Installation Manual

AudioCodes WebRTC Solutions for Enterprises

WebRTC Click-to-Call Widget

audiocodes

Table of Contents

Notice

Date Published: July-01-2025

Security Vulnerabilities

All security vulnerabilities should be reported to vulnerability@audiocodes.com.

WEEE EU Directive

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Customer Support

Customer technical support and services are provided by AudioCodes or by an authorized AudioCodes Service Partner. For more information on how to buy technical support for AudioCodes products and for contact information, please visit our website at https://www.audiocodes.com/services-support/maintenance-and-support.

Stay in the Loop with AudioCodes

Abbreviations and Terminology

Each abbreviation, unless widely used, is spelled out in full when first used.

Related Documentation

Document Name
AudioCodes Secure WebRTC Gateway (Website)
WebRTC Softphone Client Quick Guide
WebRTC Softphone User's Manual
WebRTC Client Installation Manual
WebRTC Android Client SDK API Reference Guide
WebRTC iOS Client SDK API Reference Guide
WebRTC Web Browser Client SDK API Reference Guide

Document Revision Record

LTRT	Description
14030	Initial document release for Version 1.0
14031	Updated installation procedure
14032	Added advanced configuration and customization.
14033	Added Device Selection Feature, DTMF Keypad Feature, Self Video and Other Settings
14034	(Updated to Ver. 2.0.9); click-to-call configuration format modified; microphone and mute button added

Documentation Feedback

AudioCodes continually strives to produce high quality documentation. If you have any comments (suggestions or errors) regarding this document, please fill out the Documentation Feedback form on our website at https://online.audiocodes.com/documentation-feedback.

1 Introduction

AudioCodes WebRTC widget offers a streamlined click-to-call capability directly from a website. It integrates seamlessly into websites, requiring only basic JavaScript knowledge. By embedding the widget, webmasters can establish a click-to-call button that connects directly to AudioCodes' Session Border Controller (SBC), enabling users to initiate calls to any SIP destination.

This document describes how to integrate the click-to-call button widget into your website.

1.1 Click-to-Call Widget

The click-to-call widget for outgoing calls uses the anonymous user mode on AudioCodes SBC. The widget doesn't ask the user for any information and doesn’t store anything to the web browser. Therefore, it can be securely used on public computers such as the ones available at airports, Internet cafes, or public libraries.

The widget call is initiated from an anonymous user to a user that is registered with the SBC or a routable SIP entity. To use the widget, the webmaster adds the widget on an HTML page. The widget is a single HTML page application. The phone can only be used on an HTTPS website (WebRTC API security limitation).

2 Configuring WebRTC Server Side (SBC / Live Platform)

This section describes the WebRTC configuration for AudioCodes SBC or Live Platform.

2.1 Configuring Your AudioCodes SBC for WebRTC

To support WebRTC, you need to perform special configuration settings on your SBC for the leg interfacing with the WebRTC client (i.e., Web browser).

To configure your SBC, refer to your SBC's User's Manual. As an example, you can refer to the Mediant Software SBC User's Manual.

2.2 Live Platform Customers

Please contact AudioCodes support to enable click-to-call on your Live Platform account.

3 Installing Widget

The following procedure describes how to install the click-to-call widget on the HTTPS web server.

➢ **To install widget on HTTPS web server:**

1. Unzip the *public.zip* file; the following directories are extracted:
   - **example**- containing the following files:
     - ***click-to-call.css:*** Style for fixed widget.
     - ***click-to-call-widget.css:*** Style for floating widget.
     - ***index.html*****:** Example of the Widget HTML page (references the CSS files above)
   - **js** - containing the following file:
     - ***click-to-call-widget.js*****:** Widget JavaScript code.
2. Copy the above directory's tree to your HTTPS web server.

4 Configuring the Widget

You can configure the click-to-call widget settings using the below parameters, shown in the example *index.html* file:

```
Config= ' {
 "c2c_config": {
 "caller": " widget authentication username",
 "password": " widget authentication password",
 "callerDN": "caller_display_name",
 "call": "destination phone number",
 "dtmfKeypadEnabled": true,
},
 "c2c_serverConfig": {
 "domain": "your-domain.com",
 "addresses": [ "wss://webrtc-server.your-domain.com:port" ] }
}
```

Parameter	Description
caller	Defines the username for digest authentication to identify the widget. This is configured on the SBC (see Configuring Your AudioCodes SBC for WebRTC).
password	Defines the password for digest authentication to identify the widget. This is configured on the SBC (see Configuring Your AudioCodes SBC for WebRTC).
callerDN	Defines the caller ID (display name) shown to the recipient when making calls with the widget.
call	Defines the target (destination) phone number that is routed by the SBC to the destination.
dtmfKeypadEnabled	Enables the use of the widget's dialpad. By default, this is enabled.
domain	Defines the domain name of your SBC (or Live Platform service).
addresses	Defines the WebSocket URL for the SBC (or Live Platform service), in the following format: as wss://webrtc-server.<domain.com>:<port>

