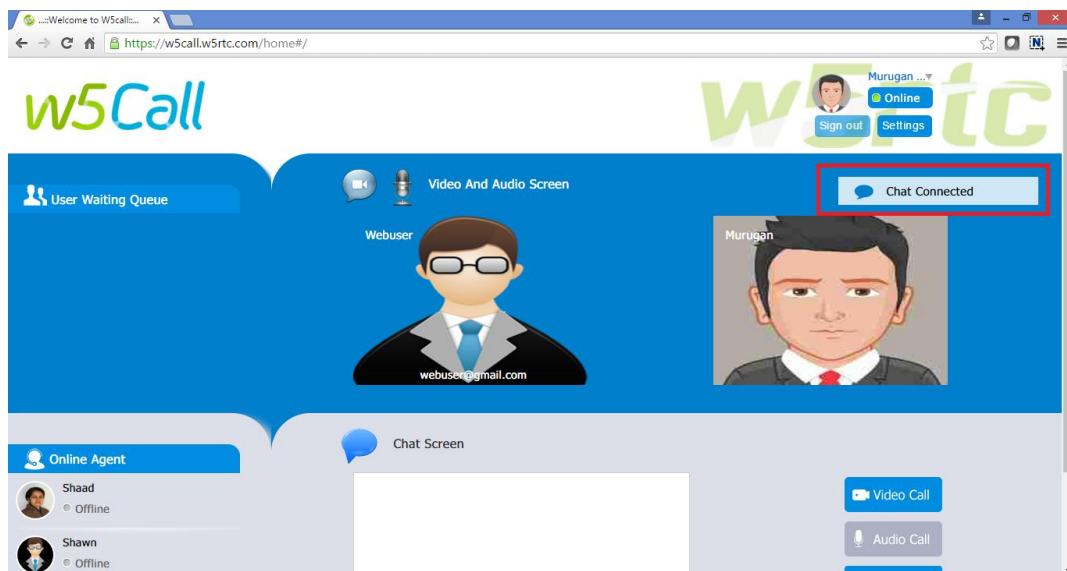
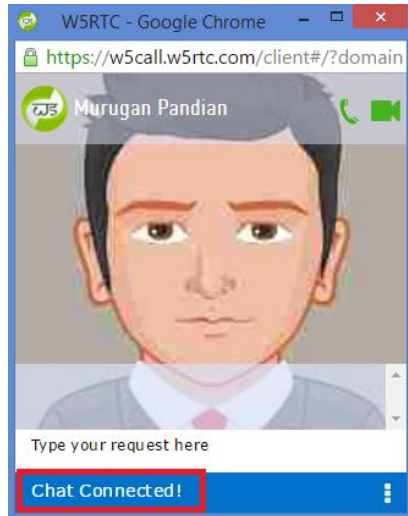
2. Then type name, email and then click connect to establish a chat call.
3. The Client attempt to establish communication is notified to the Agent in the "User Waiting GUI" as shown below:



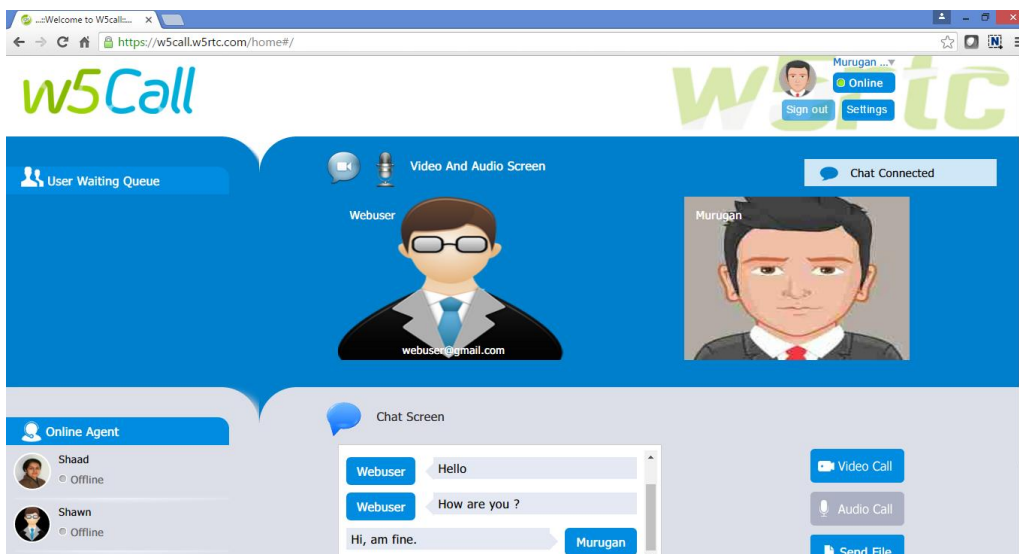
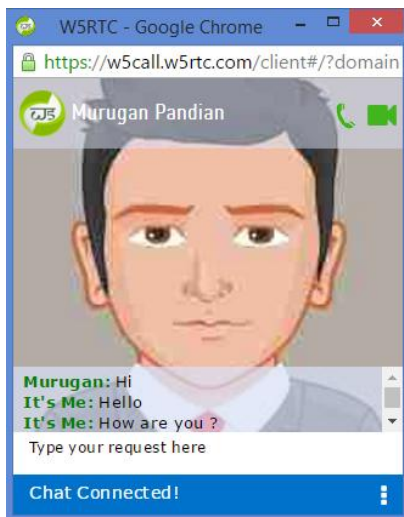
3. In the Agent GUI, click "Accept". .

Note: If multiple user trying to attempt Chat call, the entire user list will be displayed in the "User Waiting Queue". Any agent logged in will be able to pick a user to engage in communication.

4. The "Chat Connected" message will be displayed in both Client and Agent GUI as below:



5. Now both Client and Agent can chat with each other in real-time. Client to chat, he must type in text box *"Type Your Request here"*, and press *"Enter Keyboard key"*. Similarly Agent can type in his Chat text box to respond by clicking *"Send button"* or *"Enter Keyboard Key"*.




5.2.4. STEP 4: Audio and Video Call

This STEP 4 explains how Client and Agent can Originate/Accept the Audio Call. After STEP 3 (Chat connection is established), Client can anytime establish the Audio Call.

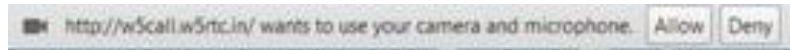
5.2.4.1. Client GUI

This section explains the Client GUI steps to Originate/Accept Audio and Video call.

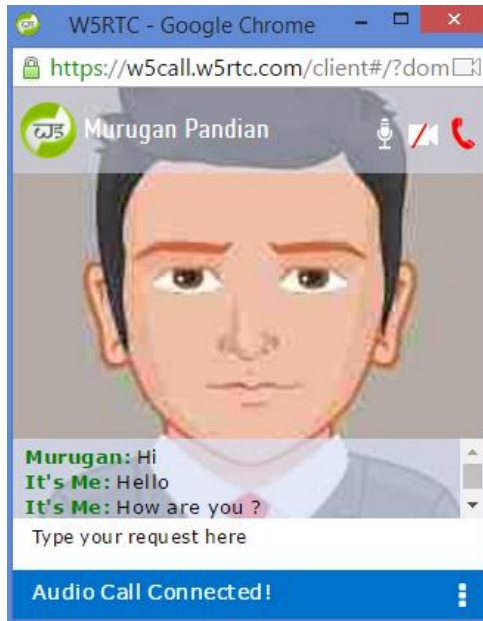
1. Client can establish an audio call by click on the  audio call icon.



Remember to always watch out for below message that will be displayed by the browser and Click "Allow". This is the extra security provided to ensure access to your camera and audio devices.

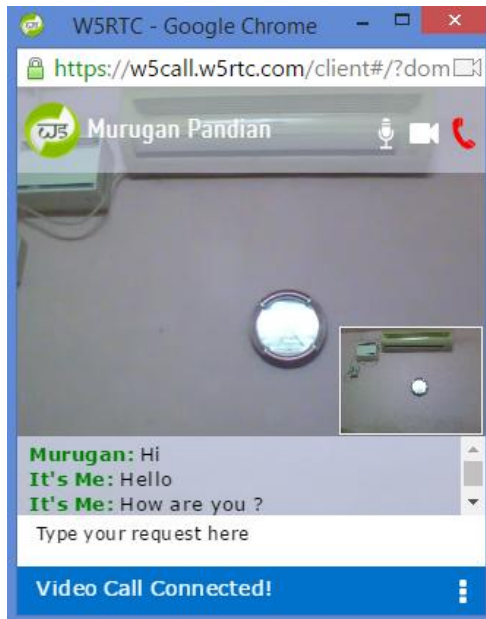


When the call is connected, the message "Audio Call Connected" appears on the page.



2. To switch to a video call, click on the  video call icon.

When the call is connected, the message "Video Call Connected" appears on the page.




3. While in the call, if client want to:


Turn-off the audio, click the  audio control button.

Turn-on the audio again, click  the audio control button.

Turn-off the video, click the  video control button.

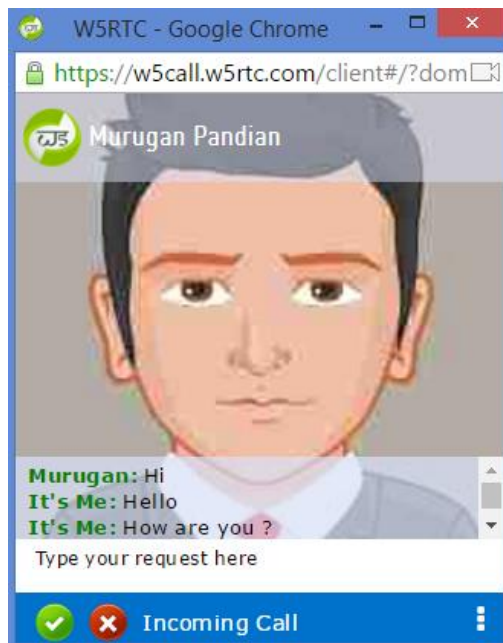
Turn-on the video again, click the  video control button.

Switch a video window to full-screen mode, click the  maximize button of the browser pop-up window.

4. If client want to end the audio or video call, click  (End Call) button.

5. After that, client can continue chatting or if he/she wants to disconnect the chat; then it can be done by simply closing the pop up window.

6. As an advanced feature after Chat is connected, W5CALL product allows the Agent to originate call to the Client. In that case, the incoming call is notified with a ring tone in client GUI as below.

