IntPowers

USER GUIDE · WEB CALLER SOLUTION

Web Caller

Voice calls from your website, in the browser, straight to your PBX, IVR or ACD

Service: **[CLIENT]**



Interactive Powers · Version 2026.1 · October 2026

WHAT IT IS

Web Caller at a glance

A button on your website, a link or a QR code opens a voice call in the browser. Web Caller delivers it to your phone system like any other call.

One click from your website

Floating call buttons, one per service

Voice in the browser

The microphone and speaker of the phone or computer

DTMF keypad

To choose options in your IVR menu

QR access

From an invoice, a poster or the computer screen

Reaches your phone system

Over a SIP trunk to your PBX, IVR or ACD, or forwarded to a number

No app, no number

Callers install nothing and never give out their phone number

From the website button to your PBX

Every call follows the same path. To your phone system it is just another inbound call, with its queues and its rules.

01

The customer clicks

The call button on your website, a link, or a QR code scanned with their phone.

02

Allows the microphone

The browser asks the first time. There is nothing to install.

03

Voice travels encrypted

Over WebRTC to the Video RTC gateway, which turns it into SIP.

04

Enters your phone system

Over a SIP trunk to your PBX, IVR or ACD, or forwarded to a number.

05

You answer

Your IVR or your agent. The customer selects options on the DTMF keypad.

For the agent, just another call. Answered on the usual phone, softphone or ACD desktop, from the queue assigned to the button.

Where it works In modern browsers on computers, tablets and phones (iOS and Android), with no app and no plugin.

BEFORE YOU START

What the caller needs

Web Caller is not installed: it runs in the browser the customer already has. A microphone and an internet connection are enough.

To call with Web Caller

- An up-to-date browser: Chrome, Safari, Firefox, Edge or Opera, on a computer, tablet or phone.
- A microphone and a speaker: the device's own or a headset.
- Microphone permission: the browser asks the first time; without it there is no call.
- An internet connection: Wi-Fi, cable or 4G/LTE or 5G mobile data.

Pages with Web Caller: [YOUR WEBSITE URL]

TECHNICAL REQUIREMENTS

Browsers

Chrome · Safari · Firefox · Edge · Opera

Systems

Windows · macOS · Linux · iOS · Android

Networks

Ethernet · Wi-Fi · 4G/LTE · 5G

Telephony

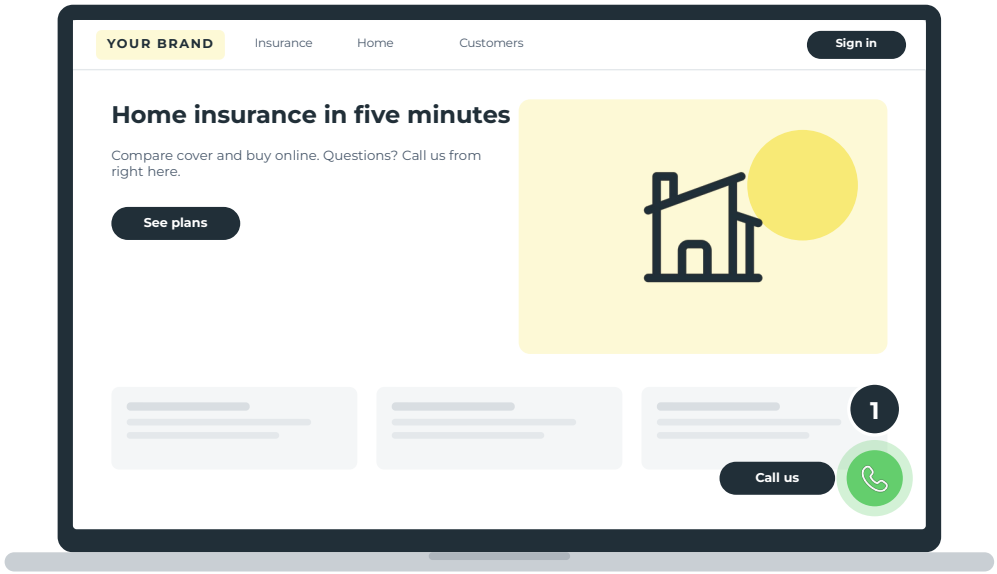
SIP trunk · PSTN forwarding

Best from the browser. Browsers built into other apps, such as social networks, may block the microphone. If that happens, open the page in Chrome or Safari.

