AVAYA IP OFFICE CONFIGURATION GUIDE

Updated March 1, 2016

Table Of Contents

1.1 – Standard Installation
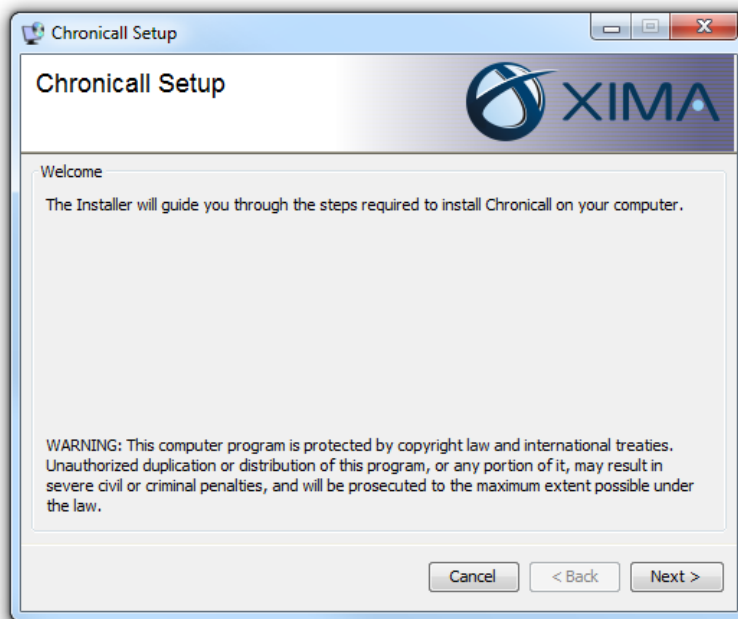
On the Welcome page, select Next to get started.
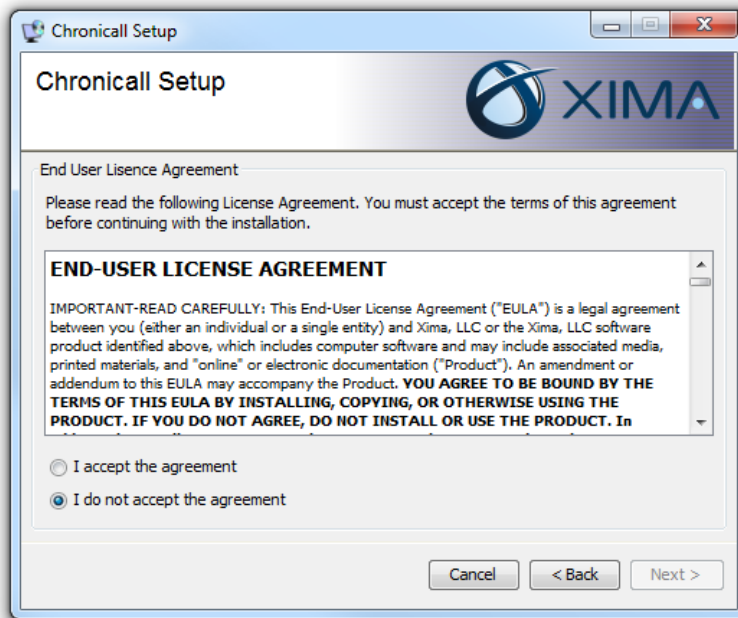
On the End-User License Agreement (EULA) page, select I accept the agreement, then Next.
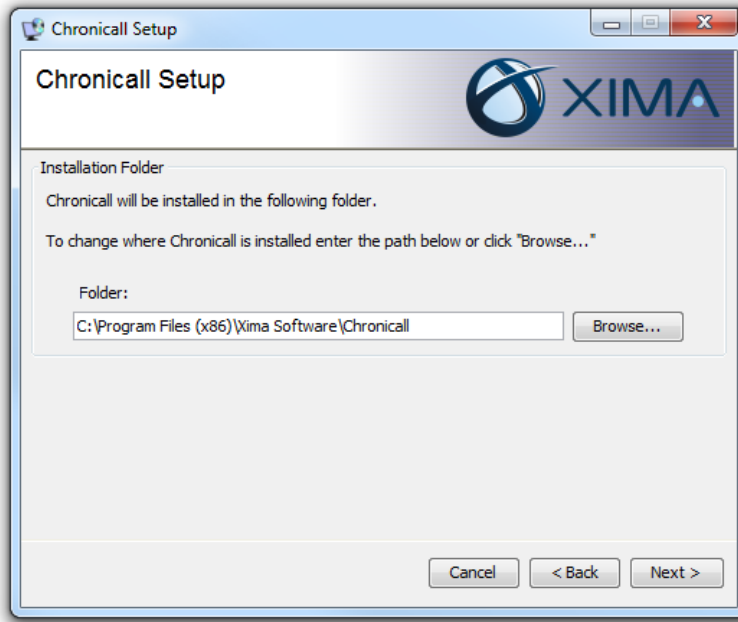
On the Installation Folder page, indicate the directory where you would like to install Chronicall. Most users will not need to change this setting. Select Next.
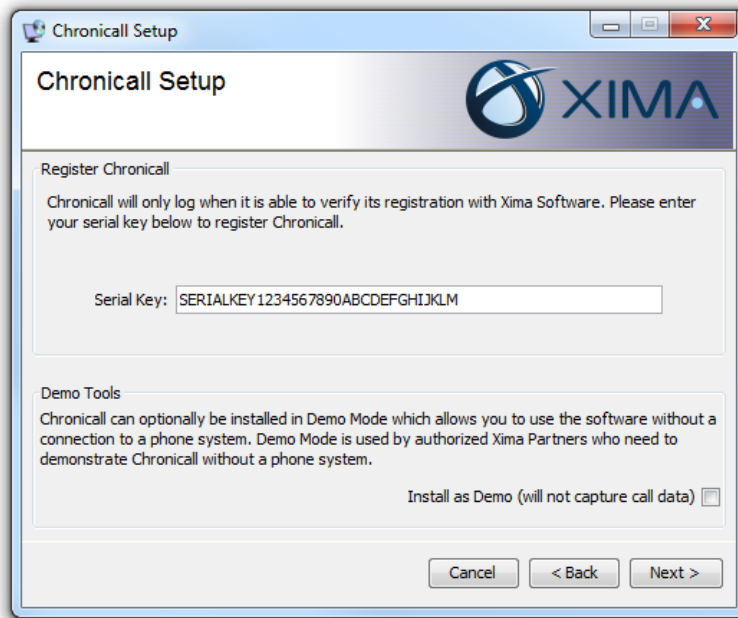
On the Register Chronicall page, type or copy and paste the serial key that was provided to you by Xima Software. Once you have entered the key correctly, select Next.
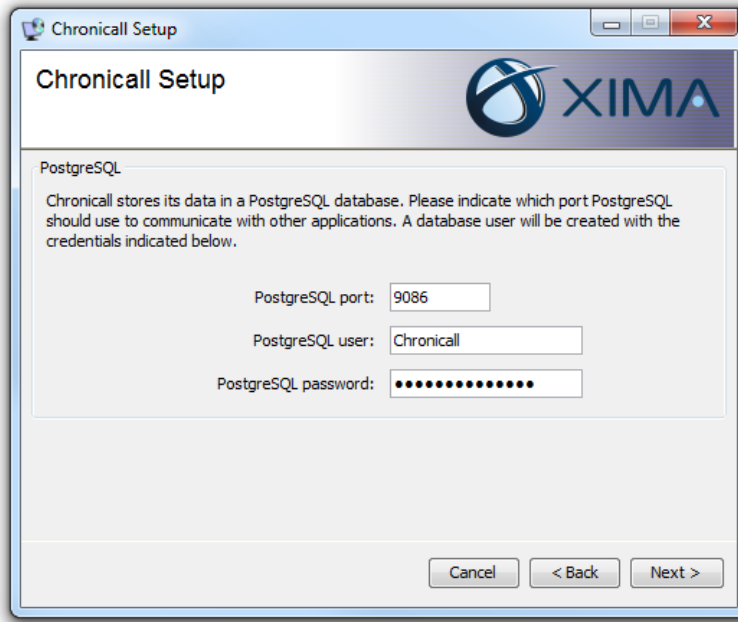
On the IP Office Info page, Chronicall will attempt to locate the IP Address of the Avaya IP Office. You can also enter the IP Address manually. You also must enter the Avaya IP Office Monitor Password ("password" by default). After the entries are correct, select Next.