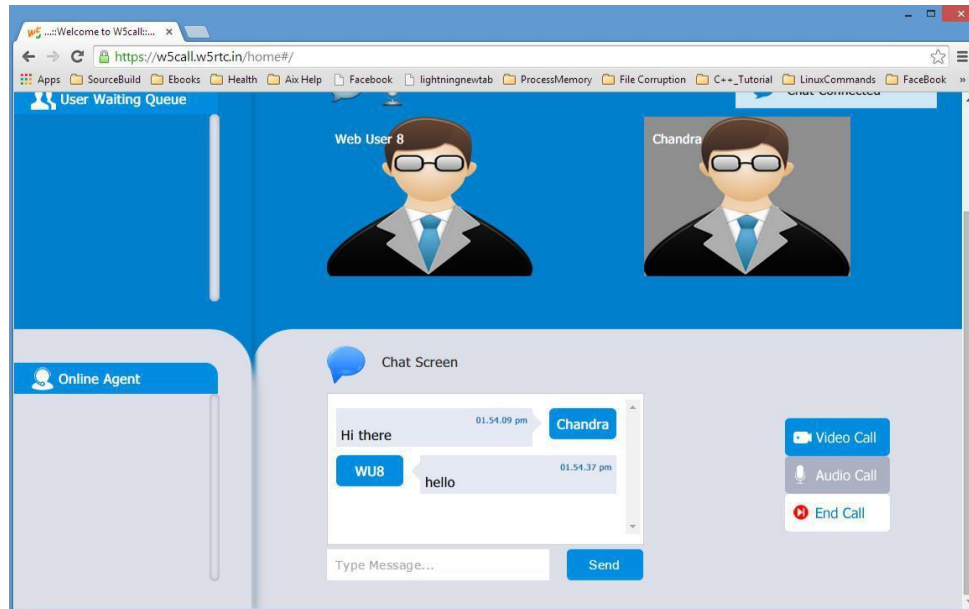


The Client has to simply accept the incoming call to engage with Agent for Audio and Video communications as explained in afore mentioned steps.

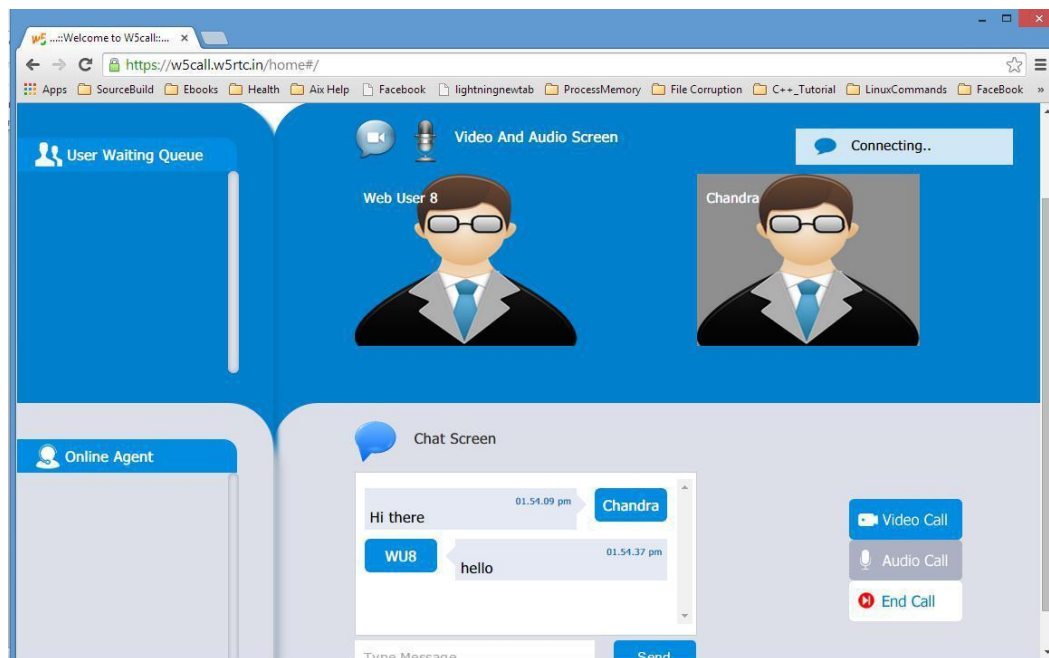
5.2.4.2. Server GUI

This section explains the Server GUI steps to Accept/Originate Audio and Video call.

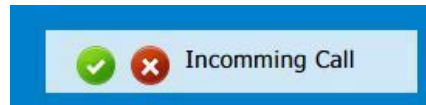
1. Once the Chat session is connected with the Client, Agent is ready to accept or originate the Audio or Video Call. .




2. If the Agent wants to Originate Audio or Video Call, he/she can click the Audio/ video call button. The Client gets an Incoming Call notification as explained in section 5.2.1.4.1 point 6.

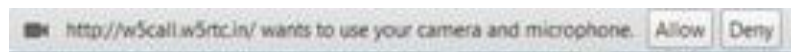


- Alternatively, if client originates the call, then the agent will be notified with the ringtone in the Agent GUI as below.

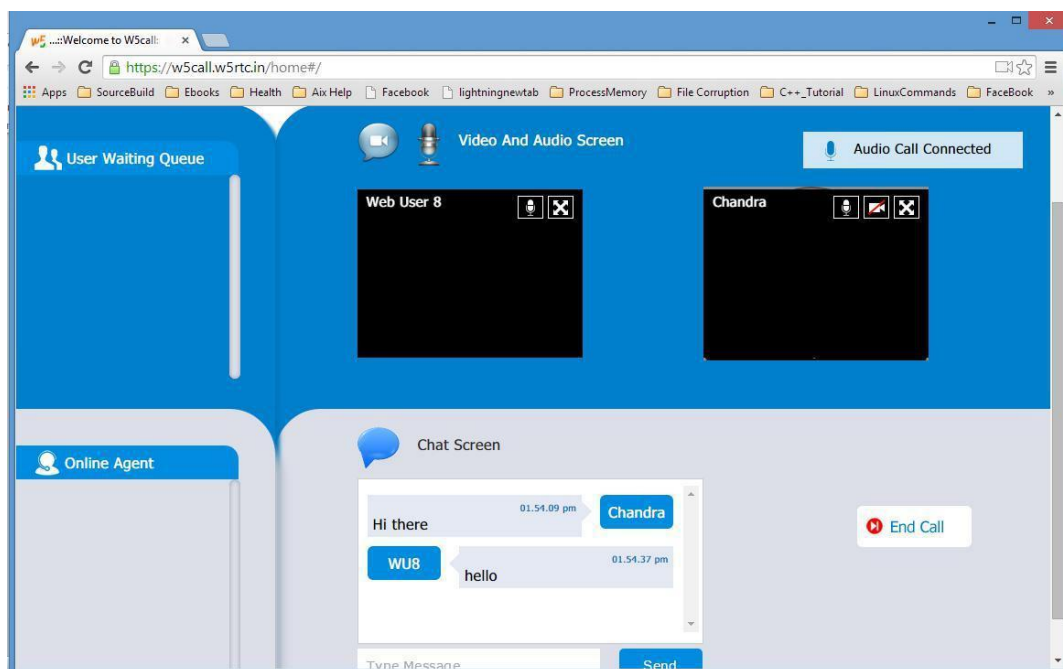


- Agent can click  to accept the audio or video call.

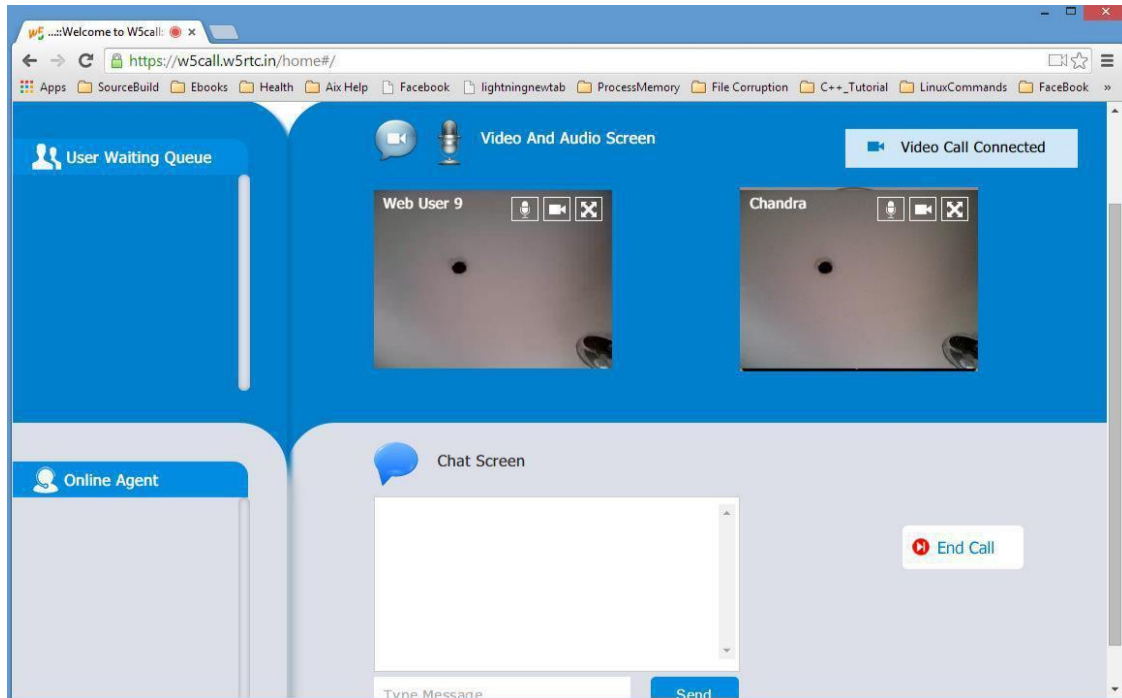
Remember to always watch out for below message that will be displayed by the browser and Click "**Allow**". This is the extra security provided to ensure access to your camera and audio devices.



- With completion of above action, the Audio call is connected between Client and Agent and they can communicate with each other as below:



- Alternately, if Video call is attempted then the Video call is connected between Client and Agent and they can communicate with each other as below:




7. Similar to the Client window; , if agent want to:

Turn-off the audio, click the  audio control button.


Turn-on the audio again, click  the audio control button.

Turn-off the video, click the  video control button.

