

## Overview

RealPing “Click to Talk” service is at the leading edge of expectations for companies that are integrating the latest in Internet technology into their applications – both in web applications as well as email services. RealPing instantly connects consumers with account holders via the telephone, independent of the computer used to establish the connection. In short, RealPing helps position you, our new client, to be the most responsive and accessible provider to your consumers in your market.

RealPing “Click to Talk” is delivered to your web applications (web site, blog, etc) and email as a graphic image that, when clicked, immediately connects web users to an account holder's phone – we highly recommend using your mobile phone with RealPing. Incoming calls to an account holder carry a unique RealPing caller ID (1-111-111-1111). So you know someone is on your web site or reading your email and needs help now. Once connected, account holders can remotely open an Internet browser on the caller's monitor and “push” preset content pages (any HTML page, PDFs, Word documents, or PowerPoint presentations that are accessible on the web) to the caller using RealPing's unique “Page Push” feature.

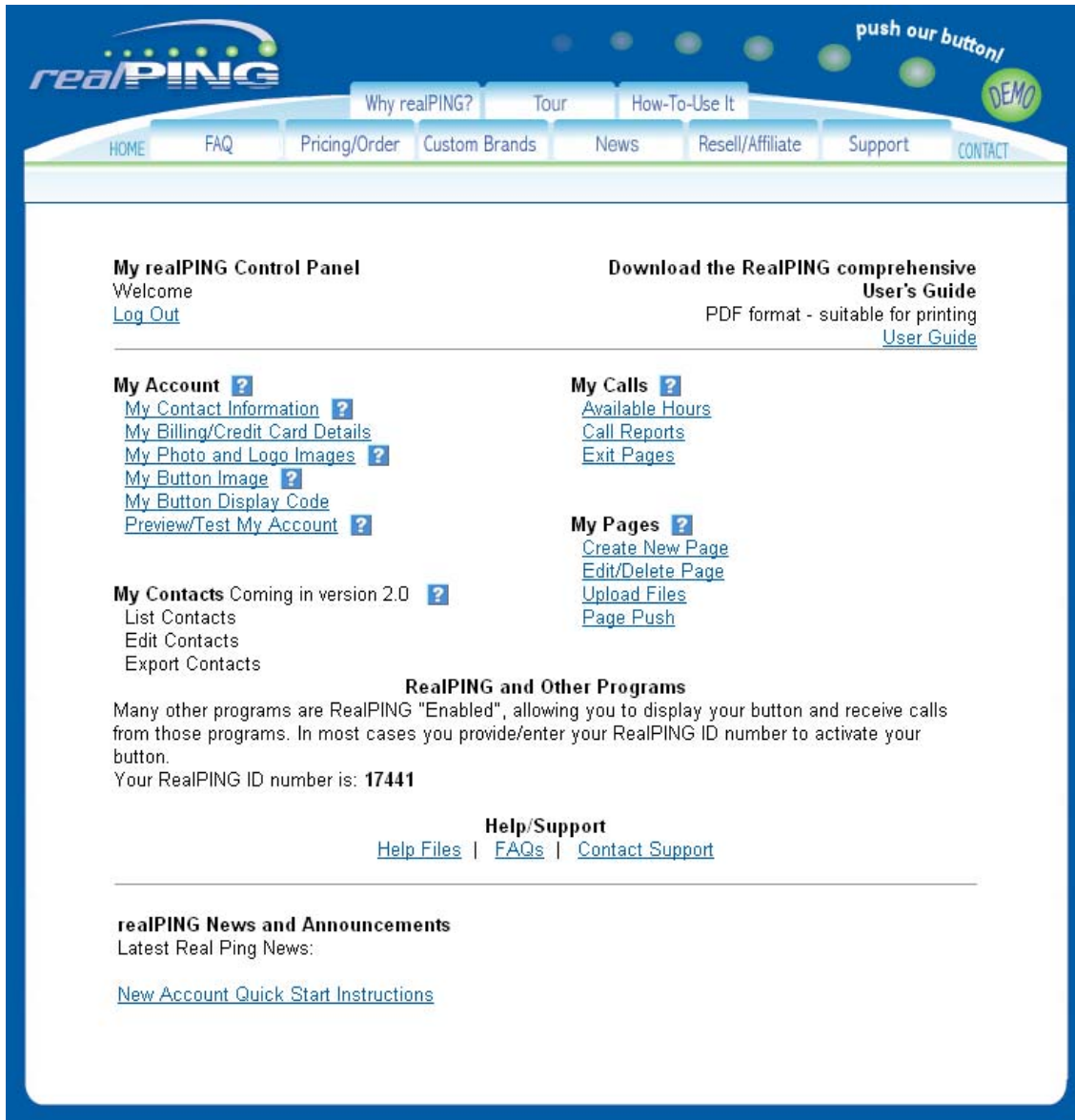
## Getting Started

At the completion of your purchase of RealPing “Click to Call” service you were directed to a screen that allowed you to log into your RealPing Control Panel. If not, then you should have received a “Welcome to RealPing” email message giving you the password for your account. You log into your account Control Panel either by selecting LOG IN near the top right corner of [www.realping.com](http://www.realping.com) or navigating directly to the log in page at [www.realping.com/myrealping](http://www.realping.com/myrealping). Use your email address that you entered when purchasing our service and the password from your Welcome Message to log in. Once at the RealPing Control Panel you will be given the opportunity to customize your password if you wish. From the main page of the RealPing Control Panel you will see the following:

- **My Account:** (My Contact Information, My Billing/Credit Card Details, My Photo and Logo Images, My Button Image, My Button Display Code, Preview/Test My Account)
- **My Calls:** (Available Hours, Call Reports, Exit Pages)
- **My Pages:** (Create New Page, Edit/Delete Page, Page Push)
- **Help / Support**

If you have additional questions not covered in this guide please either call or email your reseller's support center or call direct to the RealPing Customer Support Center at 800-668-6536. At RealPing, Account Specialists are available from 9:00 am to 5:00 pm (Eastern) Monday through Friday. You can also get after hours help by going to [www.RealPing.com](http://www.RealPing.com) and clicking on the RealPing button for Customer Support at the bottom of the page.

Below is the entry page for the RealPing Control Panel. Use this graphic for reference while working through this guide.



