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Guide to System Configuration

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1 About This Document


1.1 Intended Audience


This document is intended for installers and administrators of a Cheetah PBX. It is a user's guide document designed to provide you with information on configuring the system.

1.2 Conventions Used In This Document

This manual uses several conventions to help you learn to use the program quickly and easily.

Menus and dialog options that have an underlined letter in their name represent the shortcut key assigned to the menu or option. Pressing the shortcut keys assigned to the menu or option is equivalent to clicking the menu or option. For example, the following figure shows a sample menu that uses shortcut keys. Procedures in this manual reflect shortcut keys if they are available.

The Caution and Warning symbol, , indicates information or a step that could be potentially dangerous, such as a step that could permanently affect the database or a user's access to the program.

The light bulb, , indicates a tip or information that will help you in using this document.

1.3 Disclaimer

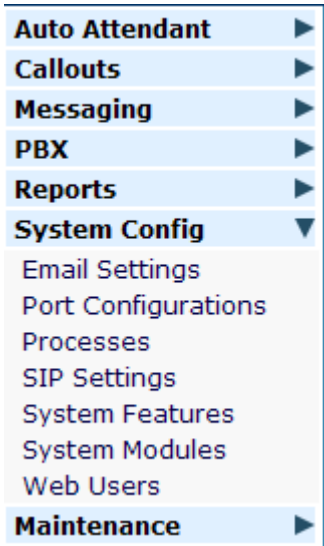
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1.4 Logging In

To log in to the System Management Console refer to the Logging In Guide.

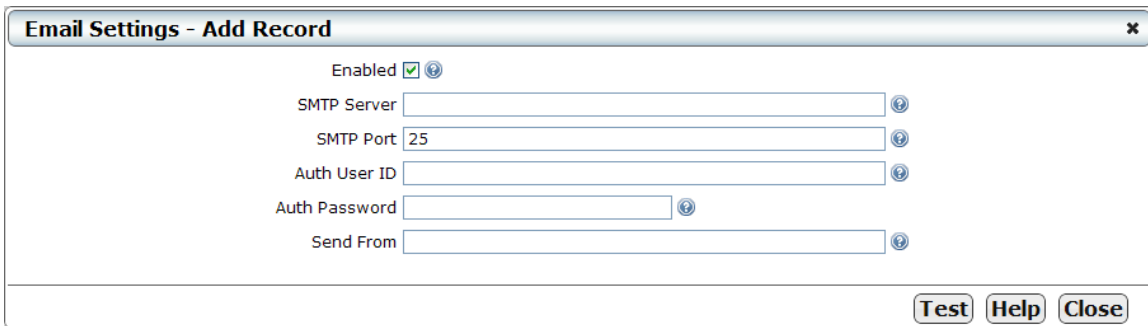
2 Configuring the System

To begin configuring the system, log into the System Management Console and click on the System Config tab featured in the left hand menu, this will reveal the System Config sub menu. The following is an image of the expanded menu:



2.1 Email Settings

To view and edit email settings click on the Email Settings item in the System Config submenu. The following is a sample image of the Email Settings dialogue box:



The following is an explanation of fields in this dialogue:

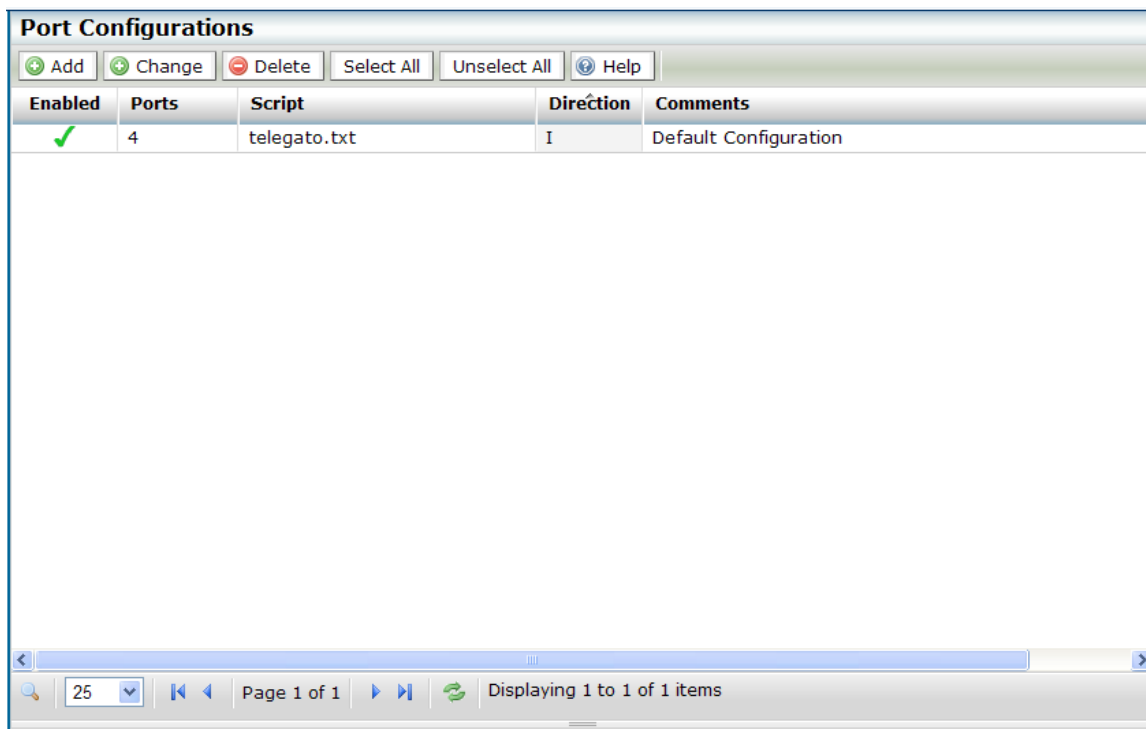
Field	Description
Enabled	Check this box when you want to enable sending of email messages
SMTP Server	URL for email server used to send email messages
SMTP Port	Port for email server used to send email messages
Auth User ID	User ID used to authenticate with SMTP server

Field	Description
Auth Password	Password used to authenticate with SMTP server
Send From	Default email account used to send email

After all values have been entered click the Submit button.

2.2 Port Configurations

To add, change, or delete port configurations click on the Port Configurations item in the System Config submenu. The following image shows a sample grid for Port Configurations:



2.2.1 Adding Port Configurations

To add a port configuration, click on the Add button. The following is a sample image of the Port Configurations dialog box:

The following is an explanation of fields in this dialogue:

Field	Description
Enabled	Check this box when you want to enable this set of ports
Number of Ports	Number of ports to start
Script to Run	Default script to run for this set of ports
Call Direction	Direction of calls for this entry
Comments	Description for this entry

After all values have been entered and selected click the Submit button.

2.2.1.1 Selecting Number of Ports

To select desired number of ports first click on the menu's down arrow which will display number options. Select desired number of ports. The following is a sample image of the number options:

2.2.1.2 Selecting Call Direction

To select desired call direction first click on the menu's down arrow which will display direction options. Select desired call direction. The following is a sample image of the call direction options:

The screenshot shows a dialog box titled "Port Configurations - Add Record". It contains several fields: "Enabled" with a checked checkbox and a help icon; "Number of ports" with a dropdown menu set to "1" and a help icon; "Script to run" with an empty text box and a help icon; "Call direction" with a dropdown menu open, showing "Inbound" and "Outbound" options, and a help icon; and "Comments" with an empty text box and a help icon. At the bottom right, there are three buttons: "Help", "Submit", and "Cancel".