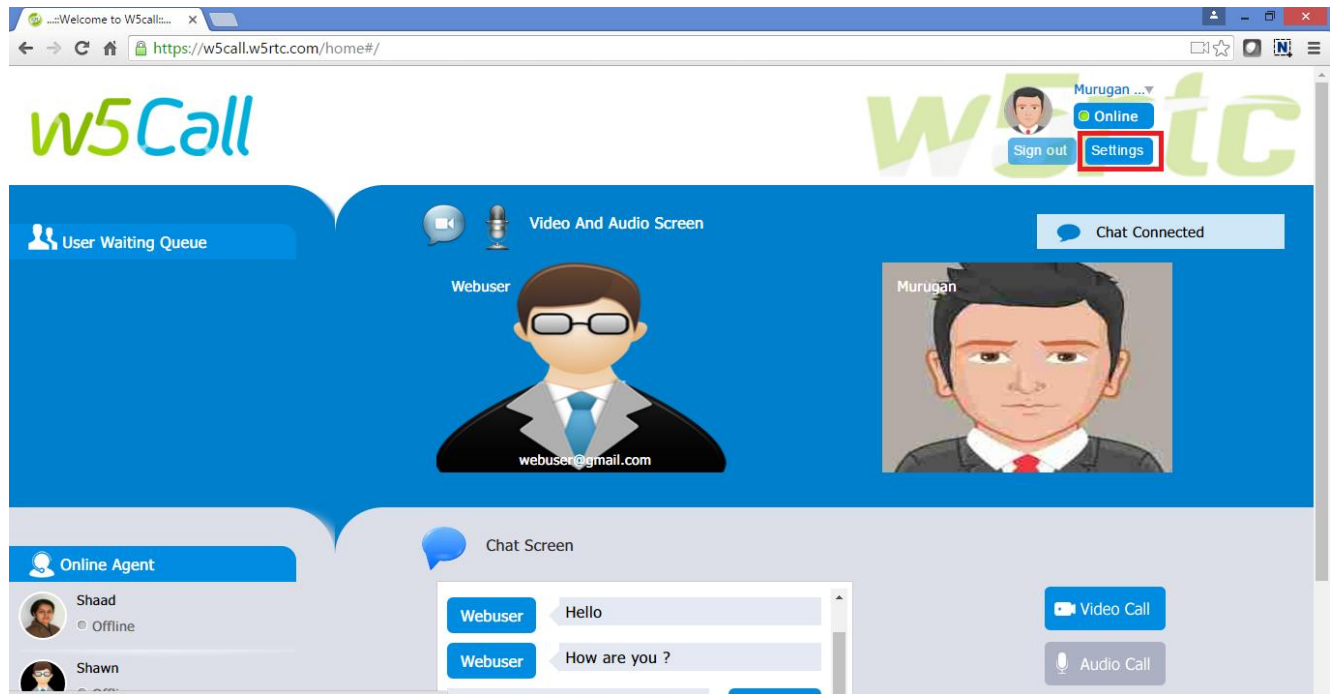
Turn-on the video again, click the  video control button.

Switch a video window to full-screen mode, click the  video control button of that window.

The difference here is that Agent should be able to manage the controls for both Client and Server. As an example; he wants to mute client he can do so.

8. Agent can end the chat, audio or video call, click  (End Call) button at the bottom-right side of the page.

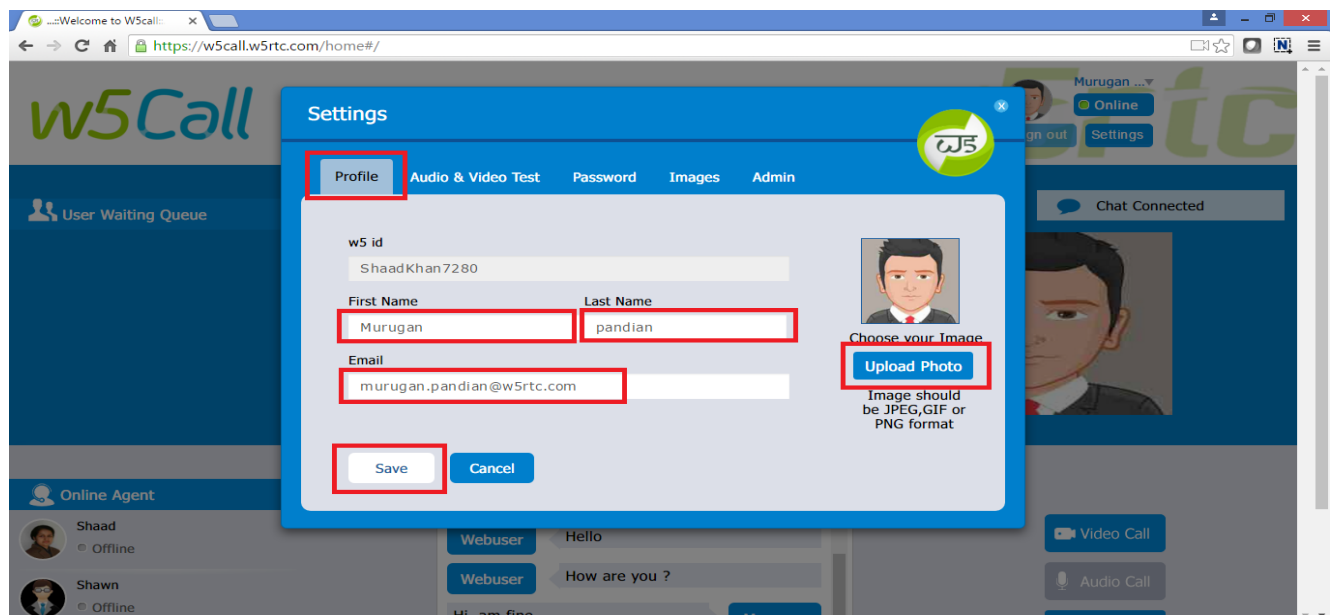
5.2.4.3. Settings in Server GUI:



Click the settings button in the top right corner as shown.

a. Profile Section in the settings.

This section explains, How to change the basic settings in profile tab.

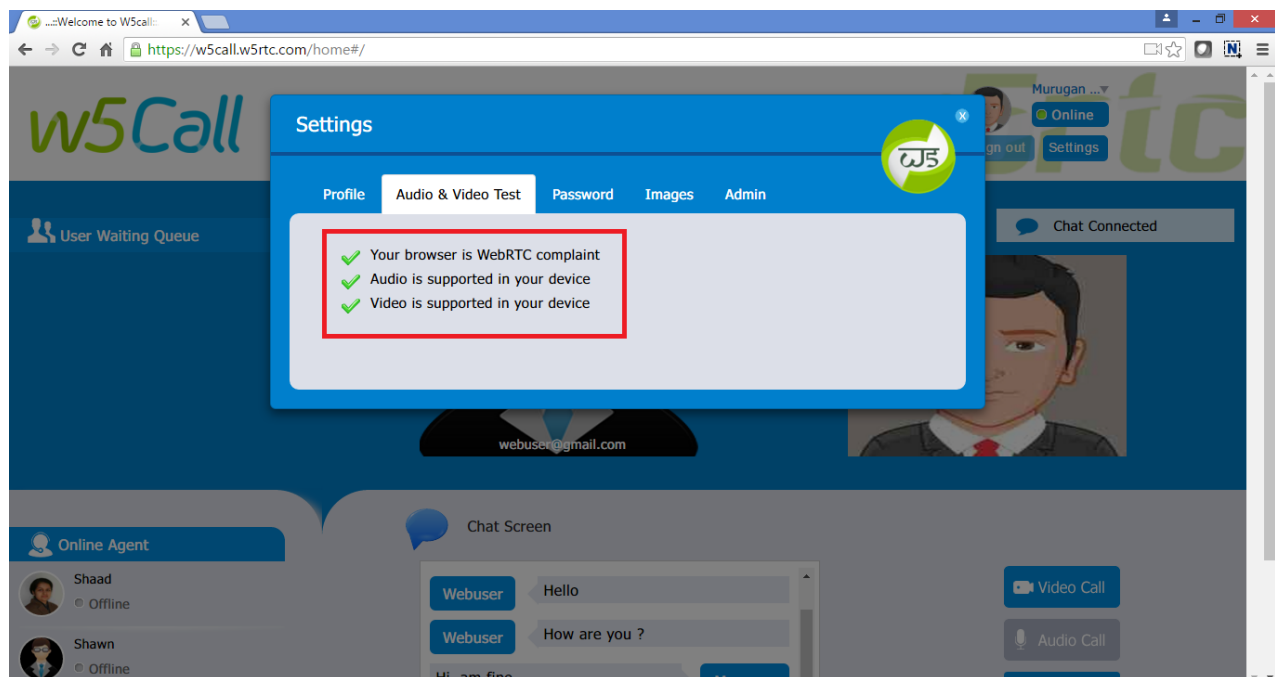




1. Click the Profile tab after the opening the settings popup.
2. Edit and update first name and last name with the desired first name and last name.
3. Also if needed change the email id.
4. Click the upload photo button to change the profile image.
5. Click save button once all the changes are done.

b. [Audio and video test Section in the settings.](#)

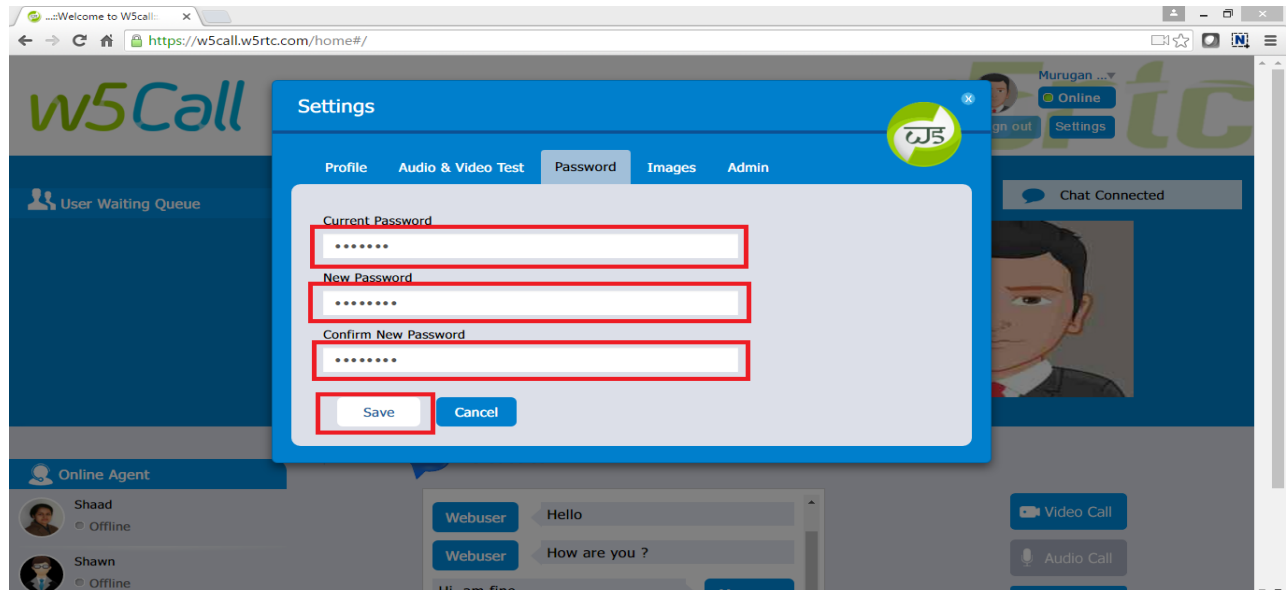
This section explains, How to check the audio and video test in your system