The screenshot shows the RealPing user control panel. At the top, there is a navigation bar with the RealPing logo on the left and a 'push our button!' banner on the right. The navigation bar includes links for 'Why realPING?', 'Tour', 'How-To-Use It', 'HOME', 'FAQ', 'Pricing/Order', 'Custom Brands', 'News', 'Resell/Affiliate', 'Support', and 'CONTACT'. Below the navigation bar, the main content area is divided into several sections: 'My realPING Control Panel' with a 'Log Out' link; 'Download the RealPING comprehensive User's Guide' in PDF format; 'My Account' with links for contact information, billing, photos, button image, display code, and account preview; 'My Calls' with links for available hours, reports, and exit pages; 'My Pages' with links for creating, editing, and uploading pages; 'My Contacts' with options to list, edit, or export contacts; 'RealPING and Other Programs' section with the RealPING ID number 17441; 'Help/Support' with links for help files, FAQs, and contact support; and 'realPING News and Announcements' with a link to new account quick start instructions.

## My Account

The My Account section provides the tools to setup and manage your RealPing account details and settings. This section includes tools for:

- My Contact Information
- My Billing/Credit Card Details
- My Photo and Logo Images
- My Button Image
- My Button Display Code
- Preview/Test My Account

## My Contact Information

This section is the first step in setting up your account. You should begin by verifying the existing information entered during the purchase process. Make changes as needed. Note: the information in the My Name, Company Name, Street Address, City, State, and Zip Code areas are displayed in the right column of the RealPing Call Window that pops up when your button is clicked by a caller.

**My Contact Details**  
[Return to main menu](#)

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Account Created: Dec 14, 2005 9:40 AM

<p><b>* My Name:</b>  <input type="text" value="Steven Bryan"/></p> <p><b>* E-mail Address:</b>  <input type="text" value="sb@realping.com"/></p> <p><b>Company Name:</b>  <input type="text" value="RealPing LLC"/></p> <p><b>Street Address:</b>  <input type="text" value="P.O. Box 1457"/></p> <p><b>* City:</b>  <input type="text" value="Yorktown"/></p> <p><b>Zipcode:</b>  <input type="text" value="23692"/></p> <p><b>Account Contact Phone: (Format 000-000-0000)</b>  <input type="text" value="757-898-3512"/></p> <p><b>* First RealPING Phone: (Format 0000000000)</b>  <input type="text" value="7578806540"/></p>	<p><b>* Business Name:</b>  <input type="text" value="Steven Bryan"/></p> <p><b>* Password:</b>  <input type="password"/></p> <p><b>Website Address/URL: (be sure to include http://)</b>  <input type="text" value="http://www.realping.com"/></p> <p><b>Addl Street Address:</b>  <input type="text"/></p> <p><b>* State:</b>  <input type="text" value="Virginia"/></p> <p><b>Country:</b>  <input type="text" value="US"/></p> <p><b>Fax: (Format 000-000-0000)</b>  <input type="text" value="574-822-3512"/></p> <p><b>Second RealPING Phone: (Format 0000000000)</b>  <input type="text" value="7578983512"/></p>
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**My Name:** This is the name that will be displayed on the RealPing Call Window. It can be a personal name or a team name.

