Webphone setup guide

The webphone is a web page that turns your browser into a phone. Nothing to install.

1. Requirements

Item	Requirement
Computer	Windows 10/11 or macOS 12+, 8 GB RAM recommended
Browser	Latest Google Chrome (recommended) or Microsoft Edge, microphone allowed
Headset	USB or Bluetooth headset with noise-cancelling mic (wired USB preferred)
Network	Wired Ethernet preferred; 1 Mbps up/down per agent; under 150 ms latency; static public IP strongly recommended
Firewall	Allow outbound HTTPS/WSS (TCP on the ports we send you) and RTP media (UDP). Turn off SIP ALG.

2. IP whitelisting (first)

Send us your public IP before anything else. How to find it →

3. Open the webphone

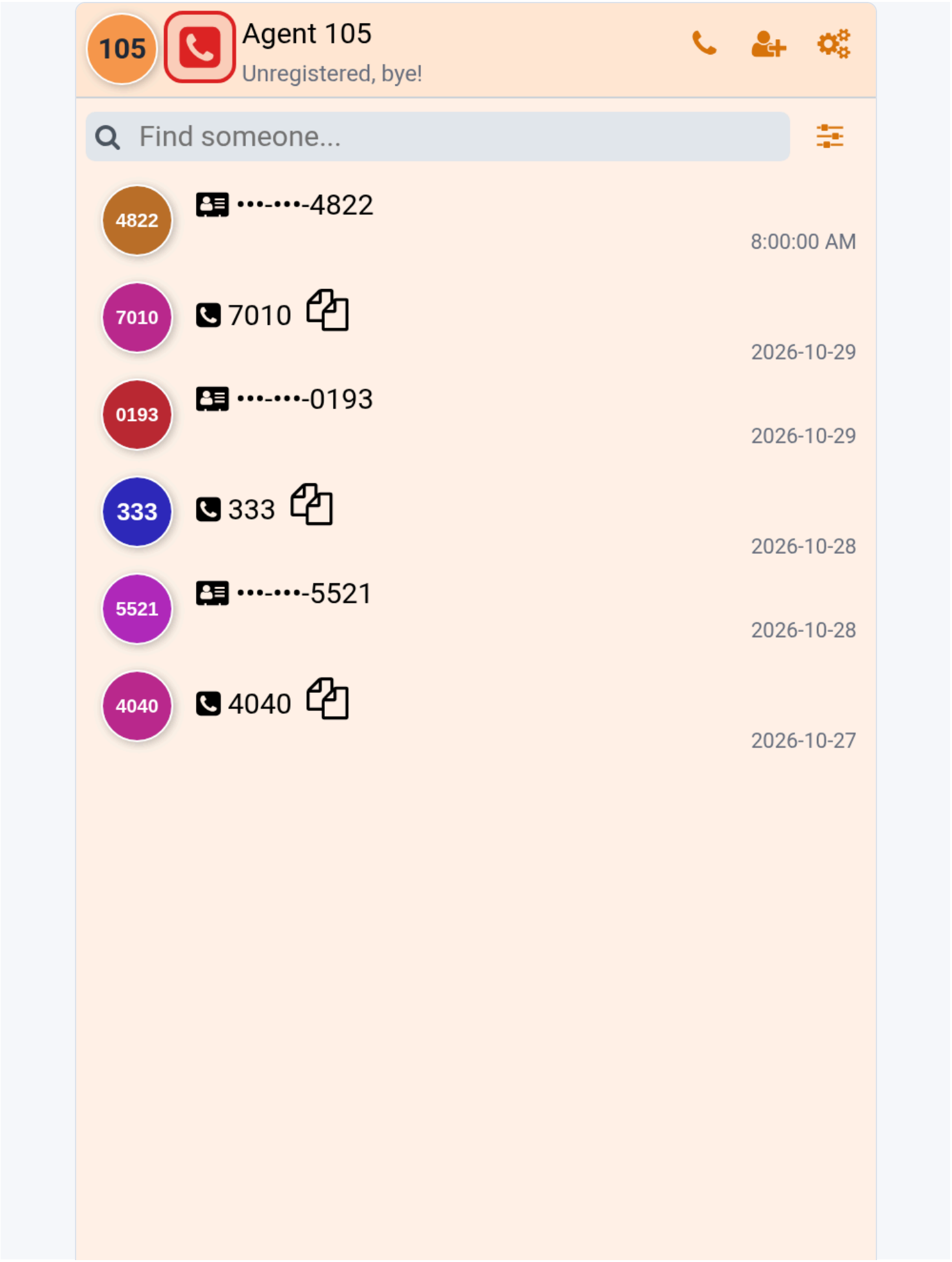
1. Plug in your headset before opening the browser.
2. Open Chrome and go to the webphone address we send you. Bookmark it.
3. Click **Allow** for microphone and notifications.
4. If the account form is empty, click the gear icon → **Configure Extension**, enter the details we send you, and click **Save**.

