
Sippo collaborator

Sippo collaborator administrator guide

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INTRODUCTION

1.1 About Quobis

Quobis is a leading European company in the delivery of carrier-class unified communications solutions with a special focus on security, interconnection and identity management. You can learn more about our activities at our website, <http://www.quobis.com/>.

1.2 About Sippo collaborator

Sippo collaborator is a fully-featured WebRTC-enabled UC communicator with advanced capabilities such video, audio, instant messaging and presence. As it's based on an open architecture and open standards, Sippo collaborator can be connected to a number of different WebRTC gateways, SIP platforms and other UC backends.

1.3 About this document

This document gathers all the configuration parameters that an IT administrator can setup, configure and manager in order to change the behaviour of Sippo collaborator functionalities to function and behave according to the requirements of the organization.

1.4 Intended audience

This manual is primarily intended for systems administrators willing to understand how to deploy Sippo collaborator into a enterprise or telco network. A basic understanding of HTML5, Javascript and HTTPS servers is required.

1.5 Comments and suggestions

Quobis is committed to developing quality documents for their customers. If you have any suggestions, questions, comments or concerns about our documentation, please contact your representative in Quobis or send an email to support@quobis.com.

1.6 Change control

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DEPLOYMENT

Sippo collaborator has been developed in HTML5 and Javascript and can be served as any other web application from any HTTP web server. The only peculiarity that must be kept present is that Sippo collaborator uses the HTML “history API” . Therefore, the webservice must be configured to redirect requests to a non-existent file to /index.html. This can be achieved with the next configuration code using at the nginx load balancer:

```
location / {
    try_files $uri /index.html;
}
```

Additionally, if you are deploying the application to a path different from root / you must manually edit the **base tag** included in the `index.html` file to match this path. For example, if the application is being served at `/collaborator/`, the base tag must be changed to:

```
<base href="/collaborator/" />
```

2.1 Docker

For ease of use a production ready docker container is available. This container includes a web server (nginx) listening on port 80 (http) and serving the Sippo collaborator content.

The container can receive the `BASE_HREF` environment variable. If it exists on the containers start, the `index.html` file will have `<base href="{BASE_HREF}">` instead of the default `<base href="."/>`.

OVERVIEW

3.1 Introduction

Sippo collaborator runs on web browsers and mobile devices. This application, hosted on the Sippo Application Server (Sippo AS) or on another web server, provides final use cases for actors involved (i.e. customer & sales agents). To handle the media traffic of the application, a Sippo Media Server (Sippo MS) or a third party WebRTC gateway is used. Both of them allow a set of features specifically designed to cover multiple communication scenarios.

Sippo Application Server (Sippo AS)

- Handles advanced communication features, neither signaling, nor media.
- Manages and orchestrates the WebRTC solution, providing Sippo SDKs to quickly develop HTML5 and native applications.

The Sippo AS serves the WebRTC applications, to achieve some of its features. Sippo AS is integrated with third party elements to cover the signaling part of the WebRTC communication, and for other context actions, like authentication, recordings, storage and similar.

Sippo Media Server (Sippo MS)

- Multi-party videoconferencing, can act as a media gateway.
- Required for NAT traversal, media termination, multi-party video conferencing, audio mixing and PSTN interconnection.

3.2 Main elements configuration

Sippo collaborator has been designed in a way that its functionalities and behavior can be adapted to match the business requirements. For example, some users might be able to do audio-only calls while others can also do video calls as well. This flexibility allows the IT administrator to create different customer profiles and services depending on the customer type, business rules, etc. . .

That configuration needs to be done at two different levels:

- Setting the user configurations and features at the Sippo AS which manages that Sippo collaborator instance.
- Setting the specific configuration options at the Sippo collaborator configuration file.

The scope of both configurations are explained in the following chapters.

SIPPO APPLICATION SERVER CONFIGURATION

4.1 Related capabilities

Sippo collaborator runs on top of Sippo AS, using the SippoSDK libraries. Some of the behaviors of Sippo collaborator are tied to the **capabilities** configuration on the Sippo AS side.

Note: A **capability** is an specific modifier assigned to a user, domain or group that affect the behavior of the users and the exposed features of the system. Aside the configuration, the capabilities are also modified by the functional services running on the Sippo AS and the specific Sippo MS selected on your environment.

These are the Sippo AS capabilities that have impact on the Sippo collaborator behavior. For a complete description of each capability and how to configure them, please refer to the document *Sippo wac administration guide*.

This is the complete list of capabilities in alphabetical order:

attended-transfer Allows to transfer an on hold call to an already active call. To allow a user to make attended transfers, it is also required that the user includes the capability `make-calls`.

audio-call When active, audio call button will be shown in the contact button. It is also required that the user includes the capability `make-calls`.

audio-video-call When active, video call button will be shown in the contact button bar.

blind-transfer Allows to transfer a call to a new destination without communicating with the new destination before. To allow a user to make attended transfers, it is also required that the user includes the capability `make-calls`.

call-from-chat When active, allows to start calls from the chat window.

call-history When active, call history tab is shown in drawer.

caller-extra-info When active, the user will be able to see the contextual information on a call.

change-camera Allows to change the camera being used inside a call.

chat When active, the chat panel is shown, otherwise remains invisible.

contacts When active, contact tab is shown in drawer.

create-contacts When active, the user can create contacts to his contact list.

force-video-only-call When active, video call button creates a call without sound.

forms When active, forms button is shown in the chat toolbar.

hide-incoming-domain When active, the phones which have the form `'xxx@yyy'` will be replaced by `'xxx'`.

hold When active, hold button will be shown in the active call view.

make-calls When active, the user is able to create calls and request another user or external participant to join a conference. This capability also allows to display the buttons to make calls on the collaborator. It is mandatory to allow users to make transfers (attended or blind).

meetings When active, meetings tab is shown in drawer.

presence-avatar-set Allows to change the avatar.

screen-sharing When active, screen-sharing button will be shown in the active call

user-group When active, group tab is shown in drawer.

user-select-group Allows to select a group/subgroup.

video-call When active, video call button will be shown in the contact button bar.

whiteboard When active, a whiteboard button will be shown in the active call view.

Please note that, in order to active some configurations, more than one capability need to be active. For example, if none of the following capabilities are present, the dialpad tab will be hidden in the drawer:

- audio-call
- video-call
- audio-video-call

In the same way, if none of the following capabilities are present, the drawer will be hidden:

- chat
- contacts
- audio-call
- video-call
- audio-video-call
- call-history
- meetings

Regarding video calls, if none of the following capabilities are present, video calls can not be made:

- video-call
- audio-video-call

4.2 Aliases and personal URL configuration

A user's "personal URL" is automatically composed of the base system URL (eg, `https://collaborator.company.com`) followed by the user alias, given as a result a pattern like:

```
https://collaborator.company.com/alias
```

Users are allowed to change their alias through the application in the "Profile section", as long as the new alias does not conflict with other alias in the system.