**Email Address:** Your email address will never show to your callers. This is only used by RealPing to communicate with you and to send you information on calls that are completed or missed when users click your button.

**Company Name:** You can leave this field blank if you wish. If filled in, it will also display to the caller on the RealPing Call Window.

**Street Address, City, State and Zip:** These fields are optional and display on the RealPing Call Window if data is entered. The State field can not be blank.

**Business Name, Website Address/URL, Account Contact Phone and Fax:** This information is used by RealPing in contacting you or providing support services. It is not exposed to the public in your RealPing Call Window. The Website Address/URL is used to create a link to your website if you load a logo in your RealPing Call Window. Please use dashes as instructed for the phone and fax numbers.

**First RealPing Phone and Secondary RealPing Phone:** These numbers determine the phone where your RealPing calls will be routed. In the Available Hours section you will be given the opportunity to establish which of these numbers is active and what days/time they are active. We recommend that you add your mobile phone as the First RealPing Phone. Note: calls will not “roll over” to the Second RealPing Phone if the First RealPing Phone is not available. All inbound RealPing calls not answered will be handled like any other missed call to your phone (voice mail, etc.). Please omit the dashes when entering these numbers.

When you have all of the information entered, use the UPDATE ACCOUNT button at the bottom of the page to save your changes.

## **My Billing/Credit Card Details**

If you purchased RealPing service using a credit card, your RealPing Control Panel will have this section added. All RealPing accounts automatically renew at the end of the service period, whether that is a month, a quarter, a half year, or a year. As a result maintaining up to date credit card is important. If your card expires or is replaced and you do not update your information, your RealPing account could expire without your knowledge. Please enter the new card number and expiration date in the appropriate areas and click UPDATE DETAILS to keep your account current.

## **My Photo and Logo Images**


You can personalize your RealPing Call Window with two images – usually your photo and your company logo. Note: you can add any image you wish in either area, but they will have to conform to the size limitations of the area. Use the BROWSE button to upload your images. These should be in JPG, GIF or PNG format. The Photo image should be 75 pixels wide and 100 pixels high; the logo image should be 100 pixels wide and 100 pixels high. If you add images larger than these sizes, they will be reduced to these sizes before displaying in the RealPing Call Window.


**My Photo and Logo**  
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**Notes:**

- Only upload .jpg, .gif or .png file formats.
- For best quality, pre-size your photo to 100 pixels high X 75 pixels wide.
- If you have uploaded new images but are still seeing the previous versions, your browser has cached the old images. Click here to [Refresh this Window](#)

**Current Photo:**  


**Current Logo:**  


**Upload New Photo:**

**Upload New Logo:**

After adding images the first time, they will be displayed in their actual size in the My Photo and Logo Images page. To replace an image, click BROWSE and add the new image to the Browse window. Click UPLOAD NEW FILE(S) at the bottom of the page. If the images added previously were large you may have to scroll to the right and down to locate the BROWSE and UPLOAD NEW FILE(S) buttons.

## **My Button Images**

You can display three different style buttons for your RealPing service – two different buttons in web applications and one in your email signature. For example, you can add the Primary Button to your web site, the Secondary Button to your blog, and still have a third unique button in your email signature. All calls will be routed to the same numbers you have established for the account.

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**My Click to Call Button**  
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RealPING allows you to select/set up different buttons for different locations/uses.

You can have 2 different web site buttons and a distinct E-mail Signature file button (or all buttons can use the same image).

You can upload 1 custom button image. Uploading new or additional button image(s) will replace any existing image.

**NOTE:** Some company websites and online programs have pre-selected buttons that cannot be changed. The selection of any button below applies only to websites and other programs where you copy and paste the RealPing Primary or Secondary Web Page Button Code found in the **My Button Display Code** tools.

Select the button you want to set up:

- [Primary](#) web site button
- [Secondary](#) web site button
- [E-mail Signature](#) file button
- [Call Window Footer](#) image

From the My Button Images page, select the button you wish to update – Primary, Secondary, or Email Signature.