On the PostgreSQL page, you have the option to specify which port, username, and password that the Chronicall Database will use. Most users will not need to change these settings. Select Next.
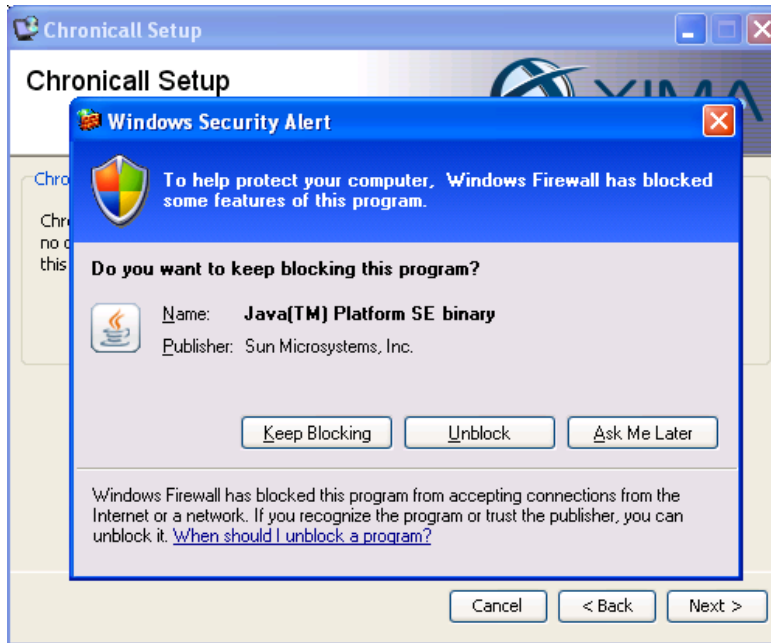
If a Windows Security Alert page appears, select Unblock, then Next.
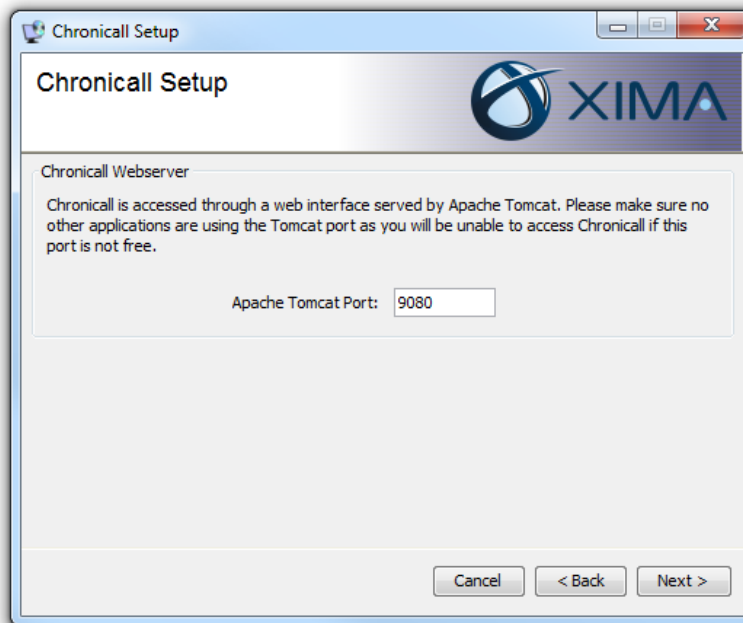
On the Chronicall Webserver page, you can specify a web server port. Most users will not need to change this setting. Select Next.
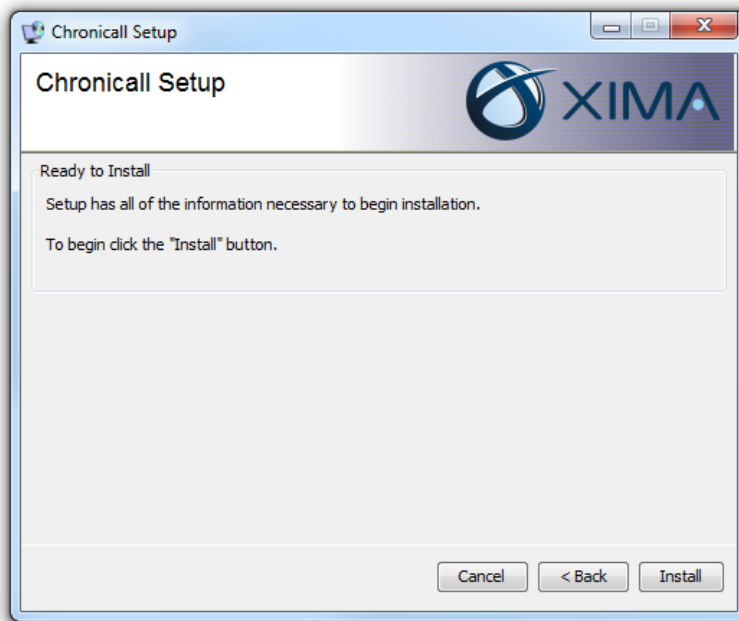
Chronicall is now ready to install. Select Install to proceed.
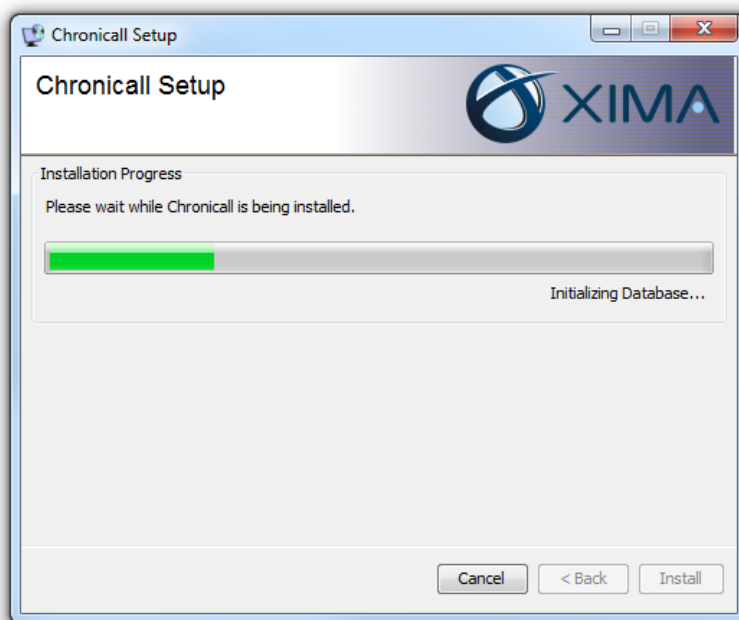
The Installation Progress page will appear.

