



Mr.VoIP

ADMIN MANUAL

MrVoIP Universal Tool - Zoho Phone Bridge

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PRE-REQUISITES

3CX Server OS: Linux based

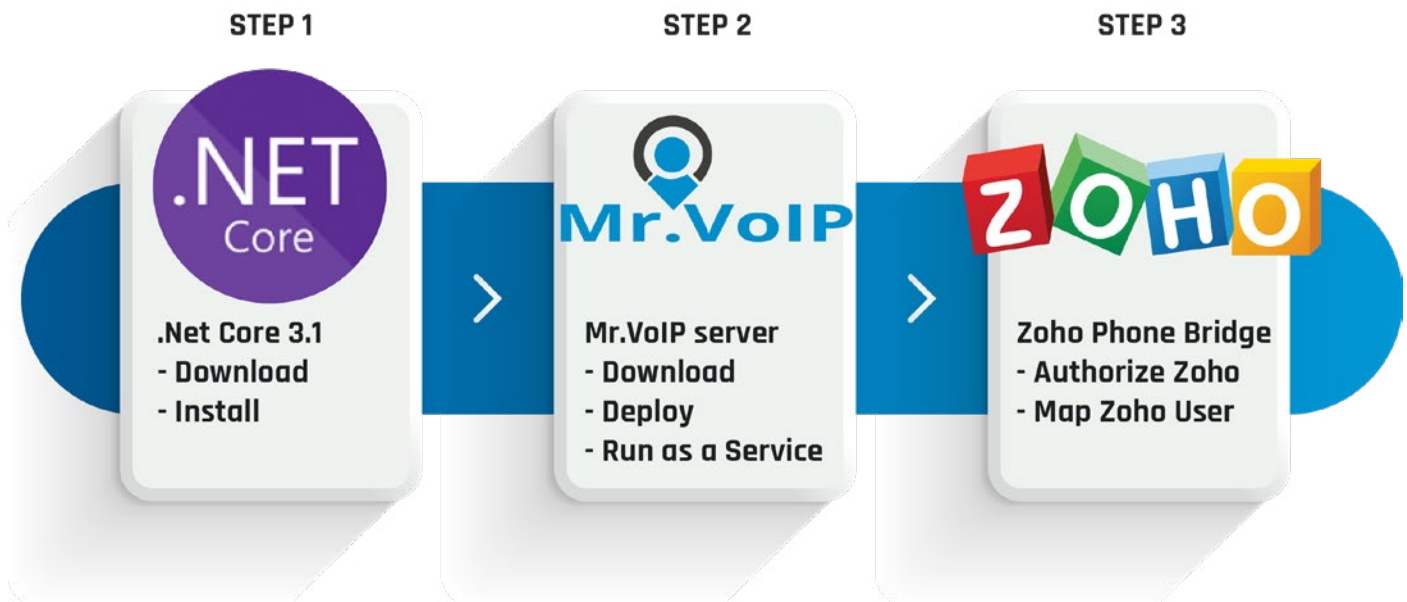
3CX License: Pro or Enterprise edition

3CX Version: V16 and above

Client System: Windows: Telnet Client Console (PuTTY), or

Linux: SSH enabled.

Mr VoIP Universal Tool for **Zoho PhoneBridge**



About this document

Mr VoIP is the middleware being used for 3CX server.

All illustrations/screenshots used in this document are captured in 3CX version 16 unless otherwise stated.

Syntax: the command line used in Linux. Syntax is highlighted within this document in **black with white words** (Version 15) and in **grey with white words** (Version 18).

ZOHO PHONE BRIDGE SETUP & CONFIGURATION

STEP 1: Install .NET Core on 3CX (Linux based)

1. Open the Client Console and login to the instance

2. Enter the command line (syntax) used for the installation (V16) - Follow the sequence:

```
sudo chmod -R 0777 /etc/systemd/system
```

```
wget -qO- https://packages.microsoft.com/
```

```
keys/microsoft.asc | gpg --dearmor > microsoft.asc.gpg
```

```
sudo mv microsoft.asc.gpg /etc/apt/trusted.gpg.d/
```

```
wget -q https://packages.microsoft.com/config/debian/9/prod.list
```

```
sudo mv prod.list /etc/apt/sources.list.d/microsoft-prod.list
```

```
sudo chown root:root /etc/apt/trusted.gpg.d/microsoft.asc.gpg
```

```
sudo chown root:root /etc/apt/sources.list.d/microsoft-prod.list
```

```
sudo apt-get update
```

```
sudo apt-get install apt-transport-https
```

```
sudo apt-get update
```

```
sudo apt-get install dotnet-sdk-3.1
```

3. Enter the command line (syntax) used for the installation (V18) - Follow the sequence:

```
wget https://packages.microsoft.com/config/debian/10/packages-microsoft-prod.deb -O packages-microsoft-prod.deb
```

```
sudo dpkg -i packages-microsoft-prod.deb
```