## Primary and Secondary Web Site Buttons:

On the appropriate pages place a dot in the circle underneath the button that you wish to use for your Primary Button location and your Secondary Button location. Click UPDATE MY BUTTON to save your choice. The process is identical for selecting the Primary Button and the Secondary Button with one exception -- you can add a custom button as the

Primary Button. To add a custom button use the BROWSE selection at the top of the Primary Button page and add the file location of your custom button. UPDATE MY BUTTON at the bottom of the page will load the custom button to your account. Note: after adding the custom button you can select it for use in the Secondary Button location or for your Email Signature. Also, any time you change your Primary or Secondary Button selections, the button will automatically change in the web locations where you have installed the Primary or Secondary Web Page Button Code.

Email Signature Button: You have the same choices as shown under Primary/Secondary web site buttons. Before you use the Editor Tool to build an Email Signature, be sure to select the button you want to use in the signature. Once the email signature is built, the button will not change in your signature if you change your selection here.

Call Window Footer Image: You can select the color of the footer image that appears at the bottom of your RealPing Call Window. Place a dot in the circle by your choice and click UPDATE at the bottom of the page.

Select/Update your call window footer image.

1) Select your location above. 2) Enter your phone number. 3) Click "Talk by Phone".

Then, we will call You. The call is Free!

1) Select your location above. 2) Enter your phone number. 3) Click "Talk by Phone".

Then, we will call You. The call is Free!

1) Select your location above. 2) Enter your phone number. 3) Click "Talk by Phone".

Then, we will call You. The call is Free!

1) Select your location above. 2) Enter your phone number. 3) Click "Talk by Phone".

Then, we will call You. The call is Free!

1) Select your location above. 2) Enter your phone number. 3) Click "Talk by Phone".

Then, we will call You. The call is Free!

1) Select your location above. 2) Enter your phone number. 3) Click "Talk by Phone".

Then, we will call You. The call is Free!

1) Select your location above. 2) Enter your phone number. 3) Click "Talk by Phone".

Then, we will call You. The call is Free!

1) Select your location above. 2) Enter your phone number. 3) Click "Talk by Phone".

Then, we will call You. The call is Free!

Then, we will call You. The call is Free!

Update

## My Button Display Code

This section of your RealPing Control Panel provides the HTML code that you will need to add your RealPing service to your web applications and email service. You will need to copy the code presented and paste it into your applications. The general rule of thumb is that any where you have access to the HTML code you can add RealPing. This usually means that your web application will have an editor function available for you to control the content of your web application. In most cases you will need to select the display function for the editor that shows the HTML or SOURCE code for your pages before you paste the RealPing code into your web application. You can usually find this editor selection in the top right or the lower left sections of the editor. Look for a tool selection that is identified as "SOURCE", "HTML", or possibly the symbol "<>". Once in the HTML mode for your editor, then locate yourself by

identifying text on your page. This will give you a marker location of where to paste the RealPing code. Once located, paste the RealPing code into your application and save your work.

Even if you don't see an editor in your web application try pasting the RealPing code into your web application. There are times that this simple paste function does show the button normally.

Each web application is different in access to an editor, the location of the editor, and also in the functionality of the editor. For this reason it is impossible to cover all of the possibilities here with this guide. If you are having problems adding the RealPing code, then either call or email your reseller's support center or call direct to the RealPing Customer Support section at 800-668-6536.

## Primary Web Page Button Code:

The Primary Web Page Button Code is used to display the Primary Web Site Button. This code responds to the Available Hours input (disappears when you select hours to be Not Available) and displays automatically the button you choose for the Primary Web Site Button. When the code is added text will be added around the button when it is displayed in a web application. This text identifies the name of the account holder and instructs callers to ensure that they have turned off any pop up blocking software they may have running on their computers. If you wish to display your button without the surrounding text, alter the code by adding the number "2" and the end of the word "status" in the code. This will display just your selected button.

### **Primary Web page BUTTON code:**

Highlight, copy and paste the code below into any web site page.

```
<script SRC="http://www.realping.com/accts/status.cfm?id=1032&tz=0">  
</script>
```

## Secondary Web Page Button Code:

The Secondary Web Page Button Code is used to display the Secondary Web Site Button. This code responds to the Available Hours input (disappears when you select hours to be Not Available) and displays automatically the button you choose for the Secondary Web Site Button. When the code is added text will be added around the button when it is displayed in a web application. This text identifies the name of the account holder and instructs callers to ensure that they have turned off any pop up blocking software they may have running on their computers. If you wish to display your button without the surrounding text, alter the code by adding the number "2" and the end of the word "status" in the code. This will display just your selected button without the surrounding text.

