Manual for setting of Bitrix24 and IP-PBX Yeastar S-series integration via AMI

Manual to the version 1.6 dd. 15.12.2020

This manual describes the setting of integration via AMI. The manual for setting of integration via API (Yeastar S50 and later versions) can be downloaded here.

To set up the integration you need:

- **IP-PBX S-Series** (S20, S50, S100, S300) with the installed latest updates
- **Static IP-address** (it is purchased from your internet service-provider)
- **Bitrix24 Cloud-version or box-version** in any version
- You need a valid **SSL-certificate** for Bitrix24 box-version

Important notes:

- The integration module supports the **internal numbers with up to 4 signs inclusive**
- PBX must be configured for the work with international phone number formats such as +XXXXXXXXX

How the integration works:
The application realizes the connection between AMI and the database of your IP-PBX Yeastar S-series and REST API of your Bitrix24, and also converts the files with audio records of conversation from the format wav (the records of conversations are created on IP-PBX Yeastar only in format wav) into the format mp3 (Bitrix24 accepts recordings only in the format mp3) on the side of your server. This realization allows you to remove a significant load from the IP-PBX processor, which allows Bitrix24 to be integrated even on the youngest model of IP-PBX Yeastar S20.

It is necessary to understand that voice traffic SIP does not extend beyond your PBX. Bitrix24 transfers only: the API requests to rise the call card, the phone number and records of conversations.

Content

1. IP-PBX Yeastar settings

1.1 Network services settings

Open the PBX admin panel and go to the section **Settings – System – Security**, than go to the tab **Network services** and set up the following:

- Tick the line **enable FTP**

- Tick the line **enable AMI**

- Change the standard **Username** and **Password** (*these username and password should be registered in the module settings on the side of Bitrix24*)

- Enter the IP-address **178.172.236.24** and mask **255.255.255.255** in the appeared window **Allowed IP/ Mask**
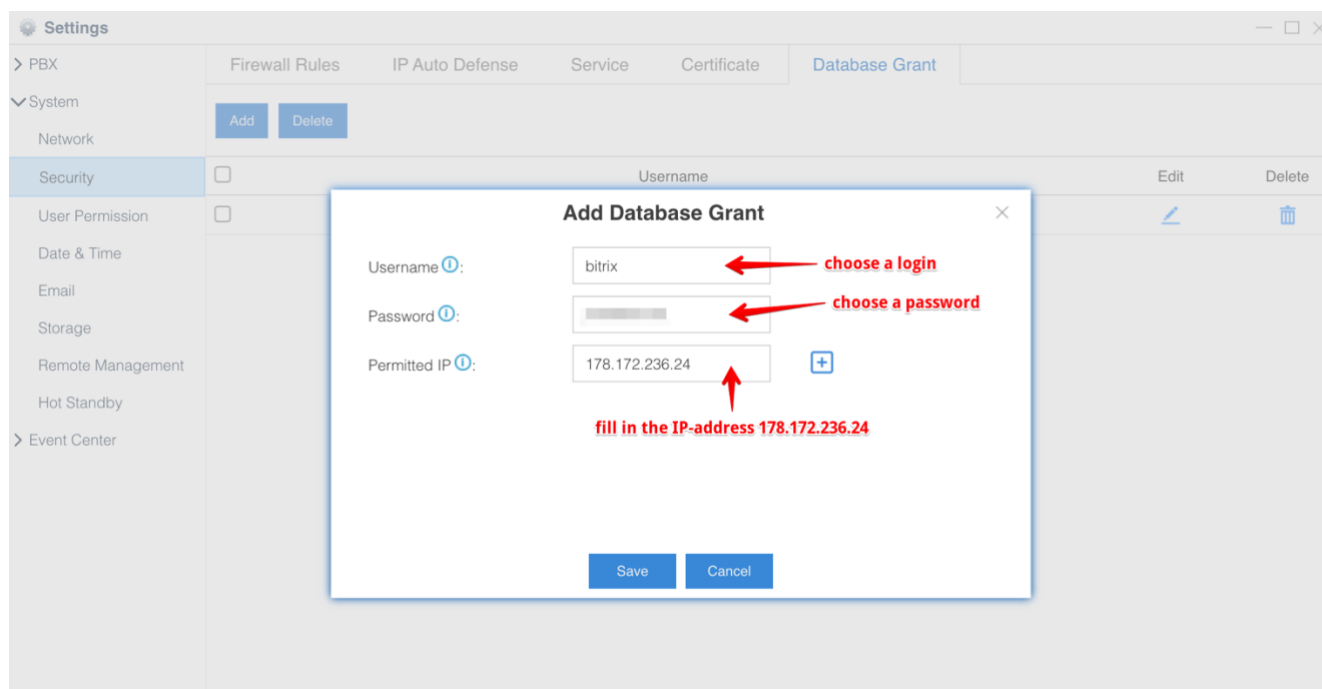
- Click "Save"