What the customer sees on your website

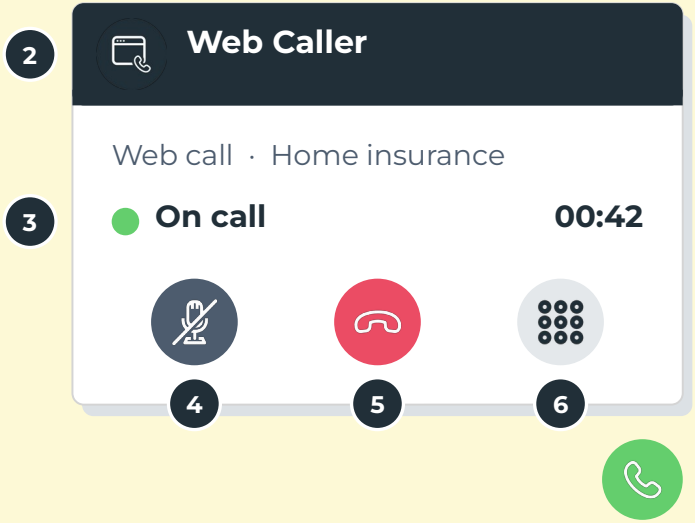
A floating button follows visitors around the site. Clicking it opens the call widget, with the call status and controls in view.

YOUR WEBSITE, WITH THE BUTTON



Mockup with synthetic data. The look of the button and the widget adapts to each website.

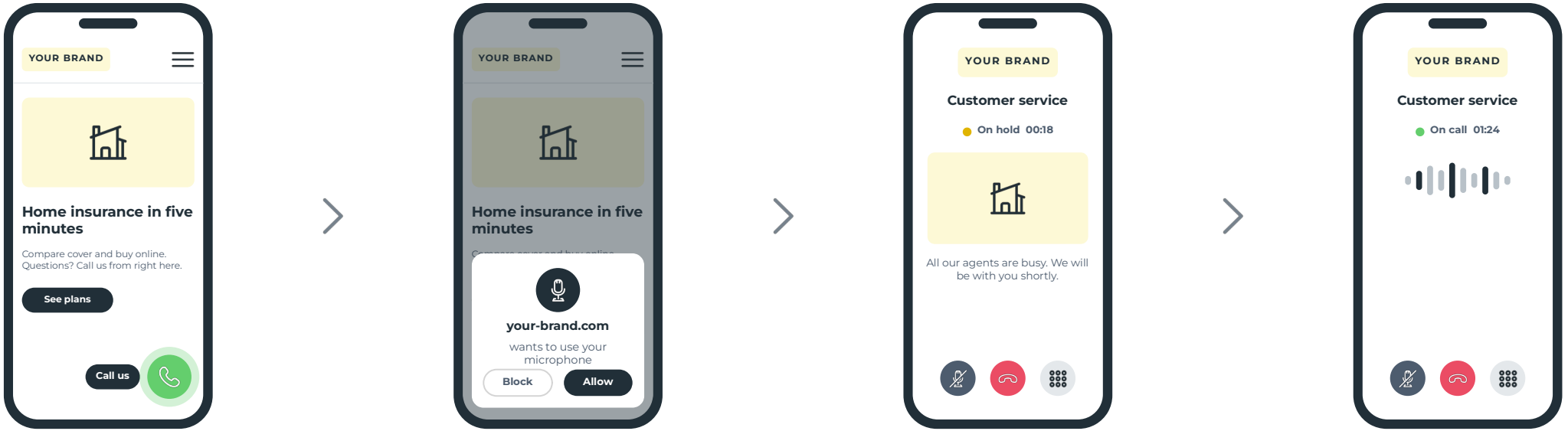
THE WIDGET, DURING THE CALL



1. **Floating button** opens the call; one per service
2. **Header** your brand and the service being called
3. **Status and time** on call, on hold and the duration
4. **Mute** turns off the microphone without hanging up
5. **Hang up** ends the call
6. **Keypad** opens the DTMF keypad for the IVR

From the button to the conversation, in four screens

This is the call as the customer experiences it on a phone. On a computer the path is the same, with the widget over the website.



1 Clicks the button

"Call us", on the page they are on, or scans a QR code.

2 Allows the microphone

Only the first time on that website. They must tap "Allow".