On the other hand, even when the users can create new alias, there is another "Personal URL" that always works, cannot be changed and which is composed of the base URL followed by the username.

```
https://collaborator.company.com/username
```

Note: Depending on the type of user accessing the endpoint the system resolves the URL differently:

- If the user is logged in it will resolve it on the user's domain

- For an anonymous user the default domain is used
- To call an specific `user@domain`, you'll need to include both parameters. I.e.

```
https://collaborator.company.com/username@domain
```

When a user is created, if the system administrator does not provide an alias, then, the Sippo AS will provide one according to the `alias` parameter as configured in the `[user]` section of `wac.ini`:

- When `alias` is set to `true`, then Sippo AS copies the `username` into the `alias` field.
- When `alias` is set to `false`, then Sippo AS copies the user's `UID` into the `alias` field.

There is also another parameter in the same user configuration section that allows to create a blacklist of forbidden aliases. In summary, Sippo AS will not allow to set aliases that:

- Conflict with another `UUID`
- Conflict with another `username`
- Conflict with another `alias`
- Belong to the `alias` blacklist

Example shown below of the `wac.ini` users section:

```
[users]
alias = true
forbiddenKeywords = 'login,index'
```

Please note that the “personal URL” feature cannot be deactivated. A workaround to avoid unwanted calls that the end-user himself can do is to set the Personal URL to a long random string, so a potential attacker cannot guess it. Another way to deactivate this feature to every user is to block those specific URLs in the `sippoas.reverse-proxy` service.

On the other hand, please note that the “Personal URL” max string size on the application is set by the variable `PROFILE_LINK_MAX_LENGTH` at the `conf.js` file and defaults to 90 characters.

4.3 Phonebook system

The Sippo `wac` phonebook system enables users to work with phonebooks. A phonebook is a collection of contacts (a name and an address). Phonebooks can also have subscribers. If a subscriber is subscribed to a phonebook it will be able to access details from contacts in that phonebook.

The phonebook system manages the logic necessary to handle contacts and enables administrator to easily share or retrieve contact lists from users.

The service is configured via the `wac.ini` file as usual. It contains a top-level entry named `[phonebook]` that holds the service's details.

```
[phonebook]
```

A detailed description of the public API as well as some examples can be seen on the Sippo REST API docs.

4.4 Simultaneous call support

In order to support or limit the multi-call support you can modify the SippoAS signaling engine to allow or reject calls when you are already on a call. This could be useful for some scenarios or for licence limitation configuration for your customers.

This is directly configured on *SippoAS.qss.conferencesstate*, more info [here](#)

SIPPO COLLABORATOR CONFIGURATION

5.1 File structure

All the configuration settings of Sippo collaborator are grouped in a single file. That file's name is "CONF.js" and must be always be located in the root folder. This is a Javascript file that follows a JSON-like structure, where its values must be one of the following data types:

- a string
- a number
- an object (another JSON object)
- an array
- a boolean
- null

This is an example of a JSON structure, just for reference:

```
{
  foo: bar,
  foo2: {
    foo3: bar3,
    foo4: bar4
  }
}
```

For more information on JSON file format, please refer to <https://json-schema.org/>

5.2 Configuration options list

Warning: There are two mandatory fields: `WCO_URI` and `WAC_URI`, all others are optional

Note: Please note that these default values apply when a key is not present in the configuration file.

Check the following `CONF.js` with the default values that apply when no configuration is defined:

```
window.STATIC_CONF = {
  ALLOW_CONTACT_SYNC: true,
  ALLOW_SILENT_MODE_CALLS: true,
  ALLOW_SILENT_MODE_CHAT: true,
  ANDROID_PERMISSIONS: {
```

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```

OPTIONAL: [],
MANDATORY: [],
},
APP_SCHEME: 'collaborator://',
APPS_FLYER: {
  APP_ID: null,
  DEV_KEY: null,
},
AUTOMATIC_STATUS_CHANGE_ON_CALL: {
  TIME_UNTIL_RESTORE: 0,
},
CHAT: {
  CLOSE_CHAT_BUTTON_EXTRA_ACTION: '',
  SHOW_IN_CONFERENCE: true,
  SEND_INSTANT_AUDIO_MESSAGE: false,
  SEND_INSTANT_VIDEO_MESSAGE: false,
},
CONFERENCE: {
  KEEP_INVITATIONS_WITH_ERROR_TIMEOUT: null,
  MATRIX_LIMIT: Number.MAX_SAFE_INTEGER,
  PARTICIPANT_LIMIT: Number.MAX_SAFE_INTEGER,
  ANONYMOUS_USERS_CAN_HOLD: false,
},
CONFERENCE_LOG: {
  DATE_GROUPS: true,
  DATE_GROUP_FORMAT: 'dd/MM/yyyy',
  DURATION_FORMAT: 'mm:ss',
},
CUSTOM_CALL_LOG_URL: '',
CUSTOM_SETTINGS_URL: '',
CONTACTS: {
  DEFAULT_SOURCES: [],
  LOCAL_SOURCES: [],
  DEFAULT_LOCAL_SOURCE: null,
  ORDER: ['-presence.online', 'name'],
},
DEFAULT_COUNTRY_CODE: null,
DEFAULT_MEDIA_CONSTRAINTS: {
  audio: {
    autoGainControl: true,
    echoCancellation: true,
    noiseSuppression: true,
  },
  video: true,
},
DIALPAD, {
  'disableKeyboard': false,
  'showExtended': true,
  '0': {
    icon: '',
    phone: '',
    tooltip: '',
  },
  '1': {
    icon: '',
    phone: '',
    tooltip: '',
  },
  '2': {
    icon: '',
    phone: '',

```

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```

    tooltip: '',
  },
  '3': {
    icon: '',
    phone: '',
    tooltip: '',
  },
  '4': {
    icon: '',
    phone: '',
    tooltip: '',
  },
  '5': {
    icon: '',
    phone: '',
    tooltip: '',
  },
  '6': {
    icon: '',
    phone: '',
    tooltip: '',
  },
  '7': {
    icon: '',
    phone: '',
    tooltip: '',
  },
  '8': {
    icon: '',
    phone: '',
    tooltip: '',
  },
  '9': {
    icon: '',
    phone: '',
    tooltip: '',
  },
  '#': {
    icon: '',
    phone: '',
    tooltip: '',
  },
  '*': {
    icon: '',
    phone: '',
    tooltip: '',
  },
},
DISPLAY_BACKGROUND_VIDEO: false,
DISPLAY_USER_NAME: true,
DOCUMENT_TITLE: 'collaborator',
DRAWER_FIRST_TAB: 'contacts',
DRAWER_FOOTER_WITH_PROFILE: false,
FORCE_FAVS_BY_DEFAULT: false,
ENABLE_FAV_FILTER: true,
FORCED_DOMAIN: false,
HEIGHT_AVATAR: 128,
HTML_NOTIFICATIONS: {
  CALLS: true,
  MESSAGES: true,
},
},