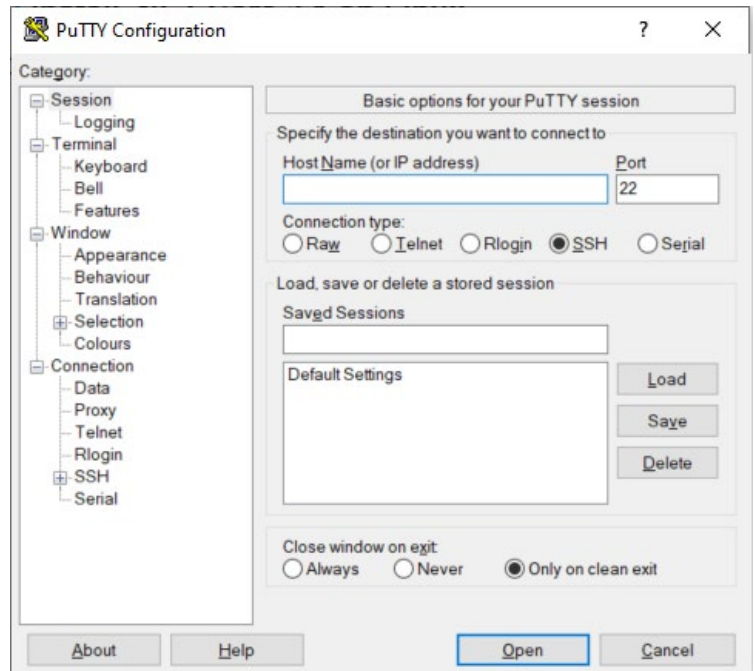
```
rm packages-microsoft-prod.deb
```

```
sudo apt-get update
```

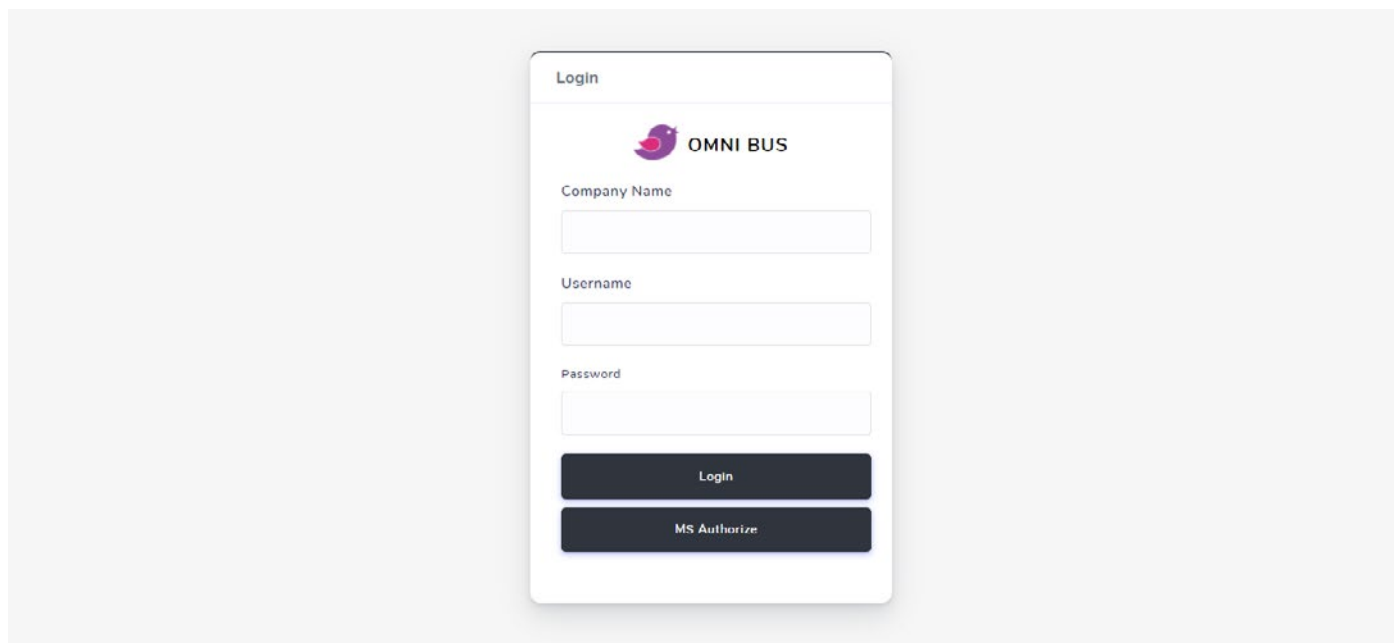
```
sudo apt-get install -y apt-transport-https
```

```
sudo apt-get update
```

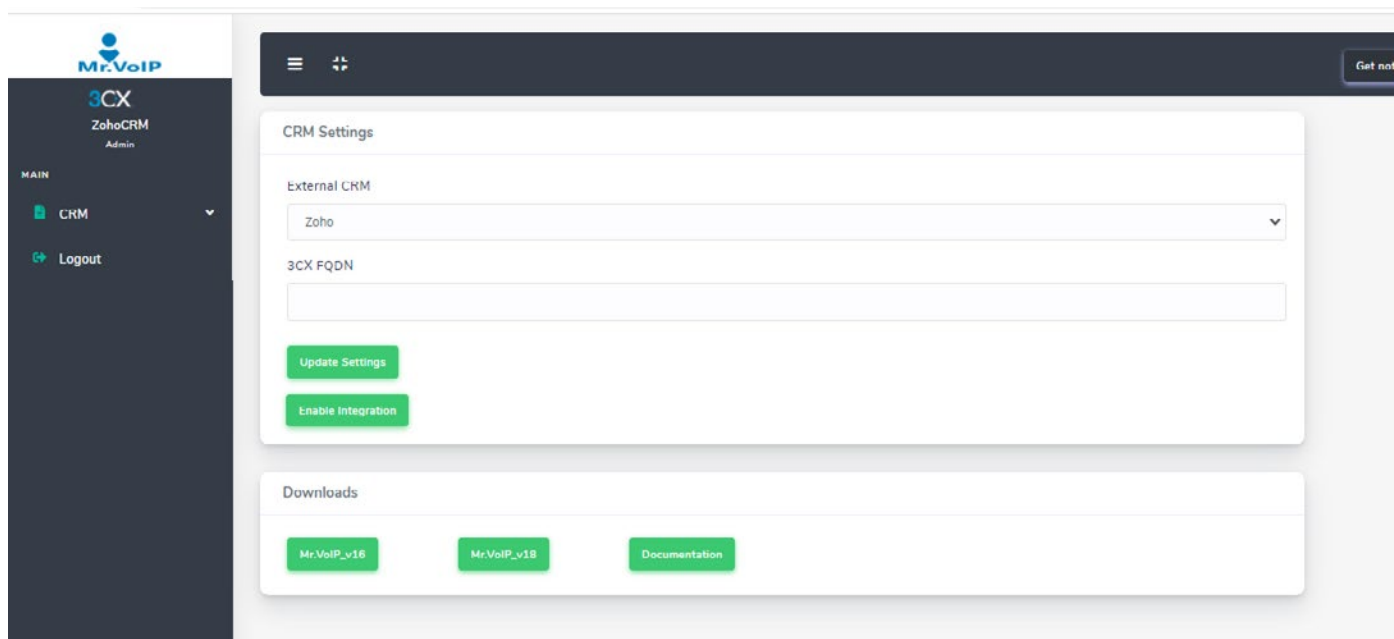
```
sudo apt-get install -y dotnet-sdk-5.0
```



