Pre-Requisites

General

- xCALLY details: IP address and port
- User name and password for Agent configuration access

Software

The following software is required for the installation of the Multichannel Phonebar Application:

- Other Software Pre-Requisites

  The following software items are pre-requisites for the Multichannel Phonebar. If not already installed, the Phonebar installer will attempt to download and install these items before allowing Phonebar installation: If the user PC is not able to connect to the internet, the pre-requisites must be manually pre-installed. The necessary files can be download from Mircrosoft (http://download.microsoft.com). Ensure that you download the full package for each rather then just the initial installer setup package.

- **Microsoft .NET Framework 4.5.2** (NDP452-KB2901907-x86-x64-AllOS-ENU.exe)
- **Microsoft Visual C++ 2005 Redistributable Package (x86)** (vcredist_x86.exe)

> **Important notice**
>
> If you run the Motion bar on **Windows 7**, it's particularly important that you install the above vcredist_x86.exe

- Enable **Microsoft .NET Framework 3.5** in Control Panel (**Note:** Must have administrative rights)

  You can enable the .NET Framework 3.5 through the Windows Control Panel. This option requires an Internet connection.

  1. Press the Windows key Windows ⊞ on your keyboard, type "Windows Features", and press Enter. The Turn Windows features on or off dialog box appears.
  2. Select the .NET Framework 3.5 (includes .NET 2.0 and 3.0) check box, select OK, and reboot your computer if prompted.
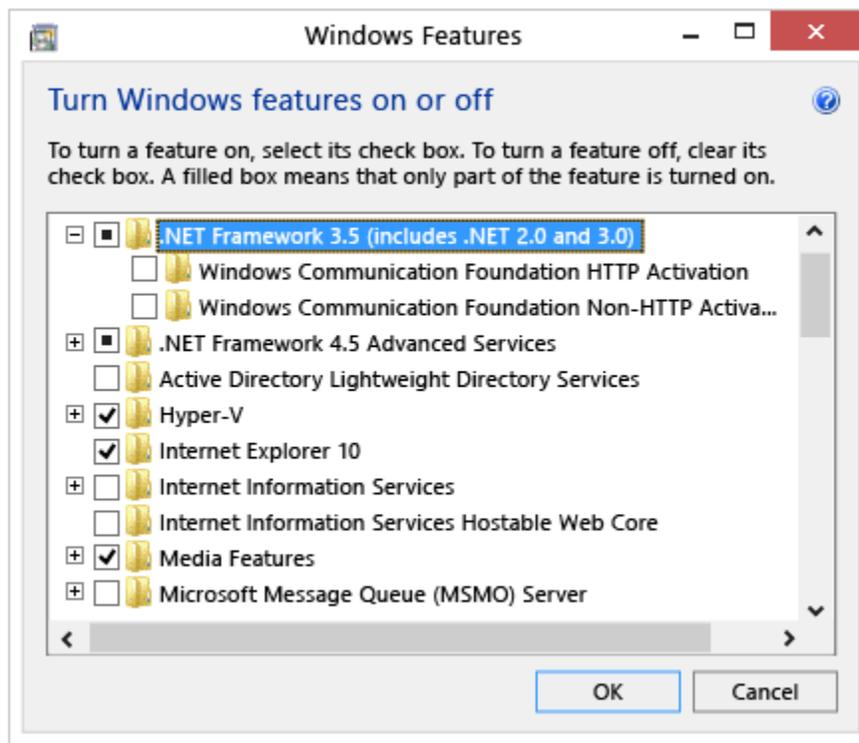
You don't need to select the child items for Windows Communication Foundation (WCF) HTTP Activation and Windows Communication Foundation (WCF) Non-HTTP Activation unless you're a developer or server administrator who requires this functionality.

If you encounter errors during the .NET Framework 3.5 installation please refer to the following pages:

User PC Requirements

The following are the minimum and recommended requirements for Multichannel Phonebar.

Features	Requirements
Processor	Minimum: Pentium 4 2.4 GHz or equivalent. Optimal: Intel Core 2 Duo or equivalent.
Memory	Minimum: 1 GB RAM Optimal: 2 GB RAM
Hard Disk Space	50 MB
Operating System	Microsoft Windows 8 Microsoft Windows 10
Connection	IP network connection (broadband, LAN, wireless)
Sound Card	Full-duplex, 16-bit or use USB headset

The Motion Phonebar is available only for Windows.

If you have other OS you can use external SIP phones and log into the XCALLY Motion Agent web interface.

Here some SIP phones for Linux:

https://jitsi.org/
http://www.linphone.org/
http://www.ekiga.org/

Multimedia Device Requirements

The Multichannel Phonebar require both speakers and a microphone to make calls. Any of the following configuration are acceptable:

- External speakers and microphone
- Built-in speakers and microphone
- Dual-jack multimedia headset
- USB multimedia headset.
- USB phone

Firewall

Remember you will need at least ALL the following **open** ports to/from your XCALLY Motion **server** and your **agent** phone bar.

TCP: **22, 80, 443, 5060, 5061**

UDP: **5060**, **5061** and the whole range from **UDP 10000 up to 20000 included**

ICMP: open! You need to be able to ping your XCALLY server from the agent computers

Please look also at the CentOS **iptables** rules and modify those in the file: **/etc/sysconfig/iptables** adding new IP addresses where and when you need. The command **service iptables restart** will apply the new rules you have modified.
The following commands will **stop** and **remove** your **iptables firewall** - in case you would like to prefer to manage the **security** with

another external **firewall:**
service iptables stop
chkconfig iptables off

NAT

When you install the **XCALLY server behind NAT**, you need to properly setup the parameters **externip** and **localnet** (otherwise you will probably have no audio properly working)

You can setup those parameters inside the Web section **Settings** - **Network**

Suppose you have the following network details on your **AMAZON AWS XCALLY server:**
Private IP address and **mask** configured inside the Linux machine = **192.168.5.37** mask **255.255.255.0** (**ifconfig** Linux command to check)
Public IP address to reach the server = **54.233.4.6**

It means you will need to configure the following Settings - Network parameter on the XCALLY MOTION interface:
externip: **54.233.4.6**
localnet: **192.168.5.0** mask **255.255.255.0**

You **DO NOT need** to setup **externip** or **localnet** if the **XCALLY server is NOT** behind a **NAT**