If all the options related to the computer hardware have been tested it will display with a green tick in the left side.

c. [Password Section in the settings.](#)

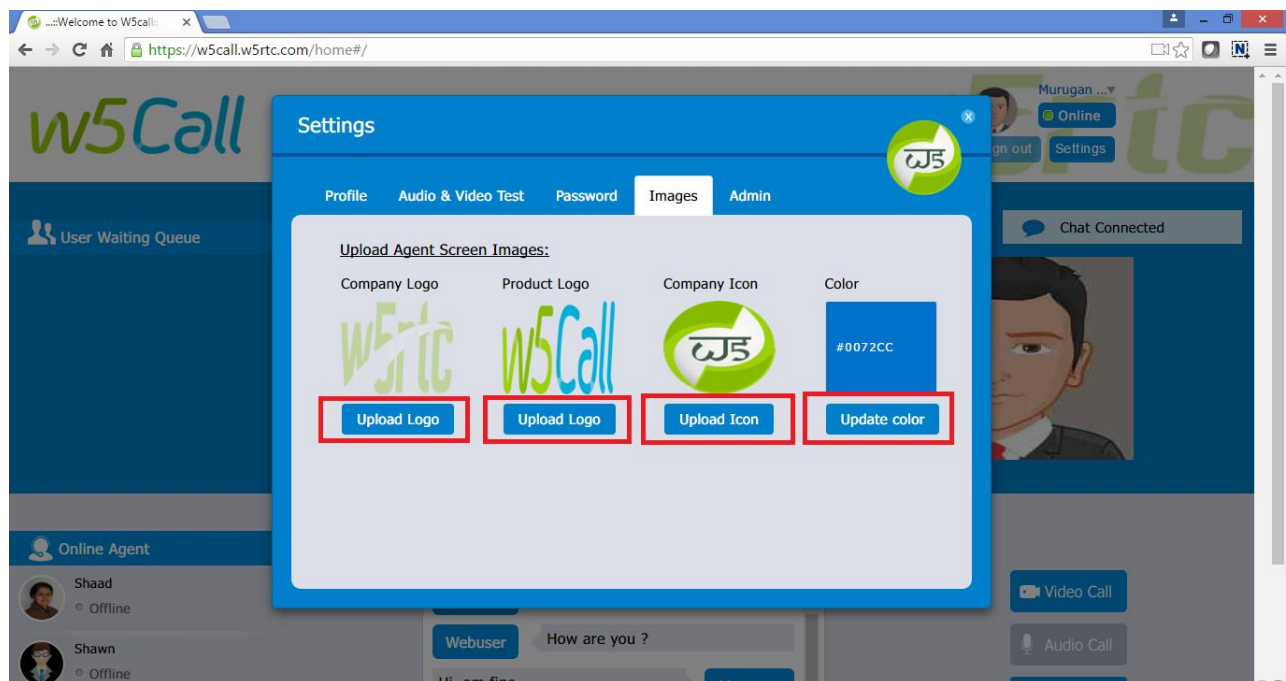
This section explains, How to change the password in the settings option.



1. Type the current password in the "current password" field.
2. Type the new password in the new password field.
3. Type the new password again in the confirm new password field.
4. Click the save button to reset the password.

d. [Images Section in the settings.](#)

This section explains how to change the images across the agent and client window.





1. To change the top right corner background image in the agent side and in other client areas click the upload logo under the company logo options.
2. To change the top left corner background image in the agent side and in other client areas click the upload logo under the Product logo options.
3. To change the top right corner Popup icon in the agent side settings popup and in other client areas click the upload Icon under the company Icon options.
4. To change the Client side color changes click the update color under Color options.

5.2.4.4. PSTN Call Feature

a. This Section explains, How to add an agent PSTN telephone number in the agent GUI.

1. Enabling Call Forwarding option in the agent GUI, click the radio button in the Settings -> Admin -> Call Forwarding when browser agent is offline.

The screenshot shows the 'Settings' window with the 'Admin' tab selected. Under the 'Call Forwarding when browser agent is offline' section, the radio button is checked. The 'Telephone No:' field contains '+91900xxxxxx1'. The 'Save' button is highlighted with a red box.

2. Add agent Telephone No including your country code in the text box.
3. Click Save after adding the telephone number.



b. This Section explains, How to do a PSTN call to agent, while agent is in offline.

1. Open the Client GUI, If agent is offline it will display a message in the bottom of the window as "Agent Voice Call Available!".
2. Click the Phone icon at the right top of the window to make a PSTN call to your agent.
3. The agent will receive a PSTN call to the registered Telephone number given in the settings -> admin -> Call Forwarding when browser agent is offline in the agent GUI.



5.2.4.3. Agent Email Feature

a. This Section explains, How to add an agent Email Address in the agent GUI.

1. Enabling Email Message option in the agent GUI, click the radio button in the Settings
-> Admin -> Message when browser agent is offline.



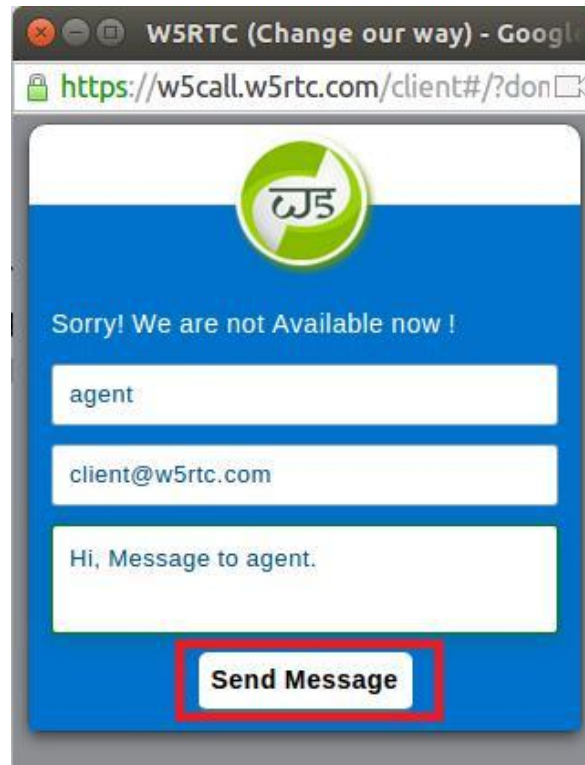
The screenshot shows the 'Settings' window with the 'Admin' tab selected. The 'Message when browser agent is offline' checkbox is checked. The 'Email id' text box contains the text 'agent@w5rtc.com'. The 'Save' button is highlighted with a red box.

2. Add agent Email Address in the text box.

3. Click Save after adding the Email Address.

b. This Section explains, How to send an email to agent, while agent is in offline.

1. While trying PSTN call to agent, if the agent has not picked the call or agent is busy in another PSTN call you will get Email sending option window in the client GUI.
2. Start typing your Name, Email and Message.
3. Click "Send Message" to send email to the agent after complete typing all the fields in the client GUI.



4. The agent will receive an Email to the registered email address as given in the Settings
-> Admin -> Message when browser agent is offline in the agent GUI.

At this you would have been learnt, tried and been successfully execute the demo in your our domain. Now all you have to do is, find the place where you want to place the client GUI and do few simple steps to turn your website to a real-time communication website



6. W5CALL integration in website

This section explains how to integrate w5call in to your website. It is assumed that the user integrating this product in to their website is expert in HTML and JavaScript.

6.1 One Step Integration

The simplest way to implement is to use the demo code provided. Find the right place where to position the real time communication window and use the files provided it is.

Please ensure that you domain name is correctly entered in Index.html from \w5callDemo directory at line no 8.

```
<script>
    /*PLEASE MODIFY THE DOMAIN NAME.*/
    document.domainname='w5rtcdemo.com';
</script>
```

Note: It may require for the developer to modify \w5callDemo\css\w5rtc.css to position the window @ the right place in their website. If you like to learn how it may look and feel, please visit w5rtc.in or w5rtc.com home page where we ourselves have implemented W5CALL in our website.

6.2 For Advanced developers

This section captures additional details for the advanced developers so they can customize it per their own needs.

Include the below four lines in the <head> section of your HTML file. The first script is needed by w5call, while the second one will be holding the client side window coding that can be implemented and customized per your need. As an example you want to have a button call "Live Video Chat", you can do that.



```
<head>

....

<script src="https://w5call.w5rtc.in/js/w5call_v0.0.1.js">
</script>
<script src="https://w5call.w5rtc.in/js/myapp.js"></script>

....

</head>
```

We also provide few advanced API that comes with this product that allows the advanced developers to control and understand the status of the online agents. These API's can be implemented in muapp.js and the details are below:

1. Registering your domain using w5call constructor API

Syntax:

W5call('domain-name').

Argument:

Domain-name: string variable taking the domain name for registration.

Return:

Newly constructed W5call object.

Example:

```
var myCallObj = new W5call(document.domainname);
```

2. Querying agent current status

This API frequently queries about the status of agent, whether agents are online or offline. This API is executed once, once executed the server frequently sends the agent



online or offline status. This agent status needs to be captured by the client app for further processing.

Syntax:

```
agentStatus();
```

Argument:

Null.

Return:

Null.

Example:

```
myCallObj.agentStatus();
```

3. Additional Info about Agent

Status message *agentList* along with agent details (id, name, photo) is sent by the server to client apps when an agent comes online; and *noagent* message when an agent becomes offline.

Client apps needs open the call pop-up client window when it receives *agentlist* message.

Syntax:

```
myCallObj .on(„agentlist“,callback function);  
myCallObj .on(„noagent“,callback function);
```

Argument:

agentlist : status message sent by the server when agent is online.



noagent: status message sent by the server when agent is offline.

callback function: this function defines what the client apps need to do after receiving the agent details.

