



Wildix Integration - Imagicle Blue's Enterprise 4 Configuration Guide



Version: November 2018

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Configuration on the side of Wildix PBX

- Go to *WMS Settings* -> *PBX* -> *Call and chat history* -> *CDR CSV tab* -> select *Enabled*

Settings CDR MSSQL CDR MySQL CDR Sqlite **CDR CSV**

Enabled
Directory
Filename

Save

- Go to *WMS Settings* -> *System* -> *Storages* and remove CDR CSV

Type	Storage Device	Action
HDD	XEN xvda - Partition 1 Format: ext4 Size: 10GB Avail: 1GB Usage: 88%	
	CDR SQLite	-
	Faxes	-
	Backups	-
	CTI	-
	Voicemail	-
	Call recording	-
	CDR CSV	+

Add NFS/Windows share +

- Click **Add NFS/Windows share +** and fill out the fields to connect a Windows share (preferably, use the server hosting Imagicle Blue's Enterprise 4)

Add NFS/Windows share

Type:

Host:

Path:

Domain:

User name:

Password:

Service:

Add

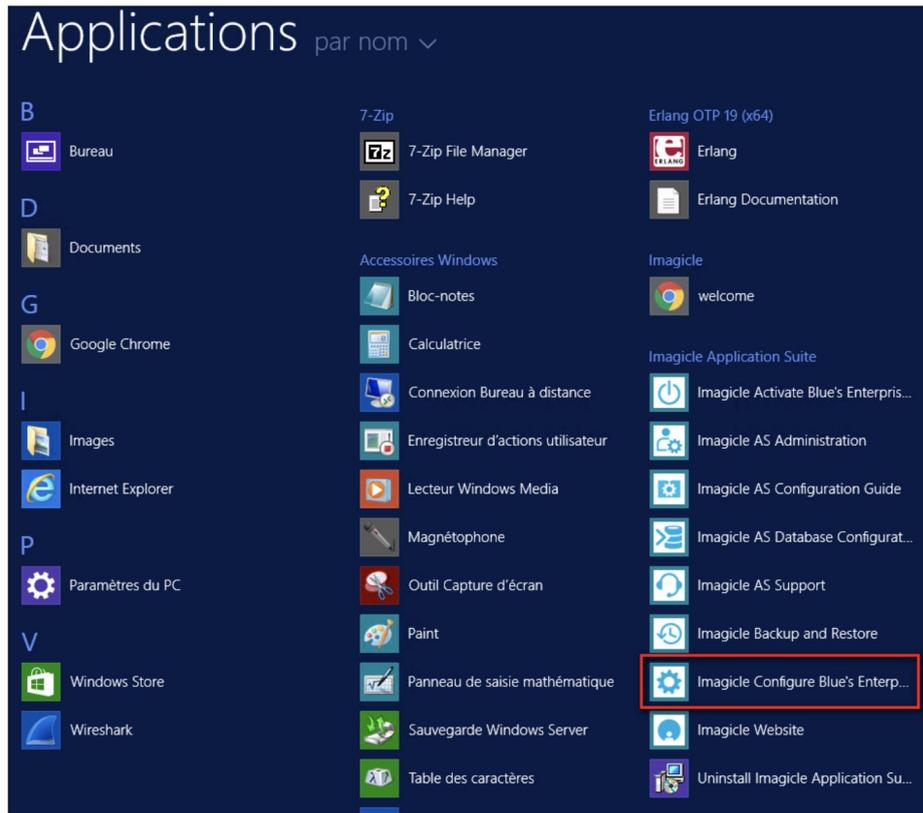
- Once it is configured, the Windows share appears in the list of storage devices:

Type	Storage Device	Action
HDD	XEN xvda - Partition 1 Format: ext4 Size: 10GB Avail: 1GB Usage: 88%	
	CDR SQLite	-
	Faxes	-
	Backups	-
	CTI	-
	Voicemail	-
	Call recording	-
WINDOWS	//192.168.26.72/svgtest	-
	CDR CSV	-