```

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```
INPUT_MAX_LENGTH: 45,
LANGUAGES: ['ca', 'de', 'en', 'es', 'fr', 'gl', 'it', 'pt'],
PRESENCE_STATUS: null,
PROFILE_LINK_MAX_LENGTH: 90,
REQUIRE_SMS_VALIDATION: false,
SEND_MEETING_INVITATION_IF_OFFLINE: false,
SEND_MEETING_INVITATION_IF_PSTN_VIDEO_CALL: false,
SEND_MEETING_VIA_WHATSAPP: false,
SEND_REJECT_SMS: false,
SHOW_CONTENT_INFO: false,
SHOW_SIDEBAR: true,
SOUND: {
  CALLING: {
    VOLUME: 0.2,
  },
  RINGING: {
    VOLUME: 0.2,
  },
  DTMF: {
    DURATION: 500,
    VOLUME: 1,
  },
},
SUBUSER_VALIDATION_URI: null,
SUBUSER_MOBILE_URL: null,
SUBUSER_WEB_URL: null,
WIDTH_AVATAR: 128,
WHITEBOARD: {
  SET_REMOTE_VIDEO_CAPTURE_BACKGROUND: false
  DEFAULT_BACKGROUND: '',
  DEFAULT_LINE_WIDTH: 2,
  PALETTE: [],
},
};
```

Following we are going to explore each of these options in detail.

5.3 Top level configuration options

- *ALLOW_CONTACT_SYNC* (boolean)
- *ALLOW_SILENT_MODE_CALLS* (boolean)
- *ALLOW_SILENT_MODE_CHAT* (boolean)
- *ANDROID_PERMISSIONS* (object)
- *APP_SCHEME* (string)
- *APPS_FLYER* (object or false)
- *AUTOMATIC_STATUS_CHANGE_ON_CALL* (object)
- *BONUS_URL* (string)
- *CHAT* (object)
- *CONFERENCE* (object)
- *CONFERENCE_LOG* (object)

- *CONTACTS* (object)
- *CUSTOM_CALL_LOG_URL* (string)
- *CUSTOM_SETTINGS_URL* (string)
- *DEFAULT_COUNTRY_CODE* (string)
- *DEFAULT_DOMAIN* (string)
- *DEFAULT_MEDIA_CONSTRAINTS* (object)
- *DIALPAD* (object)
- *DISPLAY_BACKGROUND_VIDEO* (boolean)
- *DISPLAY_USER_NAME* (boolean)
- *DOCUMENT_TITLE* (string)
- *DRAWER_FIRST_TAB* (string or string[])
- *DRAWER_FOOTER_WITH_PROFILE* (boolean)
- *ENABLE_FAV_FILTER* (boolean)
- *FORCE_FAVS_BY_DEFAULT* (boolean)
- *FORCED_DOMAIN* (boolean)
- *HEIGHT_AVATAR* (number)
- *HTML_NOTIFICATIONS* (object)
- *INPUT_MAX_LENGTH* (number)
- *IOS_REDIRECT_URI* (string)
- *IRS_URI* (string)
- *KNOW_MORE_URI* (string)
- *LANGUAGES* (string[])
- *OAuth_INTERCEPT_URI* (string)
- *OAuth_REDIRECT_URI* (string)
- *PRESENCE_STATUS* (string)
- *PROFILE_LINK_MAX_LENGTH*
- *REQUIRE_SMS_VALIDATION* (boolean)
- *SEND_MEETING_INVITATION_IF_OFFLINE* (boolean)
- *SEND_MEETING_INVITATION_IF_PSTN_VIDEO_CALL* (boolean)
- *SEND_MEETING_VIA_WHATSAPP* (boolean)
- *SEND_REJECT_SMS* (boolean)
- *SHOW_CONTENT_INFO* (boolean)
- *SHOW_SIDEBAR* (boolean)
- *SOUND* (object)
- *SUPPORT_URL* (string)
- *WAC_URI* (string)
- *WCO_URI* (string)
- *WHITEBOARD* (object)

- *WIDTH_AVATAR* (number)

Warning: The following configuration variables are deprecated with respect to previous versions of this documentation

- *PUSH_SERVER* - Related with push notification management.
- *FORCE_FAVS_BY_DEFAULT* - Related with the contacts favorite filter.

5.3.1 ALLOW_CONTACT_SYNC (boolean)

```
ALLOW_CONTACT_SYNC: true,
```

Sippo collaborator offers the possibility to sync contacts from the user's device over to the web application making it easier to start using the platform and keep up to date their contacts. If set to `false` synchronization with sippo-server contacts will be disabled.

Note: This configuration option is only available in iOS and Android devices.

5.3.2 ALLOW_SILENT_MODE_CALLS (boolean)

```
ALLOW_SILENT_MODE_CALLS: true,
```

If enabled Sippo collaborator will show an option that will allow users to switch on/off call notifications in their mobile devices. This functionality, referred to as *"Do Not Disturb"*, silences notifications for incoming calls, but these are still registered into the system.

Note: Please note that this is a client-side functionality that cannot be set remotely. In other words, there is no way for a system administrator to activate or deactivate the status of the push notifications on behalf of a user.

5.3.3 ALLOW_SILENT_MODE_CHAT (boolean)

```
ALLOW_SILENT_MODE_CHAT: true,
```

If enabled Sippo collaborator will show an option that will allow users to switch on/off chat messages notifications in their mobile devices. This functionality, referred to as *"Do Not Disturb"*, silences notifications for incoming chats, but these are still registered into the system.

Note: Please note that this is a client-side functionality that cannot be set remotely. In other words, there is no way for a system administrator to activate or deactivate the status of the push notifications on behalf of an user.

5.3.4 ANDROID_PERMISSIONS (object)

```

ANDROID_PERMISSIONS: {
  OPTIONAL: ['CAMERA', 'RECORD_AUDIO'],
  MANDATORY: ['READ_CONTACTS'],
},

```

Sippo collaborator requires some specific OS permissions when installed on android devices. Check detailed [object](#) for extra information.

5.3.5 APP_SCHEME (string)

```
APP_SCHEME: 'collaborator://',
```

Variable which sets the url scheme to intercept in the authentication through the web app.

Note: This configuration option is only available when using cordova framework.

5.3.6 APPS_FLYER (object or false)

```
APPS_FLYER: false,
```

Sippo collaborator has been integrated with the third party solution “Apps Flyer”, an analytic and attribution platform.

Check detailed [object](#) for extra information

5.3.7 AUTOMATIC_STATUS_CHANGE_ON_CALL (object)

```

AUTOMATIC_STATUS_CHANGE_ON_CALL: {
  STATUS: 'busy',
  TIME_UNTIL_RESTORE: 1000,
},

```

Sippo collaborator can be configured to change the presence status of a user during a call, according to its real presence. If this parameter is not configured no status change will take effect during a call.

Check detailed [object](#) for extra information.

5.3.8 BONUS_URL (string)