Once you have successfully installed Chronicall, you will arrive at the Congratulations page. To access Chronicall, type the given web address into any web browser and enter the default user name and password when prompted. You may want to write this information down for future reference. You will also find a shortcut on your desktop.

1.2 – Installing Recording Library on a Separate Server
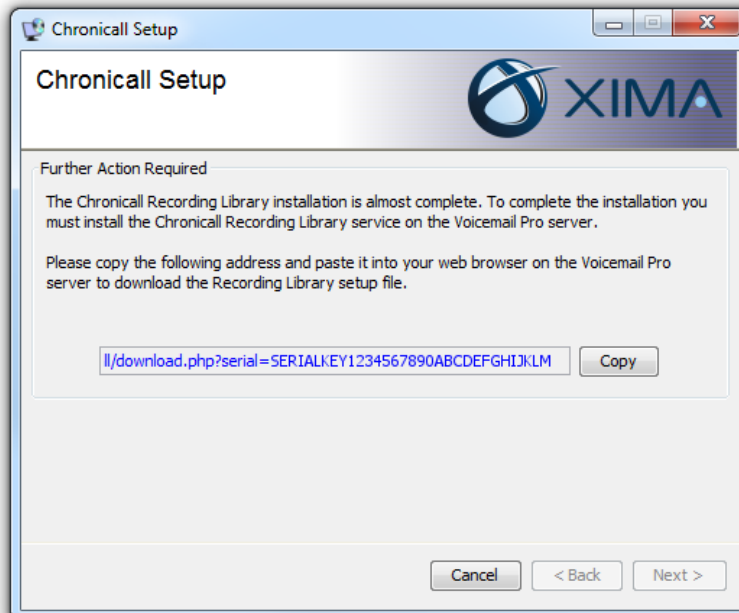
If Chronicall is installed on the same server as Voicemail Pro, the setup process will also install Recording Library. If the installer can't find Voicemail Pro on the server, you will see a Further Action Required page indicating that you need to install the Recording Library service on the Voicemail Pro server.

Click the "Copy" button to copy the installation URL to your clipboard.
From the Voicemail Pro server, navigate to the specified URL. Download and run the Recording Library Setup file. This file's name will begin with xima4_setup, followed by the version number.
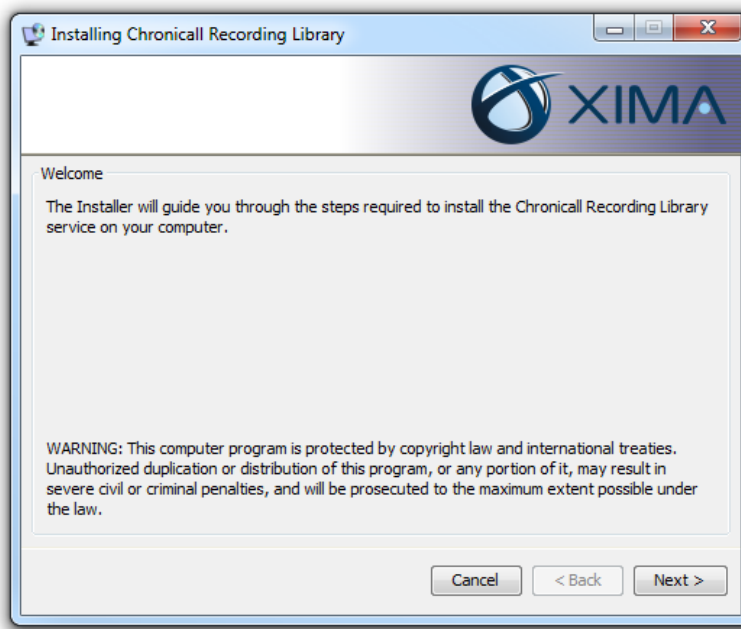
On the Welcome page, select Next to get started.
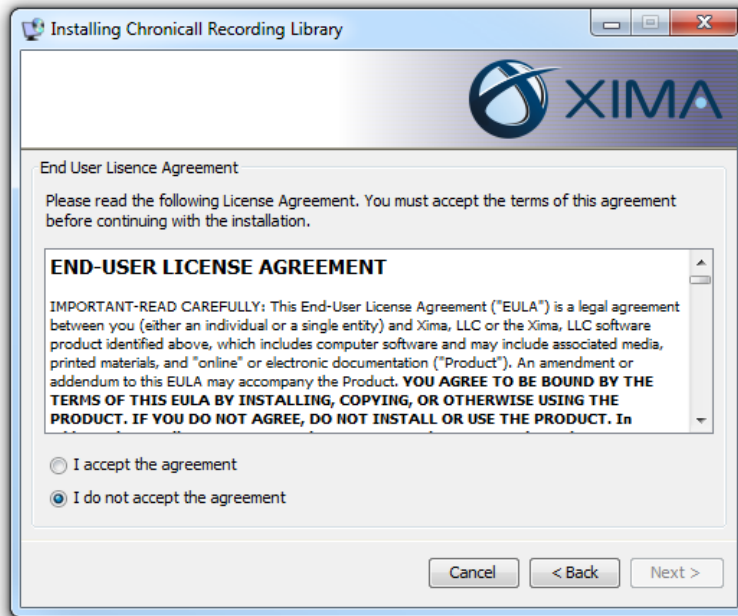
On the End-User License Agreement (EULA) page, select I accept the agreement, then Next.