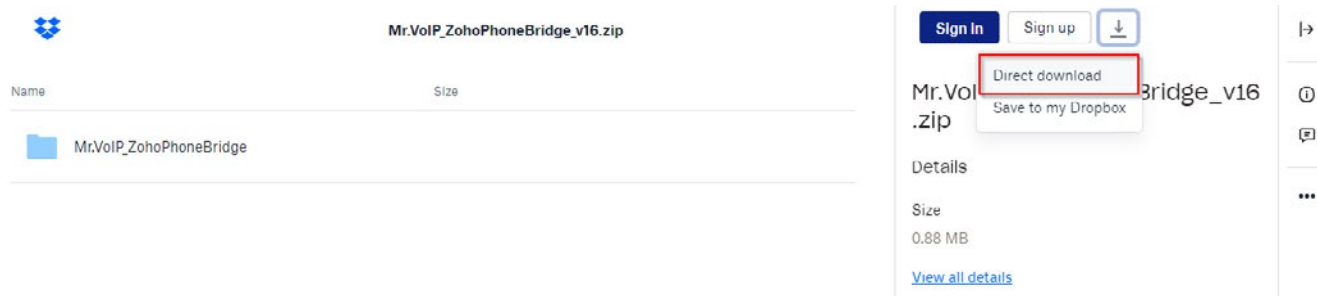
STEP 2: Prepare the Mr.VoIP Server



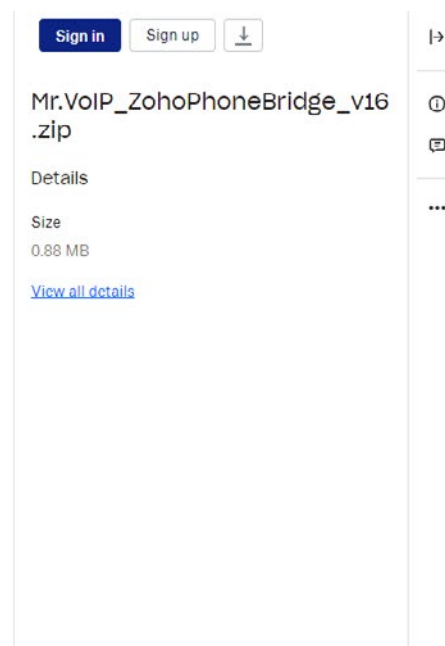
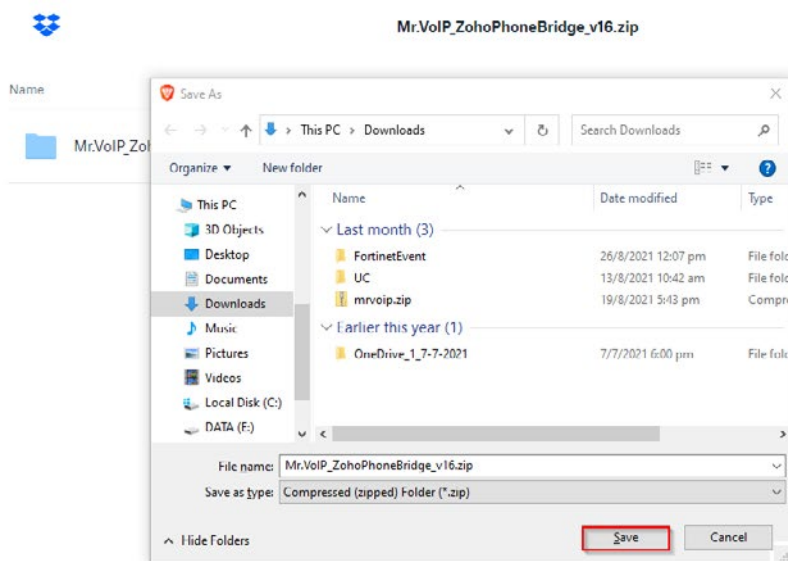
1. Login to Omnichannel



2. Download Mr.VoIP files



3. Select the correct version files and click on the button to download the files.
4. Select "Direct download".



5. Select the location where you want to save the file. Click Save to proceed.

STEP 3: Deploying Mr.VoIP server

3.1 Extract the File

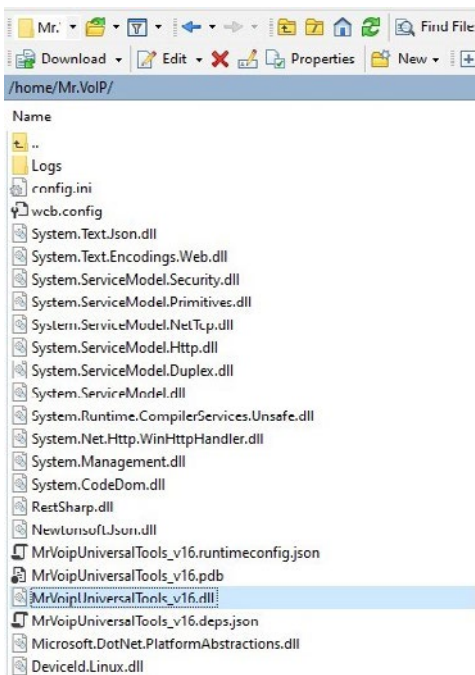
1. Create a folder and name it "Mr.VoIP" in the home directory.

