



Com.X

IP PBX / Gateway

Com.X Atmos Voice Logger Setup Procedure

Version 1.0.4 July 2016

Document History

Version	Date	Description of Changes
1.0.0	27/10/2014	Matthew Knight - initial draft
1.0.1	7/11/2014	Removed installation via command line Included callcabinet confirmation email and customerID email
1.0.2	11/11/2014	'Callcabinet' changed to 'Atmos'
1.0.3	9/07/2015	Updated call recording format settings and User portal settings to enable call recording.
1.0.4	15/07/2016	Added section "Gateway/PBX recording settings"



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1 Introduction

1.1 Overview

Atmos Voice Logger gives the ComX PBX the ability to upload all call recordings to atmos cloud storage. This document is intended to cover the installation and setup process for an ComX PBX that does not have “Atmos Voice Logger” installed.

1.2 Repository Information

Minimum Version No.	callcabinet 1.0.3
Repository	deb http://update.commanet.co.za/repo/comx-1.3.x lucid main



2 Installation

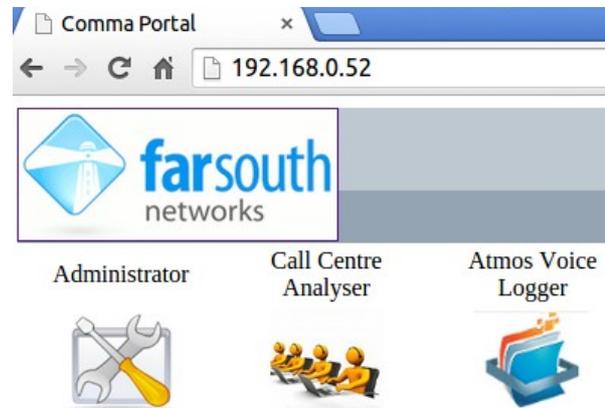


Illustration 1: ComX Landing Page

2.1 Installation via GUI

1. Log into the ComX's configuration page via web browser. (See illustration 1)

```
http://<ip_of_comx>/commagui  
default username: admin  
default password: admin
```

2. If the "Atmos Voice Logger" icon as shown in illustration 1 above is already present then you skip the rest of the installation steps and go on to "Setup Atmos registration: SiteID and CustomerID"
3. Once logged in, navigate to the packages tab: Click Start ->System Maintenance -> Packages.
4. When prompted to check for updates select 'Yes'
5. Check checkbox Options -> Advanced -> Detailed Package List

Packages		
Name	Description	Version
comma-gui	Comma Management GUI	1.3.33
comma-gui-libs	Comma Management GUI	1.3.33
callcabinet	Installed	1.0.4

Illustration 2: Detailed package list



6. In the packages panel below select 'callcabinet' (as shown in illustration 2) and click Options -> Install/Upgrade
7. Monitor the progress of the installation with the progress bar in the status panel.
8. Click the 'Logout' button in the right hand corner of the GUI.
9. Log back into the 'Administrator' portal.

NB: Note that if you have not logged out and back in again after installation then the Atmos fields under the 'Globals' tab will not be visible.



3 Setup

3.1 Setting call recording format

The recording format needs to be changed to .wav. The “Extension Recording Override:” must also be set to 'enabled'.

1. Once logged into the comma-gui, click 'Advanced' -> 'General Settings'
2. Under “Call recording format” select lowercase '.wav' format
3. Click “Submit changes”
4. Click “Review/Apply” and apply changes

3.2 Gateway/PBX recording settings

Under the 'Setup' tab, set the “Gateway recording” setting to reflect the type of unit being set up for call recording. Most installations will be PBX so it must be set to 'false'. Should this be a gateway installation then it should be set to 'true'.

Gateway recording	false
Gateway recording encryption	false

An easy way to tell whether you're dealing with a gateway or a pbx is to look at the serial number on the underside of the unit:
PBX:



Illustration 3: PBX Full rack

Gateway:



Illustration 4: Gateway



3.3 User panel settings

For each individual user extension the call monitor settings need to be set up.

1. Log into the 'User' portal with user voice mail pin (can be obtained via the 'extensions' tab under the comma-gui)
2. Once logged into the user portal, click the 'Settings' link.
3. Under "Call Monitor Settings", set "record INCOMING" and "record OUTGOING" to 'Always'
4. Click 'update'.

3.4 Atmos registration: SiteID and CustomerID

1. The first step is to register and create a user account with Atmos Callcabinet. See: <https://farsouthnet.callcabinet.com/Account/Register?class=modal-opener&d=farsouth>

From the ComX landing page select "Atmos Voice Logger". If you have not already registered then you will be taken to a page similar to the one below:

atmos[™]
by CallCabinet

REGISTER ACCOUNT

COMPANY DETAILS

COMPANY NAME	<input type="text"/>	CITY	<input type="text"/>
TELEPHONE	<input type="text"/>	STATE	<input type="text"/>
ADDRESS 1	<input type="text"/>	ZIP	<input type="text"/>
ADDRESS 2	<input type="text"/>	COUNTRY	USA ▾
ADDRESS 3	<input type="text"/>	TIMEZONE	(GMT-12:00) International Date Line West ▾

Illustration 5: Atmos Account Creation

2. Once all account details have been input click "Create My Account". At this point you will receive a confirmation email. Follow the link in the email to confirm the account.
3. You will now receive a further email with your 'customerID'.
4. The next step is to create a new 'site' via the callcabinet cloud. See as an example.