```
BONUS_URL: 'https://www.foehn.co.uk/',
```

With this variable Sippo collaborator allows the administrator to set up a button in the settings panel that will redirect users to the specified URL.

Note: The default value is null, so this feature will be disabled by default and no redirect button will appear in the settings.

5.3.9 CHAT (object)

```
CHAT: {
  SEND_INSTANT_AUDIO_MESSAGE: false,
  SEND_INSTANT_VIDEO_MESSAGE: false,
  SHOW_IN_CONFERENCE: false,
  CLOSE_CHAT_BUTTON_EXTRA_ACTION: '',
}
```

When the chat service is activated, there are a number of customizations about the chat that can be done.

Check detailed [object](#) for extra information.

5.3.10 CONFERENCE (object)

```
CONFERENCE: {
  PARTICIPANT_LIMIT: 5,
  MATRIX_LIMIT: 5,
  KEEP_INVITATIONS_WITH_ERROR_TIMEOUT: 8000,
  STYLE: 'matrix',
  ANONYMOUS_USERS_CAN_HOLD: false,
}
```

Sippo collaborators allows to setup audio and video multi party conferences (requires the SFU or MCU components). There are several conference behavior related configuration options that can be changed at the CONF.js file.

Check detailed [object](#) for extra information.

5.3.11 CONFERENCE_LOG (object)

```
CONFERENCE_LOG: {
  DATE_GROUPS: true,
  DATE_GROUP_FORMAT: 'dd/MM/yyyy',
  DURATION_FORMAT: 'minutes',
  SHOW_TODAY: false,
  SHOW_YESTERDAY: 'text',
}
```

Sippo collaborator keeps a record of all calls and video call made through the application. This variable allows the system administrator to configure how this list of calls is shown.

Check detailed [object](#) for extra information.

5.3.12 CONTACTS (object)

```
CONTACTS: {
  DEFAULT_SOURCES: ['wac'],
  LOCAL_SOURCES: ['groups'],
  DEFAULT_LOCAL_SOURCE: 'participants',
  ORDER: ['-isWacUser', 'name'],
}
```

Sippo collaborator has an agenda section which allows for some customization via the CONF.js file. These are configured on the CONTACTS JSON object.

Check detailed [object](#) for extra information.

5.3.13 CUSTOM_CALL_LOG_URL (string)

```
CUSTOM_CALL_LOG_URL: '',
```

Allows to set an URL to access a custom call log endpoint. The default value is an empty string.

5.3.14 CUSTOM_SETTINGS_URL (string)

```
CUSTOM_SETTINGS_URL: '',
```

Allows to set an URL to access a custom settings endpoint. The default value is an empty string.

5.3.15 DEFAULT_COUNTRY_CODE (string)

```
DEFAULT_COUNTRY_CODE: '+34',
```

Sippo collaborator allows to append a default country code. This is used when a user adds a new contact to its agenda. Any value as country code (eg: "+34", "+1") according to ITU standards is valid.

Note: Default value is null. So this feature is disabled by default.

5.3.16 DEFAULT_DOMAIN (string)

```
DEFAULT_DOMAIN: 'quobis',
```

Sippo collaborator can enforce a domain in the login process. For example, if the `DEFAULT_DOMAIN` is set to `quobis.com`, a user logging with the username "john" will be send to the Sippo AS for authentication as `john@quobis.com`.

Note: Default value is null. So this feature is disabled by default.

Note: It is mandatory to configure this parameter in order for anonymous calls to work.

5.3.17 DEFAULT_MEDIA_CONSTRAINTS (object)

```
DEFAULT_MEDIA_CONSTRAINTS: {
  audio: true,
  video: true,
},
```

This parameter allows a system administrator to establish constraints on the media track settings for each kind of track when initializing calls.

Check detailed *object* for extra information.

5.3.18 DIALPAD (object)

```
DIALPAD: {
  0: {
    icon: 'icon sippo-plus',
    phone: '',
    tooltip: '',
  },
  1: {
    icon: 'icon default-voicemail',
    phone: '',
    tooltip: '',
  },
  showExtended: false,
},
```

The dialpad allows to trigger customized actions that will be fired when a key is long pressed. You can customize the number that will be called and attach an icon and a tooltip to this key. To edit these dialpad actions, just edit the CONF.js file with the desired configuration.

Check detailed *object* for extra information.

5.3.19 DISPLAY_BACKGROUND_VIDEO (boolean)

```
DISPLAY_BACKGROUND_VIDEO: false,
```

This feature allows to show the user video even when there is no active call. It allows the user to check how he/she is been seen before doing a call. It's also referred to as "mirror mode". Please note that the activation of this feature will consume extra battery on mobile devices.

Note: Default value is null. So this feature is disabled by default.

5.3.20 DISPLAY_USER_NAME (boolean)

```
DISPLAY_USER_NAME: true,
```

This variable enables the header of the left drawer section to change on mouse hover over the current user's avatar (desktop only). It will change in order to display the user's configured name (displayname) or the system username of the collaborator user.

- `true`: Shows displayname, or username if displayname is not configured.
- `false`: Nothing is displayed, hover disabled.

Note: Default value is `true`. So this feature is enabled by default.

5.3.21 DOCUMENT_TITLE (string)

```
DOCUMENT_TITLE: 'collaborator';
```

This configuration option refers to the HTML title of the web application. It defaults to `collaborator`

5.3.22 DRAWER_FIRST_TAB (string or string[])

```
DRAWER_FIRST_TAB: 'call-button',
```

This allows to configure which drawer tabs are open by default when the web application starts. This variable will contain a single string or an array of strings specifying the name of these drawer tabs. The following values are valid:

- contacts
- call-button
- calls
- conferences
- chat
- dialpad
- meetings

5.3.23 DRAWER_FOOTER_WITH_PROFILE (boolean)

```
DRAWER_FOOTER_WITH_PROFILE: false;
```

With this parameter enabled contact information will be displayed in the footer of the page.

5.3.24 ENABLE_FAV_FILTER (boolean)

```
ENABLE_FAV_FILTER: true;
```

Sippo collaborator provides a favorite feature that allows the user to categorize other users.

- `true`: Sippo collaborator UI will a star which allows to mark contacts as favorites and also to filter them to show only favorite contacts.
- `false`: Favorite contacts feature is disabled

Note: Default value is true. So this feature is enabled by default.

5.3.25 FORCE_FAVS_BY_DEFAULT (boolean)

```
FORCE_FAVS_BY_DEFAULT: false;
```

Sippo collaborator provides a favorite feature that allows the user to categorize other users.

- `true`: If *ENABLE_FAV_FILTER (boolean)* is also enabled, Sippo collaborator will show **ONLY** the favorite contacts when launched.
- `false`: When login, Sippo collaborator will display all NAB contacts

Note: Default value is null. So this feature is disabled by default.

Warning: This feature is currently deprecated and will be eliminated in future versions of this documentation.

5.3.26 FORCED_DOMAIN (boolean)

