Default Application Auto-Dialer Integration with the Manitou Web Client

July 2024

Manitou®
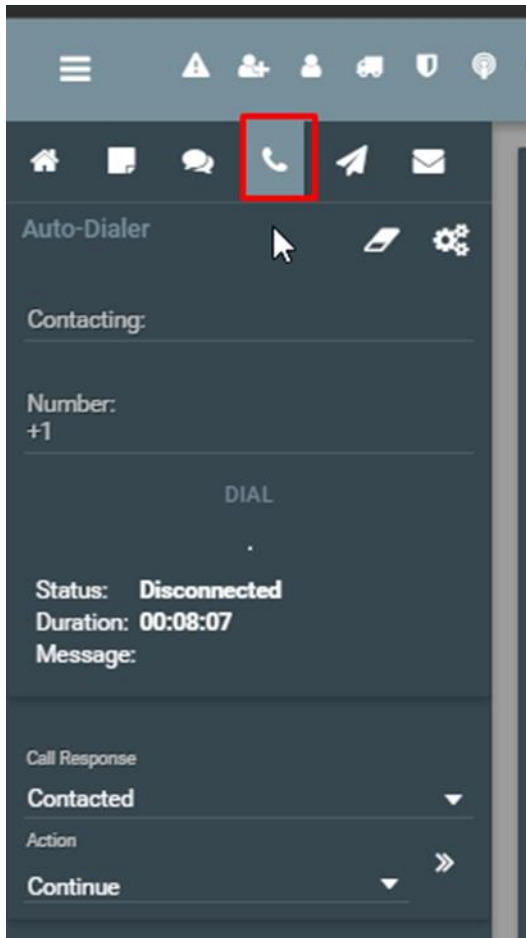
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Overview

Manitou Web Client's phone dialer now integrates with the Windows Default Application Dialer options. This will enable any application on the Windows computer that is set as a phone type application to be launched from the dialer in the Manitou Web Client.
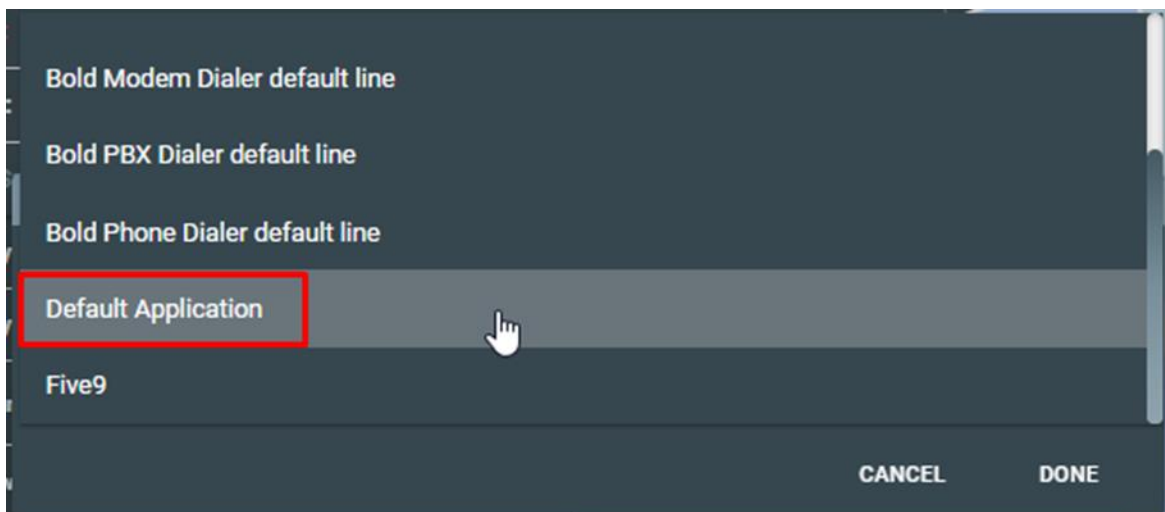
Setup

While logged in to a Manitou Web client, click the **Dialer** button to open up the dialer.
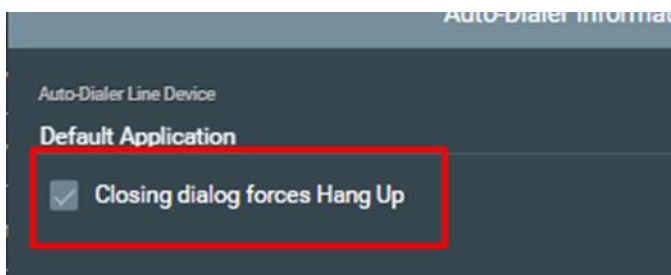
Open the **Dialer** config:

In the drop down of the **Auto-Dialer Line** devices, select Default Application:
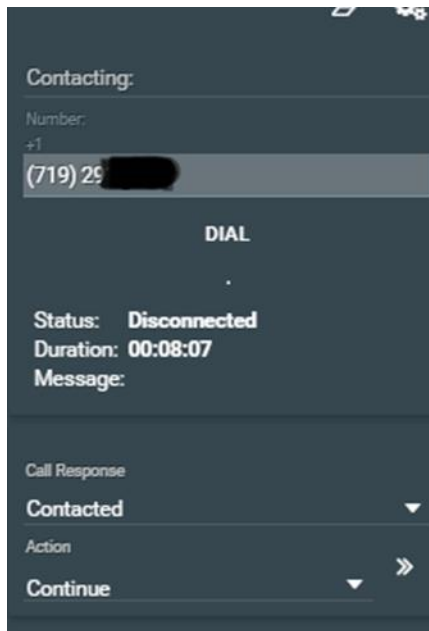

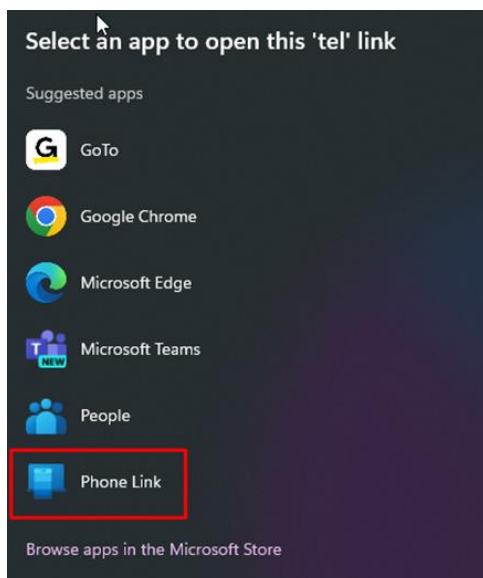It is suggested to select the **Closing Dialog forces Hang Up** checkbox:

Selecting this option means when the operator clicks **Continue** on the call in Manitou and the validation box is completed, the dialer will then show as disconnected and not ask the operator to hang up the previous call for each new call being made. If this option is cleared, since Manitou does not interact with the phone application, the dialer within Manitou will not be aware of when the call is disconnected. This will cause the Manitou dialer to continue to log the time of the call until the operator clicks the **Hang Up** button in the Manitou dialer.

Click **Done** once selected.

In the dialer input in a valid number to call (other than your mobile phone if you are using an application like Phone Link that will be using your mobile for outgoing calls) that you are trying to connect to and click **Dial**:
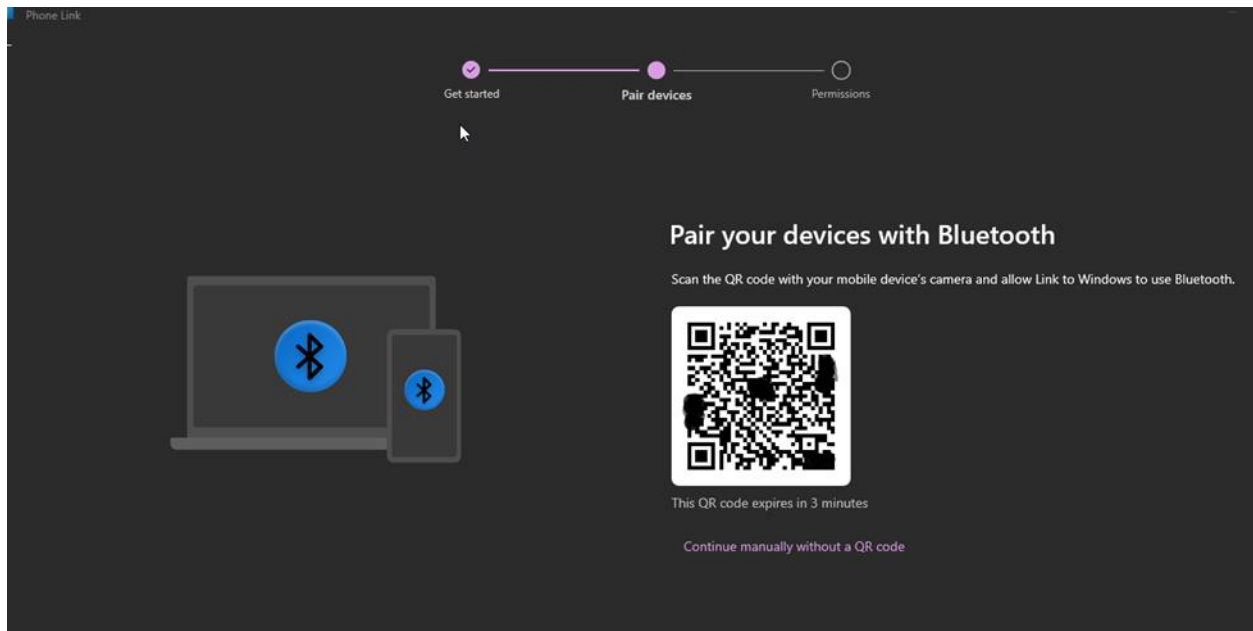