Field	Value
Extension / Username	Your extension number (sent to you)
Password	Provided separately
Server / Domain	Provided by Monica AI

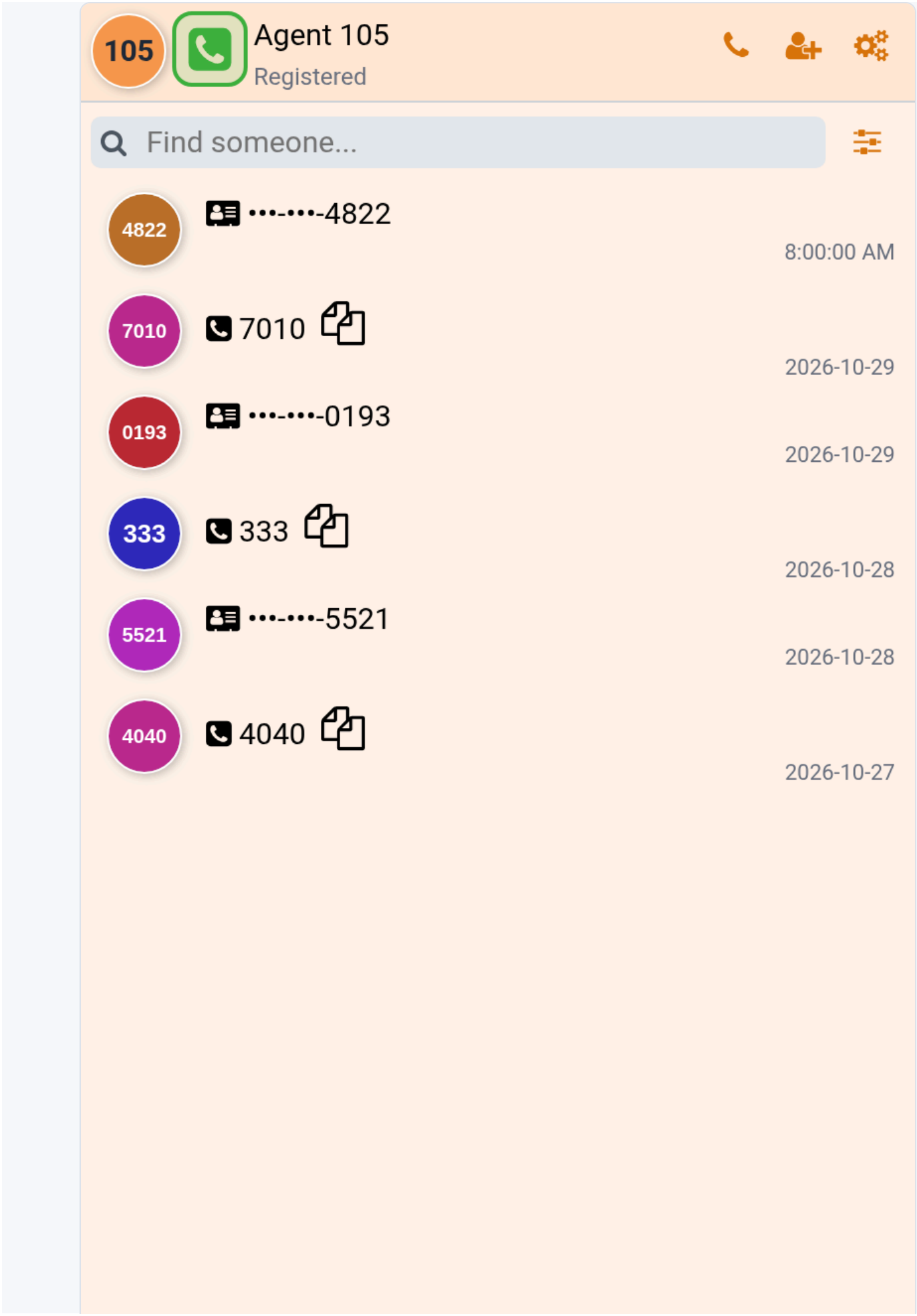
> Never share your password. One extension = one agent = one device.