```
FORCED_DOMAIN: false;
```

Sippo collaborator can enforce a domain for each call, for example @quobis.com. This way, when a user dials the extension 200@othercompany.com, Sippo collaborator will change the domain and call to 200@quobis.com. Please note that this behavior does not happen if the user dials 200 (without the @).

This default domain is configured in the CONF.js file using the *DEFAULT_DOMAIN* field.

- true: All phones will have the same domain as the logged user.
- false: When FORCED_DOMAIN is set to false or absent, it will be ignored.

Note: Default value is null. So this feature is disabled by default.

Note: The domain is obtained from the IMS credentials not directly from the WAC

5.3.27 HEIGHT_AVATAR (number)

```
HEIGHT_AVATAR: 96,
```

Sippo collaborator allows users to upload its own avatar, which will be show to other Sippo collaborator users both in the contact list and also in every incoming call.

Allows the scaling of the avatar picture before uploading it to the Sippo AS server. Value needs to be set in pixels.

Note: Default value is null. So this feature is disabled by default. No scaling is done

5.3.28 HTML_NOTIFICATIONS (object)

```
HTML_NOTIFICATIONS: {  
    CALLS: true,  
    MESSAGES: true,  
},
```

Sippo collaborator has the ability to use the operating system notifications to alert the user of incoming audio, video and chat sessions.

Check detailed *object* for extra information.

5.3.29 INPUT_MAX_LENGTH (number)

```
INPUT_MAX_LENGTH: 45,
```

Defines the maximum character length which can be entered into the inputs of the web application

5.3.30 IOS_REDIRECT_URI (string)

```
IOS_REDIRECT_URI: 'http://www.quobis.com',
```

URI to redirect users that try to access the Sippo collaborator on Safari on iOS (usually the App Store)

Note: Default value is null. So this feature is disabled by default.

5.3.31 IRS_URI (string)

```
IRS_URI: 'https://qa-inditex.quobis.com/irs',
```

Identity Resolution Service URI. This variable sets the URI of the application programming interface (API) which is accessed to manage the creation of groups inside Sippo collaborator.

5.3.32 KNOW_MORE_URI (string)

```
KNOW_MORE_URI: 'https://know.more.uri.com/',
```

Sippo collaborator includes an URI to put extra information. It is shown in some screens with extra information about the product.

Note: Default value is null. So this feature is disabled by default.

5.3.33 LANGUAGES (string[])

```
LANGUAGES: ['es', 'en'],
```

Contains an array of strings of the language codes Sippo collaborator will be available in. By default, the following will be included:

- ca : Catalanian
- de : German
- en : English
- es : Spanish
- fr : French
- gl : Galician
- it : Italian
- pt : Portuguese

Note: Please note this is the list of all languages available. No other language code can be added

5.3.34 OAUTH_INTERCEPT_URI (string)

```
OAUTH_INTERCEPT_URI: 'https://rooms.quobis.com/collaborator/o?',
```

Needed only for mobile. Defaults to OAUTH_REDIRECT_URI. This is the URL to be intercepted in the in-app browser opened for the authentication process. The protocol, host and port are removed and redirected to the internal cordova app.

Note: Note this configuration option works only with the cordova cordova-plugin-inappbrowser plugin, not with SafariViewController.

5.3.35 OAUTH_REDIRECT_URI (string)

```
OAUTH_REDIRECT_URI: 'https://wac.domain.com/o/provider/callback',
```

Sippo collaborator supports delegated authentication against a OAuth server.

OAUTH_REDIRECT_URI will set the OAuth server post-login redirection after successful login. This is only needed in mobile environments. Please note that the full configuration of the OAuth providers needs to be completed in the Sippo AS.

This will default to `/${WCO_URI}/o/:issuer/callback`. If you need to customize it, be sure that it includes the `:issuer` placeholder, which will be replaced by the id of the corresponding OAuth2 provider.

Important: This configuration needs to be setup at the Sippo AS configuration, please check the *Sippo wac administration guide* for extra information.

Note: Previously it was a collaborator url ended in `/o?issuer=the_token_issuer`. As some providers do not support callback urls with `?`, now is preferred `/o/:issuer/callback`, but both are supported.

5.3.36 PRESENCE_STATUS (string)

```
PRESENCE_STATUS: 'busy',
```

Sippo collaborator allows to customize the default presence status right after an user login is made. This can be useful in some scenarios, specially in contact center applications, where the user needs to perform a number of task before answering any audio or video session.

This can be done by setting the right value at the PRESENCE_STATUS parameter in the `CONF.js` file.

Any of the following strings are accepted values:

- `connected`
- `busy`
- `away`
- `offline`

Note: Default value is null. If this field is not included in the `CONF.js` file, Sippo collaborator will use the presence given by the Sippo AS by default.

5.3.37 PROFILE_LINK_MAX_LENGTH

```
PROFILE_LINK_MAX_LENGTH = 90;
```

Sippo collaborator allows the user to set its own **personal URL**. This configuration option sets the maximum length of characters to enter in the profile link input.

5.3.38 REQUIRE_SMS_VALIDATION (boolean)

```
REQUIRE_SMS_VALIDATION: false,
```

This feature allows the IT administrator to require a OTP validation. Sippo collaborator will require the user to introduce its phone number, and then Sippo AS will send a SMS with a verification code.

Note: Default value is null. So this feature is disabled by default.

5.3.39 SEND_MEETING_INVITATION_IF_OFFLINE (boolean)

```
SEND_MEETING_INVITATION_IF_OFFLINE: false,
```

Sippo collaborator has the ability to configure how guest are notified of meetings.

This allows to send a meeting invitation to a Sippo user if a call is not answered. Default value is false.

Note: Default value is false. So this feature is disabled by default.

5.3.40 SEND_MEETING_INVITATION_IF_PSTN_VIDEO_CALL (boolean)

```
SEND_MEETING_INVITATION_IF_PSTN_VIDEO_CALL: false,
```

5.3.41 SEND_MEETING_VIA_WHATSAPP (boolean)

```
SEND_MEETING_VIA_WHATSAPP: false,
```

If enabled Sippo collaborator will display an option to share a meeting invitation via WhatsApp.

In this case, as a difference with sms or email invites, the app creates a pre-populated WhatsApp message on the users device to share with its WhatsApp contacts. Default value is false.

Note: Applies only to mobile enviroments.

5.3.42 SEND_REJECT_SMS (boolean)

```
SEND_REJECT_SMS: true,
```

If set to `true` this variable allows to send an SMS in mobile devices when a call is rejected. Default value is false

5.3.43 SHOW_CONTENT_INFO (boolean)

```
SHOW_CONTENT_INFO: false,
```

Sippo collaborator's interface is divided into two main panels. One to the left where all the tabs are present and a user selects contacts and manages their account, and another one to the right where calls and video calls appear (the content). If set to `true` this variable allows the administrator to show information in the content about the tab selected in the left drawer when there is no ongoing call.

5.3.44 SHOW_SIDEBAR (boolean)