3 Waits in the queue

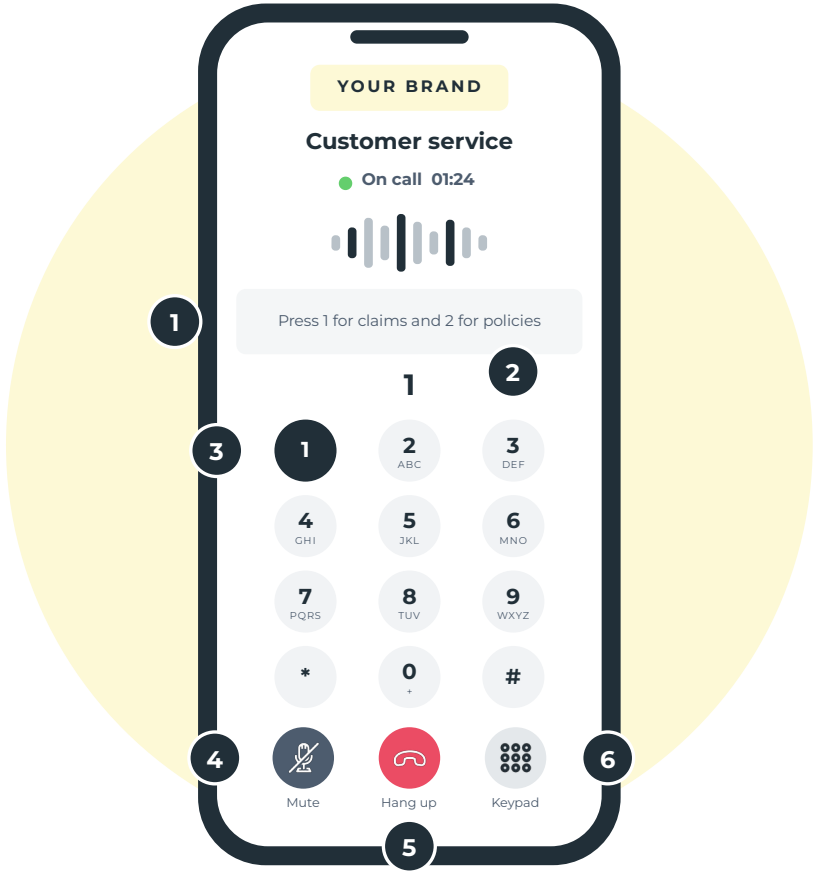
If no one is free, they see a hold message with your brand.

4 Talks to you

With mute, hang up and keypad always in view.

Your IVR menu, from the browser

If your IVR asks for an option, the customer selects it in the widget. Your IVR receives the tones as it would from any phone.



1. **IVR prompt** what the customer hears
2. **Digits entered** the keys they have pressed
3. **Key pressed** it sounds just like a phone
4. **Mute** turns off the microphone
5. **Hang up** ends the call
6. **Keypad** shows or hides it

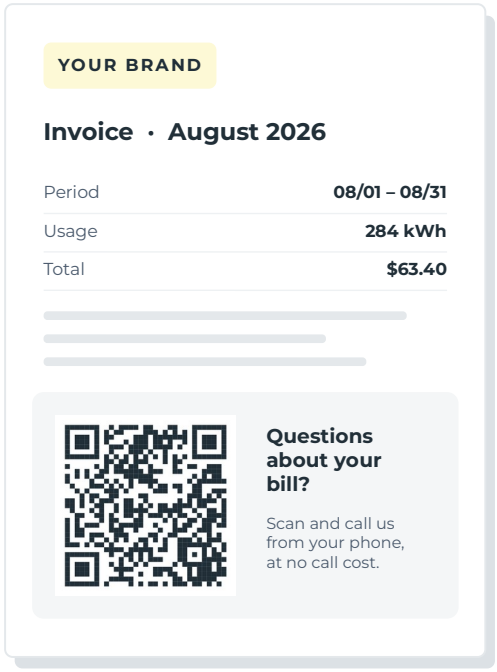
How to use it

- **On a phone,** tap the key.
- **On a computer,** click it, or use the number keys if this is enabled.
- **The * and # keys** work just as on a phone.

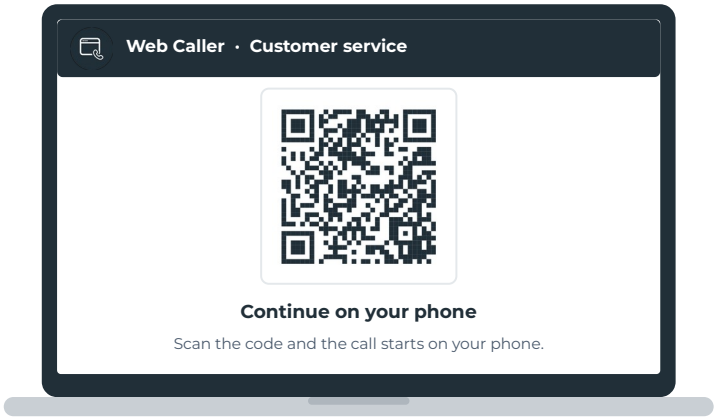
Call from a printed page or move the call to the phone

The QR code takes customers to the web call when they are not on your website, or when they would rather continue on their phone.

PRINTED QR



WIDGET QR



The QR codes on this page are real: they lead to the Web Caller page.

Scan

With the phone camera, no reader app needed.

Open the page

The phone's browser opens the web call.

Call

Allow the microphone and the call starts.

