IWD FreeCall service, Mobile Dialer app. User ID
and Sip number
Documentation

What is IWD click-to-call FREE CALL integrated service.
The Click-to-Call is a web-based phone calling system (webphone) that allows the caller to click and immediately connect and speak with a mobile phone for free and from anywhere in the world. The system doesn't require you to download and install any software or app. It works with any type of mobile phone, PC, and all browsers. The calls are free for both sides, the caller and the receiver. No charges.

What makes IWD unique:
Without a doubt, IWD's powerhouse is the Click-to-Call instant free phone call button and the integrated IVR / Call center services.

How it works.
IWD's click-to-call principle feature is divided into the caller and the receiver.

The Caller:
The caller simply clicks on the IWD FREE CALL button or link to open the webphone, adds the receiver's number, and dials. The caller can also access the IWD Webphone directly from freecall.iwdvoip.com. In most cases, and if enabled, the receiver's SIP number will be set automatically if the button or link is personalized.

Calling device: mobile phone or PC
Calls are made with the iwdwebphone, a web-based virtual phone. When the caller clicks on the widget button, link button, or a normal URL link found on the webpages, websites, social networks, etc. that enabled our FreeCall service, the IWDwebphone shows up and he makes his free call. The iwdwebphone is browser-based and can be accessed from any mobile phone or PC.

The Receiver:
The receiver is an IWD customer who has decided to use our FREE CALL service system for many purposes, such as (a) to have a second or even more virtual mobile phone numbers, (b) for online advertisement, web publishing, Facebook and other socials, adult and dating websites, etc. (c) for anyone who doesn't want to disclose his personal phone number to the public; (d) on a website and webpages to attract customers by offering free call contact. (e) for enterprises, businesses, and institutions that have several sub-offices, several staff members, several branches, very high call traffic, etc., and want to offer free call service to users and customers. (f) as well as numerous other applications .

Receiver device and requirements:
An IWD customer who wants to activate the click-to-call Freecall service must subscribe to obtain a user ID and a Sip number. He has to download and install our free mobile dialer app from the Google Play Store or Apple Store. The app is available at this link: callju.tk. The mobile dialer has a push-up feature that makes it remain in standby and ring when there is an incoming call, just as on a normal mobile phone. To function, the mobile dialer app requires the SIP number and a password.The credentials are issued after subscribing..
[Download our mobile dialer app "CALLJU"](#) :

Callers must dial the SipNumber in order to be connected and speak with the receiving mobile app. It's possible to have more than one SIP number registered and active on the same mobile phone. The dialer displays the caller's ID when there is an inbound call

Using PC as the receiver:
Note: The PC based receiver is not yet enabled in this version.

Mobile app to Mobile App calls.
Owners of an IWD mobile dialer app can call another app for free. Unlimited calls are valid until the subscription period.

How to use your mobile phone to receive calls from the click-to-call webphone:
The previous paragraph described the call receiver's requirements and setup. This section explains the various methods for implementing click-to-call based on the needs and usages:

a) *On Facebook and the other socials :* If you want people to call you for free from your Facebook pages and from other socials, you only need to add the IWD freecall button by simply posting the link button obtained from our setup page. As an alternative, you can simply write this text for your audience : "Call us with IWD FreeCall
", HYPERLINK "http://freecall.iwdvoip.com " then hyperlink it with "https://iwd.services-app.org/iwdctcall/iwdfreecall.html?userid=0000". Substitute the 0000 with your extension number. When the button or the URL link is clicked, the IWD webphone opens automatically, and the caller calls your sip number for a free call.
To obtain the ready to use facebook and the other socials clickable link button, click here : IWD FREECALL SETUP