From the ComX landing page select "Atmos Voice Logger" and you will be directed to the Atmos Callcabinet cloud.



5. Once your account with Atmos has been created then login to the cloud.
(Note in the picture below your company name will feature in place of “farsouth networks”).

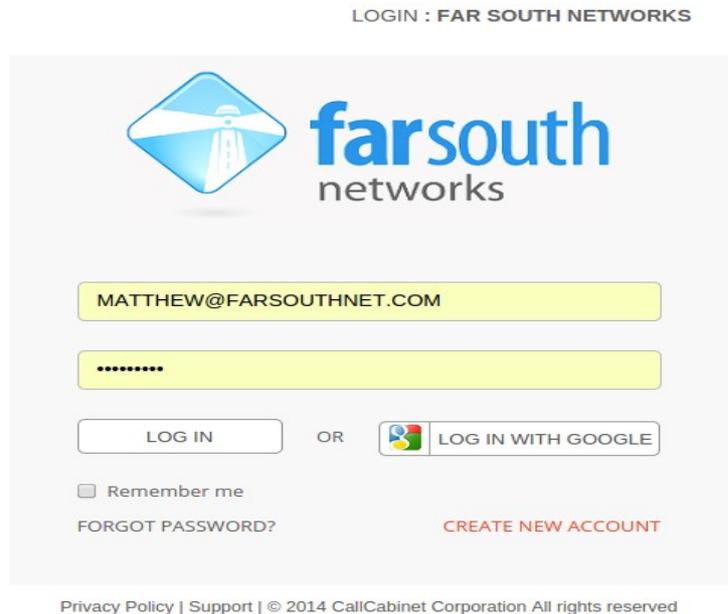


Illustration 6: Company Login Page

6. Now click the 'cog' like icon on the left hand command panel and select the 'SITE' tab. See illustration below.

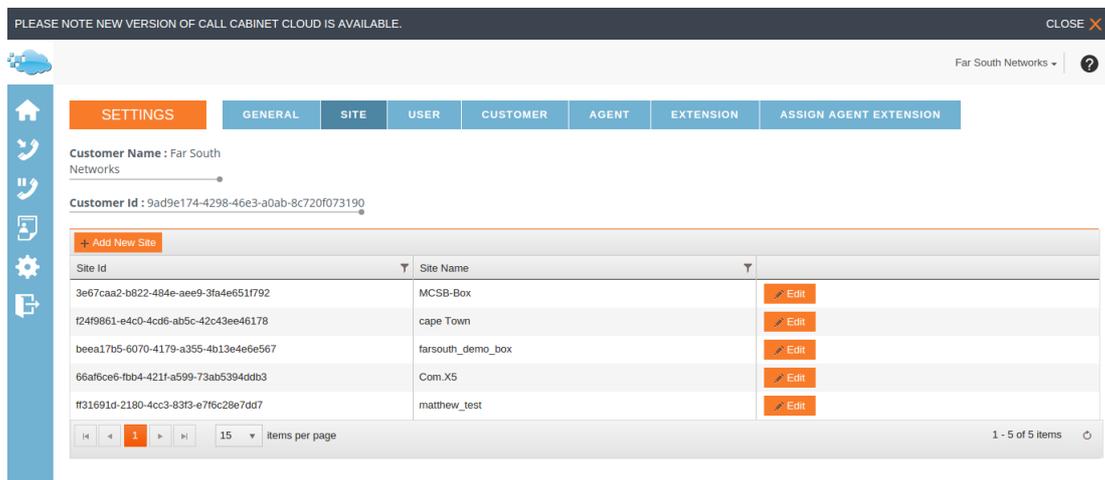


Illustration 7: Cloud 'Settings' page

7. Now click the “Add New Site” button and enter in an appropriate site name.
e.g. “Plumstead ComX5”.
The cloud would then have created a new site for you and will list it in the panel below “Customer Id”. You will need both the siteID and customerID to complete step 8



8. Once you have obtained both the siteID for your ComX device and your associated CustomerID, login to ComX (http://<ip_of_comx>/commgui). User name 'admin' , password 'admin' and go to the 'Setup' tab.

In the figure below the fields 'SiteID' and 'CustomerID' need to be filled in and committed in order to get the voice logger service working.

Once these two settings have been updated click “Review/Apply” and commit them to disk.

Atmos SiteID	
Atmos CustomerID	
Atmos cleanup CCC files (hours)	48
Atmos cleanup SAV files (hours)	72
Atmos cleanup TFR files (hours)	120
Atmos cleanup WAV files (hours)	1
Atmos Http Proxy Server	
Atmos Http Proxy Port	0

Illustration 8: Atmos/Callcabinet Global Settings



4 HTTP Proxy Server

4.1 Server and Port settings

In order to setup the voice logger to use a proxy server fill in the “Http Proxy Server” and “Http Proxy Port” fields under the global settings tab. See the illustration below. Once these have been filled in then click “Review/Apply” and commit the changes. The callcabinet agent will then direct its traffic via the specified http proxy server.

Atmos SiteID	
Atmos CustomerID	
Atmos cleanup CCC files (hours)	48
Atmos cleanup SAV files (hours)	72
Atmos cleanup TFR files (hours)	120
Atmos cleanup WAV files (hours)	1
Atmos Http Proxy Server	
Atmos Http Proxy Port	0

Illustration 9: HTTP Proxy Settings