2.2.2 Changing Port Configurations

To change port configurations first select a row to change then click the Change button. The following is a sample image of the Port Configurations dialogue box:

The screenshot shows a dialog box titled "Port Configurations - Edit Record". It contains several fields: "Enabled" with a checked checkbox and a help icon; "Number of ports" with a dropdown menu set to "3" and a help icon; "Script to run" with a text box containing "telegato.txt" and a help icon; "Call direction" with a dropdown menu set to "Inbound" and a help icon; and "Comments" with a text box containing "Default Configuration" and a help icon. At the bottom right, there are three buttons: "Help", "Submit", and "Cancel".

You will only be able to change the data for the row you selected. After changing desired data click the Submit button.

2.2.3 Deleting Port Configurations

To delete a port configuration first select the row(s) to delete then click the Delete button.

2.3 Processes

To add, change, or delete processes click on the Processes item in the System Config submenu. The following image shows a sample grid for Processes:

Processes						
<input type="button" value="Add"/> <input type="button" value="Change"/> <input type="button" value="Delete"/> <input type="button" value="Select All"/> <input type="button" value="Unselect All"/> <input type="button" value="Help"/>						
Enabled	Program Name	Program Directory	Command Args	Start Directory	Sequence	Wait
<input checked="" type="checkbox"/>	pbx	/zeus/bin	-s1024 -d	/zeus/bin	0	
<input checked="" type="checkbox"/>	sipcalltester	/zeus/bin	-s1024 -d	/zeus/bin	0	
<input checked="" type="checkbox"/>	vmmsgsvc	/zeus/bin	-s1024 -d	/zeus/bin	0	

25 Page 1 of 1 Displaying 1 to 3 of 3 items

2.3.1 Adding Processes

To add a process, click on the Add button. The following is a sample image of the Processes dialogue box:

Processes - Add Record

Enabled

Program Name

Program Directory

Command Args

Start Directory

Sequence

HeartBeats

HB Port

Run Once

Wait

Post Delay

Pre Delay

Minimize On Start

The following is an explanation of fields in this dialogue:

Field	Description
Enabled	Check this box when you want to enable this process
Program Name	Name of program
Program Directory	Directory where program exists
Command Args	Any command argument to be used when starting this program
Start Directory	Directory where this program should be run
Sequence	Start sequence for program
Heart Beats	Check this box when you want to enable heartbeat checking with this program
HB Port	Heartbeat port to be used
Run Once	Check this box if you only want to run this program once. No restarts will be done
Wait	Check this box if you want to wait for this program to start before starting the next program in sequence
Post Delay	Number of milliseconds to delay after starting this program
Pre Delay	Number of milliseconds to delay before starting this program
Minimize On Start	Check this box when you want to minimize this program after starting it

After all values have been entered click the Submit button.

2.3.2 Changing Processes

To change a process, first select a row to change then click the Change button. The following is a sample image of the Processes dialogue box:

Processes - Edit Record

Enabled

Program Name

Program Directory

Command Args

Start Directory

Sequence

HeartBeats

HB Port

Run Once

Wait

Post Delay

Pre Delay

Minimize On Start

Help **Submit** **Cancel**

You will only be able to change the data for the row you selected. After changing desired data click the Submit button.

2.3.3 Deleting Processes

To delete a process first select the row(s) to delete then click the Delete button.

2.4 SIP Settings

To view and edit SIP settings click on the SIP Settings item in the System Config submenu. The following is a sample image of the SIP Settings dialogue box:

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SIP Settings - Edit Record ✕

Listen Port ⓘ

Allow Registrations ⓘ

Perform Registration Services ⓘ

Reg Default Expires ⓘ

Reg Min Expires ⓘ

Reg Max Expires ⓘ

Reg Check Active Wait Time ⓘ

Reg Cleanup Wait Time ⓘ

Registration Retry Time ⓘ

Sub Min Expires ⓘ

Sub Max Expires ⓘ

Sub Delete Time ⓘ

Sub Period Delay ⓘ

Sub Default Expires ⓘ

Auto Subscriber ⓘ

Overload Retry After ⓘ

Oos Retry After ⓘ

Use UDP ⓘ

Use TCP ⓘ

Max TCP Connections ⓘ

TCP Check Interval ⓘ

TCP Idle Delete Time ⓘ

The following is an explanation of fields in this dialogue:

Field	Description
Listen Port	Default port to listen on for SIP messages. If your PBX is not an appliance this value is not used.
Allow Registrations	Check this box when you want to allow phone registrations. If your PBX is not an appliance this value is not used.
Perform Registration Services	Check this box when you want to turn on registration services. If your PBX is not an appliance this value is not used.
Reg Default Expires	Default registration expires value in seconds. Default is 1 hour. If your PBX is not an appliance this value is not used.
Reg Min Expires	Minimum allowed registration expiration time in seconds. Default is 10 minutes. If your PBX is not an appliance this value is not used.
Reg Max Expires	Maximum allowed registration expiration time in seconds. Default is 1 day. If your PBX is not an appliance this value is not used.
Reg Check Active Wait Time	Time to wait in seconds before checking for responses to SIP OPTIONS messages. Default is 2 minutes. If your PBX is not an appliance this value is not used.

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Field	Description
Reg Cleanup Wait Time	Time to periodically clean up retired registrations in seconds. Default is 1 day. If your PBX is not an appliance this value is not used.
Registration Retry Time	Time in seconds to retry a registration to another system. Default is 0 (disabled). If your PBX is not an appliance this value is not used.
Sub Min Expires	Minimum allowed subscription expiration time in seconds. Default is 0 (disabled).
Sub Max Expires	Maximum allowed subscription expiration time in seconds. Default is 0 (disabled).
Sub Delete Time	Time in seconds to wait before cleaning up a deleted subscription. Default is 60.
Sub Period Delay	Delay between checking subscriptions for timeouts in seconds. Default is 5 minutes. If your PBX is not an appliance this value is not used.
Sub Default Expires	Default subscription expires value in seconds. Default is 1 hour. If your PBX is not an appliance this value is not used.
Auto Subscriber	Address used to automatically add a subscriber at startup. Default (none). If your PBX is not an appliance this value is not used.
Overload Retry After	Retry after value returned in a SIP response if no ports are available. Default 120 (2 minutes). If your PBX is not an appliance this value is not used.
Oos Retry After	Retry after value returned in a SIP response if the PBX is out of service. Default 1800 (30 minutes). If your PBX is not an appliance this value is not used.
Use UDP	Check this box when you want to use UDP for SIP messaging. If your PBX is not an appliance this value is not used.
Use TCP	Check this box when you want to use TCP for SIP messaging. If your PBX is not an appliance this value is not used.
Max TCP Connections	Maximum number of allowed TCP connections for SIP. If your PBX is not an appliance this value is not used.
TCP Check Interval	Interval in seconds to check for expired TCP connections. Default is 5 minutes. If your PBX is not an appliance this value is not used.
TCP Idle Delete Time	Idle time in seconds to consider a connection expired. Default is 10 minutes. If your PBX is not an appliance this value is not used.
Max Avail Fails	Number of SIP call allocation failures before logging call information for debugging. Default is 0 (disabled). If your PBX is not an