After clicking **Dial**, a pop-up box asks what application you would like to use. Select the application and select to use it Always or Once. Selecting Always causes the box below to not show for each call made. Selecting Once makes you select the app for each call that is made.

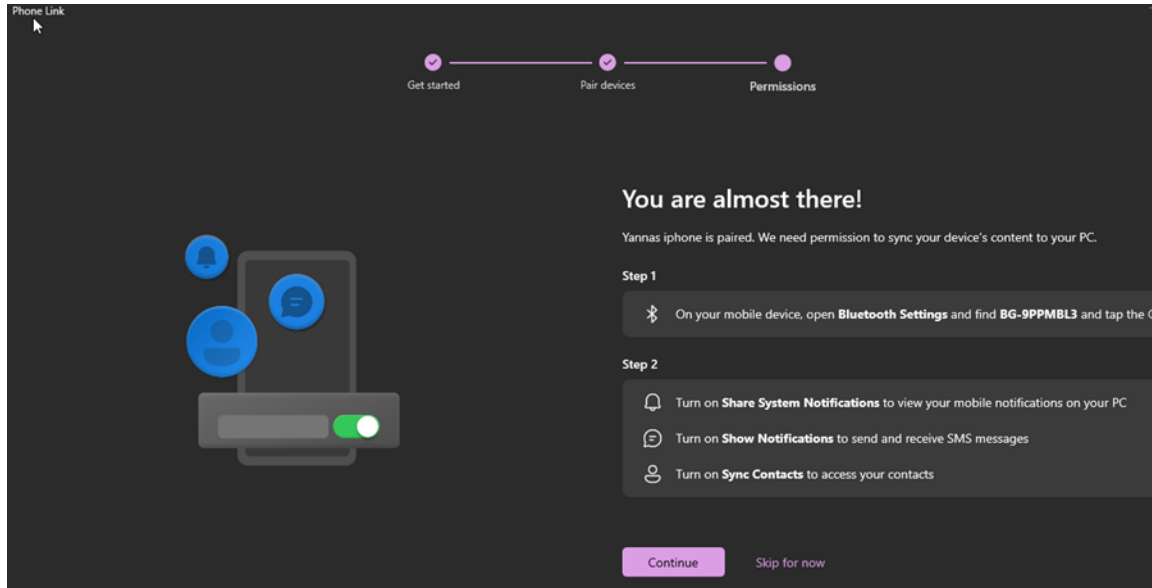For an example, we will connect Phone Link, a Windows application.