On the Register Chronicall page, type or copy and paste the serial key that was provided to you by Xima Software. Once you have entered the key correctly, select Next.
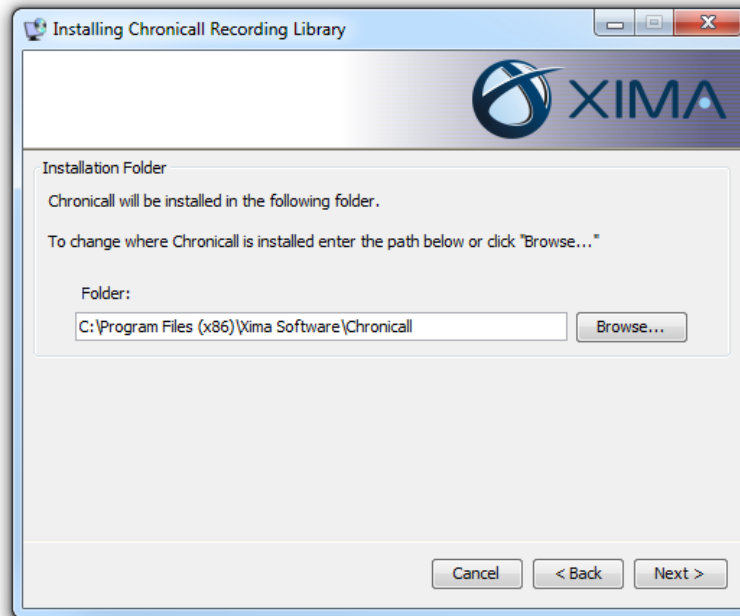
On the Installation Folder page, indicate the directory where you would like to install Recording Library. Most users will not need to change this setting. Select Next.
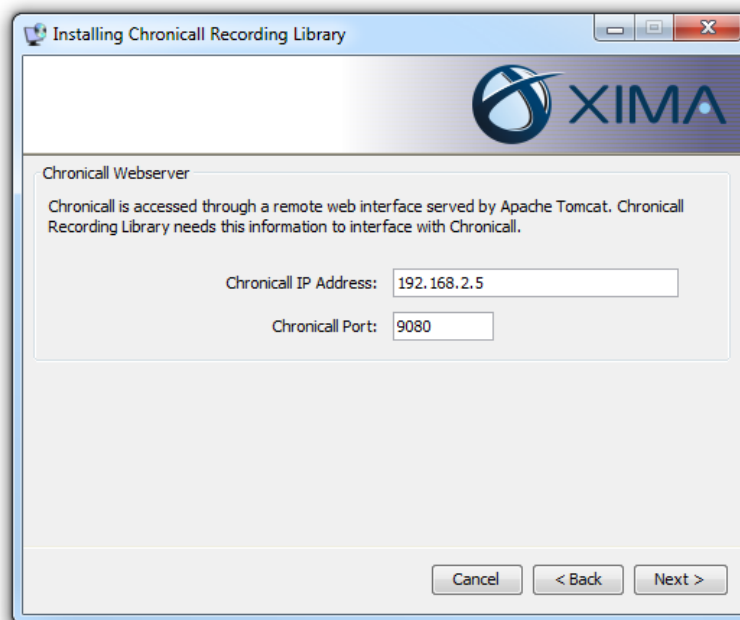
On the Chronicall Webserver page, enter the IP Address and web server port of the main Chronicall server (9080 by default). Select Next to begin installation.
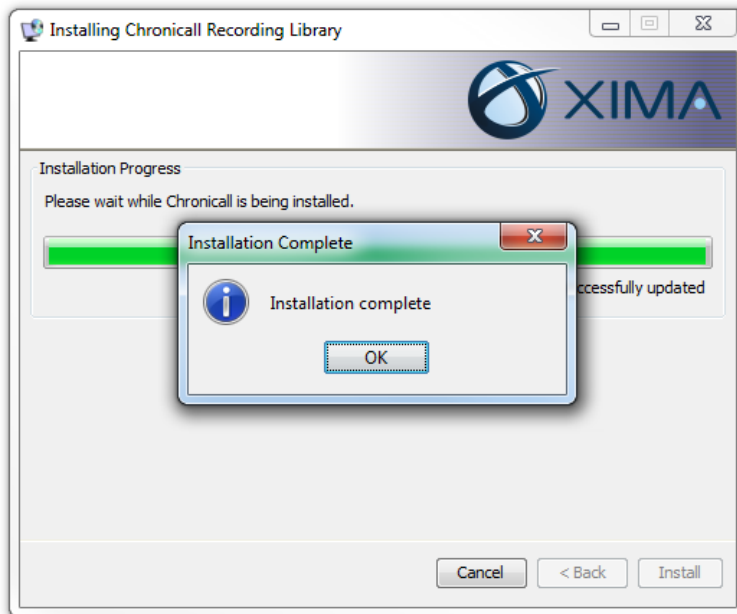
You will be notified with a message box when Recording Library has been installed.
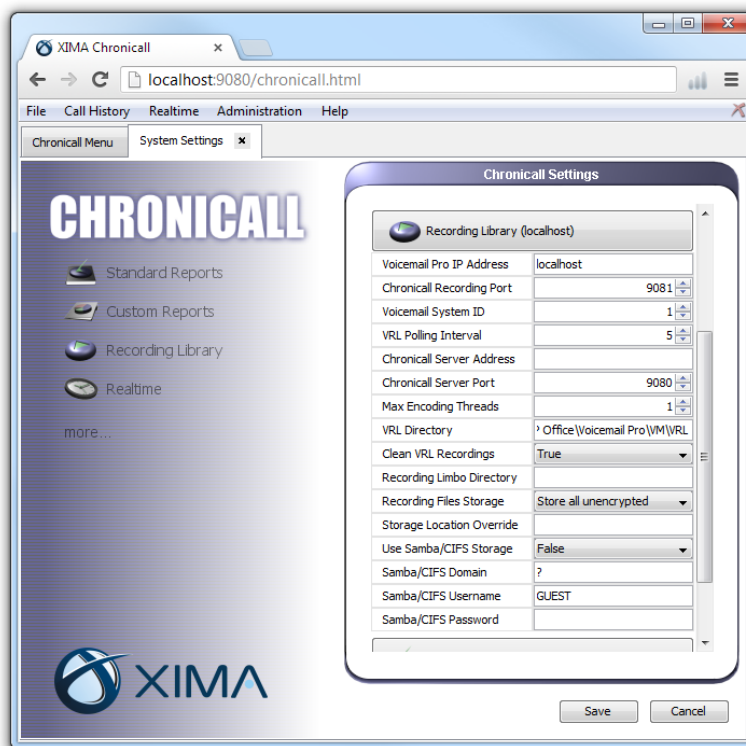
You will now need to configure the Chronicall server so it can access the Recording Library on the Voicemail Pro computer. Open the Chronicall web client and open the System Settings tab. Click the Recording Library section to expand the settings. Specify the address where you installed the Recording Library service (Voicemail Pro IP Address). Click Save to finish.

2.1 – Enable Call Recording at the User Level

To enable call recording at the user level, open Avaya's IP Office software interface, Manager, and access your IP Office's configuration file. Call recording requires an Avaya Voicemail Pro software license and a Chronicall Recording Library license.
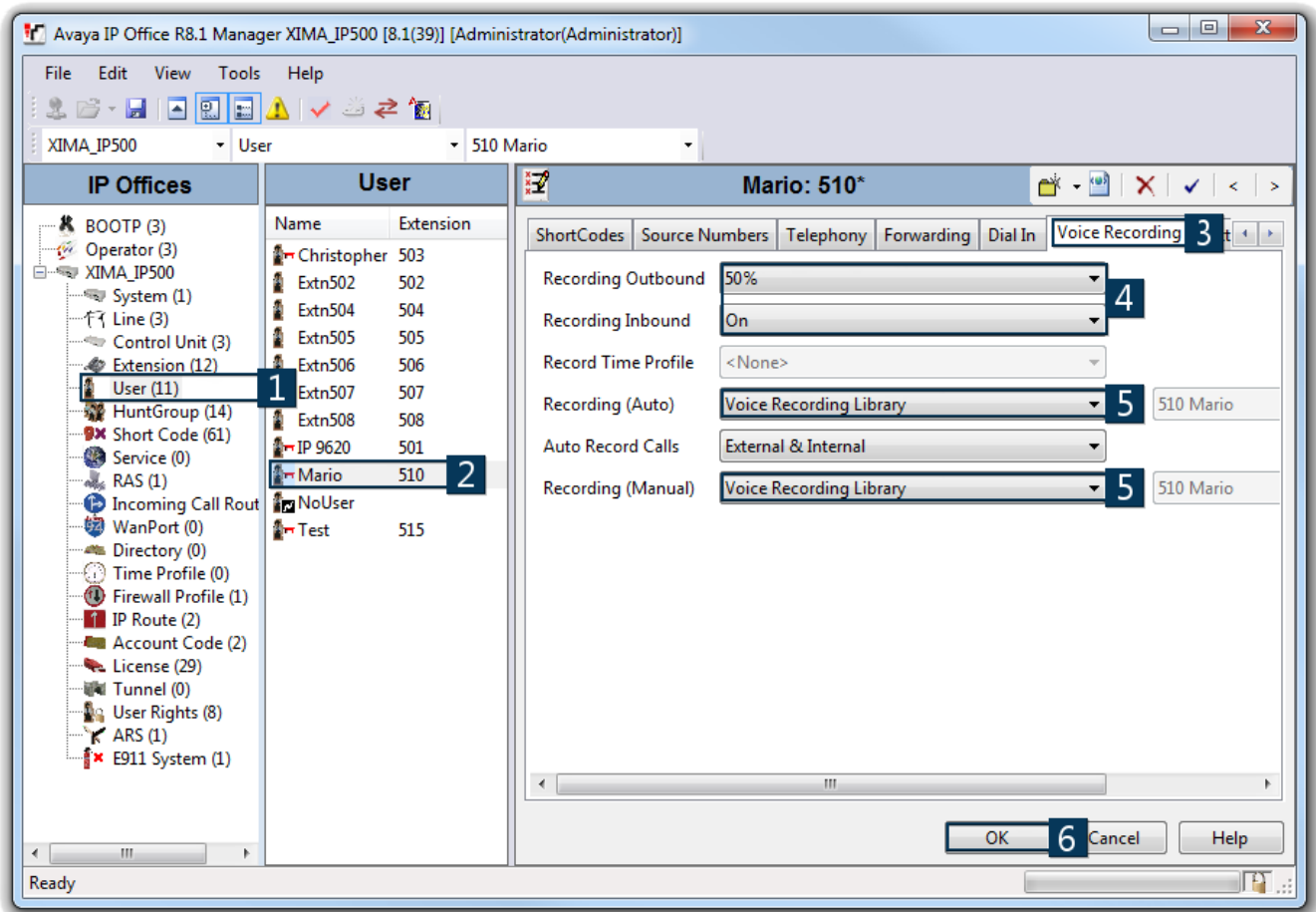
1. Select User from the left sidebar.