Return:

Null.

Example:

```
Call.on('agentList',function(data){
//DOM changes when agent online (like display agent image, add event
to button)
//Your UI customization here
//Enable live help button

var button= document.getElementById('livehelp');
button.disabled = 'false';

//Add click event
button onclick = function (){
    }
});

Call.on('noAgent',function(data){
//Disable button because no agent online now var
button= document.getElementById('livehelp');
button.disabled = 'true';
});
```

6.3 Demo Code Snapshot

This section displays the demo code snapshot. Some lines are highlighted below are the focus items that a developer must take consideration while integrating.

w5calldemo\index.html

```
<html>'
  <head>
    <title>W5CALL DEMO</title>
    <script src="//code.jquery.com/jquery-1.11.1.min.js"
type="text/javascript"></script>
```



```

<script>
    /*PLEASE MODIFY THE DOMAIN NAME.*/
    document.domainname='w5rtcdemo.com';
</script>

<script
src="https://w5call.w5rtc.in/js/w5call_v0.0.1.js"></script>
<script src="js/w5calldemo.js"

type="text/javascript"></script>
    <link href="//fonts.googleapis.com/css?family=Open+Sans'
rel='stylesheet' type='text/css' />
    <link href="//fonts.googleapis.com/css?family=Dosis'
rel='stylesheet' type='text/css' />
    <link href="//fonts.googleapis.com/css?family=Cabin'
rel='stylesheet' type='text/css' />
    <link href="css/w5rtc.css" rel="stylesheet" type="text/css"
/>

</head>

<body>
    <center>
        <div
style="width:320px;;height:340px;position:relative;top:10vh;"
id="demo"> <!--
end_video_top_bg_space_div-->
        <div class="videowidthdivlargenew" id="divvideolinkwin">
            <div class="videodivwidth2">
                <div class="bgcolorlightgray">
                    <div class="canvasnewsdivnewbig2 backgroundimagecover">
                        <div class="bgvideocolor large-12 positionabsolute">
                            <div class="allpaddingdiv1">
                                <div class="fl rpaddingdiv1 fontssizediv6">
                                    <div class="smalltpaddingdiv2
colorwhite" id="divagent">Agent Offline</div>
                                </div>
                                <div class="fr" >
                                    <div class="smalltpaddingdiv2"
style="min-width:50px;">
                                        <div class="smallllpaddingdiv1 fl" >
                                            
                                        </div>
                                        <div class="smallllpaddingdiv2 Sf1">
                                            
                                        </div>
                                        <div class="clear"></div>

```



```

        </div>
    </div>
    <div class="clear"></div>
</div>
</div>
</div>
</div>

    <div class="imageshadowdiv singleleftrightmargin fr
displaydivnone" style="margin-right:9px; position:absolute;
bottom:70px; right:0px;">
        <div class="videodivwidth1">
            <div class="bgcolorwhite">
                <div class="canvasnewsdivnewbig4
backgroundimagecover bordergray">

                    <div class="bgvideocolor large-12
positionabsolute">
                        <div class="totalaligndiv">
                            <div class="fr">
                                <div class="smalltbpaddingdiv1"> <div
class="fl newrpaddingdiv1">
                                    
                                </div>
                                <div class="fl newrpaddingdiv1">
                                     </div>
                                <div class="clear"></div>
                            </div>
                        </div>
                    <div class="clear"></div>
                </div>
            </div>
        </div>

        <div class="w5newsbgcolornew allpaddingdiv1
textboxwindow" style="position:absolute; bottom:0px;">
            <div class="colorblack
fontssizediv1 textalignleftdiv">

                <textarea class="input-text text w5newsbgcolor"
placeholder="Type your request here" style="background-

```



```

color:transparent; border:none; box-shadow:none; height:40px;
width:100%; padding:7px 0px 0px 0px; font-size:15px;"></textarea>
    </div>
  </div>
</div>
<div class="large-12 bgcolorsaffron"> <div
  class="allsidepadding colorwhite">
    <div class="smalltpaddingdiv2 fl displaydivnone">
      
    </div>
    <div class="tbpaddingdiv1 fl">
      <div class="fontssizediv4 colorwhite">
        How can I help you
      </div>
    </div>
    <div class="clear"></div>
  </div>
</div>
    </div>
  </center>
</body>
</html>

```

w5calldemo\js\w5calldemo.js or w5calldemo\js\myapp.js (if designed by customer)

```

var call = new W5Call(document.domainname);
call.on('agentList', function (data) {
  //Emit list of online agent
  for (var i = 0; i < 1; i++)
  { //set online agent name
    $('.canvasnewsdivnewbig2').css('background-image', 'url('
+data[0]["image"] + ')');
    $('#divagent').html(data[0]["name"]);
    document.getElementById('demo').onclick = function () {
      //Open url
      in popup var
      popup=window.open("https://w5call.w5rtc.in/client#?domain="+document
      .domainname+"&user=false&ring=0", "W5callDemo", "top=200,
      left=200, width=290,height=320");
      popup.focus();
    }
  }
});

call.on('noAgent', function (data) {

```

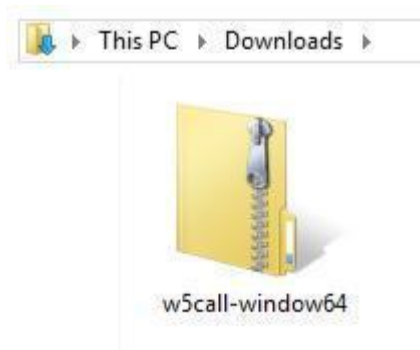


```
$('.canvasnewsdivnewbig2').css('background-image',  
'url(image/shadowimage.png)');  
var name = document.getElementById('name');  
$("#divagent").html('Agent Offline');  
document.getElementById('demo').onclick = function () {  
    alert('Agent Offline');  
}  
});  
  
call.agentStatus();
```

7. W5CALL in Windows desktop

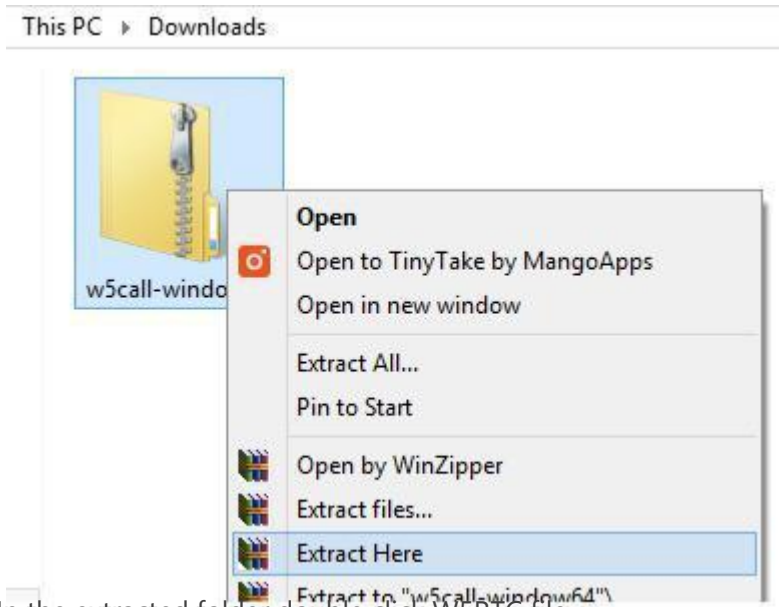
If you have purchased W5CALL Agent GUI to work in Windows desktop, this section explains the step-by-step installation procedure. With this feature the Agent will be able to receive the call from the browser directly in his windows desktop.

1. Download the Windows installation files (32 bit or 64 bit) based on your requirement from the github @ <https://github.com/W5RTC/CustomerDownloads/tree/master/w5call-Desktop/window> in a desired location of your computer.



Note: You must have permission to access github location. If not please contact your W5RTC sales person to set up W5RTC github account for your organization.

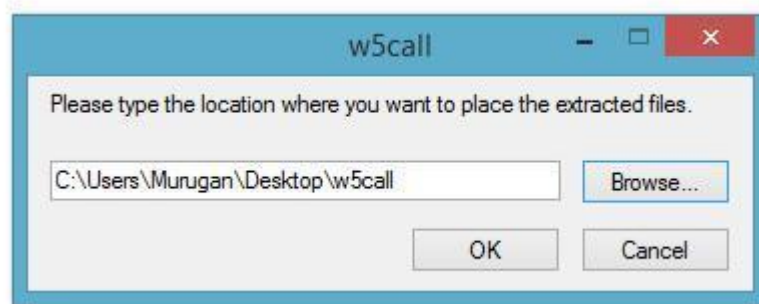
2. Extract the zip file in a desired location of your computer



3. In the extracted folder double click W5RTC file.



4. A popup will request you to select the folder where to place the extracted files. Please select the desired location in your computer where you would like to install W5CALL.



- Open the folder where you extracted the files, and double click the **w5call.exe** to open the agent GUI. The functionality of desktop w5call Agent GUI is same as Web w5call agent GUI. You may follow section 5.2 for details.



- For easy access, you may create right click **w5call.exe** to create short cut and paste it in your desktop.