Syntax: `mkdir Mr.VoIP`

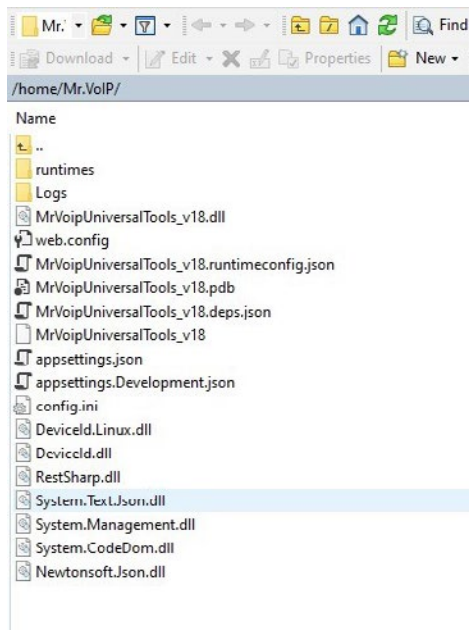
2. Copy the downloaded file and extract it to the Mr.VoIP folder.

Syntax: `Unzip Mr.VoIP_ZohoPhoneBridge_Mr.VoIP.zip`

V16 Sample Files



V18 Sample Files



3.2 Update the Configuration File

1. Open the configuration file (config.ini) and update the Zoho URL.

a. Use the following addressed according to your location.

Europe Countries : <https://accounts.zoho.eu>

Australia : <https://accounts.zoho.com.au>

India : <https://accounts.zoho.in>

Other Countries : <https://accounts.zoho.com>

2. Once updated, save the configuration file and close.

```
[URL]
url=http://*:5010

[RECORDING]
Path=/var/lib/3cxpbx/Instance1/Data/Recordings

[RECORDINGURI]
recurl=https://<3CX_FQDN>:5001/#/download_record/

[CRMURI]
crmurl=https://accounts.zoho.com

[APIURL]
apiurl=https://www.zohoapis.com
```

3.3 Register for a Mr.VoIP license

1. From the Client Console, run the following syntax:

```
cd/home/Mr.VoIP
```

```
dotnet MrVoipUniversalTools_v16.dll
```

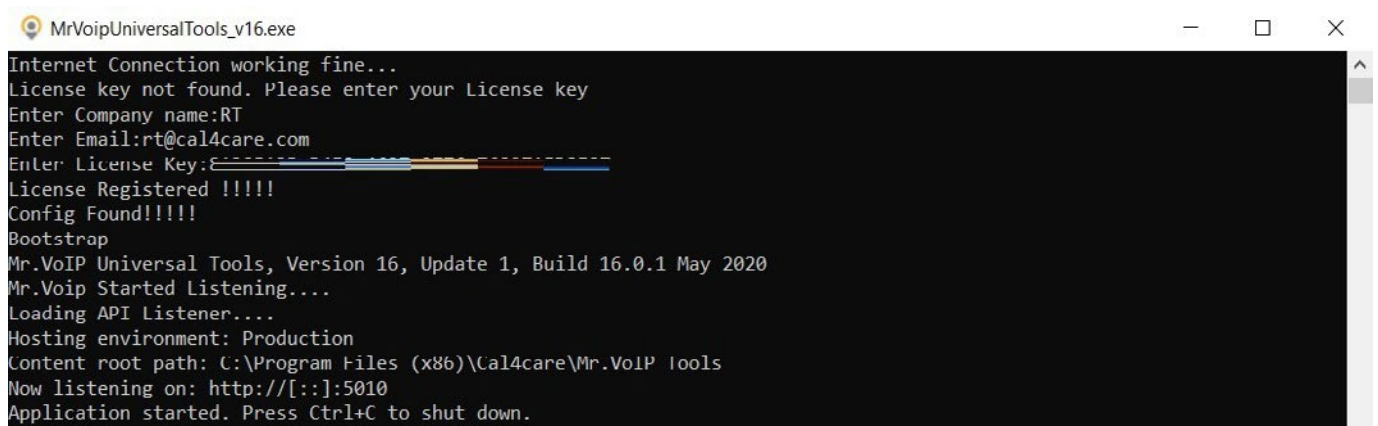
For version 18, use the following:

```
dotnet MrVoipUniversalTools_v18.dll
```



```
MrVoipUniversalTools_v16.exe
Internet Connection working fine...
License key not found. Please enter your License key
Enter Company name:RT
Enter Email:rt@cal4care.com
Enter License Key:
```

2. Enter the following information for registration: Company Name, Email and 3CX License Key. If the license key is invalid or expired, it will display an error message "License key not found. Please enter your License key".



```
MrVoipUniversalTools_v16.exe
Internet Connection working fine...
License key not found. Please enter your License key
Enter Company name:RT
Enter Email:rt@cal4care.com
Enter License Key: [redacted]
License Registered !!!!!
Config Found!!!!
Bootstrap
Mr.VoIP Universal Tools, Version 16, Update 1, Build 16.0.1 May 2020
Mr.Voip Started Listening...
Loading API Listener...
Hosting environment: Production
Content root path: C:\Program Files (x86)\Cal4care\Mr.VoIP tools
Now listening on: http://[::]:5010
Application started. Press Ctrl+C to shut down.
```

3. Once all details are entered correctly, you will see the above message. The license has been registered successfully and Mr.VoIP is up and running.