**Secondary Web page BUTTON code:**

Highlight, copy and paste the code below into any web site page.

```
<script SRC="http://www.realping.com/accts/status.cfm?id=1032&tz=0&btn=2"></script>
```

**Web Page Text Link Code:** Use this code if you are trying to add your RealPing service as a hyperlink applied to an image or text in your web application. This code will be added using your editor as the destination link for hyperlinks. Note: this code does not respond to the availability set in the Available Hours Section so it will display your button continuously. Also, no RealPing button is delivered to the web application since this is a hyperlink applied to an image or text.

**Web page TEXT Link code:**

Highlight, copy and paste the code below into any web site page where you want to create a clickable Text Link. This code is used/useful for web sites that have link building tools.

```
http://www.realping.com/accts/connect2.cfm?id=1032&tz=0&src=web
```

**Email Button Code:** This can be used to edit an existing email signature if you are proficient in using a HTML editor and wish to only add RealPing to your existing email signature. This is generally not a simple operation and we highly recommend that you use the link located in this area to connect to the SIGNATURE FILE BUILDER option. With the Signature File Builder you can use an internal editor to build an email signature that automatically has RealPing embedded in the file. Note: there may be web applications, other than email service, where you find that you can paste the email code if the script code of the Primary and Secondary buttons is not successful. Note: this code does not respond to the availability set in the Available Hours Section so it will be available all of the time.

**E-mail BUTTON code:**

Highlight, copy and paste the code below into your e-mail signature file.

```
<a href="http://www.realping.com/accts/connect2.cfm?id=1032&tz=0&src=email"> </a>
```

**Signature File Builder:** We have provided an editor in the RealPing Control Panel that allows you to build an email signature with the RealPing code already embedded into the editor. See the Create/Edit/Delete Custom Pages section on pages 12-13 for additional instructions in using the editor. Before beginning with the editor ensure that you have selected the button you wish to use in the MY BUTTON IMAGE section, then click through to the editor display (Click SIGNATURE FILE BUILDER on the My Button Display Code Page, then CONTINUE OR CREATE NEW FILE). Click inside the editor to start adding your signature information. We recommend that you include your name, position and company above the button (MYBUTTON

in the editor display) and then add your email address, web site address and phone numbers below the button display. Once you have the information you want formatted as you wish, then click PREVIEW FILE to get an image of your signature. If you wish to make further changes, then click EDIT/MAKE CHANGES and return to the editor to make your changes. After your changes PREVIEW FILE will take you back to the signature display. When you are satisfied with the email signature select DOWNLOAD THIS FILE and save the file to a location easily found on your computer. Depending on the email application you use, you will either import this file directly into your email software or you will need to open this file and copy it to paste it into the email signature editor of your email software. Note: the Email Signature Button does not respond to the availability set in the Available Hours Section so it will be available all of the time. There are online HELP files located in the area of the Signature File Builder. Please review them carefully if you plan to build an email signature. Look for the blue question mark symbol to get access to the help files. Also, in the HELP section from the main page of the RealPing Control Panel is a section with instructions on adding your signature to various email programs. Click on HELP FILES on the main page, then select HOW TO INSTALL SIGNATURE FILES.

## Preview/Test My Account

Use this option to preview your RealPing Call Window and also to test the functionality of your RealPing account. Note: do not make repeated calls in a short period of time using the test function. Your RealPing account has a built in safeguard to prevent prank callers "Pinging" you with junk calls. If several calls are placed in a short period of time, the number added to the RealPing Call Window will be blocked and no additional calls can be placed from that number. If this occurs, please pass the number to the RealPing Customer Support Section at 800-668-6536 and the number can be cleared. Expect up to 48 hours to clear a number.

## My Calls

In this section of the RealPing Control Panel you control the Available Hours your account is open to the public, you can review a listing of RealPing calls received, and you can configure your message that is displayed when a RealPing call is completed.

## Available Hours

The first item to set up on this page is the phone numbers you want to use to receive RealPing calls. If you set up these numbers in the My Contact Information section, then you will not

Personal Service Just a Click Away . . .

realPING

**ATTENTION:** This is to test your account. It does not check your Available Hours settings. Buttons displayed on your web site and e-mail WILL check your Available Hours to determine if the call will be accepted.

**Talk by Phone**  
To talk with us, please enter your phone number.  
(You'll need an open phone line to receive this call)

Country:

Your Number: (  )  -

Call me:

Powered by eStara

**Attention:** Do not close this window until your call is finished.

1) Select your location above. 2) Enter your phone number. 3) Click "Talk by Phone".  
Then, we will call You. The call is Free!

# RealPing Users Guide

need to make changes here. Again recall that the Secondary RealPing Phone is not a back up phone number, it is a second location to use in routing calls. We have noted that our clients who use the Secondary RealPing Phone normally route calls to the Primary RealPing Phone (mobile phone) during the day and then shift to the Secondary RealPing Phone in the evening (home office number).