4. Register / Unregister

Click **Register** at the start of your shift: the button turns **green** and you can take calls. Click it again to **Unregister** for breaks and end of shift.


105
Agent 105
Unregistered, bye!
Find someone...
4822
•••-•••-4822
8:00:00 AM
7010
7010
2026-10-29
0193
•••-•••-0193
2026-10-29
333
333
2026-10-28
5521
•••-•••-5521
2026-10-28
4040
4040
2026-10-27

Unregistered (red)


105
Agent 105
Registered
Find someone...
4822
•••-•••-4822
8:00:00 AM
7010
7010
2026-10-29
0193
•••-•••-0193
2026-10-29
333
333
2026-10-28
5521
•••-•••-5521
2026-10-28
4040
4040
2026-10-27

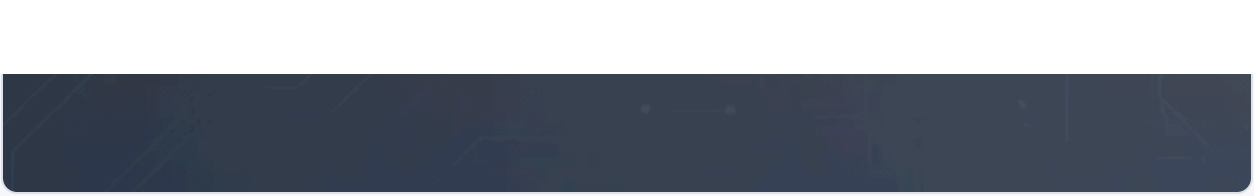
Registered (green), ready for calls

> **Do NOT use DND (Do Not Disturb).** Always use the Register / Unregister button to go on or off the phones. Never dial *76 or *78.