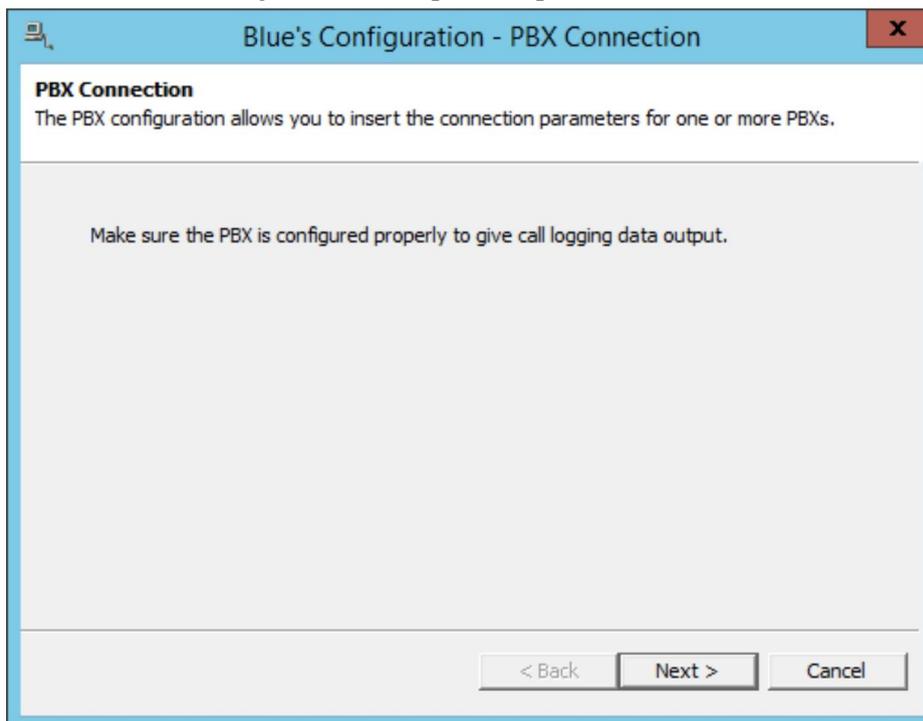
Add NFS/Windows share +

First time configuration of Blue's Enterprise 4

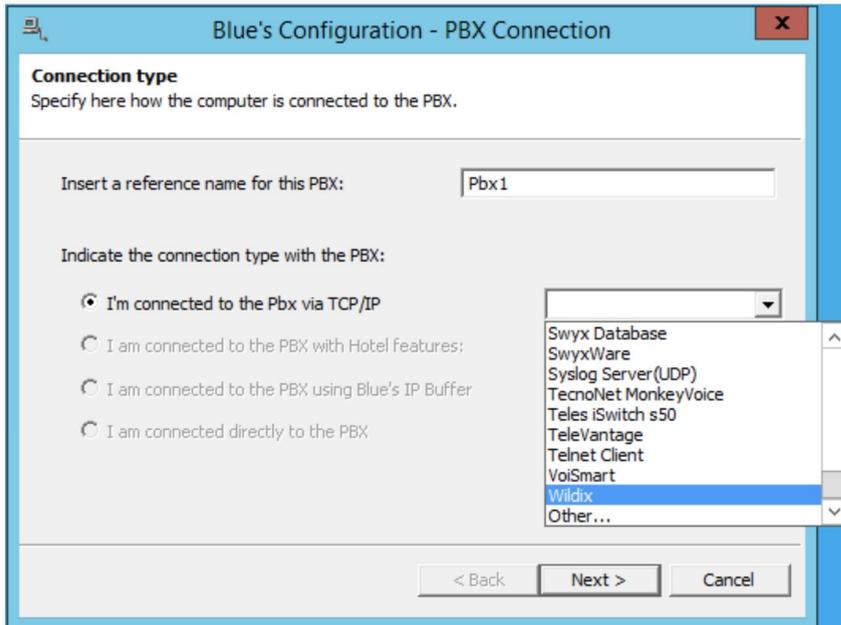
- Launch the configuration of Blue's Enterprise 4 from *Applications* -> *Imagicle Configure Blue's Enterprise 4*



- PBX connection configuration: click [**Next >**]

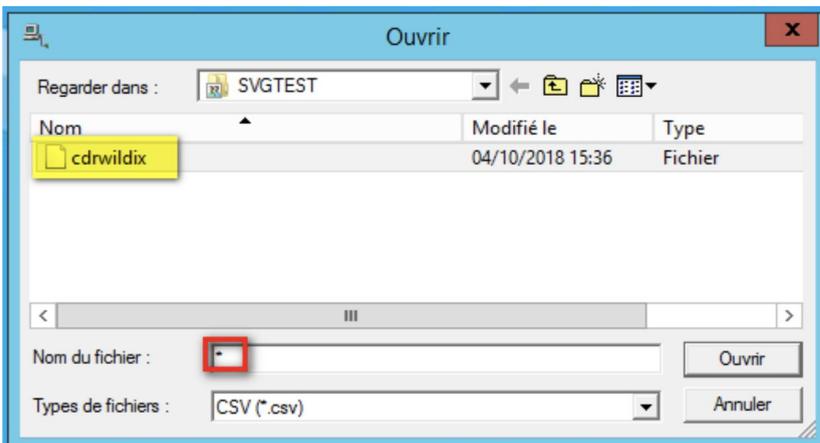
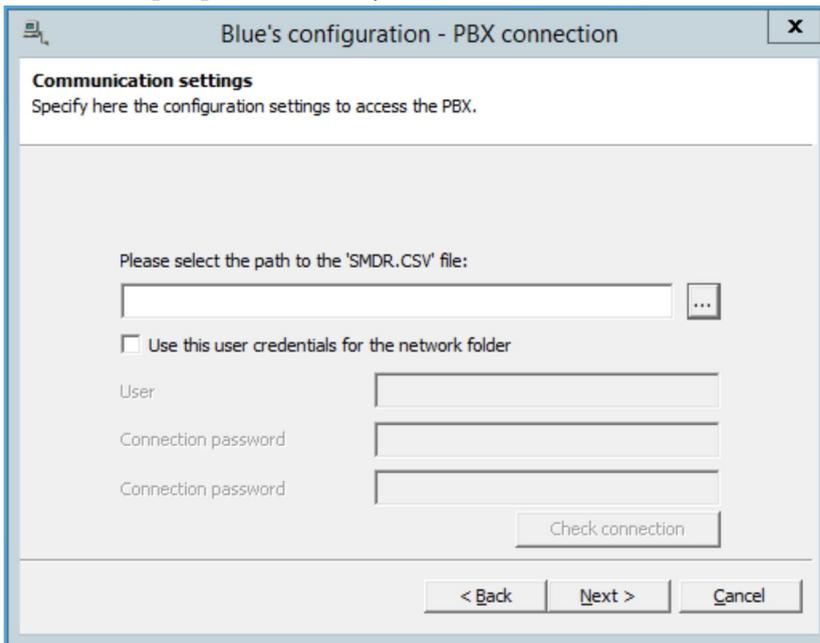


- Select: *I'm connected to the Pbx via TCP/IP -> Wildix*

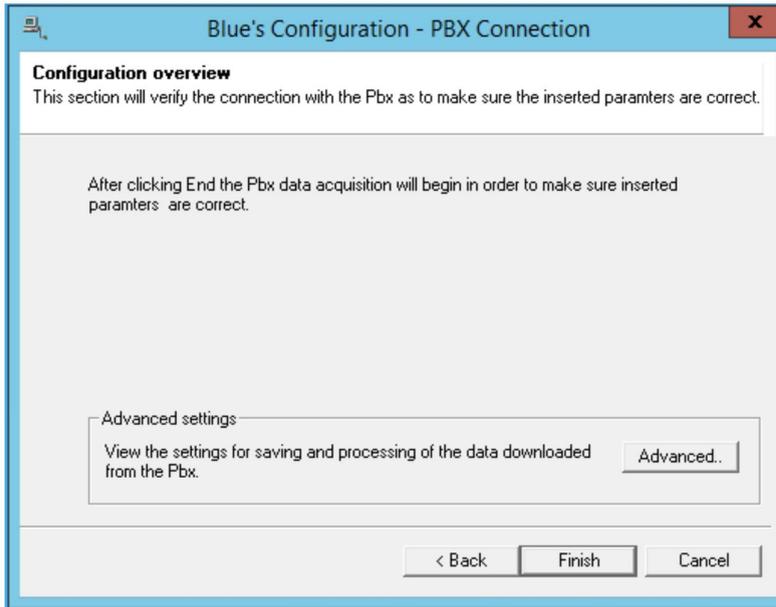


Note: in the existing installations this type of connection is not available by default, in this case you need to select "Asterisk for Wildix"