```
SHOW_SIDEBAR: true,
```

Enabled allows to display a sidebar during a call or a video call which can hide the drawer maximizing the conversation space

Note: Default value is true so this feature is enabled by default.

5.3.45 SOUND (object)

```
SOUND: {
  CALLING: {
    VOLUME: 0.9,
  },
  RINGING: {
    VOLUME: 0.2,
  },
  DTMF: {
    DURATION: 500,
    VOLUME: 1,
  },
},
```

The volume and duration for ringing and calling tones can be specified by using an object named “Sound”. This is achieved with two parameters which contain a number between 0 and 1, being 0 the minimum value and 1 the maximum value.

Check detailed *object* for extra information.

5.3.46 SUPPORT_URL (string)

```
SUPPORT_URL: 'http://www.quobis.com',
```

Allows to set an URL to access a support endpoint. The default value is an empty string.

5.3.47 WAC_URI (string)

```
WAC_URI: 'https://janus.quobis.com/wac',
```

Defines the URI of the Sippo wac that will manage the installation

Note: As mentioned before, this is a mandatory field.

5.3.48 WCO_URI (string)

```
WCO_URI: 'https://collaborator.quobis.com',
```

Defines the URI where the webphone will be running

Note: As mentioned before, this is a mandatory field.

5.3.49 WHITEBOARD (object)

```
WHITEBOARD: {
  SET_REMOTE_VIDEO_CAPTURE_BACKGROUND: false
  DEFAULT_BACKGROUND: 'localVideoCapture',
  DEFAULT_LINE_WIDTH: 10,
  PALETTE: [
    ['black', 'red', 'green', 'blue'], // Each inner array is a palette row
    ['white', 'cyan', 'magenta', 'yellow'],
    ['rgba(0, 0, 0, 0.5)', '#88ff0000', '#8800ff00', '#880000ff'],
    ['rgba(255, 255, 255, 0.5)', '#8800ffff', '#88ff00ff', '#88ffff00'],
  ],
},
```

When two or more users are on a call, regardless of the type of the call (audio or video), a whiteboard session can be activated. This whiteboard enables the real-time interaction between all participants of the conference, which can use a set of tools such as pencils, drawing forms, move forms, etc. . .

There are several characteristics of the whiteboard that can be configured by the IT administrator under the JSON object "WHITEBOARD"

Check detailed [object](#) for extra information.

5.3.50 WIDTH_AVATAR (number)

```
WIDTH_AVATAR: 96,
```

Sippo collaborator allows users to upload its own avatar, which will be show to other Sippo collaborator users both in the contact list and also in every incoming call.

This parameter allows the scaling of the avatar picture before uploading it to the Sippo AS server. Value needs to be set in pixels.

Note: Default value is null so this feature is disabled by default. No scaling is done

5.4 Nested levels configuration options

5.4.1 ANDROID_PERMISSIONS

```
ANDROID_PERMISSIONS: {
  OPTIONAL: ['CAMERA', 'RECORD_AUDIO'],
  MANDATORY: ['READ_CONTACTS'],
},
```

Recent versions of Android are configured to require explicit confirmation of certain permissions when using an app. Sippo collaborator can be configured to require these permissions when installed on android devices. The required permissions are divided into two fields:

- **OPTIONAL** (string[]) - Default: []

Array of strings which specifies the optional permissions of the application. Without these permissions the application will work although some features may be disabled or limited.

- **MANDATORY** (string[]) - Default: []

Array of strings which specifies the mandatory permissions of the application. Without these permissions the app will refuse to open.

Note: A complete list of all available android permissions can be found [here](#). Configuration shown in the above example should be enough in most deployments, please contact your Quobis representative for extra details.

5.4.2 APPS_FLYER

```
APPS_FLYER: {
  DEV_KEY: 'NYCDpFn3s96r54DnrChK9',
  APP_ID: '1242742421',
},
```

In order to activate the Apps Flyer integration, the following configurations needs to be done:

- **DEV_KEY** (string) - Default: `null`
Developer key as requested by Apps Flyer
- **APP_ID** (string) - Default: `null`
Application key as requested by Apps Flyer

Note: To disable this feature set the variable to `false`

5.4.3 AUTOMATIC_STATUS_CHANGE_ON_CALL

```
AUTOMATIC_STATUS_CHANGE_ON_CALL: {
  STATUS: 'busy',
  TIME_UNTIL_RESTORE: 1000,
},
```

Presence status can be set manually by the users just by clicking on its presence switch selector. In addition, Sippo collaborator can be configured to change the presence status of a user during a call, according to its real presence. Two parameters can be configured as explained in the table below:

- **STATUS** (string) - Default: `null`
The status the application will change to. Accepted values are one of these strings:
 - `away`
 - `busy`
 - `on-the-phone`
- **TIME_UNTIL_RESTORE** (number) - Default: `0`
Time (in ms) waited since the call has finished until the normal status value is restored. If a negative value is set, the status will never be restored.

Note: `STATUS` is not configured by default, so if not included the status will not change while on call.

5.4.4 CHAT

```
CHAT: {
    SEND_INSTANT_AUDIO_MESSAGE: false,
    SEND_INSTANT_VIDEO_MESSAGE: false,
    SHOW_IN_CONFERENCE: false,
    CLOSE_CHAT_BUTTON_EXTRA_ACTION: '',
},
```

The Sippo collaborator chat feature, if activated, provides a set of customizations that can be done:

- **close_chat_button_extra_action** (string) - Default: '' (deprecated)
With the value `close-chat`, when a particular chat is closed, it goes to previous tab. Without value, it goes back to chat list. This parameter only applies when chats exists only associated to the conference.
- **show_in_conference** (boolean) - Default: `true`
If set to `true`, the webphone will show the chat button when a conference is started. This parameter is related only to the button, not the functionality itself, so even when it is set to `false`, the conference chat is created.
- **send_instant_audio_message** (boolean) - Default: `false`
If `true`, Sippo collaborator will allow to send instant audio messages over the chat.
- **send_instant_video_message** (boolean) - Default: `false`
If `true`, Sippo collaborator will allow to send instant video messages over the chat.

5.4.5 CONFERENCE

```
CONFERENCE: {
    PARTICIPANT_LIMIT: 5,
    MATRIX_LIMIT: 5,
    KEEP_INVITATIONS_WITH_ERROR_TIMEOUT: 8000,
    ANONYMOUS_USERS_CAN_HOLD: false,
},
```

Sippo collaborators allows to setup audio and video multi party conferences (requires the SFU or MCU components). The table below summarizes the configuration options for multiparty conferencing:

- **PARTICIPANT_LIMIT** (number) - Default: `Number.MAX_SAFE_INTEGER`
Limits the number of participants at each meeting. It's a *system-wide parameter* that cannot be set on a per-meeting basis. Please note that there is no default limit set.
- **MATRIX_LIMIT** (number) - Default: `Number.MAX_SAFE_INTEGER`
Limits the number of streams and invitations to be show in the matrix.
- **KEEP_INVITATIONS_WITH_ERROR_TIMEOUT** (boolean) - Default: `false`
If `true`, the invitations answered with an error will be kept in the matrix for this amount of time (in milliseconds).
- **ANONYMOUS_USERS_CAN_HOLD** (boolean) - Default: `false`
Defines wether an anonymous user can hold a conference or not. Default value is `false`.

5.4.6 CONFERENCE_LOG