After selecting Phone Link, you can select what type of mobile device you will be using. To pair your phone with the computer, you are shown a QR code to use with your mobile device's camera, which allows Phone Link to Windows to use Bluetooth.
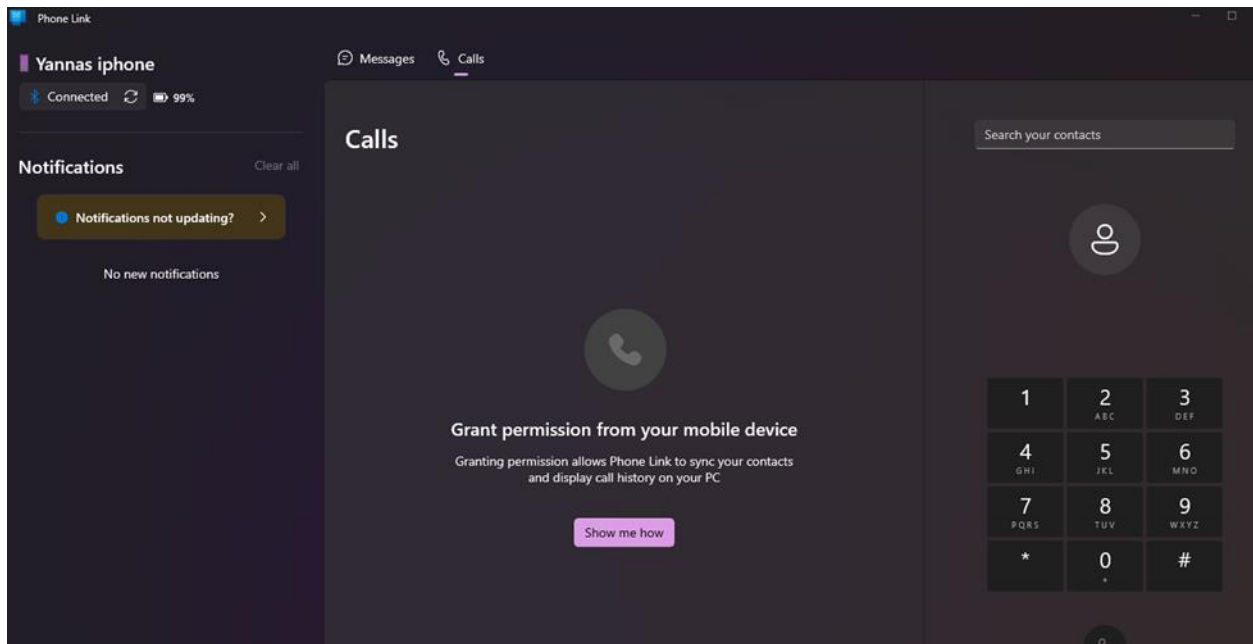

With the camera on the QR code, select "pair devices" on your phone.

Select Open on the app to Link to Windows on the phone. You are given the option to Continue on their phone and to allow security type options or not. The phone connects to the computer via Bluetooth. There is a verification to pair both on the computer and on the phone.

Once the devices are paired, there are permissions and options in Phone Link on the computer as to what to share and what not to share.
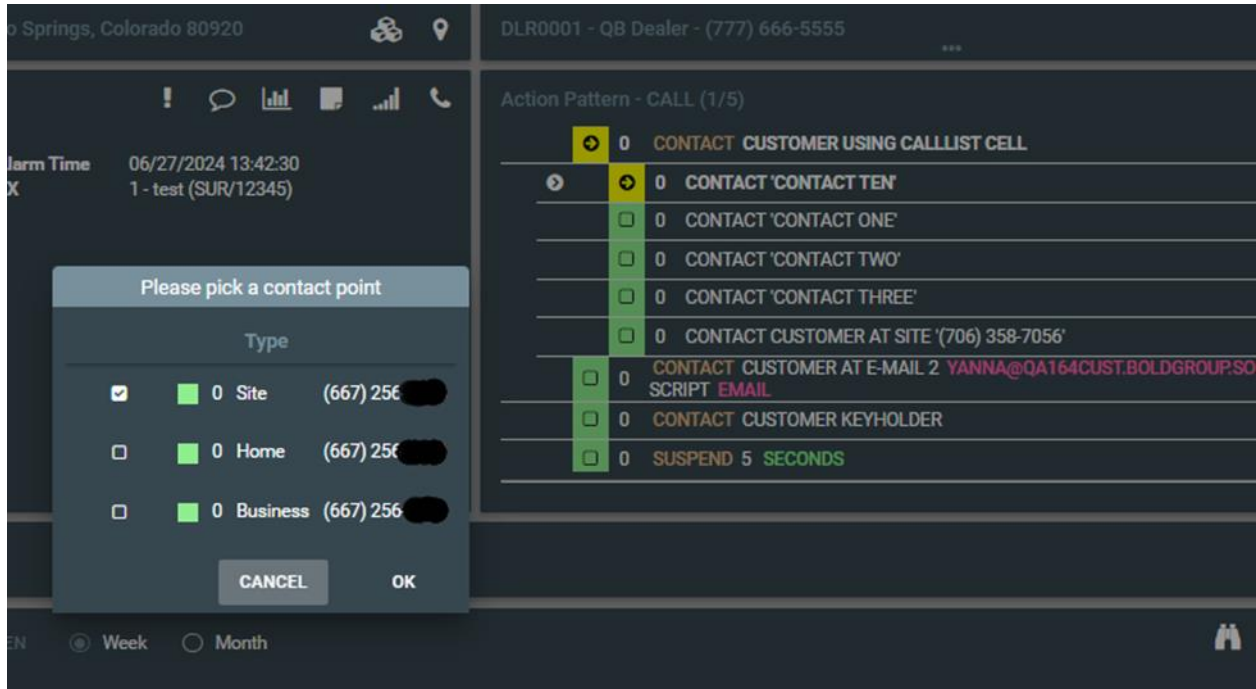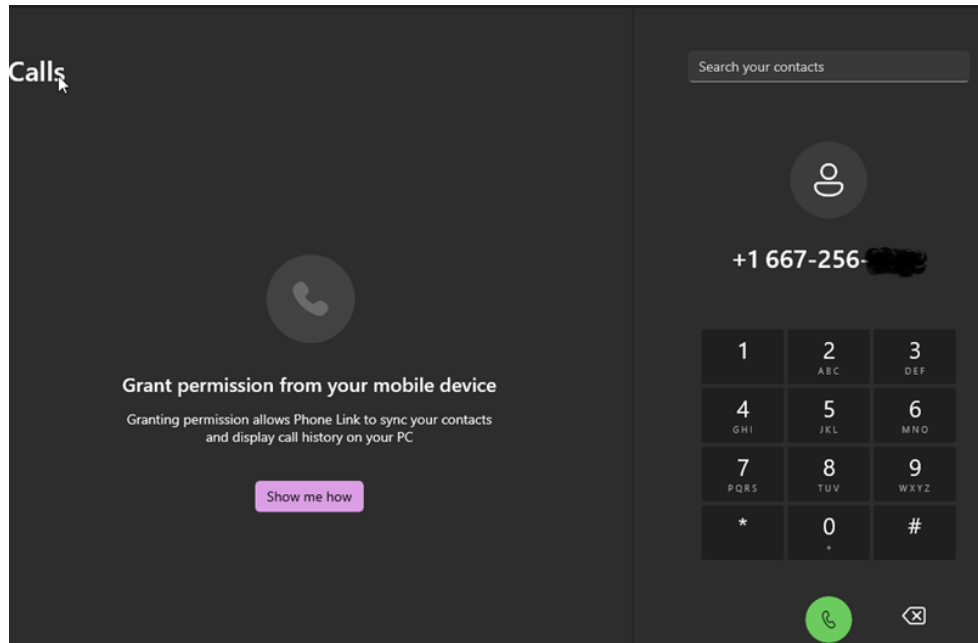