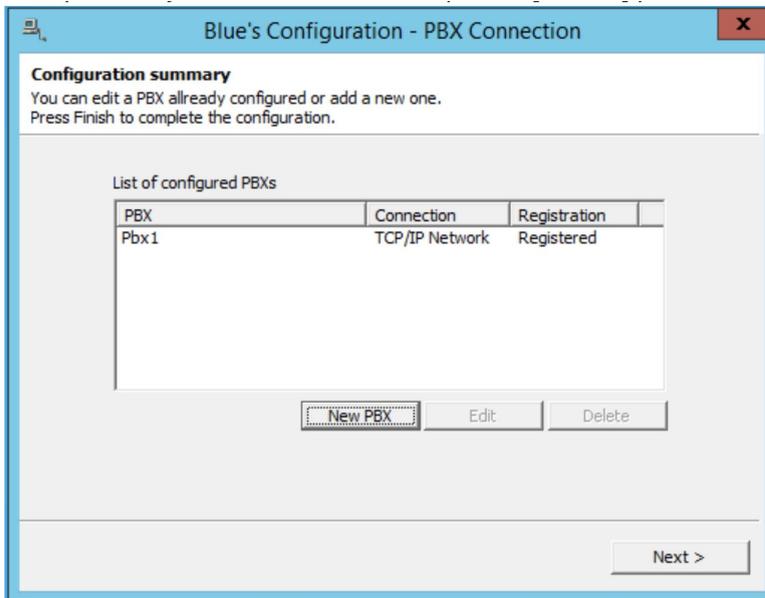
- On the next step you need to select the directory where the CDR from the PBX will be stored: click [...] to select the path to the file



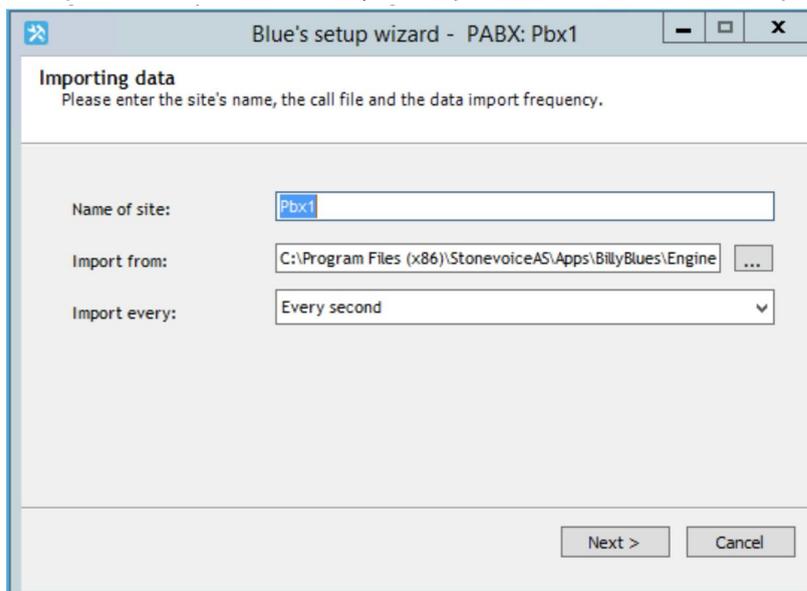
- Click [Finish]



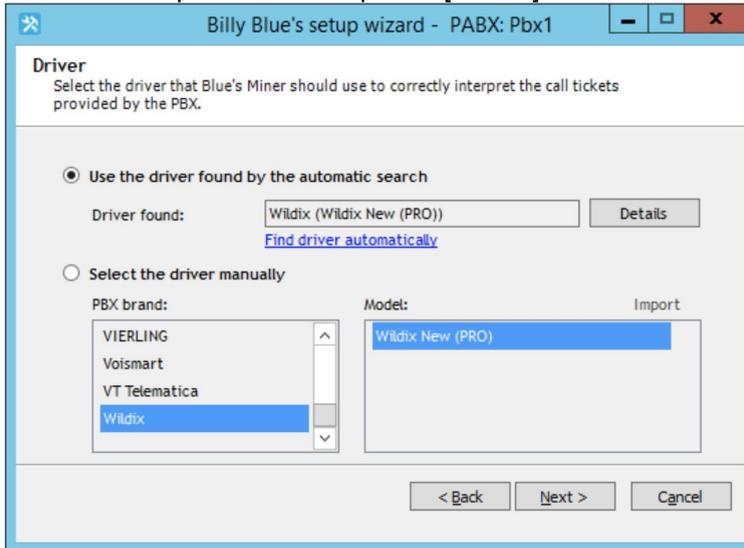
- At this step it is possible to add a new PBX, or click [Next >] to continue



- Configuration of the first SITE (normally there's no need to edit anything on this page)

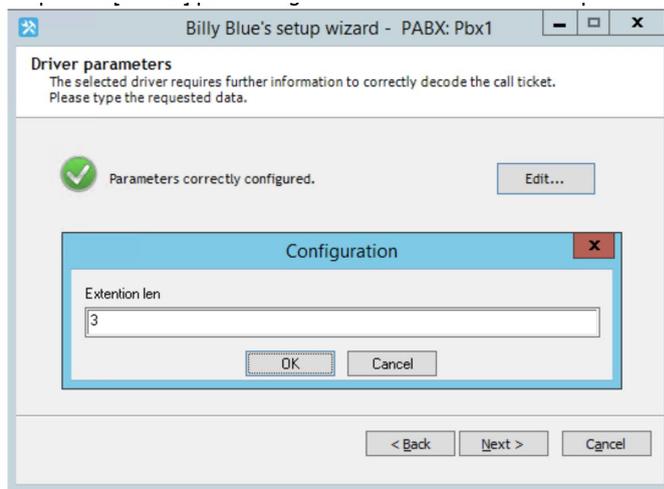


- At this step you need to select the Driver for Wildix and then click [**Next >**]