5 Customizing the Widget

You can customize the click-to-call widget using the files that you unzipped in Section Installing Widget:

- **Customizing HTML page:**
  - *example/index.html*
- **Customizing CSS styles:**
  - *example/click-to-call.css* (fixed widget)
  - *example/click-to-call-widget.css* (floating widget)

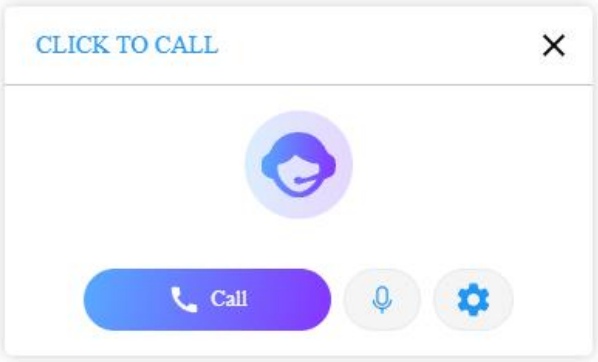
6 Using the Click-to-Call Widget

The *index.html* file provides two click-to-call widgets that you can choose for your deployment:

- **Floating widget:**

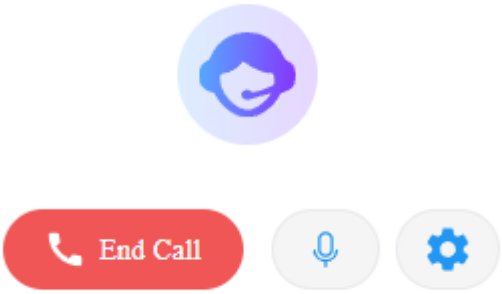
  The widget is displayed as an icon on the webpage:

  When the widget icon is clicked, the following dialog box is displayed:



- **Fixed widget:**

When a call is active, the following controls are available:



6.1 Select Device (only Google Chrome)

Users can choose audio devices, including selecting the speaker and microphone. These devices can be chosen at any time—either prior to initiating a call or during an active call. For browsers other than Google Chrome, the widget utilizes the default audio device as defined by the operating system.

To choose the audio device, click the  icon.

6.2 Mute Microphone

Users can mute their microphone at any time - either prior to initiating a call or during an active call.

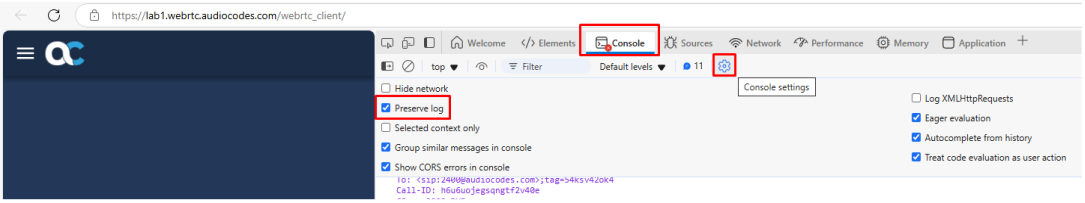
To mute the microphone, click the  icon.

7 Troubleshooting – Collecting Logs

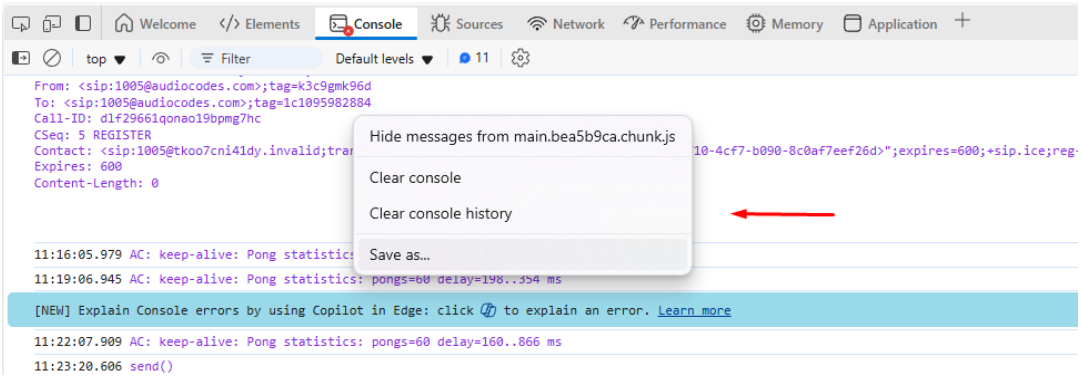
To troubleshoot your WebRTC click-to-call deployment, collect logs and send to AudioCodes support.

To collect logs:

1. Access Google Chrome's Developer mode, by pressing Ctrl+Shift+I or F12.
2. Go to the **Console** tab.
3. Click the gear icon in the top-right sidebar.
4. Select the 'Preserve log' check box.



5. To save the logs to a file on your computer:
   a. Click anywhere in the log.
   b. From the drop-down menu, choose **Save as**.



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Document #: LTRT-14034