The Time Zone for you for your account should be set correctly from your purchase transaction. If not use the pull down and set the correct time zone.

RealPing will send an email to you when you complete a RealPing connected call. This email gives you the number that called you, the city location of that number, and the time, date and duration of the call. If you wish this same information be sent to your mobile phone (we recommend that you do), then you will need to add the text messaging address for your mobile phone service. Note: this is your 10-digit mobile phone number with the appropriate email address ending for your mobile phone service. (EX: 1234567890@vtext.com) Click the blue question mark for help in getting the ending for your mobile phone service.

**Update Available Hours**  
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**Primary RealPING Phone: (Format 0000000000)** **Secondary RealPING Phone: (Format 0000000000)**

**Timezone:** **Cell Phone Text Messaging Address ?**  
 (Used to notify you of missed calls during non-available hours)

The grid below displays your current Available Hours settings.

- Click on a specific box to change the setting.
- Click on a day label to change all hours for that day.
- Click on a hour's number to change all days for that hour.
- Multiple clicks cycle through the options.

Unavailable  Primary  Secondary

	AM												PM											
	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12
Sun																								
Mon																								
Tue																								
Wed																								
Thu																								
Fri																								
Sat																								

User interface compliments of AgencyLogic.

If you miss a RealPing call your voice mail operational settings will apply and leave your normal message with the caller. An advantage with RealPing is that the details of the call are sent immediately to your email and your mobile phone.

Now select the hours that you want calls to go to your Primary RealPing Phone (Green), the hours that you want calls to go to your Secondary RealPing Phone (Blue), and the hours that you do not wish to be available for calls (Grey). Just click on the box until the desired color is showing. Note: each box is an hour – selecting the “9” box sets up the desired operation from 9:00 until 9:59.

When all of the items on this page are set as desired, click the UPDATE HOURS at the bottom of the page to save your settings.

## Call Reports

RealPing archives all connected calls in the RealPing Control Panel. In this section you can review the details of calls that were connected to you. You can review the listing of numbers, the city locations of those numbers, as well as the time, date and duration of the calls. Calls from consumers on mobile phones will deliver general location information. This information is updated to each account overnight once each day. If you need details of a connected call

immediately after termination, then you will need to click the CHECK FOR CALLS selection to force an update of your account. Note: this information will be delivered to your mobile phone if you set up the Text Messaging Address in Available Hours

If the city location for a connected call is a hyperlink (underlined and blue), then you can also get demographic information on that caller's location. Just click the city name to review this information.

**Call Report Overview**  
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**Today - [Check for Calls](#)** 5 [Calls/Messages](#) Recorded

Yesterday: <span style="color: blue;">—</span>	Last 7 Days: <span style="color: green;">■</span>	This Month: <span style="color: red;">■</span>	Yesterday: <b>1</b> <a href="#">Details</a>
			Last 7 Days: <b>18</b> <a href="#">Details</a>
			Last 30 Days: <b>30</b> <a href="#">Details</a>
			Since: Dec 14, 2005 <b>1052</b> <a href="#">Details</a>

Note: Call reporting data is updated daily at 1:30 AM for the previous day.

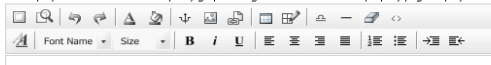
It is possible for you to be “Pinged” even if you have set up your account to be not available. Recall that the Text Link Code and Email Signature Code enable buttons that are visible all the time regardless of the Available Hours settings. If you are “Pinged” during a period you are Not Available, then the potential caller will not see your RealPing Caller Window. They will get instead a window that explains that you are normally not available at that time and to please leave a message. They can then type in a message to you that will be delivered to your email box as well as it will be stored in the CALLS/MESSGAGES section of Call Reports. You can delete messages here that are past their useful time.

## Exit Pages

You have several options for what you present your callers when a RealPing call is completed. You can leave your account to display the default “Thank You for Contacting Us” statement or you can set the RealPing Call Window to display any web page you choose as well as a custom web page that you can build using an editor internal to the RealPing Control Panel.