Note: 3CX licenses can be purchased from Cal4Care Pte Ltd by sending an email to sales@mrvoip.com.

STEP 4: Runnig Mr.VoIP as a Systemd Service

1. From the same client console, press CTRL+C to shut down the application.
2. Go to the location etc/systemd/system.
3. Create a new file name "mrvoip.service".
4. Copy and paste the below content into the file. Please take note of the version that's being used.

Version 16

```
[Unit]
Description=ZohoMrVoIP Service

[Service]
WorkingDirectory=/home/Mr.VoIP
ExecStart=/usr/bin/dotnet /home/Mr.VoIP/MrVoipUniversalTools_v16.dll
Restart=always
RestartSec=3

[Install]
WantedBy=multi-user.target
```

Version V18

```
[Unit]
Description=ZohoMrVoIP Service

[Service]
WorkingDirectory=/home/Mr.VoIP
ExecStart=/usr/bin/dotnet /home/Mr.VoIP/MrVoipUniversalTools_v18.dll
Restart=always
RestartSec=3

[Install]
WantedBy=multi-user.target
```

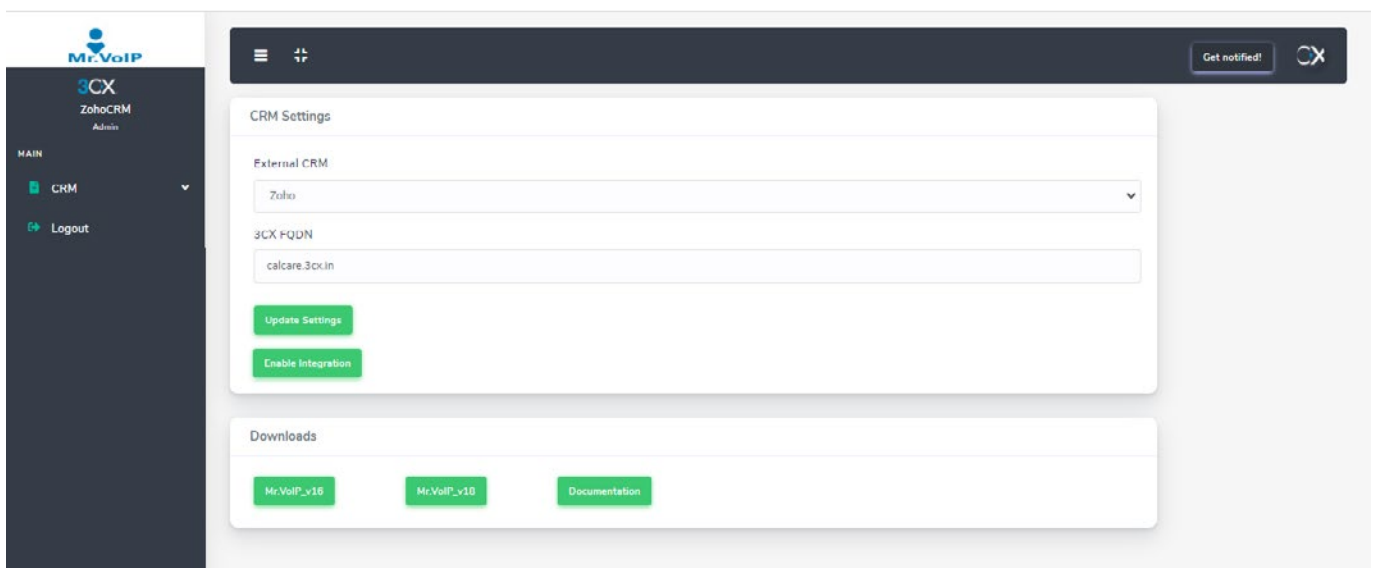

5. Save the file and run the following syntax to start up the service:



```
● mrvoipnew.service - Omni Demo Service
   Loaded: loaded (/etc/systemd/system/mrvoipnew.service; enabled; vendor preset: enabled)
   Active: active (running) since Thu 2021-08-26 16:01:46 +08; 1 weeks 0 days ago
 Main PID: 28430 (dotnet)
   Tasks: 23 (limit: 4915)
  CGroup: /system.slice/mrvoipnew.service
          └─28430 /usr/bin/dotnet /home/MrVoIP/MrVoipUniversalTools_v16.dll
```

6. Now you will see that the mrvoip.service is loaded and active (as shown above - V16).

STEP 5: Authorize Zoho through OmniChannel



1. From your Omnichannel dashboard, navigate to CRM > Zoho > CRM Settings
2. Enter the 3CX FQDN. (example: xxxxx.3cx.com)
3. Click on Update Settings
4. Settings > Telephony > Install “Mr. Voip”
5. Click on Enable Integration

Telephony MarketPlace **Installed**

Mr.VoIP
[Details](#) [Uninstall](#)



Cal4care

Cal4care would like to access the following information.

