



Mr.VoIP

ADMIN MANUAL

MrVoIP Universal Tool - Zoho Phone Bridge

INDEX

ZOHO PHONE BRIDGE SETUP & CONFIGURATION

STEP 1: Update the Configuration File

STEP 2: Running Mr.VoIP as a Systemd Service

STEP 3: Authorize ZOHO through OmniChannel

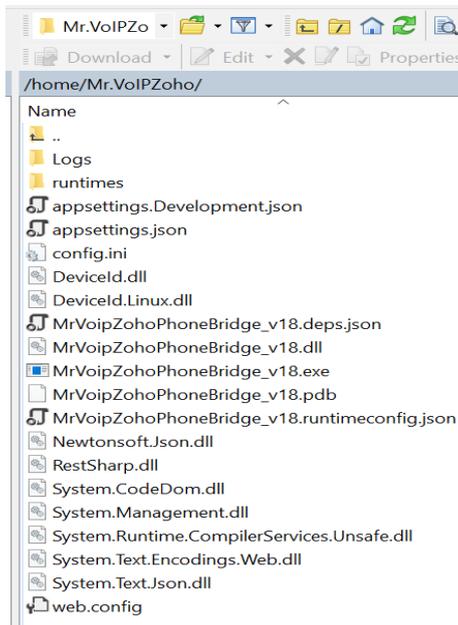
STEP 4: Map Zoho User to 3CX

STEP 5: Test Integration

STEP 1: Update the Configuration File

1. Open the folder “Mr.VoIPZoho” in the home directory.

V18 Sample Files



2. 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>

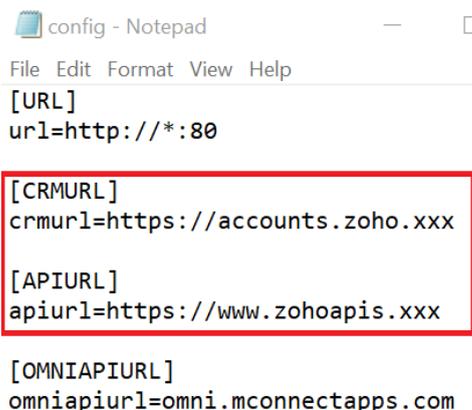
Other Countries : <https://accounts.zoho.com>

Europe Countries : <https://www.zohoapis.com.eu>

India : <https://www.zohoapis.com.in>

Australia : <https://www.zohoapis.com.au>

Other Countries : <https://www.zohoapis.com>



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

STEP 2: Running Mr.VoIP as a Systemd Service

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

```
sudo systemctl daemon-reload
```

```
sudo systemctl enable mrvoipzoho
```

