

General

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General Settings

⚙️ General Settings		✓ SW Update
Field	Value	Description
Organization	XCALLY SHUTTLE	Organization
Email	name@company.com	Email address
Domain	http://xxx.xxx.xxx.xxx/	Domain
Language	English	The default language
Date Format	31.05.2016	Date format
Time Format	10:44:25	Time format
Recordings Custom Path (/var/www/html/)	myrecordings	Set the symbolic link to use as alternative recordings folder. Click here for more info
Secure Connection	No	Enable the web interface secure connection. Click here for the Phonebar instructions.
Session Timeout (seconds)	3600	Session timeout (sec)
After Call Working (DEPRECATED)	No	DEPRECATED, use the after call working option in the queue advanced settings
Header Logo	<input type="text"/> Select file 	Logo for the header. Max size: 5 Mb. File type allowed: jpg, png. Suggested dimensions: 200px x 20px.
Login Logo	<input type="text"/> Select file 	Logo for the login page. Max size: 5 Mb. File type allowed: jpg, png.
Secure Password	No	Secure Password (UpperCase, LowerCase, Number/SpecialChar and min 8 Chars)
Show Charts	No	Show/Hide charts in Dashboard and Realtime section

In the General section there are some parameters about the xCally Shuttle platform:

- *Name of the Organization* which uses it
- *Email reference*
- *xCally Shuttle Domain*
- *preferred Language*
- *Date and Time Format*
- [Recording Custom Path](#)
- *Secure Connection*, to set XCALLY in the https secure connection. Please see how to [Enable Secure Connection](#) correctly
- *Session Timeout*, that represents the seconds of inactivity after which the alert of disconnection of the user will be displayed
- *After Call Working*, now DEPRECATED. You can define it into the Queues -> Advanced Settings (Smart ACW)
- you can upload your *custom Logo* for the Header and the Login Page.
- Secure password: if set to Yes, the Account password must follow these rules: UpperCase, LowerCase, Number/SpecialChar and min 8 Chars.
- Show charts: show (if set to Yes) or hide (if set to No) charts in Dashboard and Realtime section.

 On the General Settings Tab you can find the **SW Update** button useful to update the xCALLY version.

⚙️ xCALLY SHUTTLE v. 2.4.14 < Back

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⚙️ General Settings

✓ SW Update

Default

General **Default** License Socket Asterisk Manager Asterisk Network Advanced Cronjob Outbound

Default Settings

Field	Value	Description
Recording Format	Inactive	Recording format
Max Preview	20	Max records on report's preview
Records per page	1000	Records per page on report's results
Auto Answer	No	Default autoanswer value
Auto Answer Timer	0	Default autoanswer timer
Show Auto Answer	No	Show/Hide the autoanswer option in the phonebar settings. Phonebar restart is required.
Specifies the typology of SIP	SIP	Default SIP type (SIP or WebRTC) when creating a new agent
Auto Logoff	Yes	Force the agents logoff when the browser is closed

Here you can set the default value of some useful parameters, for the entire system:

- You can enable by default the *Call Recordings*, choosing the *format* (.gsm or .wav)
- *Max Preview* and *Records per page* are related to the Analytics - Reports section, about the data disposition in the preview report and in the complete report
- the *Auto Answer* Settings:
 - if the Auto Answer is enabled,
 - the Auto Answer timer
 - if the Auto Answer option is shown to Agents on the Phonebar or not
- The default SIP type: SIP or WebRTC
- if the Auto Logoff is enabled or not.

 [Here](#) you can find info about the Auto Answer and Auto Logoff options.

Socket Settings

Here you can define the information about the Socket Server (the server to which the browsers are connected) and the Socket port.

If you edit these parameters you have to execute the `service agisquare restart` and `service xcally-realtime restart`.

General License **Socket** Asterisk Manager Asterisk Network Advanced Cronjob Outbound

Socket Settings

Field	Value	Description
Socket Server	192.168.2.57	Socket Server
Socket Port	8888	Socket Port

Asterisk Manager

Here you can set the Asterisk data (server, port, username and password of the user enabled on that Asterisk machine) and verify if the Asterisk connection is ok by clicking on the Check Connection button.

If you edit these parameters you have to execute the `service agisquare restart` and `service xcally-realtime restart`.