1.2 Database access settings

In the same section **Settings – System – Security** open the tab **Database access** and click the button **Add**

Fill in the following fields in the opened window:

- **User name** – choose a login for the access to the database
- **Password** - choose a password for the access to the database
- **Allowed IP** – fill in here the IP-address **178.172.236.24**

    Click "Save"

1.3 Storage settings

*Open the section **Settings – System – Storage** and open the tab **File Share***

Tick the lines **Enable File Sharing** and **Enable FTP File Sharing** and click **Save.**

2. Router settings

To connect the telephony module with your PBX, you need a **static IP-address** and the following three ports should be forwarded through NAT to PBX:

- **5038 TCP** – for access to AMI Yeastar
- **21 TCP** – for access to FTP Yeastar
- **3306 TCP** –for access to database CDR Yeastar

Safety notes! We recommend opening these ports only for IP-address of the telephony server 178.172.236.24

Interface of settings of ports forwarding differs depending on the router used in your network. You can find the current manual on port forwarding for your router on the internet.

3. Bitrix24 settings

3.1 Module installation

Module is installed from the Bitrix24 application directory
https://www.bitrix24.com/apps/?app=atevi.yeastar . After installation, the module can be tested within 30 days for free.

3.2 Outgoing line settings in Bitrix24

When the application is installed, go to the Bitrix24 telephony main settings and choose the application "Yeastar" as the main direction for outgoing calls.

To do this, add **/telephony/configs.php** in the browser address bar after your Bitrix24 address