```

CONFERENCE_LOG: {
  DATE_GROUPS: true,
  DATE_GROUP_FORMAT: 'dd/MM/yyyy',
  DURATION_FORMAT: 'mm:ss',
  SHOW_TODAY: 'text',
  SHOW_YESTERDAY: 'text',
},

```

This object keeps the necessary variables to configure how the list of calls made, answered, or missed is shown to the user:

- **DATE_GROUPS** (boolean) Default: `true`
Shows the date grouping calls by the day they where made.
- **DATE_GROUP_FORMAT** (string) Default: `'dd/MM/yyyy'`
Format used for displaying the previous date. A valid value would be `yyyy/MM/dd` for example
- **DURATION_FORMAT** (string) Default: `'mm:ss'`
Format used for displaying the call's duration.
- **SHOW_TODAY** (string) Default: `'text'`
If set to `'text'` replaces the date of calls made the same day with *today*. Set to empty string to disable this feature.
- **SHOW_YESTERDAY** (string) Default: `'text'`
If set to `'text'` replaces the date of calls made the previous day with *yesterday*. Set to empty string to disable this feature.

5.4.7 CONTACTS

Sippo collaborator has an agenda section which allows for some customization via the CONF.js file. The table below summarizes the available keys under the JSON objects "CONTACTS":

```

CONTACTS: {
  DEFAULT_SOURCES: ['wac'],
  LOCAL_SOURCES: ['groups'],
  DEFAULT_LOCAL_SOURCE: 'participants',
  ORDER: ['-isWacUser', 'name'],
},

```

- **DEFAULT_SOURCES** (string[]) - Default: []
One or more of the following strings can be added to the array, comma-separated:
 - `wac`: when selected, your Sippo AS contacts are shown in the agenda roster
 - `domain`: when selected, Sippo collaborator will show the contacts of the user's domain
 - `device`: only valid for mobile devices. When set, the contacts shown are the ones synchronized from the smartphone local agenda
- **LOCAL_SOURCES** (string[]) - Default: []
A string array containing the local contact sources to initialize. The possible values are:
 - `phones`: To use the local phone contacts. Only applicable in mobile devices
 - `groups`: To create a contact for each group and contacts for each participant of the group.
- **DEFAULT_LOCAL_SOURCES** (string) Default: `null`
The local source used by default, in case more than one has been defined

- **ORDER** (string) - Default: [-presence.online, name]

Allows selecting how the contacts are going to be displayed. Currently the following keys are available (multiple options are valid, comma-separated):

Note: when there is a preceding minus sign, the order will be reversed. As an example, “-name” will show the contacts listed in reverse alphabetical order (Z to A).

- `isWacUser`: contacts that are stored in the Sippo AS NAB are shown in the first place
- `name`: contacts are listed alphabetically (A-Z)
- `presence.online`: contacts are listed according to its presence, starting from the ones which are online
- `presence.busy`: contacts are listed according to its presence, starting from the ones which are busy
- `presence.away`: contacts are listed according to its presence, starting from the ones which are away

5.4.8 DEFAULT_MEDIA_CONSTRAINTS

```
DEFAULT_MEDIA_CONSTRAINTS: {
  audio: {
    autoGainControl: true,
    echoCancellation: true,
    noiseSuppression: true,
  },
  video: {
    facingMode: 'user'
  },
},
```

This object has the following two fields to configure. These represent the constraints to the audio/video when requesting media tracks from the user. By default audio and video are set to `true` so no constraint is applied.

- **audio** (object or boolean) - Default: `true`
 - `MediaTrackConstraints` (Constraint).
 - Following the configuration shown in the example above allows to reduce noise and improve audio quality during calls.
- **video** (object or boolean) - Default: `true`
 - `MediaTrackConstraints` (Constraint).
 - Its main purpose is to allow a system administrator to easily change the default camera used by Sippo collaborator. This can be done by adding `facingMode` constraint to video set to `environment` (for the rear camera) or `user` (for the front camera) as shown in the example.

Note: See [MediaTrackConstraints](#) to learn more about constraints and their browser support.

Note: If the value `DEFAULT_MEDIA_CONSTRAINTS` is no present, the default camera is the front one (facing user). This configuration is system-wide so it applies to every user. For more information, please check [this link](#)

Please note that camera switch functionality is available as well, but only for SIPoWS environments in the current version”

5.4.9 DIALPAD

```
DIALPAD: {
  0: {
    icon: 'icon sippo-plus',
    phone: '',
    tooltip: '',
  },
  1: {
    icon: '',
    phone: '',
    tooltip: '',
  },
  showExtended: false,
},
```

The dialpad allows to trigger customized actions that will be fired when a key is long pressed. You can customize the number that will be called and attach an icon and a tooltip to this key.

The JSON object named DIALPAD makes a correspondence between dialpad keys (0-9, *,#) and possible actions:

- **0-9,*,#** (object) - Default: null

Corresponds to each dialpad key and it has the following properties:

- **phone** (string): Phone number to call (E.164 or URI or extension)
- **icon** (string): Icon name. It should include icon before the icon name, i.e: icon: 'icon sippo-phone'.
- **tooltip** (string): String that will be shown as a tooltip when the user holds the mouse over the key.

- **showExtended** (boolean) - Default: false

When this parameter is true, the alphabetic letters will be shown below the numbers (eg: “ABC” below #2, “DEF” below #3, etc..).

- **disableKeyboard** (boolean) - Default: true

When enabled, user cannot use the keyboard to “press” the dialpad keys. This is useful to prevent the end-user to dial into URIs and limit the destination only to numbers and * #

5.4.10 HTML_NOTIFICATIONS

```
HTML_NOTIFICATIONS: {
  CALLS: true,
  MESSAGES: true,
},
```

Sippo collaborator has the ability to use the operating system notifications to alert the user of incoming audio, video and chat sessions.

Note: Please note that this feature is only available on desktop environments.

- **CALLS** (boolean) - Default: true
Allows to display HTML notification for incoming calls (audio and video).
- **MESSAGES** (boolean) - Default: true
Allows to display HTML notifications for incoming messages.

5.4.11 SOUND