2. Select a user whose calls you would like to record.

3. In the main window, navigate to the Voice Recording tab.

4. Select the percentage of outbound and inbound calls to record in the Recording Outbound and Recording Inbound fields. On means that all calls will be recorded.

5. Select Voice Recording Library in the Recording (Auto) and Recording (Manual) drop-down menus.

6. Press OK, Save, and Merge.

2.2 – Enable Call Recording at the Hunt Group Level

To enable call recording at the user level, open Avaya's IP Office software interface, Manager, and access your IP Office's configuration file. Call recording requires an Avaya Voicemail Pro software license and a Chronicall Recording Library license.

1. Select Hunt Group from the left sidebar.

2. Select a hunt group whose calls you would like to record.

3. In the main window, navigate to the Voice Recording tab.

4. Select the percentage of inbound calls to record in the Record Inbound field. On means that all calls will be recorded.

5. Select Voice Recording Library in the Recording (Auto) drop-down menu.

6. Press OK, Save, and Merge.

2.3 – Enable Call Recording at the Incoming Call Route Level

To enable call recording at the incoming call route level, open Avaya's IP Office software interface, Manager, and access your IP Office's configuration file. Call recording requires an Avaya Voicemail Pro software license and a Chronicall Recording Library license.

1. Select Incoming Call Route from the left sidebar.

2. Select an incoming call route you would like to record.

3. In the main window, navigate to the Voice Recording tab.

4. Select the percentage of inbound calls to record in the Recording Inbound field. On means that all calls will be recorded.

5. Select Voice Recording Library in the Recording (Auto) drop-down menu.

6. Press OK, Save, and Merge.
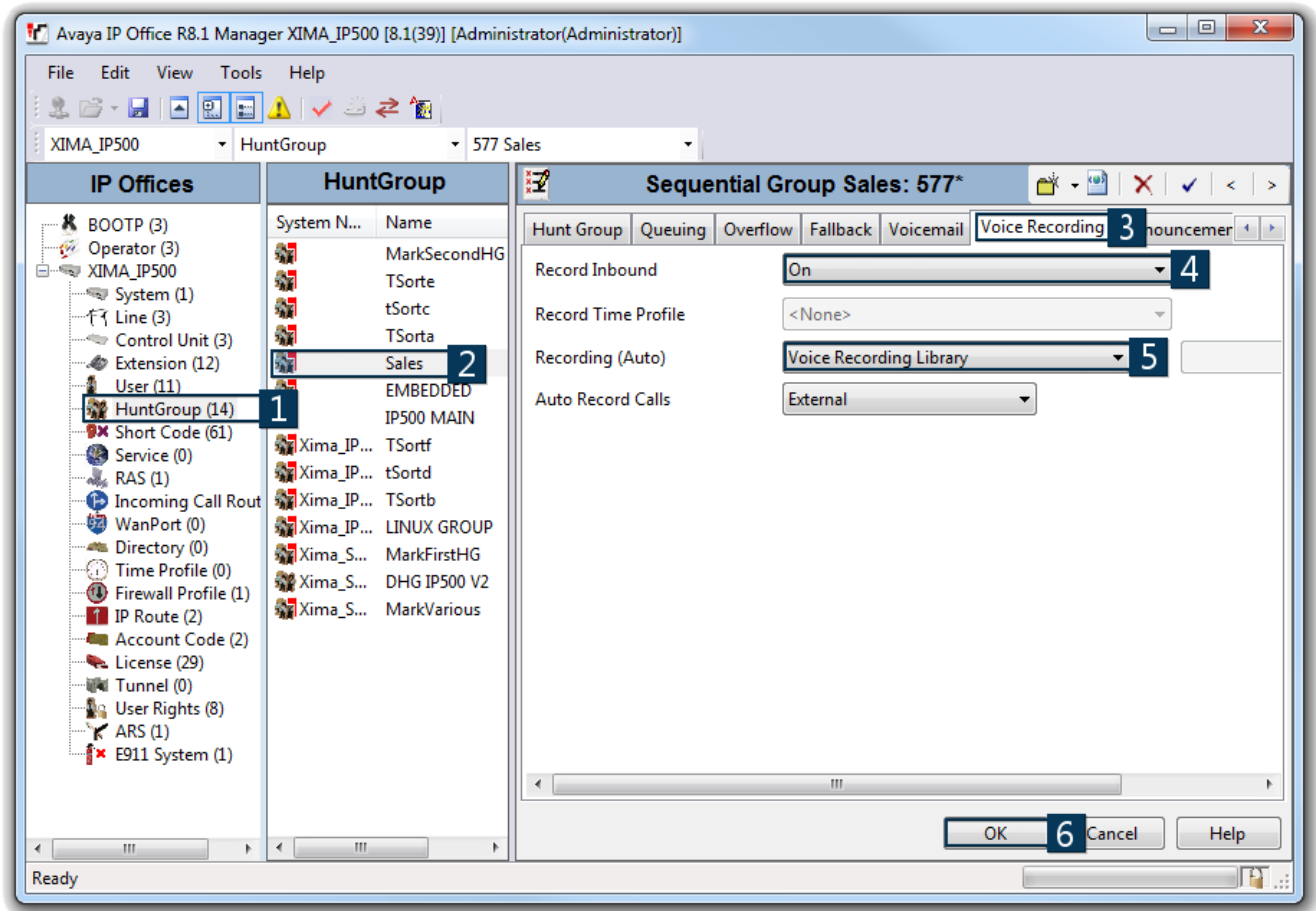
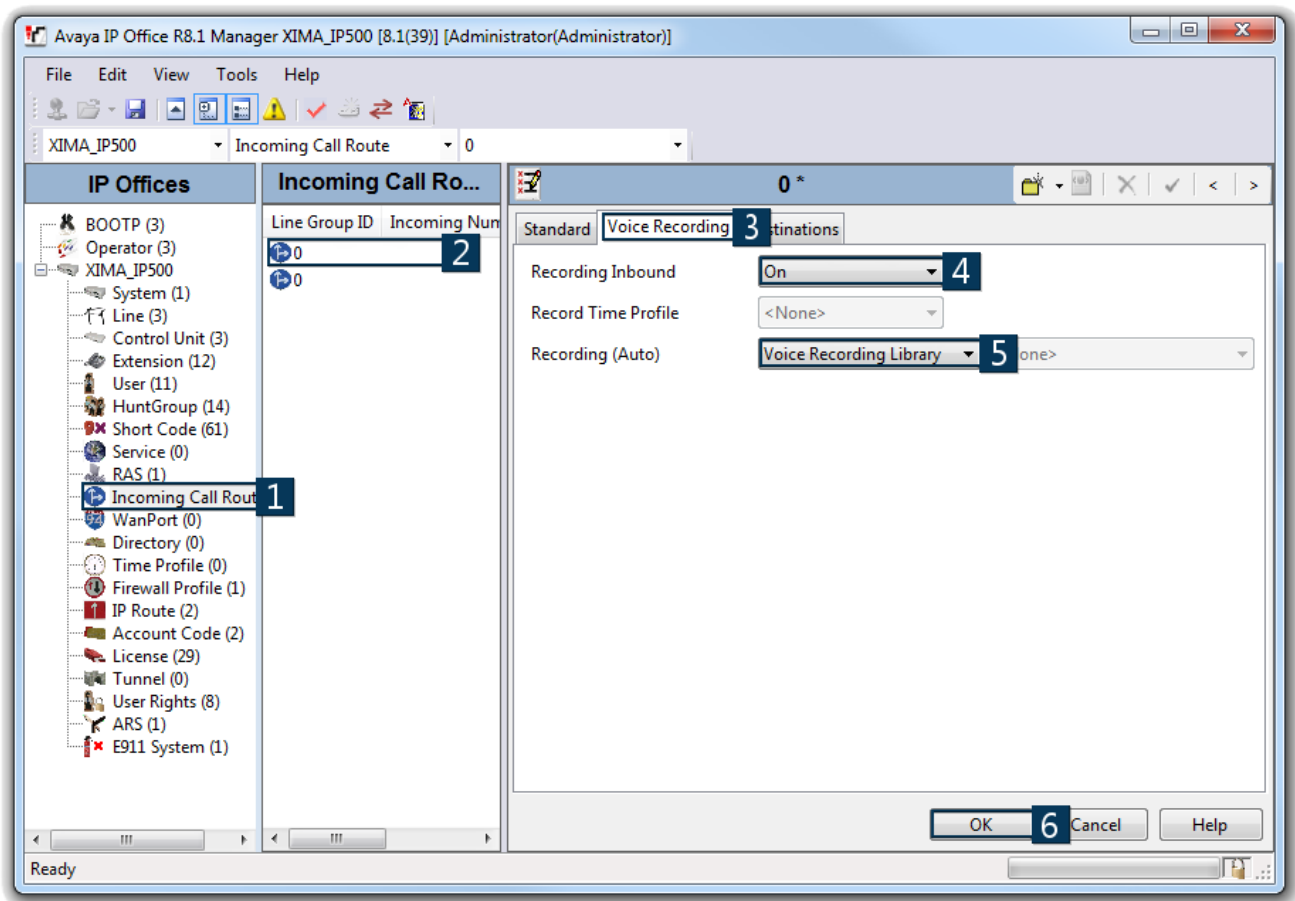# 2.4 – Enable Call Recording at the Account Code Level