For example, if your Bitrix24 address is https://mycompany.bitrix24.com/ , you will get the link https://mycompany.bitrix24.com/telephony/configs.php
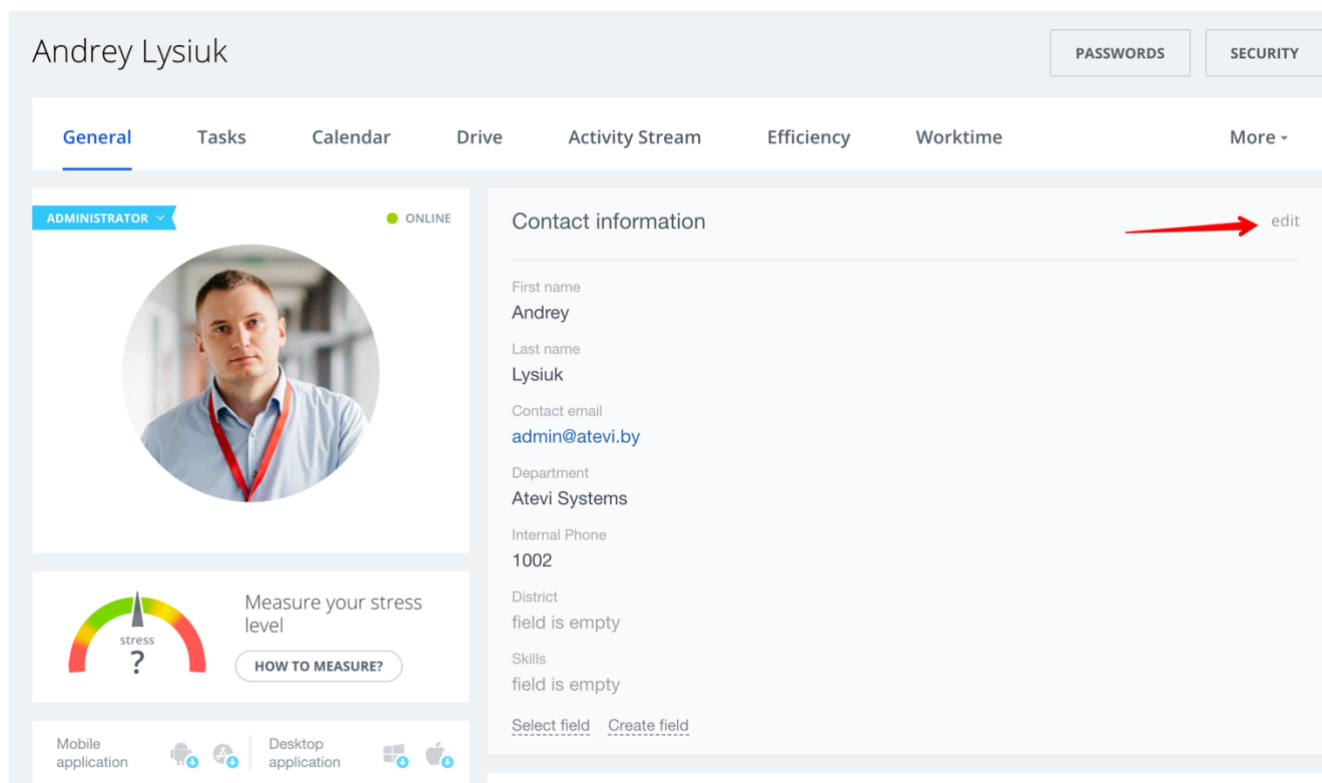
3.3 Settings of the internal numbers of the users

The next step of the setting is to register in **the profile of each user of your Bitrix24 who will use telephony**, his personal internal number on your PBX.

To do this, open an employee profile, click "edit" in the block "Contact information.
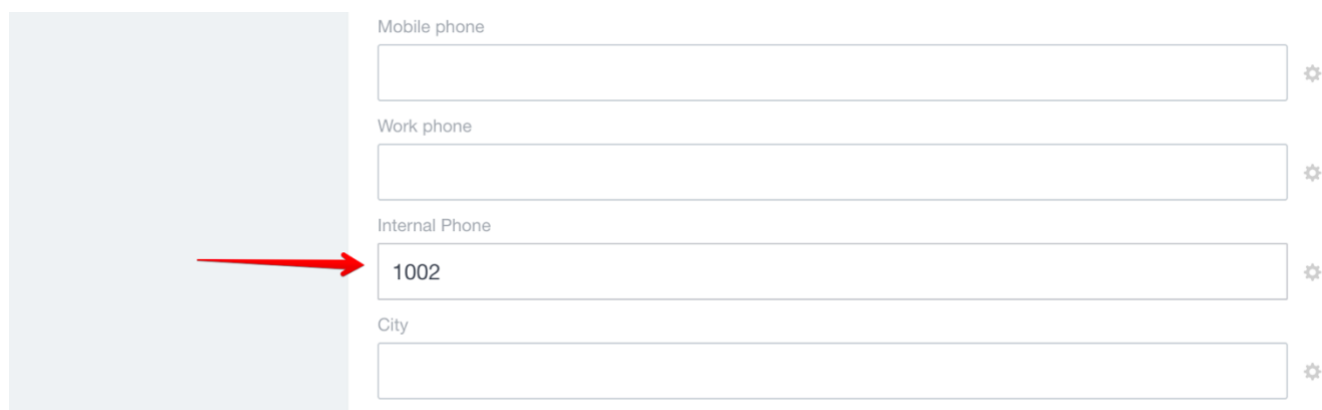
Click "Internal phone" and enter there the internal phone number of the employee, click "Save".