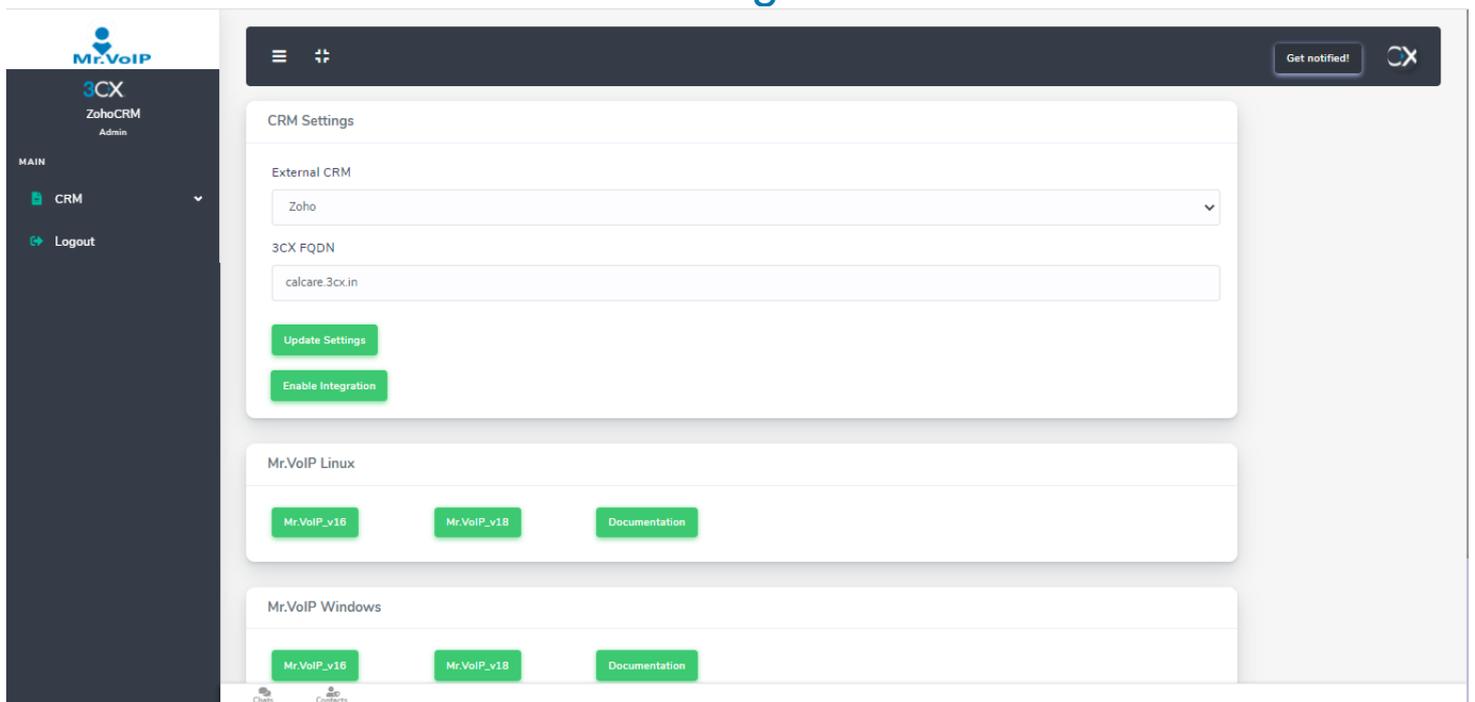
```
sudo systemctl start mrvoipzoho
```

```
sudo systemctl status mrvoipzoho
```

```
● mrvoipzoho.service - ZohoMrVoIP Service
   Loaded: loaded (/etc/systemd/system/mrvoipzoho.service; enabled; vendor preset: enabled)
   Active: active (running) since Fri 2022-03-04 17:22:25 +08; 3s ago
     Main PID: 20243 (dotnet)
        Tasks: 25 (limit: 2359)
       Memory: 43.2M
      CGroup: /system.slice/mrvoipzoho.service
              └─20243 /usr/bin/dotnet /home/Mr.VoIPzoho/MrVoipZohoPhoneBridge_v18.dll
```

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

STEP 3: Authorize ZOHO through OmniChannel



The screenshot displays the Mr.VoIP 3CX ZohoCRM Admin interface. The left sidebar shows the navigation menu with 'MAIN', 'CRM', and 'Logout'. The main content area is titled 'CRM Settings' and includes the following fields and buttons:

- External CRM:** A dropdown menu with 'Zoho' selected.
- 3CX FQDN:** A text input field containing 'calcare.3cx.in'.
- Update Settings:** A green button.
- Enable Integration:** A green button.

Below the settings, there are two sections: 'Mr.VoIP Linux' and 'Mr.VoIP Windows'. Each section contains three buttons: 'Mr.VoIP_v16', 'Mr.VoIP_v18', and 'Documentation'. At the bottom left, there are icons for 'Chats' and 'Contacts'.

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".

The screenshot displays the Mr.VoIP ZohoCRM Admin interface. On the left is a dark sidebar with the Mr.VoIP logo and navigation options: MAIN, CRM, and Logout. The main content area is titled 'CRM Settings' and includes a dropdown menu for 'External CRM' set to 'Zoho', a text field for '3CX FQDN' containing 'calcare.3cx.in', and buttons for 'Update Settings', 'Disable Integration', and 'Map users'. Below this are sections for 'Mr.VoIP Linux' and 'Mr.VoIP Windows', each containing buttons for 'Mr.VoIP_v16', 'Mr.VoIP_v18', and 'Documentation'. At the bottom, there are icons for 'Chats' and 'Contacts'.

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

STEP 4: Map Zoho User to 3CX

Name	Zoho user	Email	Extention
Test User 1	965847852	test1@mrvoip.com	0001
Test User 2	365874521	test2@mrvoip.com	0002
Test User 3	678453587	test3@mrvoip.com	0003
Test User 4	358741298	test4@mrvoip.com	0004
Test User 5	968745651	test5@mrvoip.com	0005

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 5: Test Integration

Login to your Zoho and make a test call.