To enable call recording at the account code level, open Avaya's IP Office software interface, Manager, and access your IP Office's configuration file. Call recording requires an Avaya Voicemail Pro software license and a Chronicall Recording Library license.
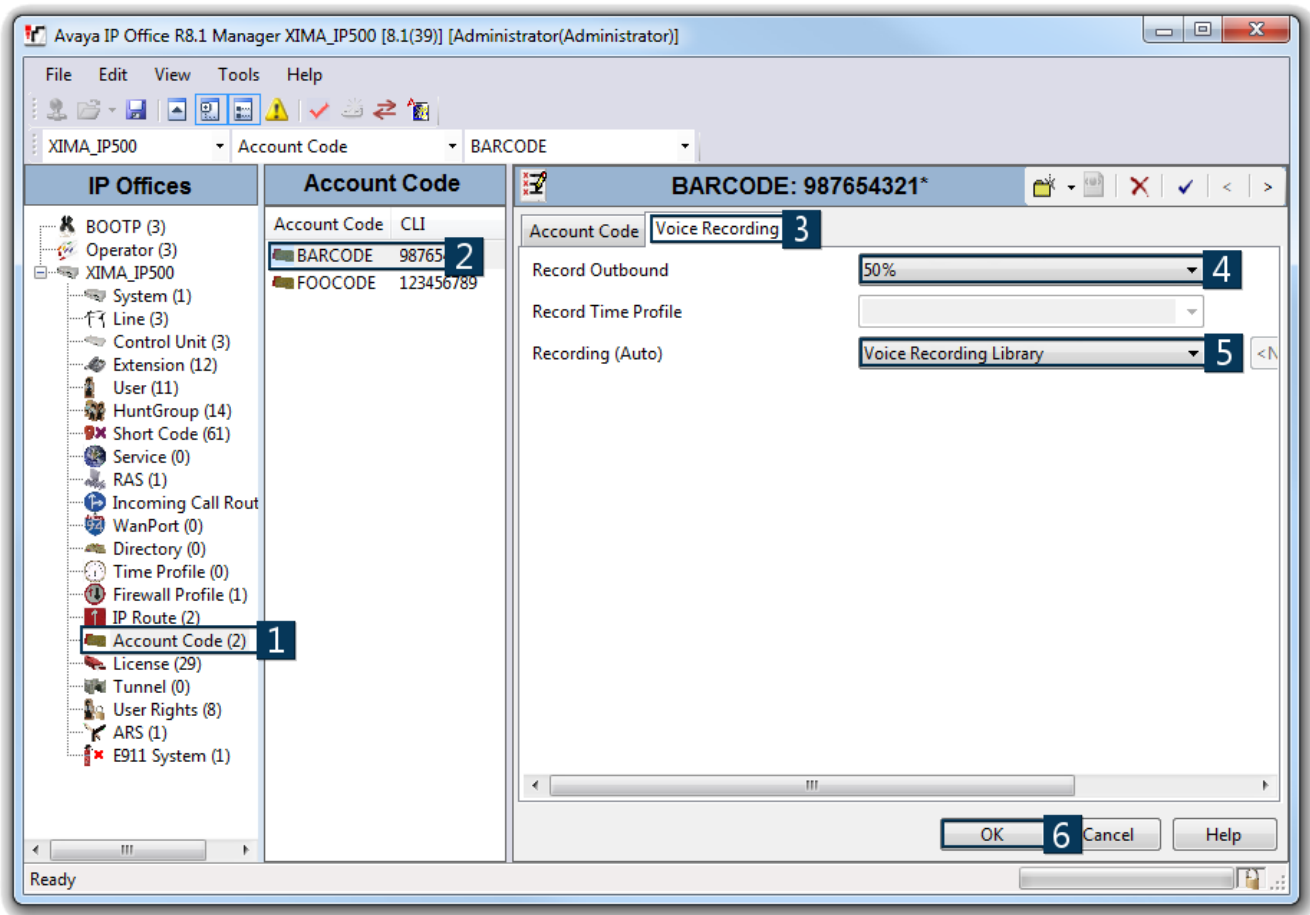
1. Select Account Code from the left sidebar.