- **Each QR, its own service:** the one on the invoice goes to billing; the one on the poster, to bookings.
- **From computer to phone:** if the widget shows the QR button, the customer scans it and carries on by phone.

Answering a Web Caller call

There is nothing new to learn: the web call comes in through your phone system and is handled like any other call.

When it comes in

1. Answer on your phone, softphone or ACD desktop, as usual.
2. The call arrives through the queue or extension assigned to the button the customer clicked.
3. If your system displays call data, you will see what the page sent: service, reference or name.

Same queues and hours

Your ACD applies its rules: priority, hours and overflow.

Page context

Data travels as SIP headers, if your administrator set it up.

The customer can dial

If you ask for an option or a number, they key it into the widget.

If the audio is poor

It is usually the customer's network: ask them to try other Wi-Fi or mobile data.

What stays the same. Transfers, recording and monitoring work however your PBX has them configured.

WHEN YOU NEED TO SEE

Add visuals with Remote Viewer, without hanging up

Web Caller includes Remote Viewer as an add-on. On the same call, you share screen, camera, files and chat with the customer.

01

Stay on the call

Do not hang up: the voice carries on through Web Caller.

02

Open Remote Viewer

Create the session from your desktop and get the PIN and link.

03

Give them access

Read out the PIN or paste the short link in the chat.

04

You both see the same

Screen, rear camera or files, while you keep talking.

Voice through Web Caller. The call stays open in the customer's widget.

Visuals through Remote Viewer. In the browser, with no downloads. See its guide for details.

Ending the call and what to do if something fails

The call ends when either side hangs up. If something does not respond, these checks fix it almost every time.

To finish

1. Confirm with the customer that they have what they needed.
2. Hang up as usual, or have the customer tap “Hang up”.
3. On hang-up, the widget closes or goes to the page you chose.

If something is not working

You cannot hear the caller

Check microphone permission in the padlock of the address bar, and that no other app is using it.

The caller hears nothing

Turn up the volume and check the device’s audio output or headset.

The button does not call

If the site was opened inside another app, open it in Chrome or Safari.

Corporate network

A firewall may block WebRTC audio: see the Network connectivity requirements.

Five steps to switch on Web Caller

Set up once by whoever runs the website and the phone system, with the Interactive Powers team, before the first call.

01

Define destinations

Which service each button reaches: a queue, an IVR, an extension or a number.

02

Connect telephony

The SIP trunk between the Video RTC gateway and your PBX, or PSTN forwarding.

03

Configure the widget

Brand, colors, keypad, hold message and what happens on hang-up.

04

Publish the access points

Buttons on your pages and QR codes on your documents.

05

Test the call

From a phone and a computer: microphone, keypad, queue and close.

UNDER THE HOOD

Platform	Deployment	Encryption	Your telephony
Video RTC	**Cloud or on-premises**	**DTLS-SRTP · TLS**	**SIP trunk · PSTN**

What you adjust in a single file

The widget's behavior is defined in the Video RTC web client configuration, without touching your website or your PBX.

config.json

```
{
1  "autocall": false,
2  "autoclose": true,
3  "color": "#212F38",
4  "settings": { audio: true, video: false },
5  "dtmf": { enabled: true, bindKeyboard: true },
6  "hold": { enabled: true, enqueue: true },
7  "geoposition": false,
8  "urlClose": "https://your-domain/thanks",
9  "urlQr": "__CURRENT__&autocall=true"
}
```

Illustrative excerpt. Values for each deployment are set by the Interactive Powers team.

1. **autocall** call on page load or with a click
2. **autoclose** closes the widget on hang-up
3. **color** your brand color
4. **settings** voice only: no camera
5. **dtmf** keypad, also from the computer keyboard
6. **hold** hold message while in the queue
7. **geoposition** location, only with permission
8. **urlClose** the page shown after hang-up
9. **urlQr** the QR code to continue on a phone

</> **Data to your system.** The page can add parameters to the call, which reach your PBX or ACD as SIP headers.

So every web call goes well

Simple habits for the team that answers and for whoever manages the website.

Mention the microphone

Next to the button, one line: “We will ask permission to use your microphone.”

Headsets are better

On a computer they prevent echo. Suggest one if the call will be long.

One button per service

Each button to its own queue: sales, support or appointments, with no extra menu.

Each QR, its destination

The QR on each document goes to the service that handles it.

Only useful data

Pass the agent what they need, such as the reference; never extra sensitive data.

Test after every change

Call from a phone and a computer: microphone, keypad, queue and close.

MORE DOCUMENTATION

Next steps

Web Caller 2026 brochure

What it is, how it works, security and deployment, in long and short versions.

Network connectivity requirements

Browsers, bandwidth and ports for the workstation and the network.

Support

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