Repeat this operation with each user of your Bitrix24, who will use the telephony

3.4 Yeastar module settings

Find left in the main menu of your Bitrix24 the clause "Applications". On the page that opened, find in the upper menu the clause "Yeastar" (if the clause "Yeastar" is not available, click the link "More" at the top right and find in the drop-down list the clause "Yeastar"). Go to the tab "Settings" and fill out the three settings blocks:

3.4.1 Settings of the connection to AMI Yeastar
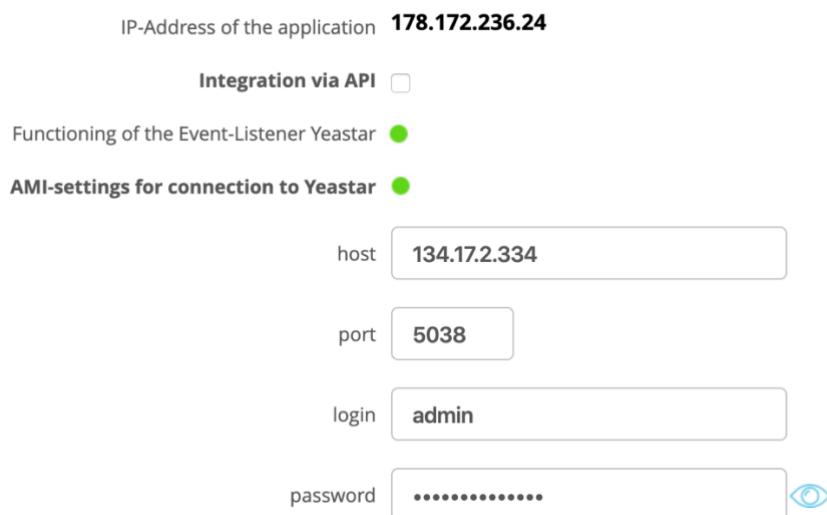
- **Integration via API** – when setting up the integration via AMI, this parameter should not be selected. The manual for settings the integration via API is here.
- **Functioning of the Event-Listener Yeastar** – this indicator shows the connecting status of the integration module to your IP-PBX Yeastar. After saving the settings, the integration module connects to your IP-PBX Yeastar (provided that the settings block for connection to AMI is green) not immediately, but within 1 minute. If after some minutes after saving the settings (you need to manually reload the module integration page in browser) the green indicator does not appear – it is recommended to restart the PBX.
- **AMI settings for connecting to Yeastar** – this indicator shows the status of AMI connection of your IP-PBX to the application server. The green status indicates that connection port to AMI is opened, and the specified data for connecting to AMI are relevant.
- **host** – your static IP address
- **port** – 5038 is a standard port for access to AMI, do not change it
- **Login and password** - fill in the user name and the password specified by you in the PBX settings (*Settings – System – Security – Network services*) see the manual p.1.1. By default (if you do not change the settings) the login is *admin*, the password is *password*.

If your IP-PBX temporarily was unavailable or was reloaded, it is necessary to re-connect manually the integration port to IP-PBX by clicking "Save" button at the bottom of the settings page. If you don't do it, the integration module will automatically re-connect to the IP-PBX 10 minutes after the events from your IP-PBX will stop to come.

3.4.2. Settings of the FTP access to Yeastar
- **host** – your static IP address
- **port**– 21 is a standard port for access to FTP
- **login** – standard login **support**
- **password** – standard password **iyeastar**
- **Path to folders with records files *** – standard path when storing call recording files on an SD card inserted into an IP PBX **/ftp_media/mmc/autorecords/**

Settings of FTP-access to Yeastar ●

host	134.17.2.334
port	21
login	support
password	●●●●●●●●●●●● 👁
Path to folders with records files	/ftp_media/mmc/autorecords/

* The screenshot above shows an example of the field "Path to the folder with records files" for the case, when the conversation records are stored on the card inserted into в IP-PBX TF/SD: /ftp_media/mmc/autorecorders/

If the conversation records of your IP-PBX are stored on the separate network drive, it is necessary to arrange FTP access to this network drive and set the appropriate access parameters to the FTP server. In this case, the path /autorecords/ should be set in the field "path to the folder with records files", because when connecting your IP-PBX via FTP, it will automatically create the /autorecords/ folder in the connected folder and will store all call records there.