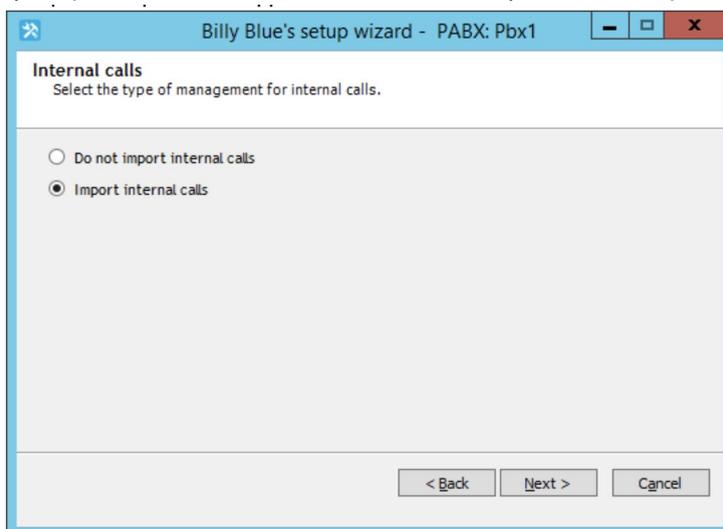


Note: in standard installations this driver is not available with this name. You have downloaded together with this document (otherwise you can download it at this link <https://db.tt/etYrIFwesm>), save it to the directory: C:\Program Files (x86)\StonevoiceAS\Apps\BillyBlues\Engine\driver

- Click [**Edit...**] to specify the number of digits for extensions (by default, extension numbers consist of 3 digits)



- Specify whether internal calls should be imported, or only the external ones



- Specify the *Country* and the *Local area* for the correct calculation of call costs

Billy Blue's setup wizard - PABX: Pbx1

Country and area
Please specify where the site is located. This information will be used to correctly determine the cost of calls.

Country: France

Local area: Paris (01)

Time zone and daylight savings time: (GMT +01:00) CET Central European (Franc

Country currency: Euro (€)

Tax name: TVA Rate (%): 19.6

< Back Next > Cancel

- Select the telephone tariff from the list

Billy Blue's setup wizard - PABX: Pbx1

Telephone tariffs
Please select the telephone tariffs used by the site.

Available tariffs:

- Bouygues Enterprises (2014)
- Orange Contract Pro (2013)
- Orange Enterprise Optima (2014)
- SFR Fixe Enterprise (2014)

Tariffs to be used:

- Orange Contract Pro (2014)

New Import Modify Duplicate

< Back Next > Cancel

- It's possible to select a Reference carrier to make a confrontation between different reports

Billy Blue's setup wizard - PABX: Pbx1

Call cost
Select the subentries to authorise the calculation of costs using pulse metering and to authorise a comparison with another carrier.

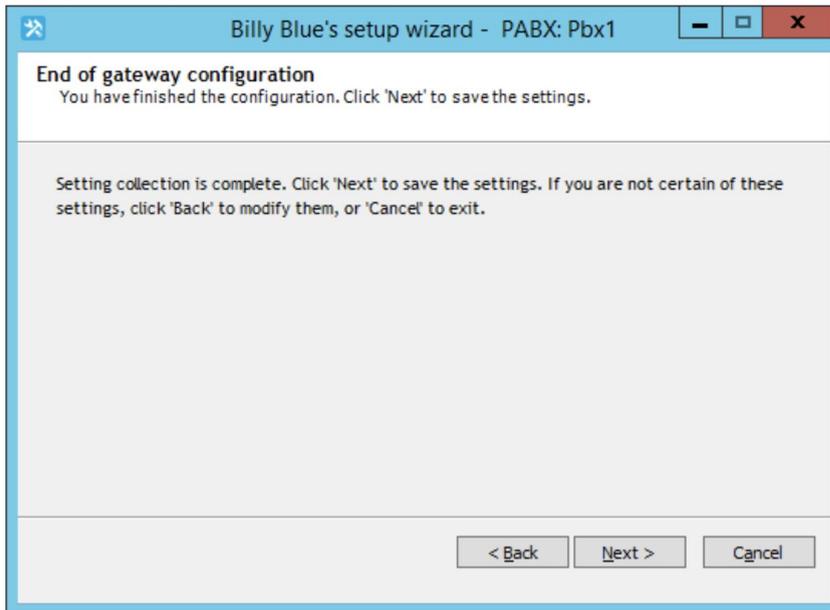
Reference carrier: SFR Fixe Enterprise (2014)

Use pulse metering

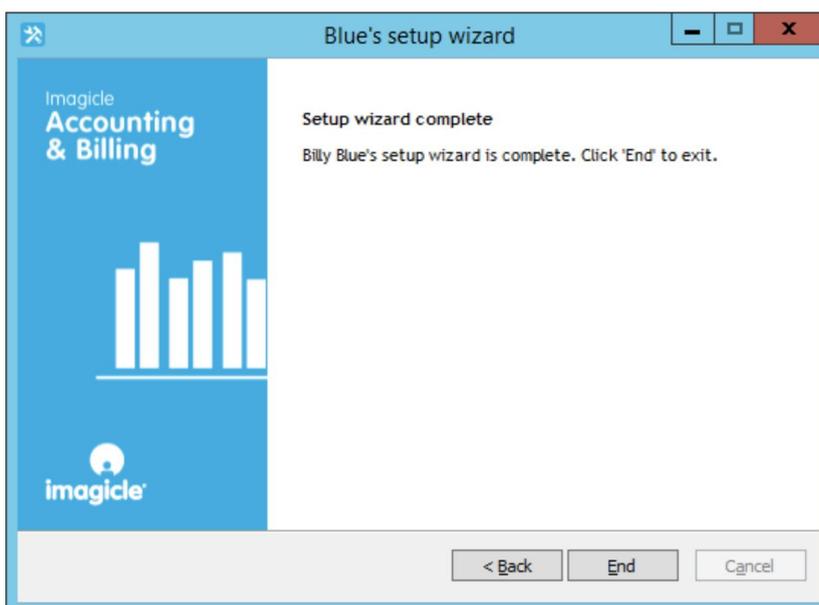
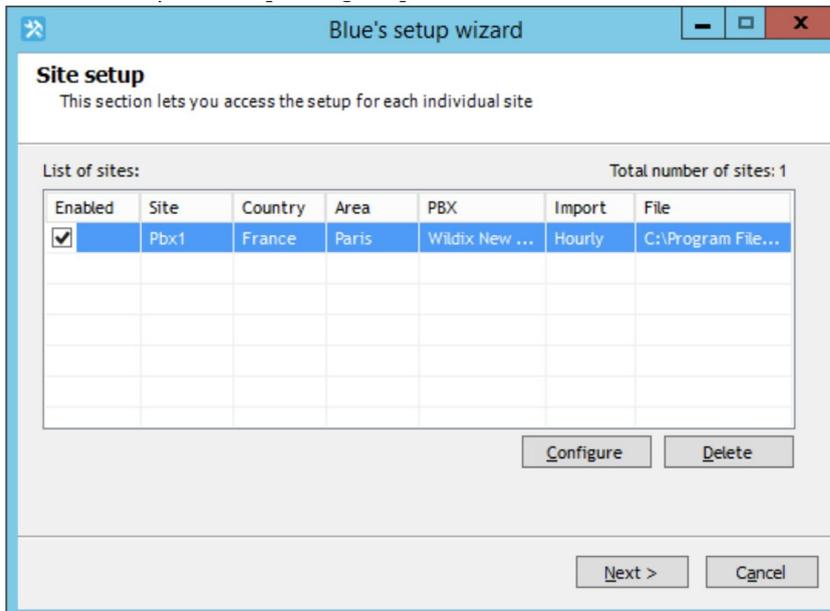
Cost of charging unit (€): 0