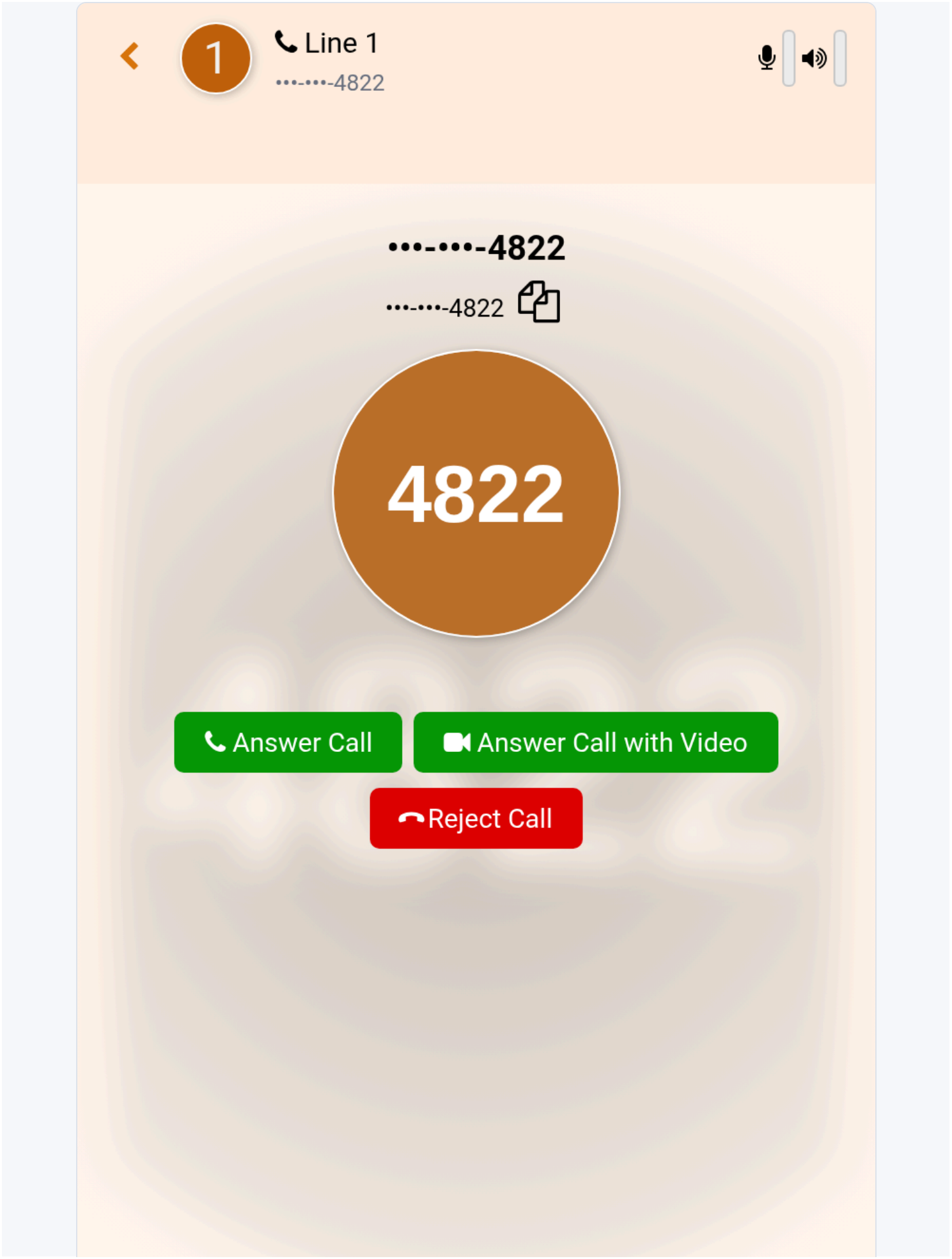
5. Test calls

Making a call: make sure you are Registered, open the dial pad, enter the number and press the green call button.
Receiving a call: incoming calls ring and show a popup; click the green button to answer.
Do a test call with your Monica AI contact on day one to confirm two-way audio.


105
Agent 105
Registered
4040
1
2
ABC
3
DEF
4
GHI
5
JKL
6
MNO
7
PQRS
8
TUV
9
WXYZ
*
0
#



Dial pad


1
Line 1
•••-•••-4822
•••-•••-4822
•••-•••-4822
4822
Answer Call
Answer Call with Video
Reject Call

Incoming call

6. Desktop softphone (optional)

The browser webphone is the standard. A desktop softphone is available on request, with separate settings. Download links →

7. Troubleshooting

Problem	Fix
Will not register	Check your IP is whitelisted (has it changed?), check username/password, refresh the page.
No / one-way audio	Allow the microphone in Chrome (lock icon → Microphone → Allow); pick the right headset; turn off VPN.
Page will not load	Your network may not be whitelisted yet or blocks the webphone port. Try another network and contact us.
Choppy audio	Use wired Ethernet; close streaming and downloads.
Calls not arriving	Make sure you are Registered and only one webphone tab is open.

Support: contact your Monica AI representative with your extension, the time of the issue and a screenshot.

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