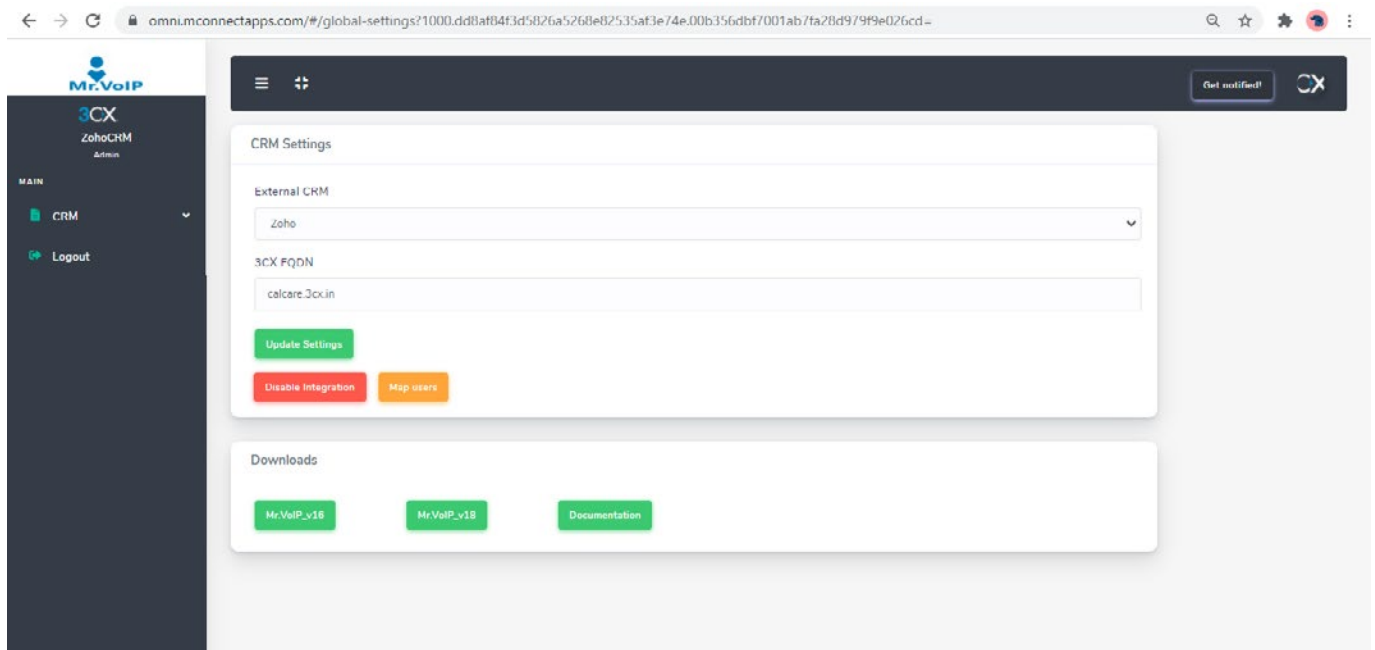
Z PhoneBridge Zoho CRM - C4C

- ✓ Allow to log your calls inside Zoho
- ✓ To view user details to map them against their phone number/extension
- ✓ To View the information associated with the caller/callee

By clicking the "Accept" button you allow Cal4care to access data in your Zoho account.

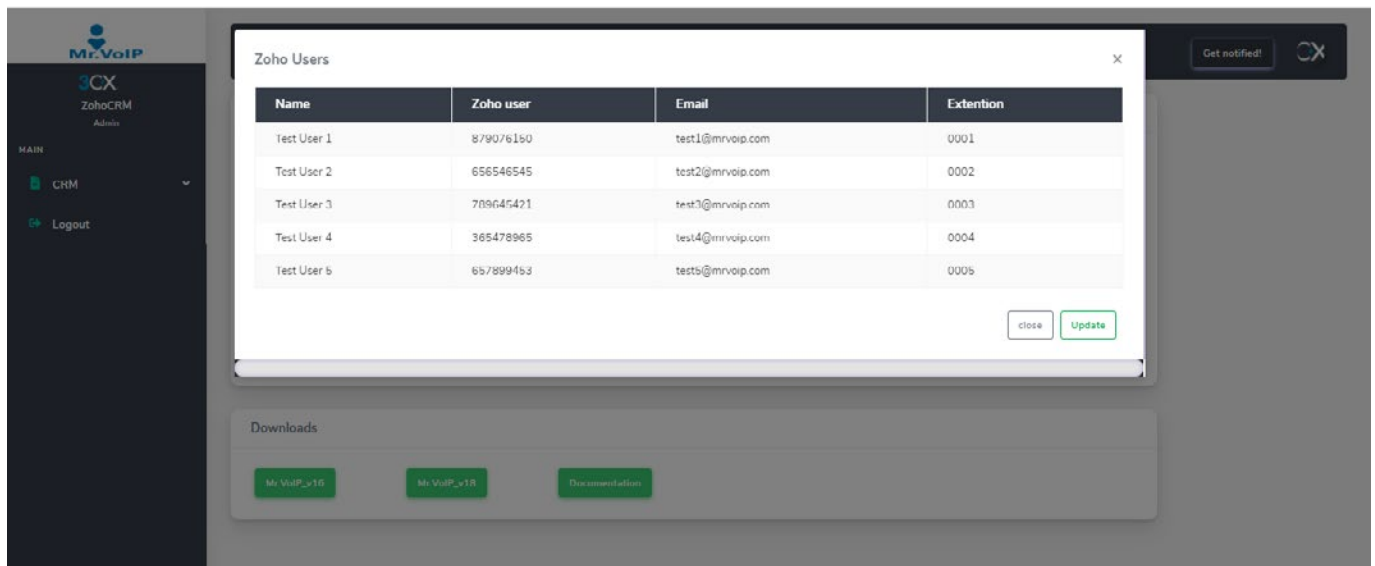
[Accept](#) [Reject](#)