2. Select an account code whose associated calls you would like to record.

3. In the main window, navigate to the Voice Recording tab.

4. Select the percentage of outbound calls to record in the Record Outbound field. On means that all calls will be recorded.

5. Select Voice Recording Library in the Recording (Auto) drop-down menu.

6. Press OK, Save, and Merge.

3.1 – Chronicall System Settings

Overview
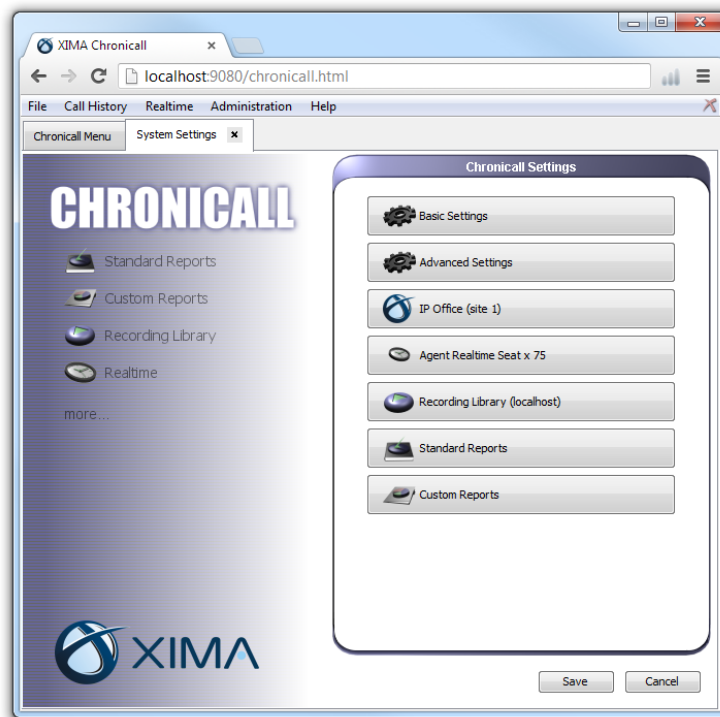
From the Chronicall Homepage, click on System Settings to open the System Settings tab. All installations of Chronicall will include sections for Basic Settings, Advanced Settings, and Standard Reports. Most will also have at least one IP Office section. Custom Reports, Recording Library, and Realtime will appear based on the module licenses you have purchased.

Basic Settings

• Chronicall Path – The directory where Chronicall is installed.

• Database Port – The local TCP port the PostgreSQL database will use.

• Proxy Address – Proxy server where outbound connections are sent.

• Proxy Port – Port number used by the Proxy server.

• Proxy Username – Some Proxy servers have user authentication enabled. Enter the username here.

• Proxy Password – Password for the Proxy server.

• Realtime Port – If Realtime is installed, separate TCP connections are made by web clients using this port.
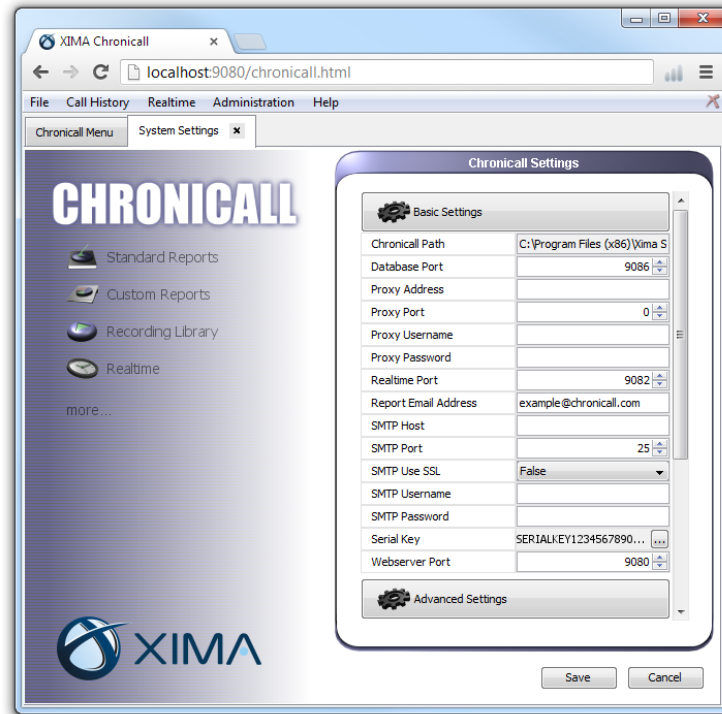
• Report Email Address – Email address to send scheduled reports and recordings to.

• SMTP Host – Specify a third-party email server in this field.

• SMTP Port – The TCP port used by the SMTP Host. The default is 25 for servers that do not use SSL security.

• SMTP Use SSL – Some mail servers use additional encryption. Enable or disable this option depending on your SMTP Host configuration.

• SMTP Username – Your SMTP username.

• SMTP Password – Your SMTP password.

• Serial Key – The serial key currently used by Chronicall. Click the button next to it to unregister your serial key.

• Webserver Port – The TCP port web clients will connect to. The default is 9080.

IP Office
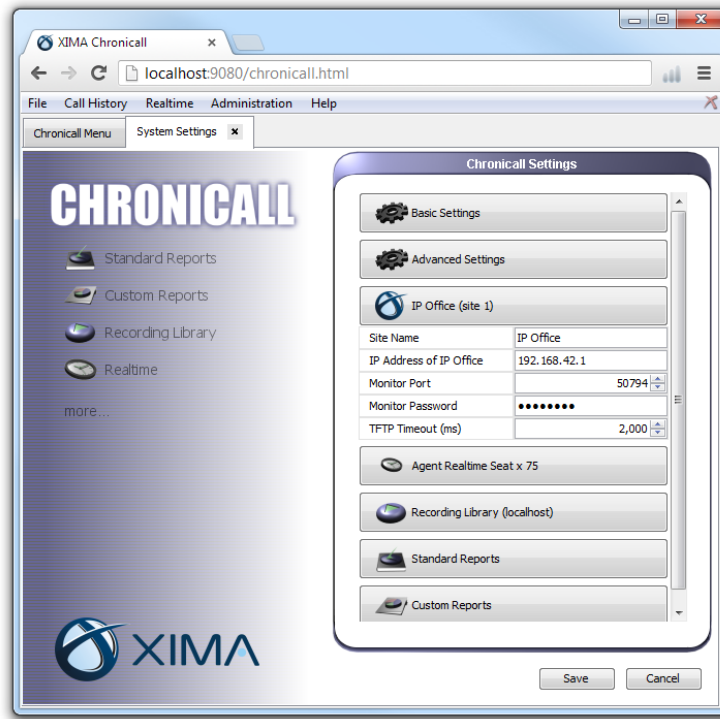
There may be multiple IP Office sections if you are using a multi-site configuration.

• Site Name – A descriptive name for the site.

• IP Address of IP Office – The IP Address of the IP Office used by this site.

• Monitor Port – UDP port of the monitor stream configured on the IP Office. The default is 50794.

• Monitor Password – Monitor stream password configured on the IP Office. The default is password.

• TFTP Timeout (ms) – The time, in milliseconds, that Chronicall will wait for a response from the IP Office when it makes a request for information.

• Output SQL – Tells Chronicall to record each SQL query to the log files.

• Trial Mode – Allows you to toggle Trial mode. Without a full license, trial installations of Chronicall expire in two weeks.

• Verbose Debug Output – Adds additional information to debug reports. This option is useful for advanced troubleshooting.