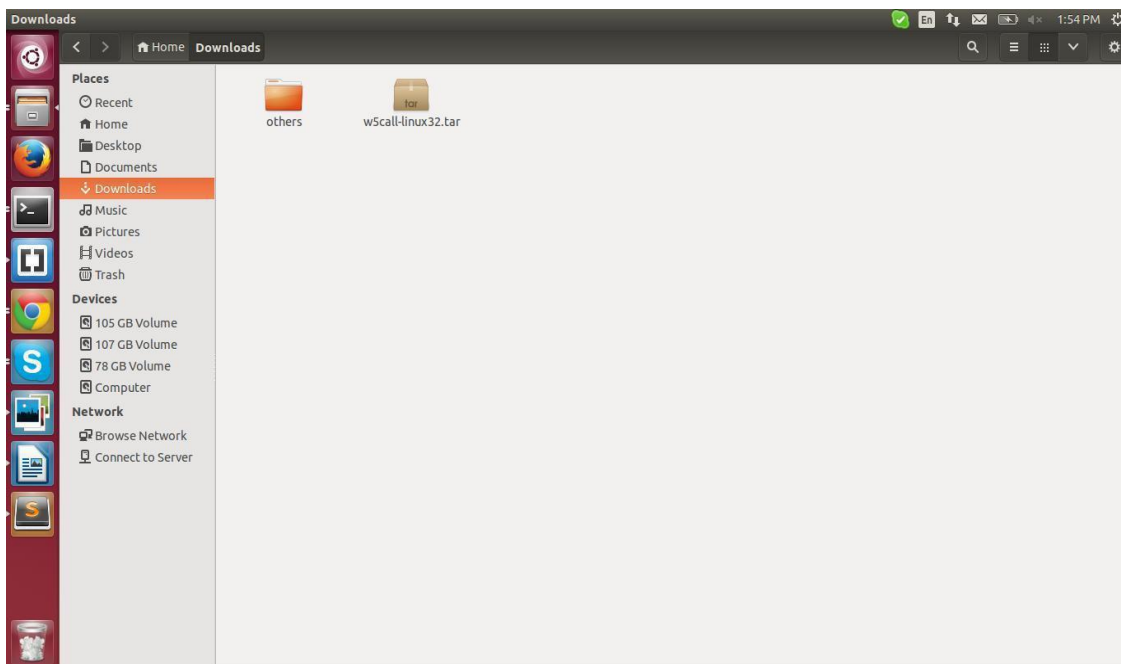
locales	1/12/2015 1:24 PM	File folder	
d3dcompiler_46.dll	1/9/2015 7:01 PM	Application extens...	3,157 KB
ffmpegsumo.dll	1/9/2015 7:01 PM	Application extens...	964 KB
icudtl.dat	12/28/2014 12:28 ...	DAT File	10,240 KB
libEGL.dll	1/9/2015 7:01 PM	Application extens...	208 KB
libGLESv2.dll	1/9/2015 7:01 PM	Application extens...	1,281 KB
nw.pak	1/9/2015 7:01 PM	PAK File	5,647 KB
package	1/8/2015 12:27 AM	JSON File	1 KB
pdf.dll	1/9/2015 7:01 PM	Application extens...	9,212 KB
w5call - Shortcut	1/12/2015 1:28 PM	Shortcut	1 KB
w5call	1/9/2015 7:10 PM	Application	41,427 KB



8. W5CALL in Linux desktop

If you have purchased W5CALL Agent GUI to work in Linux desktop, this section explains the step-by-step installation procedure. With this feature the Agent will be able to receive the call from the browser directly in his Linux desktop.

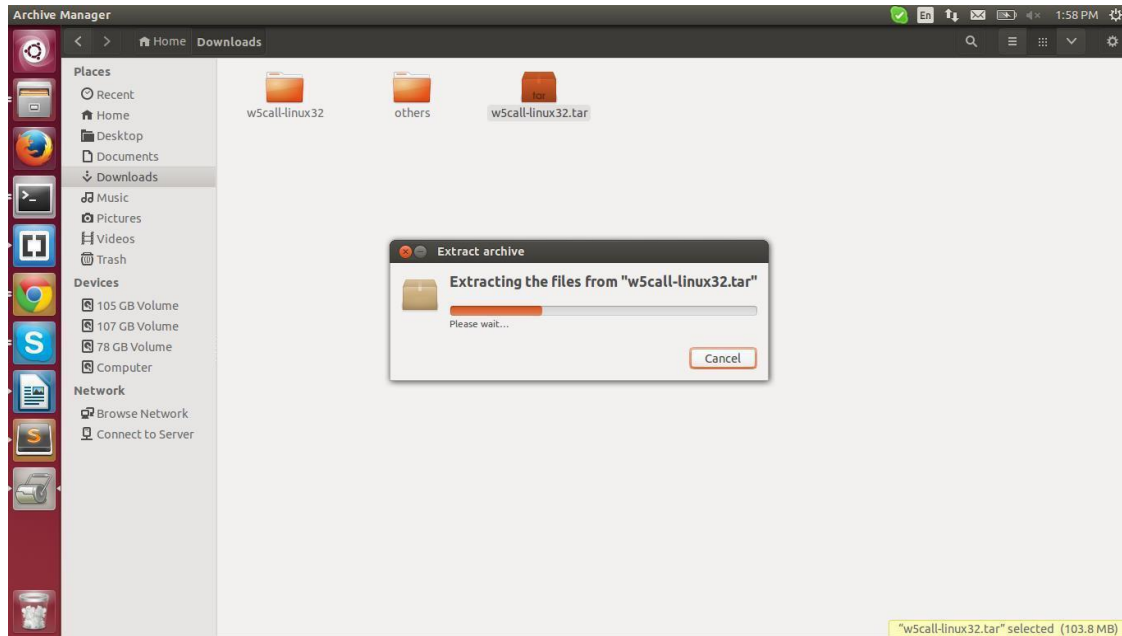
1. Download the Linux Installation files (32 bit or 64 bit) based on your requirement from the github @ <https://github.com/W5RTC/CustomerDownloads/tree/master/w5call-Desktop/linux> in a desired location of your computer.



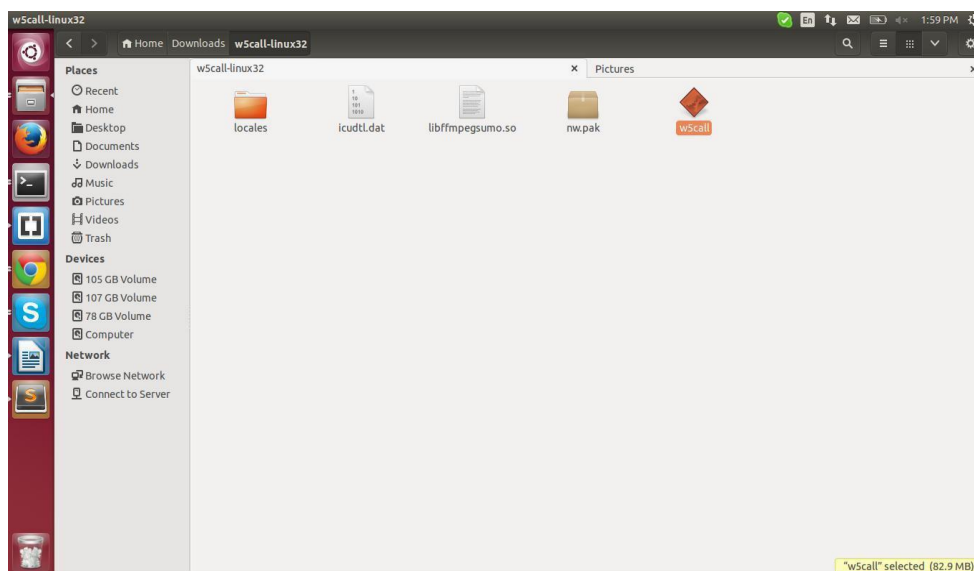


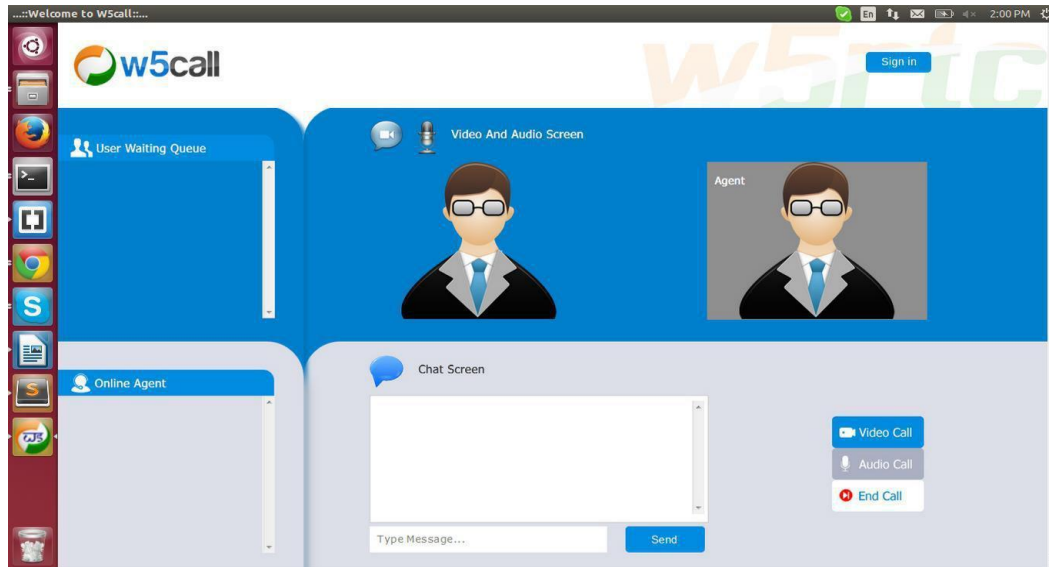
Note: You must have permission to access github location. If not please contact your W5RTC sales person to set up W5RTC github account for your organization.