< Back Next > Cancel

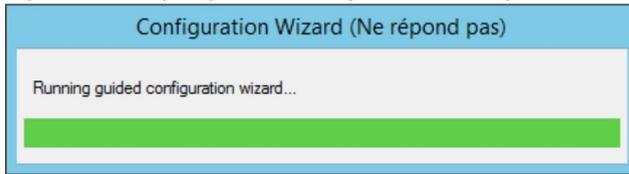
- Click [**Next >**] to finish the configuration of this SITE



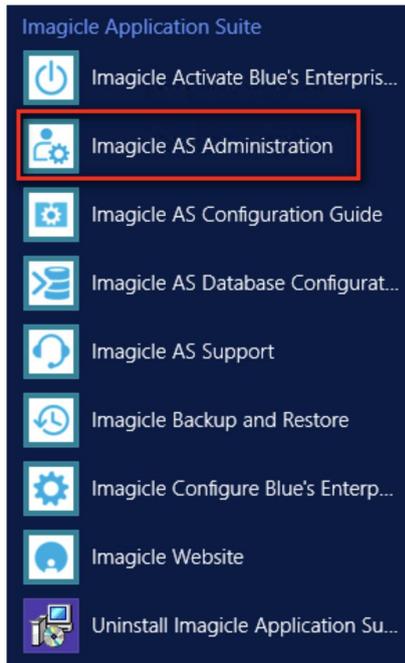
- Click [**Next >**] to finish the configuration (in case you have more SITES, click [**Configure**] to add them)



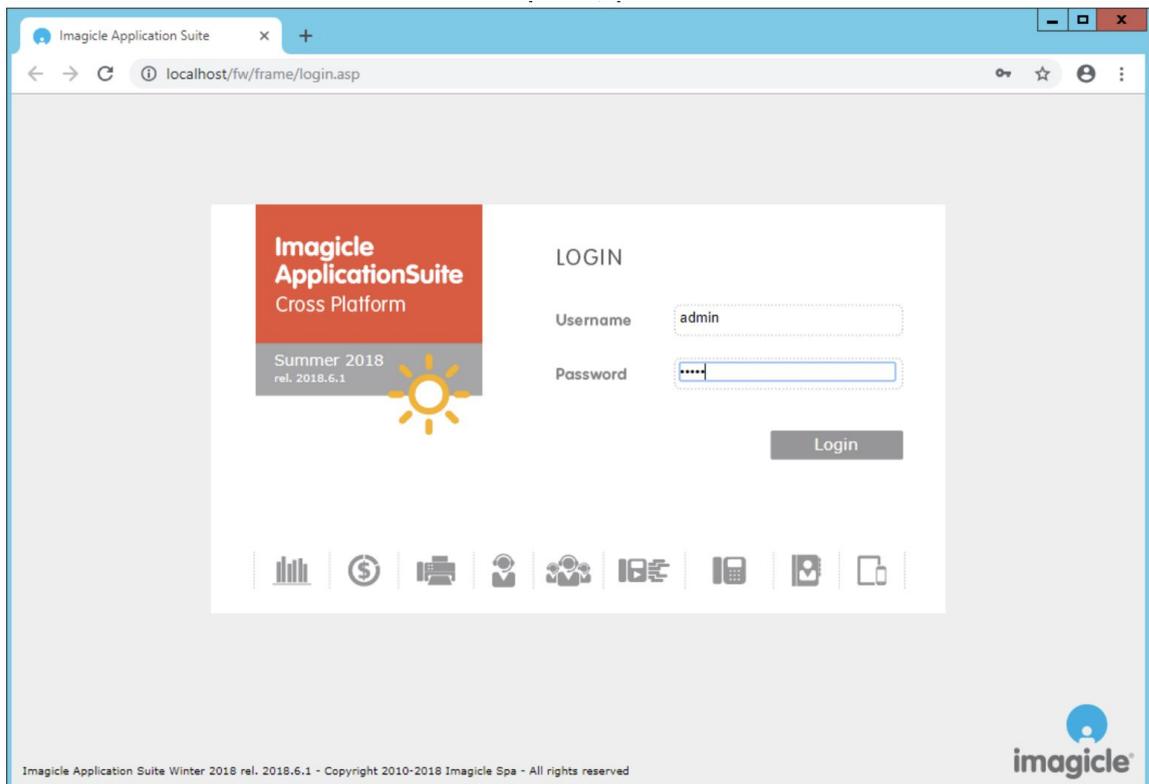
- Click [**End**]. It can take up to several minutes to update the data