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Field	Description
	appliance this value is not used.
Send 180 Messages	Check this box when you want to always send a 180 (Ringing) message to an INVITE. Default is true. If your PBX is not an appliance this value is not used.
Proxy Address	Set to use a proxy for SIP messaging. Default is none (no proxy used). If your PBX is not an appliance this value is not used.
Max Invite Retransmit	Maximum number of retransmit attempts for an INVITE. Default is 7. If your PBX is not an appliance this value is not used.
Max Response Retransmit	Maximum number of retransmit attempts for responses. Default is 7. If your PBX is not an appliance this value is not used.
Max Non-Invite Retransmit	Maximum number of retransmit attempts for non-INVITEs. Default is 11. If your PBX is not an appliance this value is not used.
T1 Timer	SIP T1 timer value in seconds. Default is 1. If your PBX is not an appliance this value is not used.
T2 Timer	SIP T2 timer value in seconds. Default is 4. If your PBX is not an appliance this value is not used.
Transfer Timeout	Maximum time in seconds allowed for a transfer. Default is 30. If your PBX is not an appliance this value is not used.
487 Response Timeout	Maximum time in seconds allowed for a 487 response to CANCEL. Default is 10. If your PBX is not an appliance this value is not used.
Auto Ack	Check this box when you want to automatically ACK 200 OK in response to INVITEs. Default is false. If your PBX is not an appliance this value is not used.
SDP Session Name	Session name in the o=SDP field. Default is "phone call". If your PBX is not an appliance this value is not used.
SDP User Name	User name in the o=SDP field. Default is TS_UAC where n is the port ID. If your PBX is not an appliance this value is not used.
Contact	Contact filed for SIP message. Default is local address. If your PBX is not an appliance this value is not used.
User	User field for SIP authentication in sent messages. Default is none. If your PBX is not an appliance this value is not used.
Password	Password field for SIP authentication in sent messages. Default is none. If your PBX is not an appliance this value is not used.
Standard DTMF	Check this box when you want to use standard DTMF format in SIP INFO messages. Default is true. If your PBX is not an appliance this value is not used.
Server User	User field for authentication in received messages. Default is

Field	Description
	none. If your PBX is not an appliance this value is not used.
Server Password	Password field for authentication in received messages. Default is none. If your PBX is not an appliance this value is not used.
Authentication Realm	Realm field for authentication in received messages. Default is none. If your PBX is not an appliance this value is not used.
Authentication Domain	Domain field for authentication in received messages. Default is none. If your PBX is not an appliance this value is not used.
Authentication Nonce	Nonce field for authentication in received messages. Default is none. If your PBX is not an appliance this value is not used.
Authentication Opaque	Opaque field for authentication in received messages. Default is none. If your PBX is not an appliance this value is not used.
Max Transactions	Maximum number of transactions allowed per call. Default is 3. If your PBX is not an appliance this value is not used.

After all values have been entered click the Submit button.

2.5 System Features

To view and edit system features click on the Systems Features item in the System Config submenu. The following image shows a sample dialogue box for System Features:

System Features - Edit Record

System ID: 1

System Name: zeus

Operator Extension: 0

Allow Transfer:

Replicate:

Replicate To Host:

Run Dir Monitor:

Invalid Entry Message: vm_invalidentry

Missing Entry Message: vm_missingentry

Max Retries: 3

Record Temporary Directory: /zeus/logs/calls

Stop Recording On Silence (ms): 2500

Dial By Name Uses First Name:

Do Process Management:

Process Check Interval Seconds: 0

External Call Prefix:

Buttons: Help, Submit, Cancel

The following is an explanation of fields in this dialogue:

Field	Description
System ID	ID for this system
System Name	Name for this system
Operator Extension	Operator extension
Allow Transfer	Check this box when you want to allow call transfers
Replicate	Check this box when you want to allow system replication
Replicate to Host	Replication host name
Run Dir Monitor	Check this box when you want to run file directory monitor
Invalid Entry Message	Name of invalid entry audio message
Missing Entry Message	Name of missing entry audio message
Max Retries	Maximum number of retries for a script collect or collect with retries statement
Record Temporary Directory	File directory where temporary recorded messages are to be stored
Stop Recording on Silence (ms)	Stop a recording after this number of milliseconds of silence
Dial By Name Uses First Name	Check this box when you want to use first name instead of last name in dial by name functions
Do Process Management	Check this box when you want to enable process management
Process Check Interval Seconds	Number of seconds interval between checking processes
External Call Prefix	Digit to prefix when dialing out with the IVR

After all values have been entered click the Submit button.