```
SOUND: {
  CALLING: {
    LOOP_DURATION: 3000,
    VOLUME: 0.9,
  },
  RINGING: {
    LOOP_DURATION: 4000,
    VOLUME: 0.2,
  },
  DTMF: {
    DURATION: 500,
    VOLUME: 1,
  },
},
```

The volume for ringing and calling tones as well as the duration of DTMF tones can be specified by using an object named `SOUND`. This is achieved with two parameters which contains with a number between 0 and 1, being 0 the minimum value and 1 the maximum value and another parameter for the duration of DTMF tones.

- **callingTone** (object)
 - volume (number) - Default: 0.2: A value between “0” and “1” (eg: “0.5”)
 - loop_duration (number) - Default: 3000: How often is the ringing repeated.
- **ringingTone** (object)
 - volume (number) - Default: 0.2: A value between “0” and “1” (eg: “0.5”)
 - loop_duration (number) - Default: 4000: How often is the calling repeated.
- **dmf** (object)
 - volume (number) - Default: 0.2: A value between “0” and “1” (eg: “0.5”)
 - duration (number) - Default: 500: Duration of the DTMF in miliseconds

5.4.12 WHITEBOARD

```
WHITEBOARD: {
  SET_REMOTE_VIDEO_CAPTURE_BACKGROUND: true
  DEFAULT_BACKGROUND: 'localVideoCapture',
  DEFAULT_LINE_WIDTH: 10,
  PALETTE: [
    ['black', 'red', 'green', 'blue'], // Each inner array is a palette row
    ['white', 'cyan', 'magenta', 'yellow'],
    ['rgba(0, 0, 0, 0.5)', '#88ff0000', '#8800ff00', '#880000ff'],
    ['rgba(255, 255, 255, 0.5)', '#8800ffff', '#88ff00ff', '#88ffff00'],
  ],
},
```

There are several characteristics of the whiteboard that can be configured by the IT administrator under the JSON object “WHITEBOARD”:

- **SET_REMOTE_VIDEO_CAPTURE_BACKGROUND** (boolean) - Default: `false`

When set to `true` a new button in the *change whiteboard background* popup will be shown to capture the remote video image and set it as background. This button will be enabled if the conference has remote video tracks and exactly two participants.

- **DEFAULT_BACKGROUND** (string) - Default: `""`

Allows to configure a default background on whiteboard creation. Any of the following strings are accepted values. Any other value will be interpreted as the URL of an image to be used as background.

- `localVideo`: Local video of the whiteboard creator set as default.
- `remoteVideo`: Remote video of the whiteboard creator set as default. This value will only apply when the call has exactly two participants
- `localVideoCapture`: A capture of the local video of the whiteboard creator set as default.

Please note that if this key is not present on the configuration file, a white image will be used as default background.

- **DEFAULT_LINE_WIDTH** (number) - Default: `2`

Value in pixels of the resulting width of “free drawing” and “line drawing” tools.

- **PALETTE** (string[] or string[][]) - Default: `[]`

Allows to select the palette colors. By default is an empty array. Can be a 1d or 2d array with the palette colors. When it is 2d, each inner array is a palette row as shown in the example.

Note: `DEFAULT_BACKGROUND` and `SET_REMOTE_VIDEO_CAPTURE_BACKGROUND` values will not apply if no video tracks are present in a call.

Note: If a call has more than two participants remote video related values will not be applied.

5.5 Example of basic configuration

The document below shows an example of a basic configuration. FILE `CONF.js`:

```
window.STATIC_CONF = {
  DEFAULT_COUNTRY_CODE: '+34',
  WCO_URI: 'https://www.example.com',
  WAC_URI: 'https://web.sippo',
  KNOW_MORE_URI: 'https://www.quobis.com',
  DEFAULT_DOMAIN: 'quobis',
  DIALPAD: {
    1: {
      phone: '1004',
      icon: 'icon sippo-phone',
      tooltip: 'VoiceMail',
    },
    showExtended: false,
  },
  FORCED_DOMAIN: false,
  CONFERENCE: {
    PARTICIPANT_LIMIT: 5,
  },
};
```


OTHER FEATURES

6.1 Automatic login via URL

Sippo collaborator users need to login into the application to get access to it. In some cases, Sippo collaborator is not deployed as a standalone application but instead it is integrated or embedded into other HTML5 or even native applications. In such situations, it's useful that the login process can be performed automatically by the parent application. That's a common situation also in contact-center environments where Sippo collaborator is used as a SIP endpoint integrated into an agent tool (CRM, CTI application, etc...)

In order to perform that automatic login process, Sippo collaborator can be instantiated by adding the login and password of the user to the main URL. The login URL accepts the following query parameters:

- `username`: Username to log in.
- `password`: Password associated to that username

An example is shown below, considering that the username is

```
https://collaborator.mycompany.com/login?username=my-login&password=my-password
```

Please note that this login mechanism sends the password in a non encrypted way, so make sure that you use it only in internal networks.

6.2 Branding

Sippo collaborator colors, logo and icons can be branded according to the look and feel requirements of the customer. This branding configuration needs to be done by the Quobis engineering team and it's not exposed to the application administrators. Please contact your support team for more information.

6.3 Contextual information

Sippo collaborator allows the customization of the main field shown in the contextual information area. This area is very useful to add information coming from external sources that the administration wants to show to the end-user.

Current available fields are:

- `Language`: language of the browser
- `Location`: where the calling party is located
- `Browser`: which browser the calling party is using
- `Context`: information provided by the Sippo AS
- `Extra`: information provided by the Sippo AS

Please note that this functionality is not available with all signaling stacks.

6.4 Browser-side troubleshooting

Sippo collaborator logging information can be seen at the Sippo AS logs.

In addition, by setting in the JavaScript console the `localStorage.sippodebug='*'` attribute, every message interchanged between the Sippo AS and the Sippo collaborator can be examined.

A screenshot is shown below:

HOW TO GET ADDITIONAL SUPPORT

Please contact your system administrator for further support on how to use Sippo collaborator or visit www.quobis.com

GLOSSARY

AD Active Directory

ADFS Active Directory Federation Services (ADFS) is a software component developed by Microsoft to provide users with single sign-on access to systems and applications

B2BUA Back to back User Agent

CLI Calling Line Identification or Command Line Interface

collaborator Sippo collaborator product

CSS Cascading Style Sheet

DDOS Distributed Denial of Service

E.164 An ITU-T recommendation that defines a numbering plan for the worldwide public switched telephone network (PSTN)

IE Internet Explorer

IM Instant Messaging

ITU International Telecommunications Union

JSON JavaScript Object Notation, a lightweight data-interchange format

LDAP Lightweight Directory Access protocol

MCU Multi Conference Unit

OAuth Open Authorization protocol, an open standard for token-based authentication and authorization on the Internet.

OS Operating System

PX Pixel

QoS Quality of Service

REST REpresentational State Transfer

SBC Session Border Controller

SCTP Stream Control Transmission Protocol

SDK Software Development Kit

SFU Selective Forward Unit

SIP Session Initiation Protocol

SQL Structured Query Language

SSO Single Sign On

UA User Agent

URI Uniform resource identifier

URL Universal Resource Locator

User Account A login account that is used to log in to Sippo collaborator

VoIP Voice over IP

wac Sippo WebRTC Application Controller - Legacy name for Sippo AS

WS Websocket

WSS Websocket secure

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