The Dialer is now set for use.

Other applications can be used and set up will vary depending on the selected application.

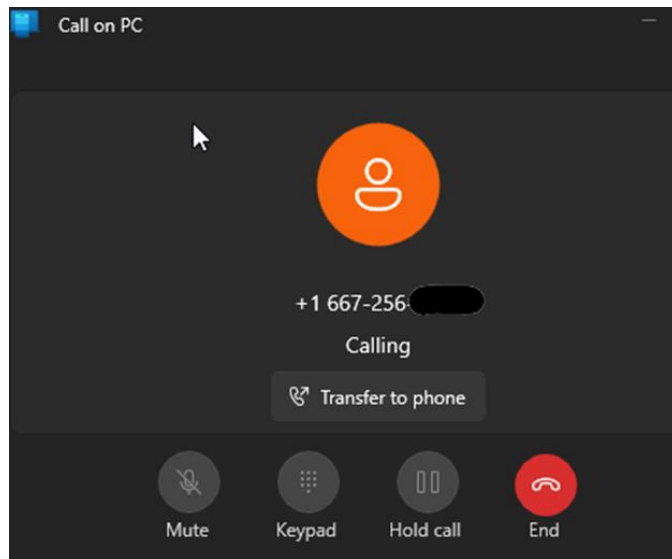# Using the Default Application Dialer Type in the Manitou Web Client

When dialing out from an alarm, select the number to call or if a specific number is already within the action pattern it is loaded into the dialer:

The Phone Link dialer box opens with the number pre-loaded in it:

Click the green button to place the call. A new box shows with the call being made.

The call connects using the connected mobile device.

Hanging up in the Manitou Web Client dialer does not hang up the line. The hang up must happen in the dialer app or by the person being contacted.

NOTE: Regardless of the type of phone app chosen to be used with the Default Application auto-dialer driver, the only functionality that Manitou will do is push to launch the application and include the phone number. Manitou will not hang up or disconnect the line. All configuration options for the functionality of chosen phone application must be done in that application and will not tie into or affect how Manitou will work with it.