INCOMING CALL

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 Dillard (Sample)	Commercial Press (Sample)	leota-dillard@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 Folier (Sample)	Printing Dimensions (Sample)	folier-donette@in.com		
<input type="checkbox"/> Capla Paprocki (Sample)	Feltz Printing Service (Sample)	capla-paprocki@yahoo.com		

ANSWERING A CALL

The screenshot shows the 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 are buttons for 'All Contacts', 'Create Contact', and 'Actions'. The main content area displays a list of 10 records with columns for 'Contact Name', 'Account Name', 'Email', 'Phone', and 'Contact Owner'. A filter sidebar on the left lists 'System Defined Filters' such as 'Touched Records', 'Untouched Records', 'Record Action', 'Related Records Action', 'Activities', 'Notes', 'Deals', 'Deal Amount', 'Deal Stage', 'Deal Owner', and 'Deal Closing Date'. A detailed view for 'Kris Marrier (Sample)' is open on the right, showing contact information (Owner: Rt Rt Rt, Email: krismarrier@gmail.com, Department: Engineering, Phone: 6563401005, Mobile: 6563401005) and a 'Deal - 1/1' section.

REJECTING A CALL

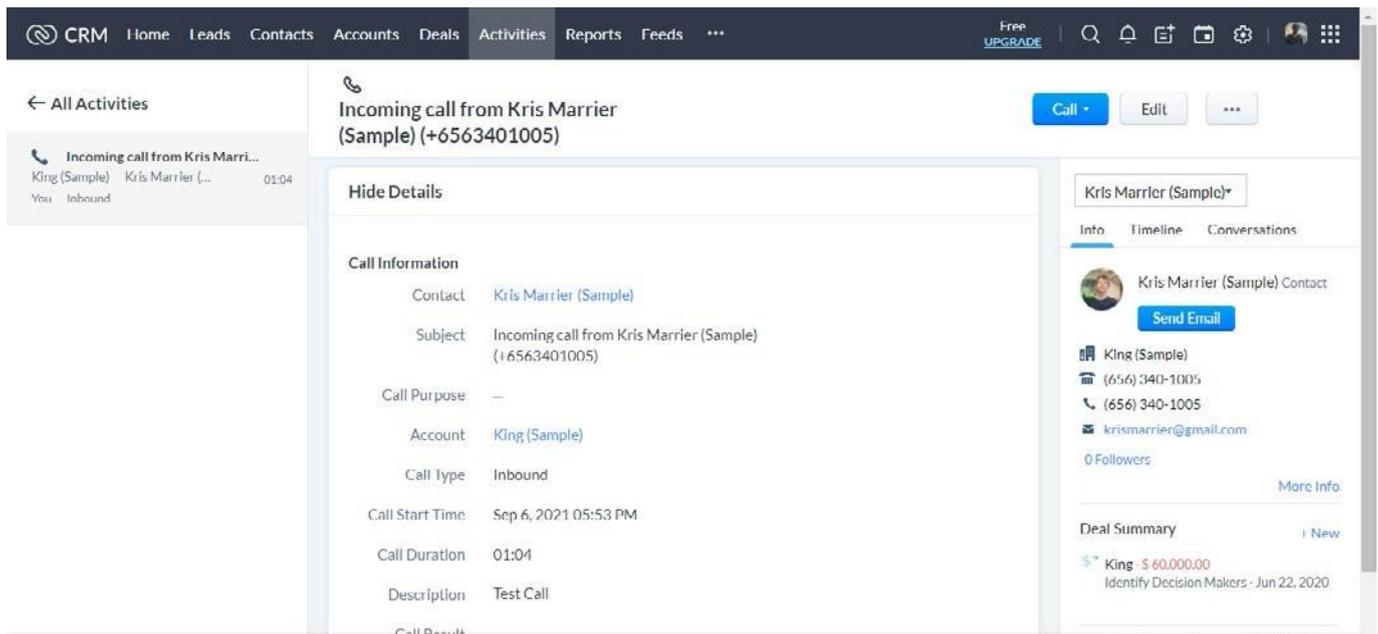
The screenshot shows a call rejection dialog box. It features a red prohibition sign (a circle with a diagonal slash) on the left. To the right of the sign, the text 'Dialed number is busy' is displayed. At the bottom center of the dialog, there is a button labeled 'Done'.

ENDING A CALL

The screenshot shows the CRM interface, similar to the first image. The contact list is visible, and a detailed view for 'Kris Marrier (Sample)' is open on the right. This view includes a 'Call Disposition' section with a 'Description' field containing 'Test Call' and a 'FollowUp Action' field with an 'Add' button. A 'Done' button is located at the bottom of the call disposition section. The top navigation bar and filter sidebar are also visible.

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 panel shows contact details for 'Kris Marrier (Sample) Contact', including a 'Send Email' button, phone numbers (656) 340-1005, email krismarrier@gmail.com, and 0 followers. A 'Deal Summary' section shows a deal for 'King' valued at \$60,000.00, with the title '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) 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