The Web Page to Display IN Call Window will display a web page of your choice in the inner portion of the RealPing Call Window, leaving your picture, logo and identifying information intact in the window. The Web Page to Display REPLACING Call Window will replace the entire RealPing Call Window with the web page of your choice. The fourth choice will display a page that you build using the internal editor. See the Create/Edit/Delete Custom Pages section on pages 12-13 for additional instructions in using the editor. This allows you to add hyperlinks to pages that might be helpful to your clients after you have concluded the call. We recommend this option for an Exit Page. Note: if you are “Pinged” from a button visible when you are Not Available, we will present a “Leave a Message” window to your caller in place of

**Exit Page Management**  
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Current Selection	Page Content
<input checked="" type="radio"/>	<b>Default message of:</b> Thank you for contacting us.
<input type="radio"/>	<b>Web page to display IN call window:</b> <small>Must be a fully qualified uri - http://...</small> <input type="text" value="http://www.realping.com"/>
<input type="radio"/>	<b>Web page to display REPLACING call window:</b> <small>Must be a fully qualified uri - http://...</small> <input type="text" value="http://www.realping.com"/>
<input type="radio"/>	<b>Your Custom message of:</b> <small>Will display in the call window. Keep any graphic/images to a minimum size for proper page display</small> <div style="border: 1px solid gray; padding: 5px; margin: 5px 0;">  <p style="text-align: center;"><b>Thank You For Using Our Exclusive Instant Connect System</b></p> <p style="text-align: center;"><i>Until we can talk again here are some great links</i></p> <p style="text-align: center;"> <a href="#">Today's Rates</a>  <a href="#">My New Virtual Tours</a>  <a href="#">Free Home Valuation</a>  <a href="#">My Home Finder</a> </p> </div>

the RealPing Call Window. This RealPing Message Window will allow your caller to send you a message that will be delivered to your email and also your mobile phone as a text message if you have set up that feature. Your Exit Page selection will also apply if the RealPing Message Window is presented. So, using the Custom Message selection as an Exit page allows you to set up a message that can be helpful to callers even when you are not planning on taking the call.

You make your choice by placing a dot in the circle to the left of the Exit Option and then clicking SUBMIT at the bottom of the page.


## My Pages

The tools in this section are used to set up your Page Push capability by either adding existing Internet pages, adding your local files (EX: PDF documents), or using the internal editor to build and assign custom HTML content pages. Once a RealPing call is connected and you are in conversation, you can, using 2-digit codes plus # on your telephone key pad, PUSH an assigned page to your caller and have it open up right on their screen. This feature works from any telephone key pad.

## Page Push

Setting up Page Push is simply a matter of assigning an Internet location to a 2-digit code plus #. The list of codes is the left hand column on the page. They are 90# through 99#. The Label column allows you to add a title for the item that is assigned to that particular code. Note: this label information is not revealed to callers. It is only there for you to use to identify the item assigned to that code.

**Update Page Push Options**  
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Click  to select pages from your content catalog.

Key Code	Label	URL
90#	Why RealPing	<b>** must be complete and include http://</b> http://realping.com/index.cfm?action=c1&id=
91#	Order Page	http://www.realping.com/index.cfm?action=c1
92#	RealPing Users Guide	http://www.realping.com/subscribers/1032/fil
93#	Custom Page Push	http://www.realping.com/pages/index.cfm?ac
94#	Sandy Web Site	http://sandymariani.your-move.com/
95#	RE/MAX Page	http://michaelcolly.remexarkansas.com/rem
96#		
97#		
98#		
99#	Purchase Page	http://www.realping.com/sales/index.cfm?affi

Adding Internet Pages: The Internet address for the page you wish to use is added by typing in the desired location in the URL Column. The best way to get the information to add here is to open a second browser and navigate to the page you wish to add to Page Push, then copy and paste the address into the URL Column. All Page push addresses must start with http://. Once you have added all appropriate information click UPDATE at the bottom of the page.

Adding Local Files: You have the capability to add local files saved on your computer to your Page Push capability. Primarily files here should be PDF's in order to protect your information from changes, but you can load Word, Excel and PowerPoint files if needed. Select UPLOAD FILES in the My Pages section. Use the BROWSE button to locate the file you wish to add,

type in a title for the file, and click **UPLOAD FILE** to add it to your list of files stored in the RealPing Control Panel. Then, on the My Pages page, use the page symbol located between the Label and URL columns to open a list of the local files you have added. You select the local files from your list and the address is added to the URL column. Once you have added all appropriate information click **UPDATE** at the bottom of the page.

**Adding a Custom HTML Page:** You can build custom HTML pages for your Page Push function using an internal editor in the RealPing Control Panel. Start new pages by clicking **CREATE NEW PAGE** in the My Pages section. See the section below (Create/Edit/Delete Custom Pages) for additional instructions in using the editor. Once finished select **SAVE PAGE** to add the custom page to your list of custom pages stored in the RealPing Control Panel. Then, on the My Pages page, use the page symbol located between the Label and URL columns to open a list of the custom pages that you have built. You select the custom page from your list and the address is added to the URL column. Once you have added all appropriate information click **UPDATE** at the bottom of the page.