b) *on your webpage* : If you have a webpage and you want your customers or users to reach you by phone for free, then IWD Click-to-Call FREECALL is the best solution. It's a natural alternative to the expensive toll-free number. To set up the service, you need to add the IWD FREECALL button on your web page. Just place the widget script at any position on your webpage to have the button displayed. As an alternative, you can simply write this text for your customers or your website visitors: "Call us with IWD FreeCall ", then hyperlink it with "https://iwd.services-app.org/iwdctcall/iwdfreecall.html?userid=0000". Substitute the 0000 with your extension number. When the button or the URL link is clicked, the IWD webphone opens automatically, and the caller calls your sip number for a free call.
To obtain the ready to use widget link button, click here : IWD FREECALL SETUP

c) *adding the freecall link in your email:* Besides all the contact methods you usually indicate on your email, such as a telephone number, contact form link, email address, Facebook and other socials links, etc., you can also add our service: " Call us with IWD FreeCall ", then hyperlink it with "https://iwd.services-app.org/iwdctcall/iwdfreecall.html?userid=0000". Substitute the 0000 with your extension number. When the button or the URL link is clicked, the IWD webphone opens automatically, and the caller calls your sip number for a free call. To obtain the ready to use widget or link button for email, click here : IWD FREECALL SETUP

d) Including the link in your ads and publications,
or using it on the dating and adult websites:
If you want to publish ads or listings on the classified websites or visit dating and adult websites, etc., and you don't want to use or disclose your personal phone number, IWD click-to-call FreeCall is the perfect solution. You only need to add the "IWD FreeCall" link button or the clickable URL link and invite people to click and call you for free. No charges apply, and your personal phone number is secured from disclosure. When the button or the URL link is clicked, the IWD webphone opens automatically, and the caller calls your sip number for a free call.
For example, to invite people to call you with our free service, you can include a text like this:
"Call us with IWD FreeCall ", then hyperlink it with "https://iwd.services-app.org/iwdctcall/iwdfreecall.html?userid=0000". Substitute the 0000 with your extension number. When the button or the URL link is clicked, the IWD webphone opens automatically, and the caller calls your sip number for a free call.. To obtain the ready to use widget, URL link, or link button, click here:
 IWD FREECALL SETUP

e) Implementing multiple buttons or links:
It's possible to create multiple buttons or links and assign different extension numbers to each button or link. This is very useful for businesses and institutions who want to display on their website different buttons corresponding to different staff, branches, units, internal offices, services, etc. Example: FREE CALL: customer service extension; sales office extension; administration department extension; logistics extension; general secretariat; etc.
When the button or the URL link is clicked, the IWD webphone opens automatically, and the caller calls your sip number for a free call.. To obtain the ready to use widget, URL link, or link button, click here: IWD FREECALL SETUP

f) including your Free Call service on your business card, official documents, and others:
Besides all the contact methods you usually indicate, such as, telephone number, contact form link, email address, facebook and other socials links, etc, you can also add
"Call us with IWD FreeCall - freecall.iwdvoip.com (your Sip number)".
When the URL link is clicked, the IWD webphone opens automatically, and the caller calls your sip number for a free call.. To obtain the ready to use widget, URL link, or link button, click here: IWD FREECALL SETUP

g) Dating websites and privacy : Certain websites may jeopardize your privacy if you provide sensitive information. To avoid this reason, you can use our virtual mobile number (your extension number) to prevent disclosing your personal phone number. When the button or the URL link is clicked, the IWD webphone opens automatically, and the caller calls your sip number for a free call.. To obtain the ready to use widget, URL link, or link button, click here: IWD FREECALL SETUP

h) Toll free number alternative:
Toll-free number alternative without a doubt, IWD click-to-call FreeCall is a natural replacement for costly toll free numbers. Businesses and institutions can activate multiple extension numbers to handle huge call traffic. When the button or the URL link is clicked, the IWD webphone opens automatically, and the caller calls your sip number for a free call.