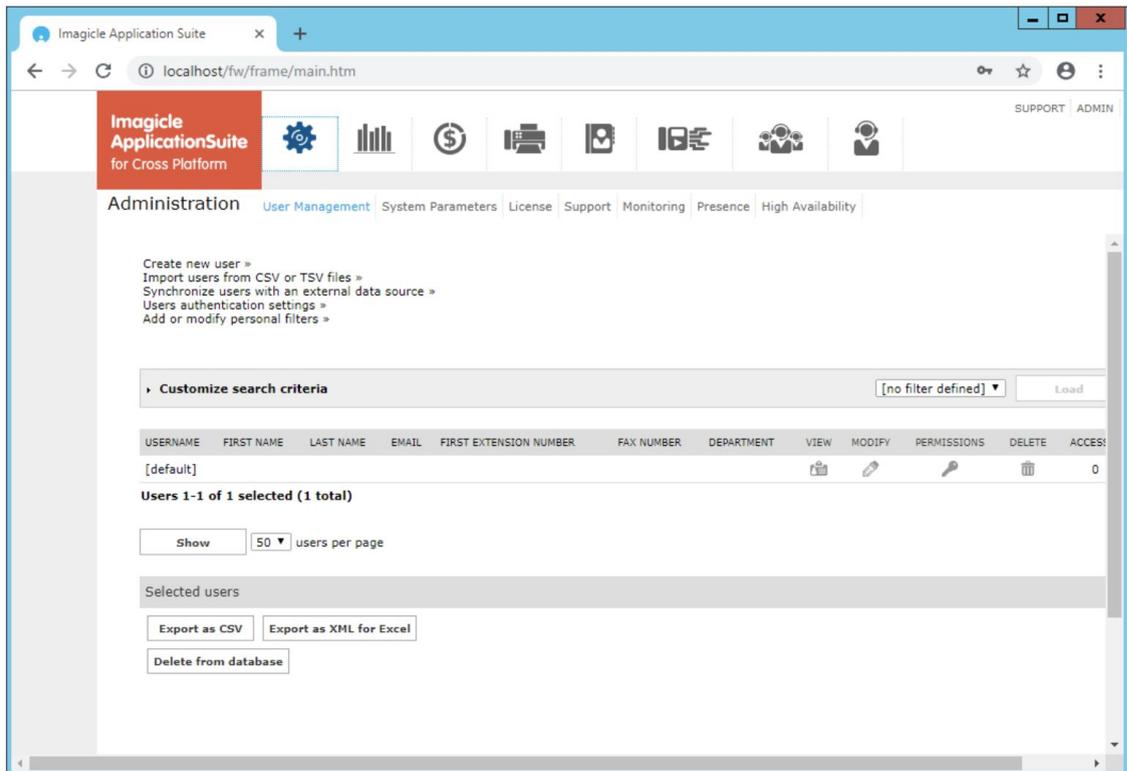
- Launch Imagicle AS Administration



- Access the Suite using your user name and password, by default *admin* : *admin*

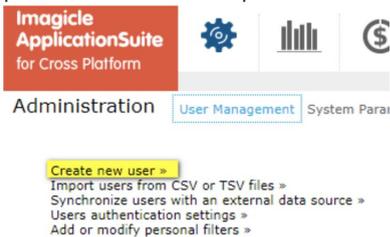


- First of all, add the list of users associated to their extension number



Note: you can add users manually or sync users with an external data source (Active Directory)

- To add users manually, start with clicking on **Create new user**



- Fill out the required fields

Add new user

Login Information

Username: 100 Password: ...

Active Directory username: Domain:

Remote Authentication Username: User PIN:

Accesses: 0

IP Telephony

Partition: First extension number: 100

MAC address: PBX username:

Personal Information

First name: John Last name: Smith

Department: Sales Preferred language (EN,IT,FR,DE,ES,AR): EN

Email: Mobile business number:

User address: Home phone:

Presence

Rich Presence SIP URI: Rich Presence Skype For Business URI:

Telephony Presence SIP URI:

Blue's CTI Server

Console licence type (BOE,BAP,BAE): Preferred device name:

Billing

Enable billing for first extension number: Enable billing for fax number:

Number of masked digits in billing: 0 Cost center:

Office Location:

- Click **Add new user** at the bottom of the page
- The first user has been created

Create new user »
 Import users from CSV or TSV files »
 Synchronize users with an external data source »
 Users authentication settings »
 Add or modify personal filters »

USERNAME	FIRST NAME	LAST NAME	EMAIL	FIRST EXTENSION NUMBER	FAX NUMBER	DEPARTMENT	VIEW	MODIFY	PERMISSIONS	DELETE	ACCESSES
[100]	John	Smith		100		Sales					0
[default]											0

Users 1-2 of 2 selected (2 total)

Note: "Default" user is created automatically, it is needed for Stonefax

- Click **Export as CSV** at the bottom of the page to export the list of users in CSV format as a template; in this way you can edit the file to add more users
- Save the edited file in CSV format and import it back

Billing and reporting

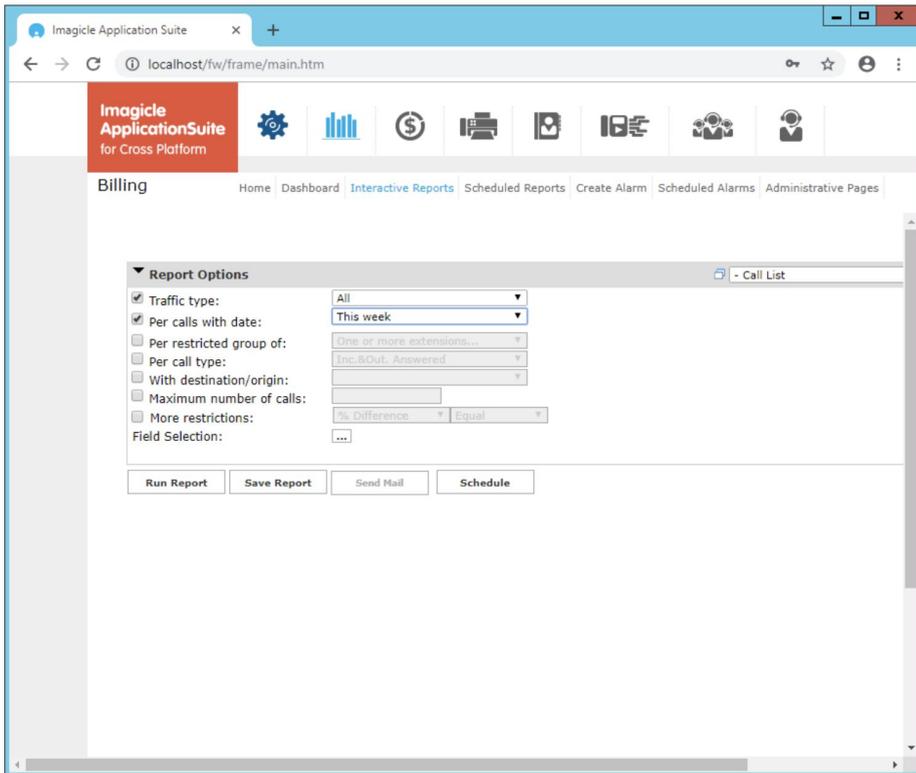
- Go to *Billing > Home* to see the last imported calls