3.4.3 Settings of the CDR Yeastar database access
- **host** – your static IP address
- **port**– 3306 is a standard port for access to the database, dыo not change it
- **Login** and **password** - enter the user name and the password specified by you in the settings *(Settings – System – Security – Database access) see the manual p.1.2.*

Access -setting to the date base CDR Yeastar ●

host	134.17.2.334
port	3306
login	bitrix
password	●●●●●●●● 👁

3.4.4 Settings of the internal numbers of the employees

In the section "employees' internal numbers" enter the short internal numbers of the employees, who use Bitrix24 CRM. Enter only one number in each field. Integration will work only with internal numbers specified in this section.

The internal numbers of the employees (the number should consists of no more than 4 figures)

Number 1 [⬍]

Number 2 [⬍]

Number 3 [⬍]

Number 4 [⬍]

Number 5 [⬍]

Number 6 [⬍]

Number 7 [⬍]

Number 8 [⬍]

The standard version of the module supports the integration of up to 30 internal numbers.

3.5 Symbols of the connection status

For simple and quick acceptance of information on the connection status to individual integration services (AMI, FTP, connection to the database), the following graphical symbols of the connection status are entered in the module settings:

🔴 **No connection**

🟠 **Not all data required for connection has been entered.**

🟢 **Everything is OK**

Please, be reminded, that the state of connection indicators changes only in case of manual reload of settings page in browser.

3.6 Technical assistance

To get a technical assistance on module configuration, find in the main menu of your Bitrix24 the clause "Applications". On the page that opened, find in the upper menu the clause "Yeastar" (if the clause "Yeastar" is not available, click the link "More" at the top right and find in the drop-down list the clause "Yeastar"). Go to the tab "Technical assistance" and fill out the appropriate fields:

≡ DESCRIPTION   ⚙ SETTINGS   📊 STATISTICS   ◌ TECHNICAL ASSISTANCE   </> DEVELOPER

Request to the department of technical assistance

Tariff Bitrix24*	Cloud: Project
Problem*	The call card did not rise
The direction of the call*	Outgoing
Client's phone number*	
Call's date and time*	
Your email*	
Comments*	

Please be noted that You can create a request for technical support only through a form, located in tab "technical assistance" in the application or e-mail yeastar-support@atevisystems.com (indicating URL-address of your Bitrix24). Telephone consultations on setting up the application are not carried out.

3.7 Payment for the app

We accept online payments via Visa, MasterCard, and also Apple Pay and Samsung Pay services.

Detailed instructions on how to make a payment for the app can be [found here](#).

All summary information about your license type, expiring date, and renewal history can be found in the app in the "Payment" tab.

≡ DESCRIPTION	⚙ SETTINGS	📊 STATISTICS	↻ TECHNICAL ASSISTANCE	🖶 PAYMENT	</> DEVELOPER

Payment

Tariff information:

Tariff:	Bitrix24 Integration with Yeastar S-Series IP-PBX up to 30 internal numbers
Expiring date:	11.12.2022 RENEW

History

Period	Action	License	Order№	Amount	User ⍰
11.12.2020 - 11.12.2022	Renewal	Bitrix24 Integration with Yeastar S-Series IP-PBX up to 30 internal numbers (1 year)	BY20193	756 USD	yeastar@atevisystems.com
11.11.2020 - 09.12.2020	Demo	Demo license up to 30 internal numbers (1 month)	-	-	-

Any questions that may arise when completing an order can be asked via the online chat on https://my.atevi.by/en/ or by e-mail yeastar-support@atevisystems.com