6. You will be redirected to Zoho for authorization. Click "Accept".



7. Once authorized, you will be redirected to the Omnichannel with complete configuration.

STEP 6: Map Zoho User to 3CX

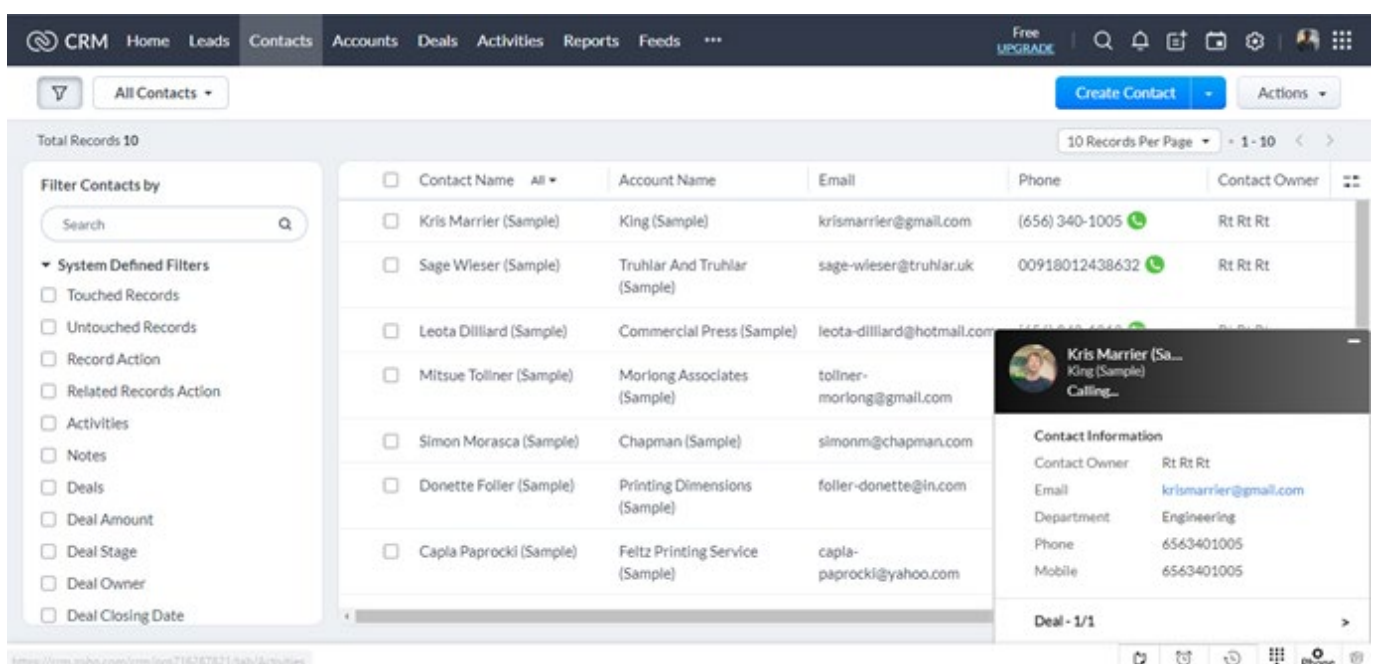


1. From the Omnichannel interface go to CRM Settings > Map Users.
2. Provide the agent's 3CX extension number in the extension field.
3. Click "Update" to map the user.

STEP 7: Test Integration

Login to your Zoho and make a test call.

INCOMING CALL



ANSWERING A CALL

The screenshot shows a CRM interface with a navigation bar at the top containing 'CRM', 'Home', 'Leads', 'Contacts', 'Accounts', 'Deals', 'Activities', 'Reports', and 'Feeds'. A 'Free UPGRADE' badge is visible in the top right. Below the navigation bar, there's a filter dropdown set to 'All Contacts' and buttons for 'Create Contact' and 'Actions'. The main area displays a table of 10 records. A sidebar on the left offers 'Filter Contacts by' options, including 'System Defined Filters' like 'Touched Records', 'Untouched Records', 'Record Action', 'Related Records Action', 'Activities', 'Notes', 'Deals', 'Deal Amount', 'Deal Stage', 'Deal Owner', and 'Deal Closing Date'. A call log for 'Kris Marrier (Sample)' is open, showing contact information (Owner: Rt Rt Rt, Email: krismarrier@gmail.com, Department: Engineering, Phone: 6563401005, Mobile: 6563401005) and a 'Deal - 1/1' link.

Contact Name	Account Name	Email	Phone	Contact Owner
<input type="checkbox"/> Kris Marrier (Sample)	King (Sample)	krismarrier@gmail.com	(656) 340-1005	Rt Rt Rt
<input type="checkbox"/> Sage Wieser (Sample)	Truhlar And Truhlar (Sample)	sage-wieser@truhlar.uk		Rt Rt Rt
<input type="checkbox"/> Leota Dilliard (Sample)	Commercial Press (Sample)	leota-dilliard@hotmail.com		
<input type="checkbox"/> Mitsue Tollner (Sample)	Morlong Associates (Sample)	tollner-morlong@gmail.com		
<input type="checkbox"/> Simon Morasca (Sample)	Chapman (Sample)	simonm@chapman.com		
<input type="checkbox"/> Donette Foller (Sample)	Printing Dimensions (Sample)	foller-donette@in.com		
<input type="checkbox"/> Capla Paprocki (Sample)	Felz Printing Service (Sample)	capla-paprocki@yahoo.com		

REJECTING A CALL

The screenshot shows a red prohibition sign (a circle with a diagonal slash) next to the text 'Dialed number is busy'. Below this message is a 'Done' button.

