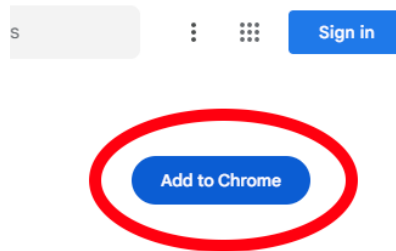


# Click to Call CTI for CRM Installation Procedure (Chrome Browser)

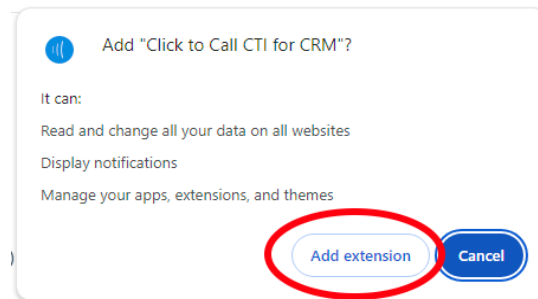
The Click to Call extension for Chrome will allow you to click on properly formatted phone numbers from your browser. The following procedure will be used to the installation and configuration of the extension.

First, open Chrome and install the extension from the following URL: [Click to Call](#)

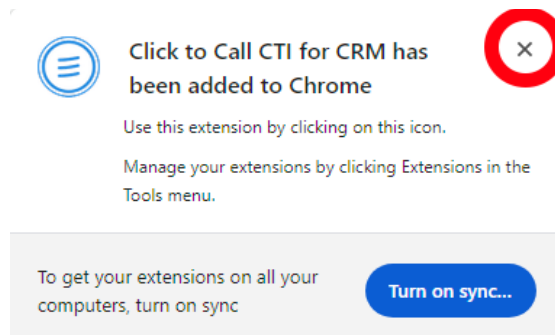
Select the Add to Chrome option.



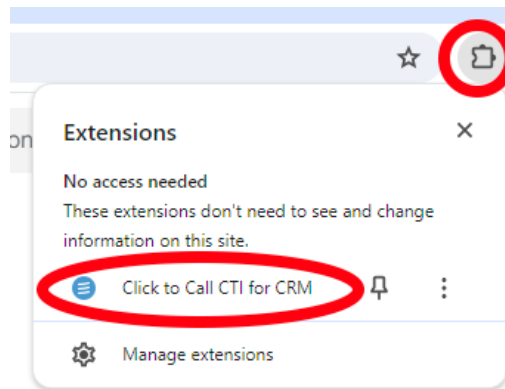
You will select the add extension to move forward.



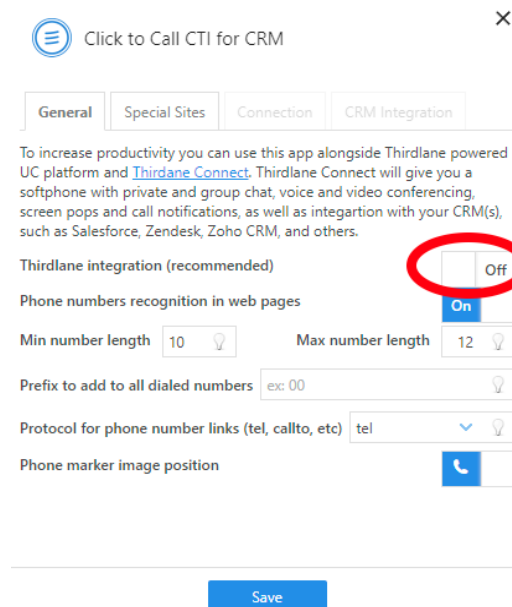
You may be presented with the option to sync the extension between your computer. Click the X in the upper right corner to close the window.



Click the extension tab in chrome and then select the Click to Call extension so we can configure the tool.



On the General Page, turn **ON** the integration button that is recommended.



Once done, click on the Connection tab at the top.

The screenshot shows the 'Click to Call CTI for CRM' settings page with the 'Connection' tab selected. The 'Thirdlane integration (recommended)' and 'Phone numbers recognition in web pages' options are both turned 'On'. The 'Min number length' is set to 10 and 'Max number length' is set to 12. The 'Prefix to add to all dialed numbers' is 'ex: 00' and the 'Protocol for phone number links (tel, callto, etc)' is 'tel'. The 'Phone marker image position' is set to a phone icon. A 'Save' button is at the bottom.

Under the Connection tab, enter the Server Address, Username, and Password that was provided to you. This was provided either by your administrator or your welcome email. If you did not receive it, contact your administrator for the information.

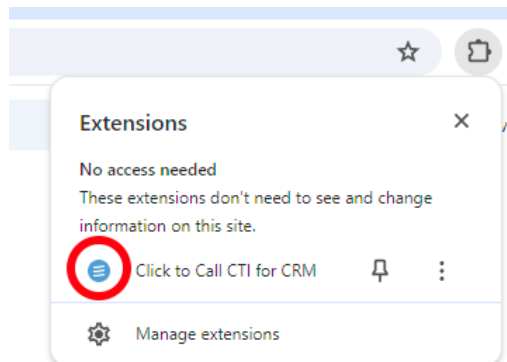
Be sure the two options are turned on.

The screenshot shows the 'Click to Call CTI for CRM' settings page with the 'Connection' tab selected. The 'Server Address' field contains 'Ex: pbx-server.com', the 'Username' field contains 'yourusername', and the 'Password' field contains '\*\*\*\*\*'. The 'Use server to originate Click2Call calls' and 'Allow editing phone numbers before calling' options are both turned 'On'. A 'Save' button is at the bottom.

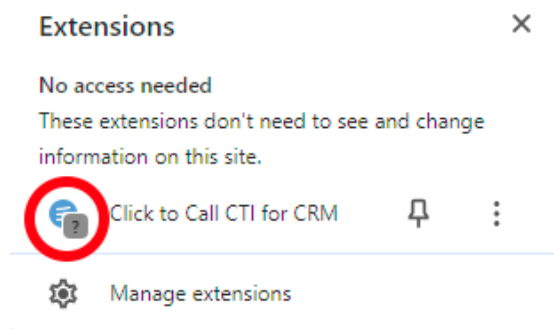
Click Save when you have completed. Select the extensions button in Chrome. Be sure the extension has no errors. You will see errors on the icon if there are any and can click to get more information. The most common issue is incorrect Server Address, Username, or Password.

Below are examples of the icons.

No errors, extension working properly:



Possible Error:



If there is an error, click on the Click to Call section and you can correct the issue. Update the information and select Save, then verify again.

Please specify correct username and password

**Server Address**  
Server Address

**Username**  
username

**Password**  
.....

**Additional lookup URL**

Show screen pops automatically  
 Show desktop notifications

Save