

CLICK TO CALL EXTENSION MANUAL

CLICK TO CALL SETUP

[Click to Call](#) automatically hyperlinks the phone numbers displayed in your Google Chrome browser for instant calling from your desk phone.

INSTALLING CLICK TO CALL

To reach the extension page, click [THIS HYPERLINK](#).

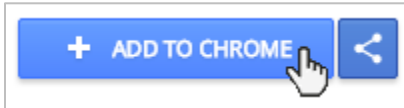
Or, copy the link into your taskbar:

<https://chrome.google.com/webstore/detail/omni-ctc/fngfdjmeemoefdjifoalcccpiicmgpbi>

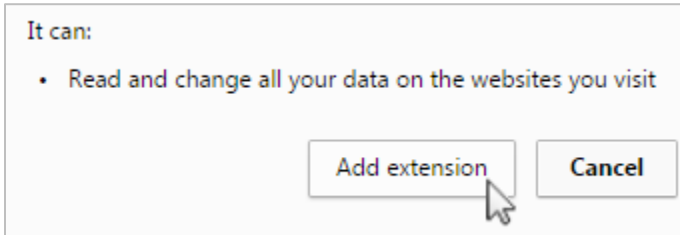
You will reach the Omni CTC Extension page.



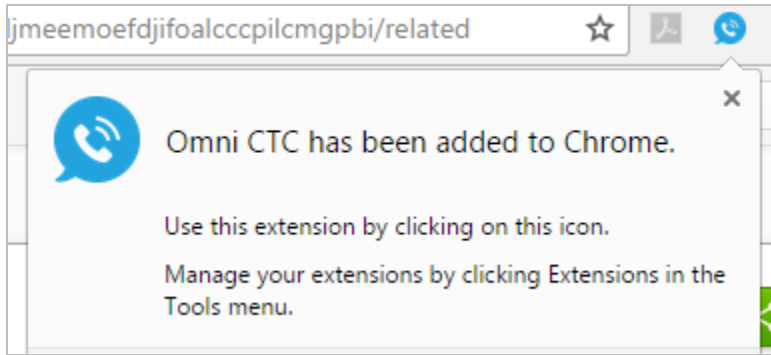
Click the **ADD TO CHROME** button to begin installation.



Click **Add extension** in the Add "Omni CTC" pane.



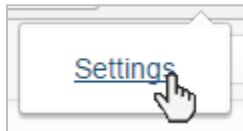
When the extension is successfully installed, a notification will appear onscreen and the extension icon will appear in the taskbar.



Click the new icon to access extension setup.



Click Settings.



The **User** section will display the following boxes:

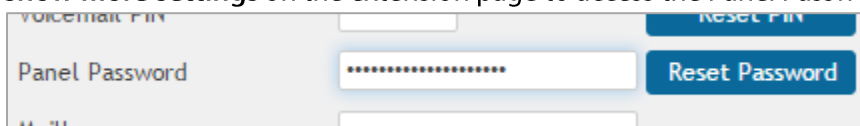
Server

Username

Password

- In the Server text field, enter **omnivoice.smartchoiceus.com**.
- In the Username field, enter **sccoffice-** followed by your extension number (example: **sccoffice-7323**.)
- In the Password text field, enter or paste your Panel Password.

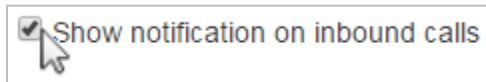
The Panel Password can be found and reset in the **Manage Extensions** section of the User Panel. Click **show more settings** on the extension page to access the Panel Password.



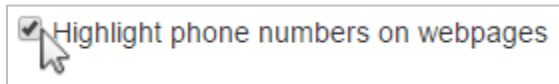
The updated text fields should mimic the ones below, but feature your specific extension number and your own Panel password, which will remain hidden.



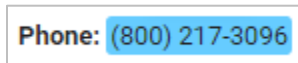
If desired, click **Show notification on inbound calls** to enable inbound call popups.



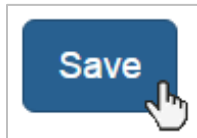
For increased number visibility, click to enable **Highlight phone numbers on webpages**.



When the **highlight** feature is selected, clickable numbers will feature with a blue background:



Click save to update your settings.

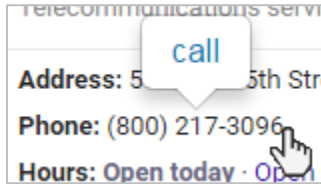


USING CLICK TO CALL

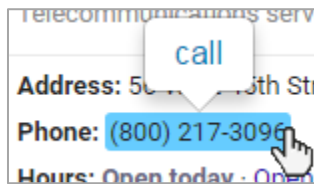
Once the extension has been installed, the phone numbers seen on webpages will now function as links.

To place a call, hover the cursor over the number to which you'd like to connect.

The call prompt will appear above or below the digits.



(Shown without highlighted numbers)

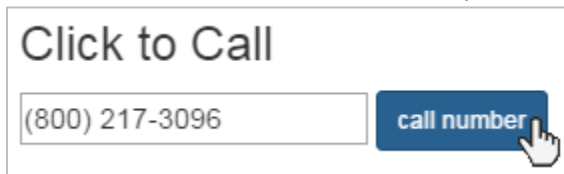


(Shown with highlighted numbers)

Click the call button.



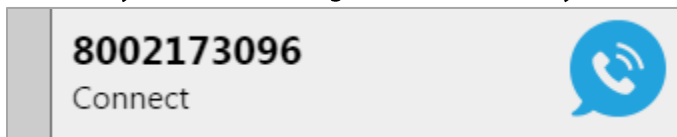
Click call number in the Click to Call pane to connect.



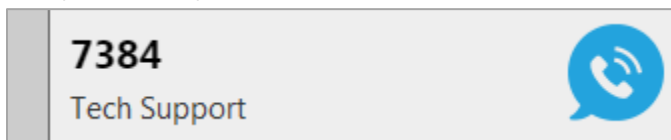
Answer your desk phone when it rings. It will display the **Incoming Call - Connect** text on the phone screen, along with number you have dialed.

INBOUND CALLING NOTIFICATION

When your desk phone rings with the call, a popup notification will appear on the lower right hand corner of your screen, along with the number you have dialed.



When **Show notification on inbound calls** is enabled, you will also receive a pop up with the number and (if available) name of the inbound caller.



FREQUENTLY ASKED QUESTIONS

Question: Can I click on any number on the Internet?

Answer: Yes, as long as the number is clickable, or highlighted when the highlight feature has been selected.

Question: Do I need to activate the extension when I open my browser?

Answer: No, the extension remains active once installed.

Question: Why can't I click on a number in Firefox or Internet Explorer?

Answer: The Chrome extension is exclusive to Google Chrome.

Question: How does the extension connect to the number I am looking to contact?

Answer: When you click the number, your desk phone will ring. When you pick up, the call will ring on the other party's line.

Question: Can I click on a number in Outlook?

Answer: No, this requires the Outlook Click to Dial extension.

Question: How can I receive additional support?

Answer: You can reach Smart Choice Communications **24x7x365** at **(800) 217-3096**.