2.6 System Modules

To view and edit system modules click on the Systems Modules item in the System Config submenu. The following image shows a sample dialogue box for System Modules:

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System Modules - Edit Record x

Audio Cache (Mb) Memory Reserved ⓘ

Enable MWI Logging ⓘ

Enable Voice Mail ⓘ

Enable Email ⓘ

Enable SMDR ⓘ

Enable ACD ⓘ

Enable DBIC ⓘ

App Directory ⓘ

Script Directory ⓘ

Voice Files Directory ⓘ

Logs Directory ⓘ

CSV Files Directory ⓘ

Call Recording Directory ⓘ

Scriptdata Refresh Minutes ⓘ

Text-To-Speech Settings

Enable TTS ⓘ

TTS Provider ⓘ

TTS Server ⓘ

TTS Server Port ⓘ

Num TTS Ports ⓘ

Speech Recognition Settings

Enable Speech Rec ⓘ

The following is an explanation of fields in this dialogue:

Field	Description
Audio Cache (Mb) Memory Reserved	Number of MB to allocate for audio caching
Enable MWI Logging	Check this box when you want to enable message waiting light messages to phones
Enable Voice Mail	Check this box when you want to enable voicemail usage
Enable Email	Check this box when you want to enable email
Enable SMDR	Check this box when you want to enable writing Call Detail Records for dialed calls
Enable ACD	Check this box when you want to enable use of the ACD
Enable DBIC	Check this box when you want to enable use of database integrity check
App Directory	Directory where all applications reside
Script Directory	Directory where all scripts reside
Voice Files Directory	Directory where all voice files reside
Logs Directory	Directory where all logs reside

Field	Description
CSV Files Directory	Directory where all CSV files reside
Call Recording Directory	Directory where all call recording files reside
Script data Refresh Minutes	Number of minutes between script data refreshes
Enable TTS	Check this box when you want to enable text-to-speech
TTS Provider	Text-to-speech provider to use
TTS Server	IP address or network name of the TTS server
TTS Server Port	Port of TTS server
Num TTS Ports	Number of TTS ports to allocate
Enable Speech Rec	Check this box to enable speech recognition
Num ASR Ports	Number of speech recognition ports to allocate
ASR Grammar Directory	File directory where speech recognition grammar definitions are located
ASR VAD Noise Floor (0 - 999)	VAD noise floor for ASR
ASR Noise Count Low Threshold	Noise count low threshold for ASR
Enable 2 Stage Dialing	Check this box when you want to enable two stage dialing. If your PBX is not an appliance this value is not used.

After all values have been entered click the Submit button.

2.7 Web Users

To add, change, or delete web administrators click on the Web Users item in the System Config submenu. The following image shows a sample grid for Web Administrators:

Web Administrators					
User ID	Password	Extension	Enabled	User Name	Comments
iBoxOP	iBoxOP		✓	iBoxOP	
view	view-abc		✓	view only	
admin	mypbx		✓		
test	test123		✓		

25 Page 1 of 1 Displaying 1 to 4 of 4 items

2.7.1 Adding Web Users

To add a web user, click on the Add button. The following is a sample image of the Web Administrators dialogue box:

Web Administrators - Add Record

User ID

Password

Extension

Enabled

User Name

Comments

The following is an explanation of fields in this dialogue:

Field	Description
User ID	User ID
Password	User password
Extension	User's extension
Enabled	Check this box when you want to enable this entry
User Name	User's name

Field	Description
Comments	Comments for this entry

After all values have been entered click the Submit button.

2.7.2 Changing Web Users

To change a web user, first select a row to change then click the Change button. The following is a sample image of the Web Administrators dialogue box:

The image shows a dialog box titled "Web Administrators - Edit Record". It contains the following fields and controls:

- User ID:
- Password:
- Extension:
- Enabled:
- User Name:
- Comments:

At the bottom right of the dialog are three buttons: **Help**, **Submit**, and **Cancel**.

You will only be able to change the data for the row you selected. After changing desired data click the Submit button.

2.7.3 Deleting Web Users

To delete a web user first select the row(s) to delete then click the Delete button.

Evaluation

We hope you found this document useful, and easy to use. To help us provide you with the best documentation possible, we would like to get your feedback on this document. Please complete this form and use one of the following methods to return it to us:

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If no, please explain: _____

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