To obtain the ready to use widget, URL link, or link button, click here:
IWD FREECALL SETUP

Call Center business with IWD FreeCall system:
The IWD FreeCall system, which includes the web-based phone (caller side) and the mobile app dialer (receiver side), is the perfect instrument to setup a low-cost call center service. A call center is a 24-hour customer support service.Customer service is a critical aspect of any business or service, but sometimes managing the phones can be a difficult and burdensome task that can undercut daily operations. When answering phones, email messages, and customer inquiries becomes a hindrance, it might be better to use a third-party call center or answering service. Anyone can use our system to set up such a service for a few cents.
Callers can be located anywhere worldwide. Call center operators can also be located anywhere worldwide. The caller may speak with the callcenter operator for an unlimited number of minutes at no cost.

Steps to follow:
1. Determine the number of operators needed based on the volume of daily call traffic and the number of customers you want to handle.
2. Create a call center service proposal letter to send to prospective customers. Your customer can be anyone, including businesses, institutions, or private individuals who may need to activate a 24-hour customer support service that will handle heavy inbound call traffic. You can include a free few weeks of trial service in your proposal.
3. Register on our platform and obtain SIP numbers according to the number of operators. Assign each number to each operator. Our system allows the operators to communicate with each other with our mobile app-to-app call; they can create a call conference between operators and the callers; and they can also keep the caller on hold. You can assign SIP numbers to your customers and advise them to enable our mobile dialer app. This is essential and makes it possible for the operators to communicate with them to request information or for other purposes.
4. Now train your operators on how to use the system and on the service manuals provided to you by your customers.
5. The next step is to make the call center service number known to the public. This has to be done by your customers. They must make their IWD FreeCall CallCenter service number public. The CallCenter service number is a special SIP number that can call the next available operator. Your call center can have several different call center service numbers. Each is assigned differently to your customers.
6. With your account admin credentials, you can monitor the work performance of your operators, such as the number of calls received in a day, the average duration of each call, the total number of calls received for each customer, etc.
7. Using the call history report, pay your operators and issue payment invoices to your customers in accordance with the service agreement.

Professional Click-to-Call for businesses and institutions:
Professional Click-to-Call is a premium service that requires particular technical support and software setup. Contact us for information :

The premium Click-to-Call offers the opportunity to provide a free calling service to customers and to have the different sections and units of an organization connected with only a click. such as customer support units, internal or branch offices, administration units, technical support units, sales representatives, etc.
One significant benefit of click-to-call is that it's a toll-free call, which can be accessed from

anywhere in the world, and which allows organizations to attract more visitors.

main features:
- numerous inbound and outbound calls
- call center integration, unanswered calls routed to call center operators, IVR or robot attendance .
- IVR is an interactive voice response system that helps to auto-attend calls with options. Example, "Thank you for calling us," press one for this, press two for that, press three to be connected to a staff member, press four for information about our best products and services, press five to repeat, press six to quit, etc.

Professionale services : IWD Call Center Service integration
The IWD call center service is included in the IWD premium. It is a 24-hour customer support service managed directly by IWD on behalf of businesses and institutions. Customer service is a critical aspect of any business or service, but sometimes managing the phones can be a difficult and burdensome task that can undercut daily operations. When answering phones, email messages, and customer inquiries becomes a hindrance, it might be better to use a third-party call center or answering service.

IWD does it for you as a service to outsource communications management for a fraction of the cost of hiring additional staff.

IWD's call center service does more than just answer phone calls; in fact, it works as a "full-contact center" for customer information support, marketing, and surveys.

HOW TO ACTIVATE IWD FREECALL SERVICE

FreeCall Subscription
To use the service, you must be registered to obtain the mobile app's user ID or SIP number. Our service is based on monthly and six-month subscriptions. To try the service before subscribing, we offer a 30-day free trial SipNumber. After the expiring date, if you still want to continue, you simply need to purchase the recharge credit from our online store. There are two subscription options: a monthly subscription and a six-month subscription. The USER ID full version comes pre-loaded with an initial credit according to the plan and enables users to make app-to-app calls and receive calls from the FREECALL service. The plan period starts from the date of purchase or renewal and expires after the date stated in the plan. After the expiration date, if it is not renewed, the user cannot make or receive calls from other apps or from the freecall service.
Please register with a valid email address to avoid not receiving important information.