2. Extract the tar file in a desired location of your computer

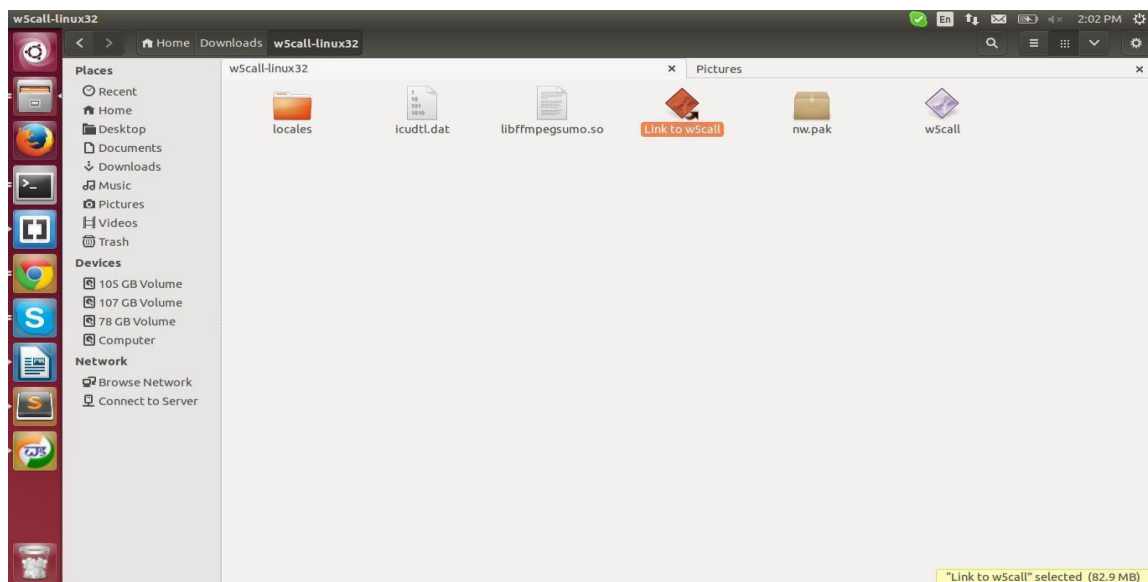


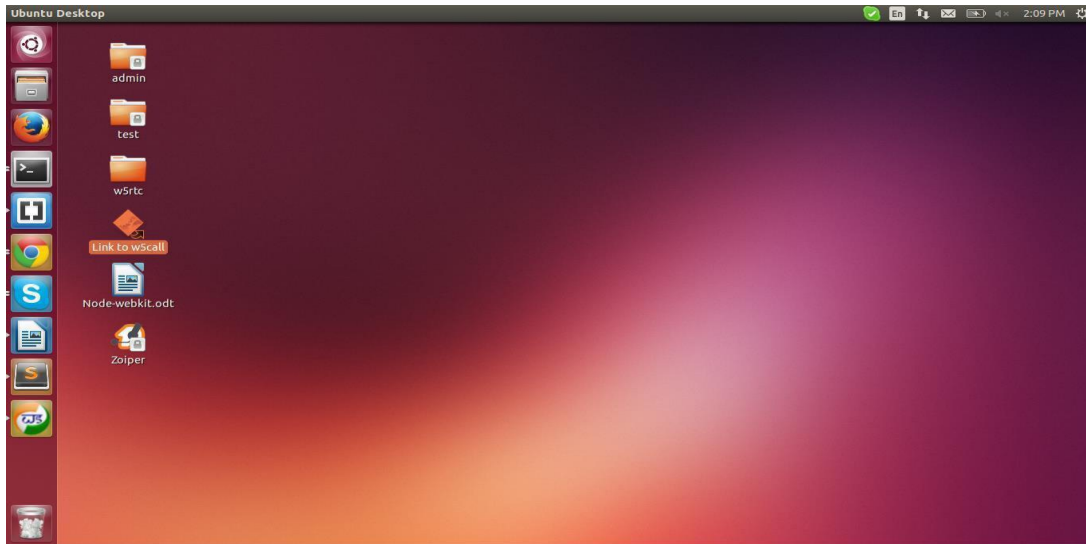
3. Open the folder where you extracted the files, and double click the **w5call** executable to open the agent GUI. The functionality of desktop w5call Agent GUI is same as Web w5call agent GUI. You may follow section 5.2 for details.





4. For easy access, you may create right click **w5call**, then click Make Link to create short cut and paste it in your desktop.



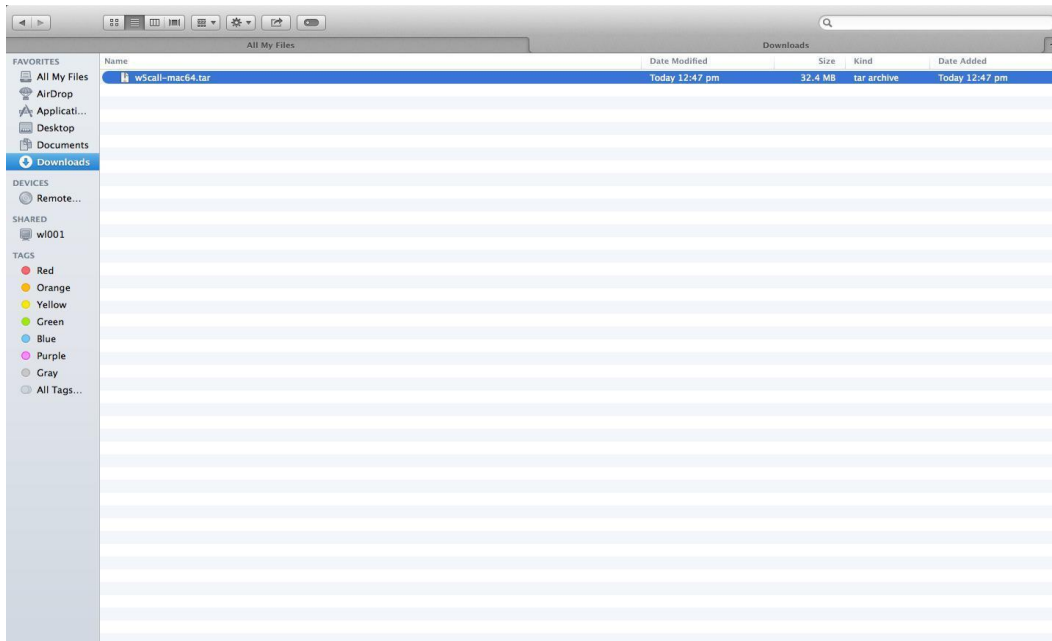


9. W5CALL in MAC desktop

If you have purchased W5CALL Agent GUI to work in MAC desktop, this section explains the step-by-step installation procedure. With this feature the Agent will be able to receive the call from the browser directly in his MAC desktop.

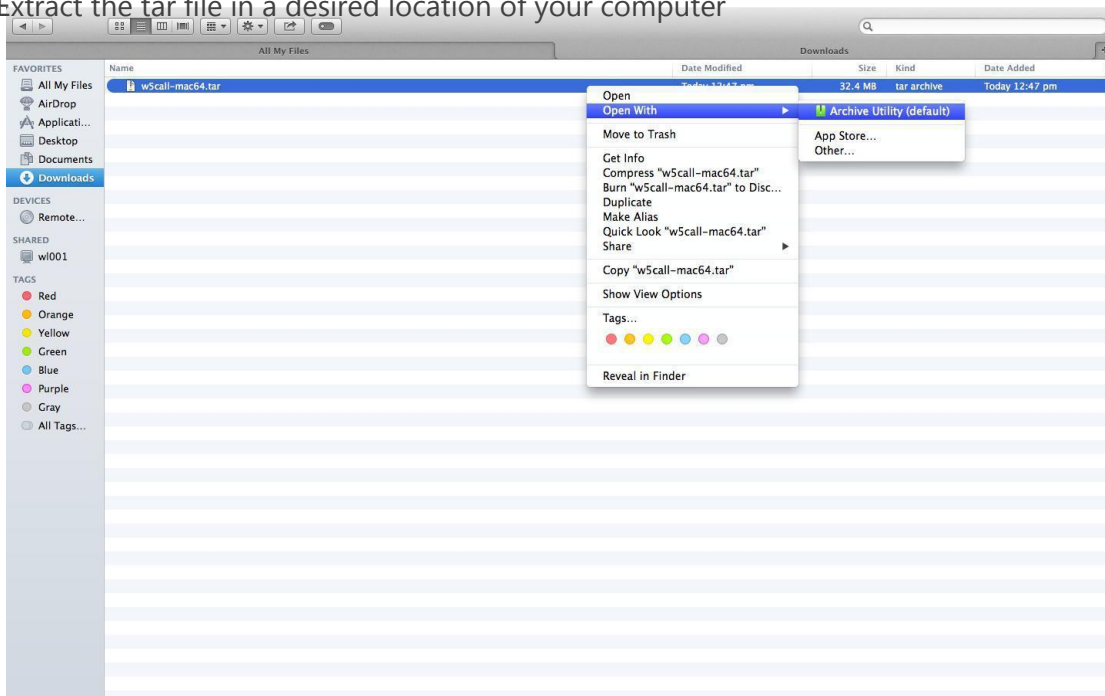
1. Download the MAC Installation file (64 bit) based on your requirement from the github

@ <https://github.com/W5RTC/CustomerDownloads/tree/master/w5call-Desktop/mac> in a desired location of your computer.



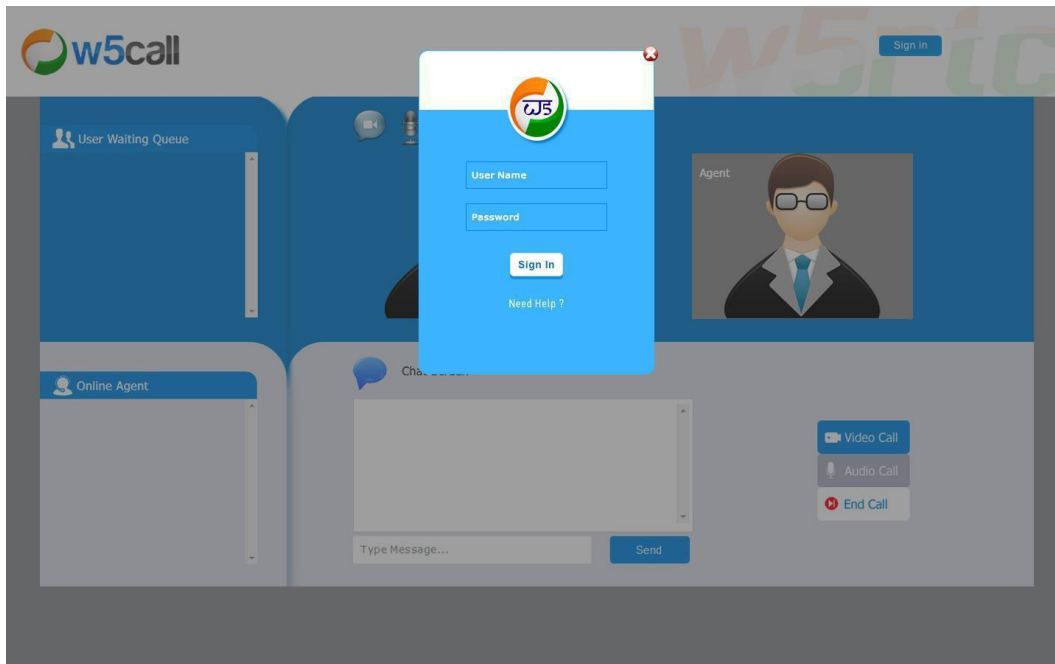
Note: You must have permission to access github location. If not please contact your W5RTC sales person to set up W5RTC github account for your organization.