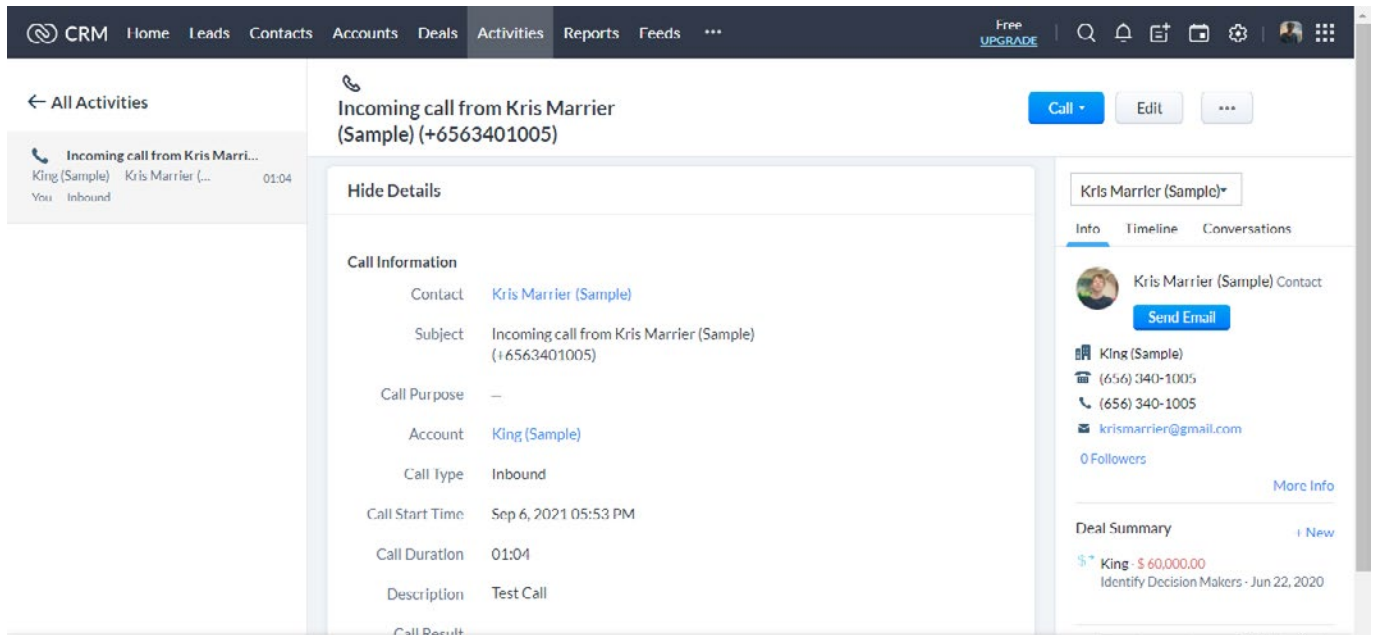
ENDING A CALL

The screenshot shows the same CRM interface as above, but with a 'Call Disposition' window open for 'Kris Marrier (Sample)'. The window shows a 'Description' of 'Test Call' and a 'FollowUp Action' section with an 'Add' button. A 'Done' button is also visible at the bottom of the window. The call log shows a duration of '01:04'.

Contact Name	Account Name	Email	Phone	Contact Owner
<input type="checkbox"/> Kris Marrier (Sample)	King (Sample)	krismarrier@gmail.com	(656) 340-1005	Rt Rt Rt
<input type="checkbox"/> Sage Wieser (Sample)	Truhlar And Truhlar (Sample)	sage-wieser@truhlar.uk	00918012438632	Rt Rt Rt
<input type="checkbox"/> Leota Dilliard (Sample)	Commercial Press (Sample)	leota-dilliard@hotmail.com		
<input type="checkbox"/> Mitsue Tollner (Sample)	Morlong Associates (Sample)	tollner-morlong@gmail.com		
<input type="checkbox"/> Simon Morasca (Sample)	Chapman (Sample)	simonm@chapman.com		
<input type="checkbox"/> Donette Foller (Sample)	Printing Dimensions (Sample)	foller-donette@in.com		
<input type="checkbox"/> Capla Paprocki (Sample)	Felz Printing Service (Sample)	capla-paprocki@yahoo.com		

CALL ACTIVITY

Displayed after the call has ended or been rejected.



The screenshot displays a CRM interface with a dark navigation bar at the top containing 'CRM', 'Home', 'Leads', 'Contacts', 'Accounts', 'Deals', 'Activities', 'Reports', and 'Feeds'. A 'Free UPGRADE' badge is visible in the top right. The main content area is titled 'Incoming call from Kris Marrier (Sample) (+6563401005)' and includes 'Call', 'Edit', and a menu icon. A 'Hide Details' button is present. The 'Call Information' section lists: Contact: Kris Marrier (Sample), Subject: Incoming call from Kris Marrier (Sample) (+6563401005), Call Purpose: —, Account: King (Sample), Call Type: Inbound, Call Start Time: Sep 6, 2021 05:53 PM, Call Duration: 01:04, and Description: Test Call. A right-hand sidebar shows contact details for Kris Marrier (Sample), including a 'Send Email' button, phone numbers (656) 340-1005 and (656) 340-1005, email krismarrier@gmail.com, and 0 Followers. A 'Deal Summary' section shows a deal for King valued at \$60,000.00, titled 'Identify Decision Makers - Jun 22, 2020'.

CRM Home Leads Contacts Accounts Deals Activities Reports Feeds Free UPGRADE

← All Activities

Incoming call from Kris Marrier (Sample) (+6563401005) Call Edit

Hide Details

Call Information

Contact: Kris Marrier (Sample)

Subject: Incoming call from Kris Marrier (Sample) (+6563401005)

Call Purpose: —

Account: King (Sample)

Call Type: Inbound

Call Start Time: Sep 6, 2021 05:53 PM

Call Duration: 01:04

Description: Test Call

Call Result:

Kris Marrier (Sample) Info Timeline Conversations

Kris Marrier (Sample) Contact Send Email

King (Sample) (656) 340-1005 (656) 340-1005 krismarrier@gmail.com 0 Followers More Info

Deal Summary New

King - \$60,000.00 Identify Decision Makers - Jun 22, 2020