General License Socket **Asterisk Manager** Asterisk Network Advanced Cronjob Outbound

Asterisk Manager Settings Check Connection

Field	Value	Description
Asterisk Server	localhost	Asterisk Server
Asterisk Port	5038	Asterisk Port
Asterisk Username	xcall	Asterisk Username
Asterisk Password	xcall1234	Asterisk Password

Asterisk Network

Here you can manage some advanced Network configuration: it is possible to create a new Localnet (providing the IP Network and Netmask), new Externip (providing the IP Address) and define the STUN Address.

Suppose you have the following network details:

Local net = 192.168.5.0 mask 255.255.255.0

Public IP address = 54.233.4.6

 On Amazon AWS server, you need to configure the Asterisk Network settings

Advanced Settings

This section can be useful to set, for example, the automatic numeration of the SIP that you will create in the SIP section. If you need extensions like '1000' onwards, you can set 1000 as SIP reference value and that number will be incremented every time a new SIP is created.

General License Socket Asterisk Manager Asterisk Network **Advanced** Cronjob Outbound

Advanced Settings

For most part of deployments the default parameters in this advanced configuration are fine. Please be careful and edit the following parameters just with skilled personnel support.

Field	Value	Description
Agent Reference	21	Agent Reference
Company Reference	5	Company Reference
Project Reference	31	Project Reference
Ticket Reference	1	Ticket Reference
Queue Reference	14	Queue Reference
Sip Reference	1022	Sip Reference
Music on Hold Reference	2	Music on Hold Reference

Cronjob

Important

In order to activate the cronjob, insert the following row in the cronjob list:

in the linux console run the command `crontab -e`

`0 0 * * * wget http://x.x.x.x/cronjob/` (replace x.x.x.x. with the internal xcally server ip address).

Here you can define the time interval of the **Automatic Database Backup** and the Backup Type (Config only or Config + Logs). In order to enable this feature, you have to set the Cronjob and the Automatic Database Backup properties as Active.

Field	Value	Description
Cronjob	Active	Cronjob
Automatic Database Backup	Active	Automatic Database Backup
Interval (days)	7	Interval (days)
Backup type	Config only	Backup type Run
Send Notification Mail	No	Send Notification Mail
Cronjob Notification Mail	Empty	Cronjob Notification Mail

In the History table you can download and delete the backups. If there is not enough free memory on the disk you will see a row containing the Backup error, that means that the backup has not been created. The backups are stored in the `var/www/html/files/backup` directory

History				
Page	< 1 >	of 1 View 10 records	Found total 9 records	Search: <input type="text"/>
		Select...	Submit	
<input type="checkbox"/>	Date	Type	Size (Mb)	Action
<input type="checkbox"/>	2015-08-04 17:58:08	BACKUP ERROR - INSUFFICIENT DISK SPACE ⚠	--	Delete
<input type="checkbox"/>	2015-08-04 17:58:08	BACKUP ERROR - INSUFFICIENT DISK SPACE ⚠	--	Delete
<input type="checkbox"/>	2015-08-04 17:58:08	BACKUP ERROR - INSUFFICIENT DISK SPACE ⚠	--	Delete
<input type="checkbox"/>	2015-08-04 17:58:09	CONFIG ⚙	6.70	Delete Download
<input type="checkbox"/>	2015-08-04 17:58:10	CONFIG ⚙	6.70	Delete Download
<input type="checkbox"/>	2015-08-04 17:58:13	FULL ✔	0.00	Delete Download
<input type="checkbox"/>	2015-08-04 17:58:13	FULL ✔	15.76	Delete Download
<input type="checkbox"/>	2015-08-04 17:58:13	FULL ✔	15.76	Delete Download
<input type="checkbox"/>	2015-08-31 15:12:25	CONFIG ⚙	0.79	Delete Download

Outbound

In the Outbound tab you can set the IP Address (or hostname) and the port of the outbound service.

If you edit these parameters you have to execute the `service agisquare restart` and `service xcally-realtime restart`.

General License Socket Asterisk Manager Asterisk Network Advanced Cronjob **Outbound**

Outbound Settings		
Field	Value	Description
Outbound Server	192.168.2.57	Outbound Server
Outbound Port	10089	Outbound Port