TYPE	EXTENSION	EXTENSION NAME	NUMBER	DATE	TIME	DURATION	COST GATEWAY NAME
OVH			105	10/4/2018	3:36:44 PM	00:00:00	0.00 Pbx1
OVH	_105		OVH	10/4/2018	3:36:44 PM	00:00:00	0.00 Pbx1
OVH			105	10/4/2018	3:36:00 PM	00:00:05	0.00 Pbx1
OVH	_105		OVH	10/4/2018	3:36:00 PM	00:00:05	0.00 Pbx1
OVH			105	10/4/2018	3:29:04 PM	00:00:57	0.00 Pbx1
OVH	_105		OVH	10/4/2018	3:29:04 PM	00:00:57	0.00 Pbx1

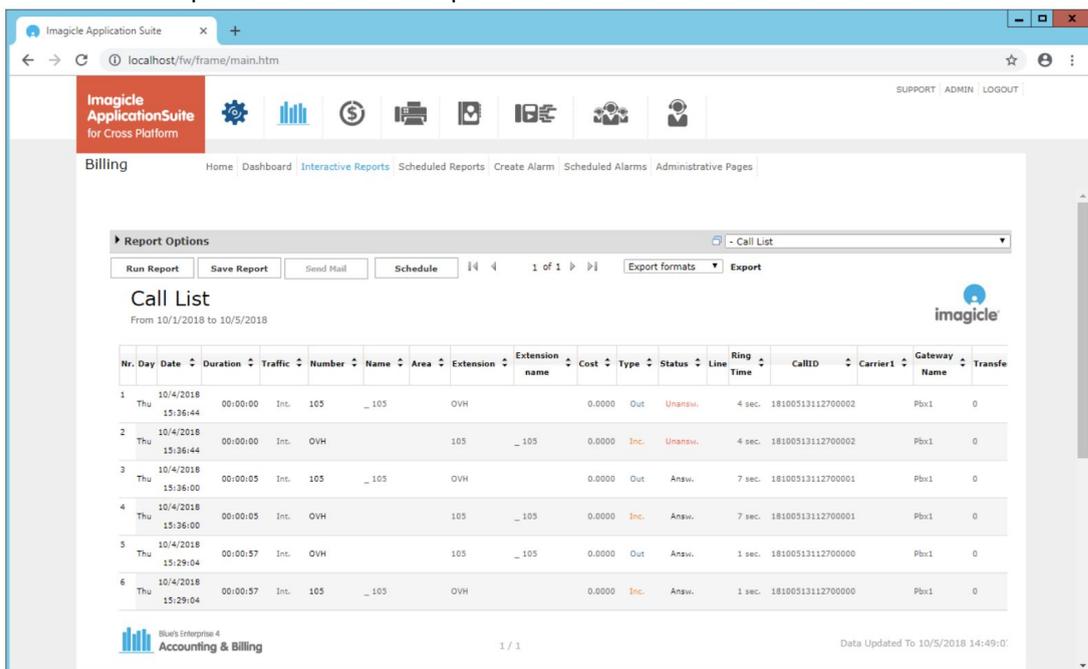
- Go to *Billing > Interactive Reports* to see / use the predefined reports

Nr.	Day	Date	Duration	Number	Name	Area	Dest.	Ext.	Name	Dep.	Cost	Type/Sta
1	Mon	04/2008	16:32:31	00:09:48	0432943511	Udine	Nazionale	233	Luca	R & D	0,7239	Out And
2	Mon	04/2008	16:24:28	00:04:08	3400768549	OPR	Cellulari	233	Luca	R & D	1,2171	Out And
3	Mon	04/2008	15:38:29	00:07:57	0432943511	Udine	Nazionale	233	Luca	R & D	0,5834	Out And
4	Mon	04/2008	14:23:52	00:05:10	890331042	Nuovo	Numeri	420	Marco	R & D	0,0000	Out And
5	Mon	04/2008	11:24:40	00:03:49	0456900685	Vercina	Nazionale	233	Luca	R & D	0,0000	Out And
6	Mon	04/2008	10:54:49	00:11:16	328820274	Wind	Cellulari	233	Luca	R & D	3,3174	Out And
7	Mon	04/2008	09:08:41	00:18:27	0547304147	Cesena	Nazionale	233	Luca	R & D	0,1008	Out And
8	Mon	03/2008	17:43:41	00:18:37				233	Luca	R & D	0,0000	Out And
9	Sat	03/2008	17:40:08	00:03:49	0547304147	Cesena	Nazionale	233	Luca	R & D	0,1338	Out And