2. Extract the tar file in a desired location of your computer

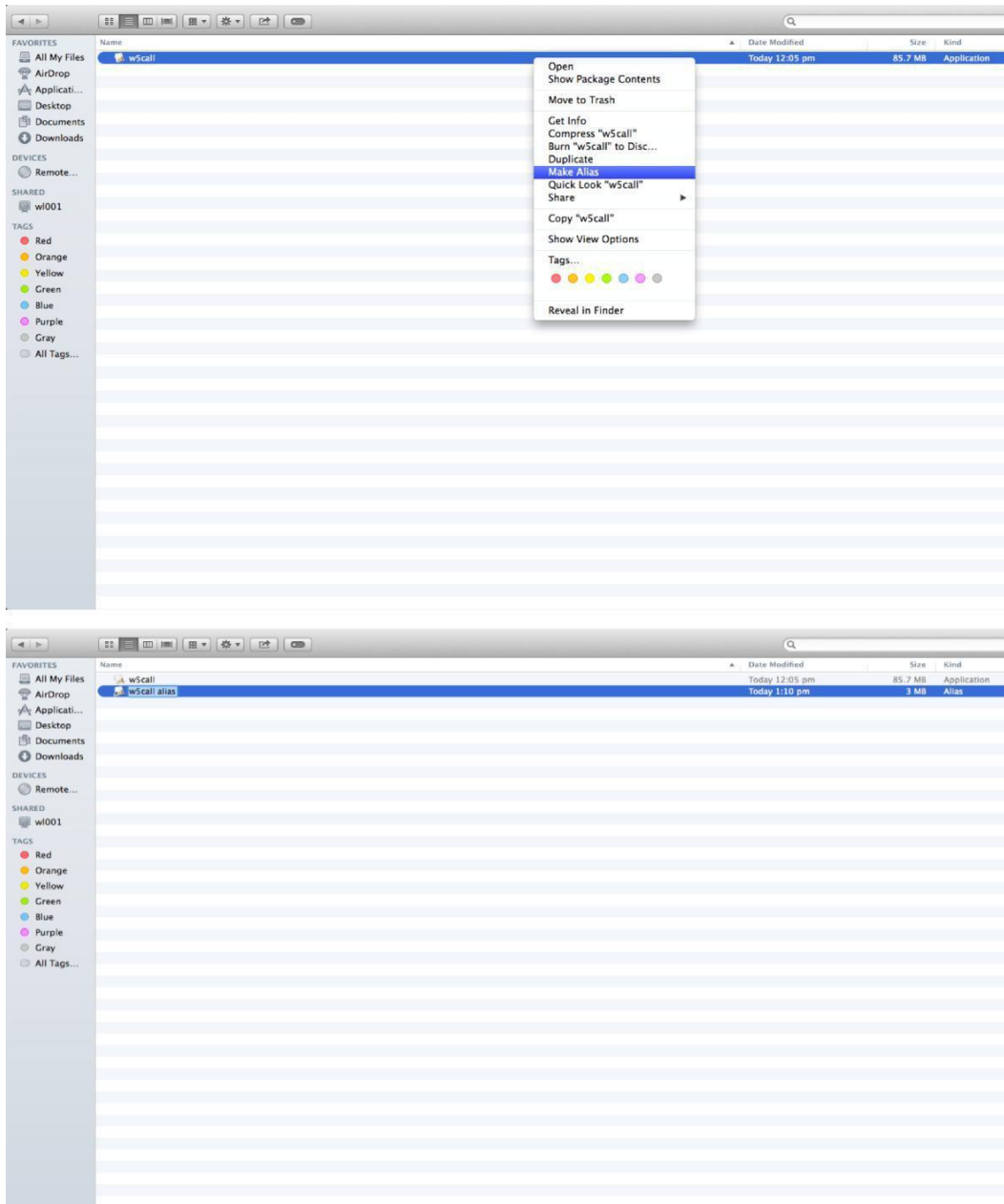




3. Open the folder where you extracted the files, and double click the **w5call** executable to open the agent GUI. The functionality of desktop w5call Agent GUI is same as Web w5call agent GUI. You may follow section 5.2 for details.



4. For easy access, you may create right click **w5call**, then click Make Alias to create short cut and paste it in your desktop.





10. Reporting bugs or Enhancement

To report bugs or enhancement, please visit w5rtc.com or w5rtc.in website. 1. Click Products -> w5call

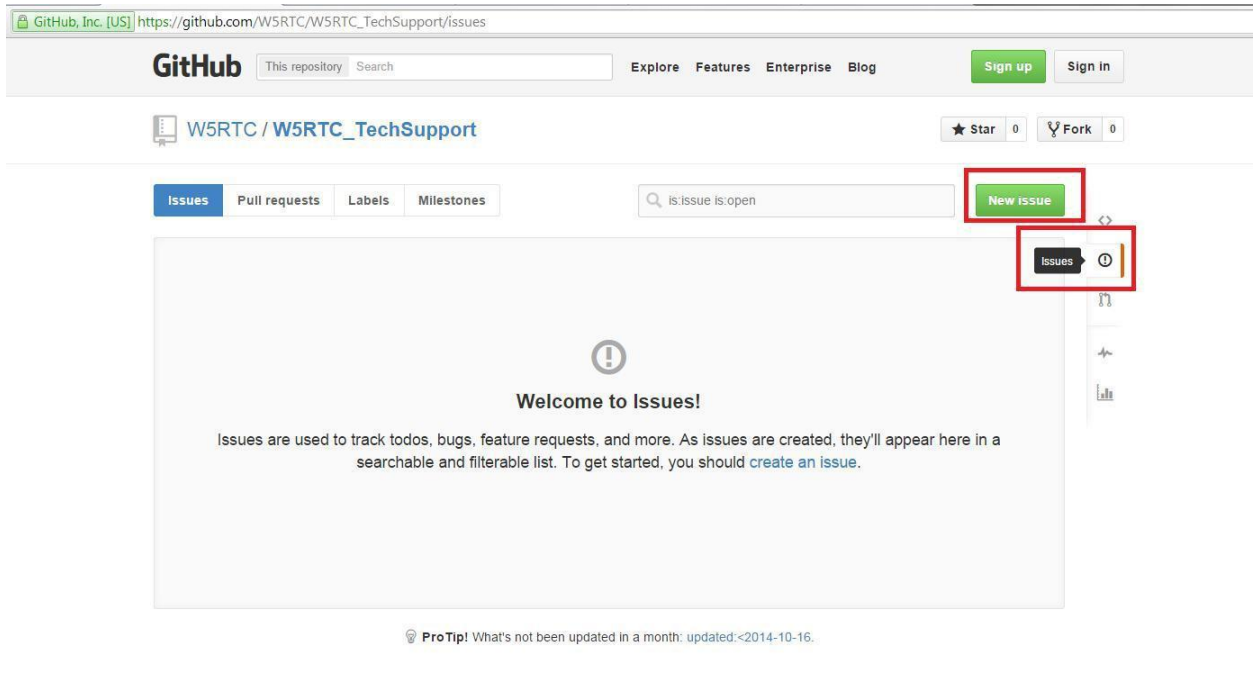
In the w5call website page locate below image in the right side of the w5call page:



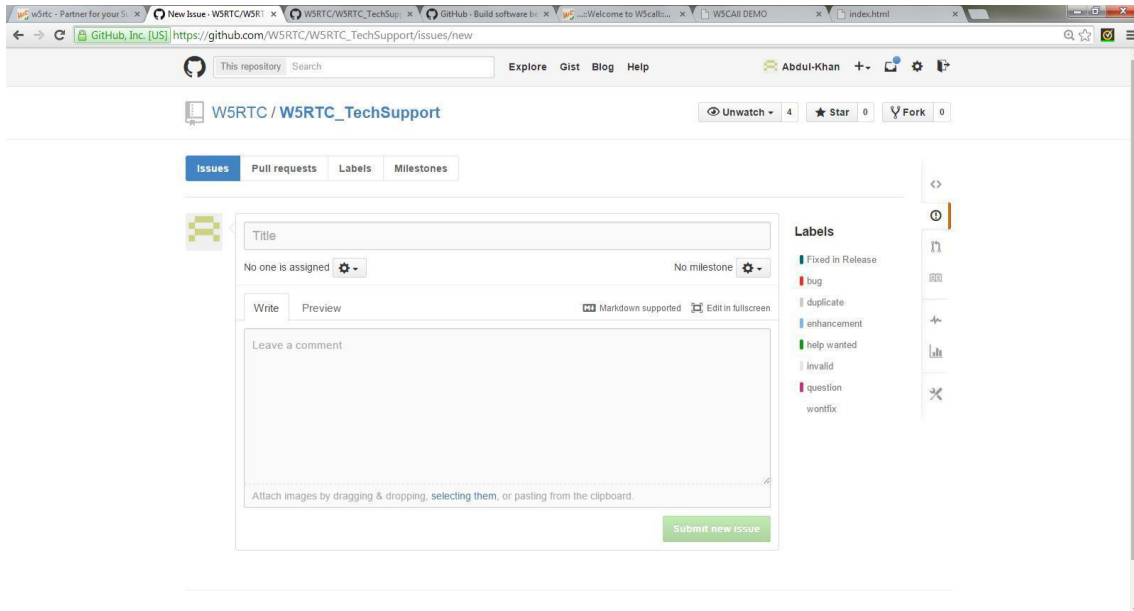
2. Click the above image; it will open the github repository link as below or you can directly open this link

https://github.com/W5RTC/W5RTC_TechSupport/issues

3. To report New bug or enhancement, Click on the “New Issue” Button in the Right hand side as depicted below:



4. It will ask you to login. So you must have Login and password. We recommend you to create login and password in your organization name directly in the github for easy management.
5. After Logging in you will be able to raise bug or enhancement in the below screen.



6. Ensure to provide enough details so it is easy to work on the defect and deliver the fix faster. We strongly recommend you to provide the following details:

W5RTC Product Name

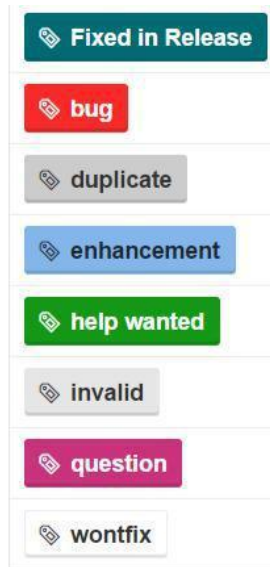
W5RTC Product Version

Problem Description

Steps to Reproduce

Other Details

Based on the details provided, we will categorize the defect (as below) as applicable and will respond to your query. Also once the fix is available, we will update the release the fix is available and will send the release download and installation instruction to you.



Thank You for partnering with us for Success! Enjoy W5CALL!



Revision history

Date	Version	Revised by	Comment
Satya Panigrahi	V1.1	Satya Panigrahi	Initial Version
Satya Panigrahi	V1.2	Satya Panigrahi	Updated desktop installation



© 2014-2020 W5RTC Ltd. All Rights Reserved.

No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system, or translated into any language, in any form or by any means, such as electronic, mechanical, photocopying, recording, or otherwise, without prior written permission from W5RTC.