Below the list of your pages. Clicking the title will select the page/file and close this window.

**Pages**

- [Custom Page Push](#)

**Uploaded Files**

- [RealPing Users Guide](#)

## **Create/Edit/Delete Custom Pages**

**Create New Page:** Select **CREATE NEW PAGE** in the My Pages section. When the page opens, add a title that will help you remember the content of the page you are adding. You can also add comments in the Summary/Description Section, but it not a required item. Now, using the tools in the editor you are ready to build your custom page. Most of the functions of the editor are similar to using word processing software. Two functions are slightly different in nature due to the fact that you are building a HTML page that will be displayed on the Internet.

These two functions are adding images and adding a hyperlink.



The procedure to add an image to your custom page is basically a process whereby you move a copy of the image that you want to use from your computer to the RealPing servers so that it is available when your page is shown to a caller. Use these steps:

- Designate the location in the editor field where you want to add your image by left clicking in the editor field with your cursor.
- Click the **INSERT IMAGE** icon in the top row of the editor.
- Click **NEW IMAGE** in the top left portion of the window that opens for **INSERT IMAGE**
- Add an **IMAGE NAME** and select a folder to store your image. (Note: you may need to go back and use the **CREATE FOLDER** function on the Insert Image page if you do not see a folder selection when you attempt to load an image.)
- Use the **BROWSE** function to find your image file on your computer. (Note: Please resize all images to approximately the size you want them to appear in your page. This will prevent you from loading a very large photo that will not fit on your page when it is displayed.)

- Select UPLOAD when you have located your image.
- You will now see your image in the Preview Panel on the Insert Image page.
  - If correct, then click INSERT IMAGE underneath the Preview Panel.



The procedure to add a hyperlink to your custom page is detailed in the steps below.

- Highlight the text or select the image that you wish to use as the object of the hyperlink.
- Click on the LINK icon in the top row of the editor. A new window will open.
- Insert the full URL of the page you would like to promote. Be sure to include HTTP:// in front of the www portion of the address. It is generally best to select OPEN in New Window in the OPEN LINK IN area. Note: if you have created other custom pages you will see them listed in the My Pages area below the Open Link In box. You can select one of them for you link if you wish.
- Click INSERT LINK

All other editor functions are generally consistent with standard word processing functions. After you have completed adding the content to your page, click SAVE PAGE just above the editor box to save your work and make it available to use in the Page Push function.

## **Page Push Operation**

When you are connected on a RealPing call you simply push the appropriate 2-digit plus # code on the key pad of the phone you are using. This will open a browser on the caller's computer and display that page for the caller. If your operation is blocked by the caller's computer RealPing will also add a **red** warning bar in the RealPing Call Window (just underneath the area where the caller typed in their phone number) that directs the caller to click to open a new page. We recommend that when you use Page Push you tell the caller to expect either a new browser opening or to look for the red bar in the RealPing Call Window. Once your first Page Push is established, getting past pop up blockers, etc will not be an issue. Entering new codes on your phone key pad opens subsequent pages easily. If the caller has closed the RealPing Call Window, then Page Push will not function. Occasionally the caller's security settings are so "tight" that the Page Push function will be totally blocked. This will be a function of the caller's computer and the only possibility will be for the caller to turn off that function temporarily.

## **Resources and Technical Help**

In the Help/Support section near the bottom of the RealPing Control Panel is a link for Help Files. On this page there are links to various online pages that can help you with additional information on RealPing functions. Two of special interest are HOW TO INSTALL SIGNATURE FILES and CHECK OUR LIST OF POPULAR APPLICATIONS. These will give you instructions on using RealPing in other areas and applications. New applications are added to this area continuously, so if you have one that you think will help other RealPing clients, please notify us and we will add it to this area. You can contact us at [customersupport@realping.com](mailto:customersupport@realping.com) with suggestions.

## **Your RealPing Subscriber ID**

Note near the middle of the RealPing Control Panel is a paragraph on RealPing and Other Programs. Included in the area is your RealPing Subscriber ID. In many cases you will be able to “turn on” your RealPing service in other applications by simply adding your RealPing Subscriber ID. Keep this number handy. We are expanding our list of compatible applications each month.

## **RealPing Customer Support**

RealPing Customer Support is available Monday through Friday from 9:00 am to 5:00 pm (Eastern). Limited after hours support is available by going to [www.RealPing.com](http://www.RealPing.com) and clicking on the TALK WITH ME NOW button for RealPing Customer Support.