- You can edit any of the predefined reports by clicking **Options**



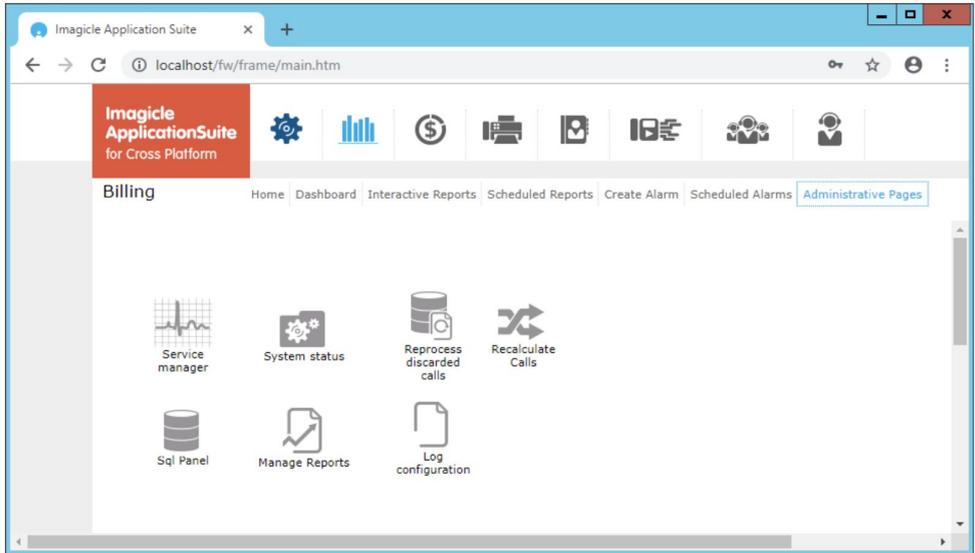
- Here is an example of the “Call list” report:



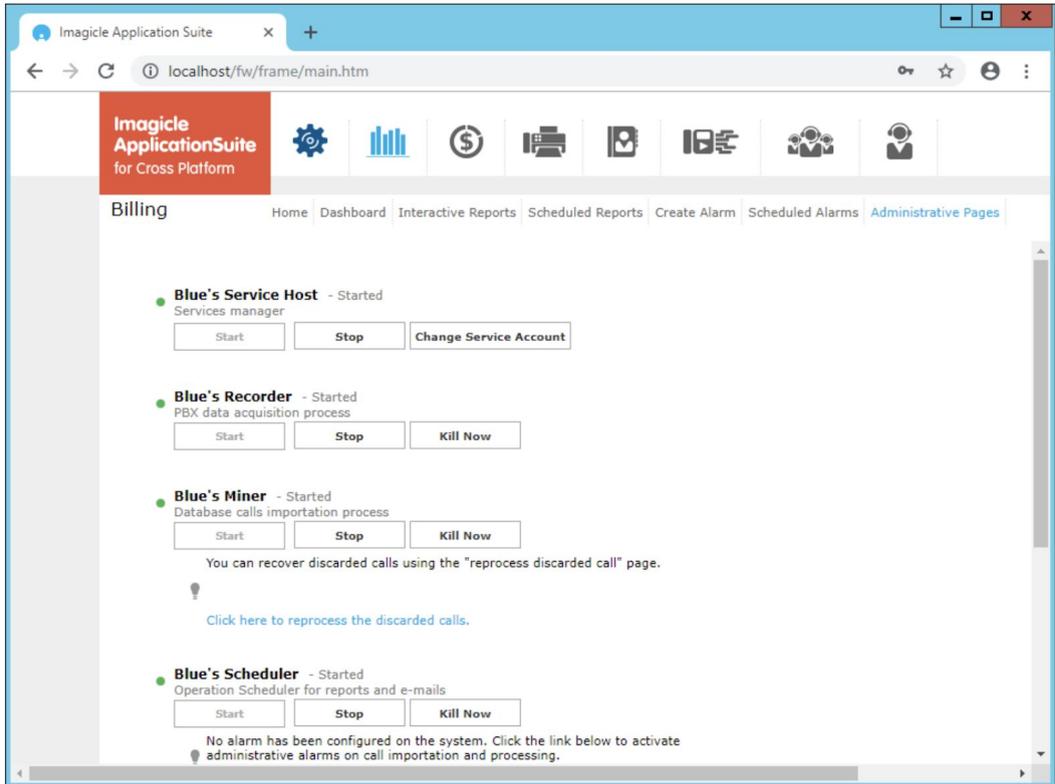
Note: Official user guide is available at this link: <https://kbp.imagicle.com/kb/afile/139/67/>

Advanced and troubleshooting

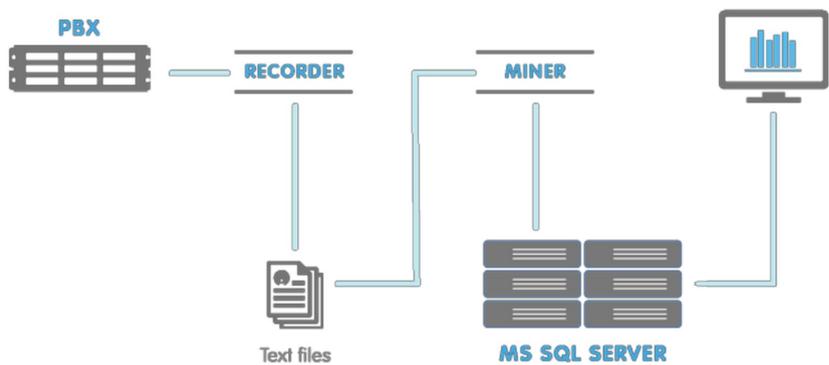
- Go to *Billing > Administrative Pages* to see / use the available troubleshooting tools



- Click “Service Manager” icon: it is possible to stop the Blues Service Host service that controls the Blue’s Recorder, Miner and Scheduler



- Here is the architecture of the CDR importing:



- Click on the icon “System Status” to get the panoramic view of the status of the operation and call acquisition from different SITES

- All the calls made by extensions that were not defined on the users page will be rejected. By clicking on **Show discarded calls** you can see the rejected calls and the reason

Discarded Calls							
DATE	TIME	DESCRIPTION	SITE	ERROR DATA			
10/5/2018	1:11:27 PM	Extension not configured.	SITE-3	SITE 20181005;113528 E 04/10/2018 15:29:04 15:30:01 00:01 00:00:57	1		
10/5/2018	1:11:27 PM	Extension not configured.	SITE-3	SITE 20181005;113528 E 04/10/2018 15:36:00 15:36:05 00:07 00:00:05	0		
10/5/2018	1:11:27 PM	Extension not configured.	SITE-3	SITE 20181005;113528 E 04/10/2018 15:36:44 15:36:44 00:04 00:00:00	0		

- You can get the list of extensions that made calls but were not defined on the users page by clicking **Show Extensions not defined**

Extensions not defined	
EXTENSION	DISCARDED CALLS
OVH	2
105	1