• Web Server Connector Port – Internal port number used by the web server. The default value should not interfere with One-X Portal and other Tomcat web servers.

• Web Server Redirect Port – Internal port number used by the web server. The default value should not interfere with One-X Portal and other Tomcat web servers.

•Web Server Shutdown Port – Internal port number used by the web server. The default value should not interfere with One-X Portal and other Tomcat web servers.

Advanced Settings
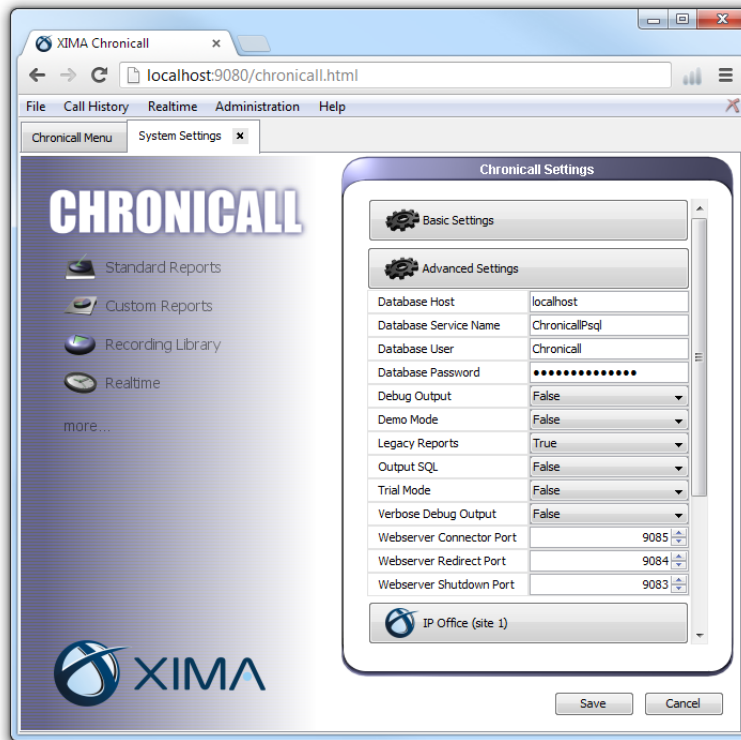
Chronicall stores call data in a lightweight PostgreSQL database. The following database options allow you to use one or more PostgreSQL databases installed on different servers instead of the default database that comes installed with Chronicall. Other types of databases are not supported. None of these options should be changed if you are using the default database.

• Database Host – The IP address or computer name of the server running the database service.

• Database Service Name – The name of the Windows or Linux process that identifies the database service. This can be changed so you can have more than one instance of PostgreSQL running at a time.

• Database User – The username for the database connection.

• Database Password – The password for the database connection.

• Debug Output – When enabled, Chronicall will add extra debug output to the log files. This should only be turned on during troubleshooting.

• Demo Mode – In demo mode, you can load and use example data for presentations and training. Chronicall will not record actual data while in demo mode.

• Legacy Reports – Enables the use of the legacy reporting system alongside the new reporting system.

Module Settings
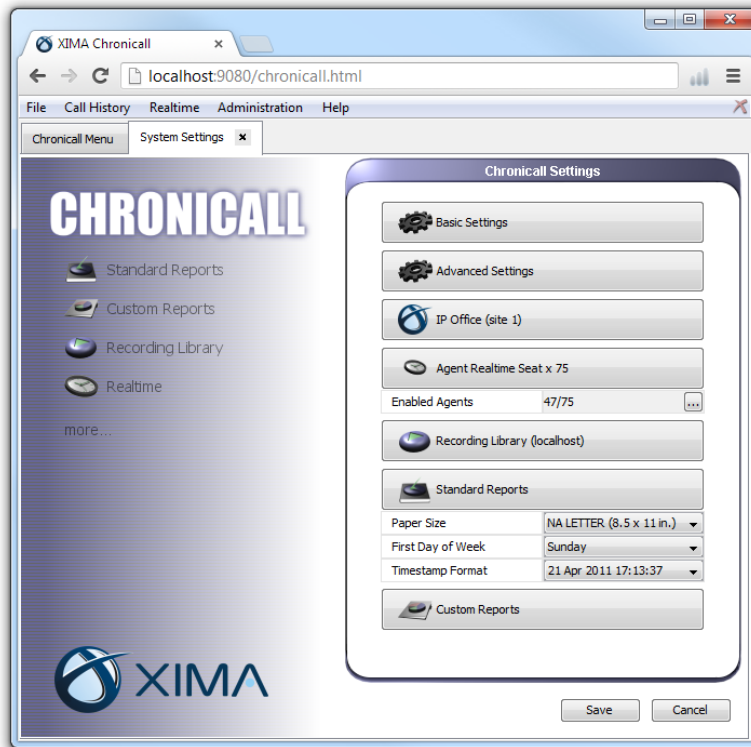
Realtime

• System ID – In a multi-site configuration, each Realtime license needs a corresponding Chronicall license. Use this field to specify which Chronicall license this Realtime license applies to. For a single-site configuration, the default System ID will be 1.

Agent Realtime Seat

• Enabled Agents – Allows you to choose the agents you would like to capture Realtime data about. You can choose as many agents as you have Realtime agent seat licenses.

Recording Library

• Voicemail Pro IP Address – If you have installed Recording Library on the same server as Voicemail Pro (the default configuration), enter that server's IP address here. If Chronicall is also installed on the same server, enter localhost. Please note that despite its name, this field is actually looking for the IP address of Recording Library. In most cases, this will be the same address as Voicemail Pro, but if you installed Recording Library on a different server, you will need to put that server's address here.

• Chronicall Recording Port – The TCP port used by Recording Library to send information to the Chronicall server. The default is 9081.

• Voicemail System ID – A unique identifier for each Voicemail Pro system on your network.

• VRL Polling Interval – The rate at which Recording Library searches VRL for new recordings.

• Chronicall Server Address – If Chronicall and Recording Library are installed on different servers, you will need to specify the IP address where Recording Library can locate Chronicall.

• Chronicall Server Port

• Max Encoding Threads – The maximum number of threads to use for encoding .wav files into .spx files.

• VRL Directory – The directory where Recording Library can find the recordings Voicemail Pro creates.

• Clean VRL Recordings – Set to false to have Recording Library leave a copy of each recording behind for other programs, such as Contact Store, to use.

• Recording Limbo Directory – The directory where Recording Library temporarily stores recordings while they are being processed. Files that cannot be processed will remain here.

• Recording Files Storage – Allows you to encrypt your recordings to prevent anyone from listening to them outside of Chronicall. You can encrypt or unencrypt all of your recordings with the Store All Encrypted and Store All Unencrypted options.

• Storage Location Override – Allows you to specify a new location to save recordings. This can be a local or remote location.

• Use Samba/CFIS Storage – CIFS (for Windows) and Samba (for Linux) are file-sharing systems. These systems are used when you store recordings on a network drive.

• Samba/CFIS Domain – The domain that contains an authorized user.

• Samba/CFIS Username – The Samba or CIFS username of a user in the specified domain who has permission to store recordings in the remote storage directory.

• Samba/CFIS Password – The Samba or CIFS password of the authorized user.

Standard Reports

• Paper Size – Choose the size of paper you would like to use for your reports. This affects the way reports are displayed, as well as printed.

• First Day of Week – Set Sunday or Monday to be the first day of the week as it appears on reports.

• Timestamp Format – Choose the time format you would like to use for your reports.

Custom Reports

• Non-configurable area. Simply indicates the existence of the Custom Reports license.

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