Registration, User Account and User Dashboard :
To register, you need to provide a username and password that are needed to access your account. Your account credential is not the same as your SipNumber credential.The SipNumber credential is used to enable the mobile dialer app. There are two important options you need to understand. The first is the agent code, and this represents the IWD agent who presented our service to you. The IWD SipNumber directory is the second. If you mark this option (1), you will be listed on our online SipNumber directory, and the callers could search for you. Only the SIP number and description you entered are displayed in the online SIP directory.

In the "description" field, you can enter whatever information you want to appear alongside your SipNumber. For example, your name or your company's name and a short summary of your activity

Every registered customer is provided with a comprehensive account with a user dashboard. Log in to your account to access the dashboard. In your account, you can view your call history, your payments, account profile details, SipNumber information, and much more.

Our system doesn't permit a second registration with the same email. Each account has an email address and a SipNumber.

NEW USER ID / SIP NUMBER Subscription activation

To activate a new mobile app dialer user ID or SIP number subscription plan, you must be registered. After registration, go to our online store, login with your username and password, select the desired plan, checkout, and make payment with PayPal or other cards.

Following a successful payment, you will receive your SIP number and password credentials via mail. You can also see the credentials in your personal account. The following is the SipNumber:777xxxxxx. When you want to enable your mobile dialer app, you should use the SipNumber code without the initial 777 digits and the password we sent to you. Don't reveal your SipNumber password. Your SipNumber functions similarly to a phone number and will be used to contact you via our FreeCall WebPhone. If your mobile dialer is not active, you will not receive a call. This means that it must always be active. When an incoming call is received, it will ring and display.

Our system doesn't permit a second SIP number with the same account. Each single sip number corresponds to an account. If you require a second SipNumber, you should create a new account, and so on.

30-day trial SipNumber:
On our store, you can select the 30-day trial of SipNumber. There is no payment and no credit card required. But you need to follow all the other steps. You can upgrade to the full version at any time, even before the expiration date. You only need to purchase the monthly or six-monthly renewal credit.

RENEWAL

To continue using the service after the expiration date, you only need to purchase the renewal credit from our online store. There are two different renewal options that you can select independently from your current plan. Our system automatically extends the renewal period. If your plan has not yet expired, the system sums up the days remaining and the renewal period. If it has expired, the renewal period starts from the date of purchase.

To purchase renewal credit, you must be registered. To renew, go to our store, login with your account credentials, select any plan, and make payment with PayPal or other cards.

After a successful payment, you will receive by mail the details of the successful payment. You can also view the details of your account, including the new expiration date and payment information.

You can download our app for free from this link: [Download mobile dialer app.](#)
Install the app on your mobile phone and use the SipNumber credentials for access.

IWD online SipNumber directory:
is a SipNumber directory that contains listings of businesses, privates, and institutions registered with the IWD service. Every listing is associated with a relative SIP number. Customers, users, the public, etc. can search the directory by name, description, category, or SIP phone number. If the information is available, with only a click, they make a free call and speak with the associated mobile dialer app. The call is totally free.

How to enable SipNumber directory listing:
Two fields must be filled out during the initial registration process in order to enable listing. *The Description*: In this field, you can add any description that will appear beside your Sip number. It can be your first and last name, business name, or anything else. *The enable option* : 0 = disable; 1 = enable. You can change this setting from your account at any time.

Credit Transfer:
With this function, a subscriber can transfer funds from his balance to another subscriber's account. After the transfer, the system updates your expiration date and the next renewal date in accordance with the remaining balance. This operation is not possible if your balance is extremely low. You can transfer in units of 5.00 USD or 30.00 USD.