

FORM		V.1	
Info360 + FLVoice			
Project:	SN Info360:	SN FLVoice:	
REQUESTER'S INFORMATION			
Please fill out the required fields below:			
End customer:			
Person in charge:			
E-mail of the person in charge:			
Phone of the person in charge:			
Reseller:			
Person in charge:			
E-mail of the person in charge:			
Phone of the person in charge:			
INFRASTRUCTURE			
Installation Topology*			
Information	Machine 1	Machine 2	Machine 3
	Only 1 machine for SQL Server + Web Server (IIS) + Collection and Billing Module + FLVoice	Machine 1 for SQL Server and Machine 2 for Web Server (IIS) + Collection and Billing Module + FLVoice	Machine 1 for SQL Server, Machine 2 for Web Server (IIS) + FLVoice and Machine 3 for Collection and Billing Module
Processor Type CPU Speed:			
RAM memory**:			
Operating System Version:	Select	Select	Select
Database Version (MS SQL)***:	Select	Select	Select
HD Free Space**:			
Server Name / IP**:			
Physical or virtual machine? :	Select	Select	Select
ENVIRONMENT INFORMATION *** (All fields below are mandatory)			
Windows Information			
Has Windows user the local administrator permission?	Select	User:	Password:
Has an anti-virus been installed?	Select		
Has Data Execution Prevention (DEP) for all normal Windows programs and services only been activated?	Select		
Has Windows Region format changed to "Portuguese (Brazil)"?	Select		
Has Windows Firewall / antivirus been deactivated?	Select		
Has PDF been enabled?	Select		
Has Framework 3.5 been installed?	Select		
Are there any ports open on the server?****	Select		
Is there only one network in the server?****	Select		
Is the server in the same network as PBX and PMS?****	Select		
REMOTE CONNECTION			
Remote connection type	Connection Information		
Select			
REINSTALLATION INFORMATION			
Please fill out only in case of reinstallation			
Info360/FLVoice Server is working? If yes, do not change IP address or computer name:	Select		
Is it possible to connect to Info360/FLVoice server?	Select		
If it is no possible to access the server, is there a server backup or Info360 and FLVoice backup?	Select		
Is there a Info360 and FLVoice backup, is it already available on the new server?	Select		
Which is the SQL version used in the Info360 server?****	Select		
IMPORTANT			
The machine for the Call Accounting System should be working perfectly and have mouse and keyboard.			
If CDRs collection is serial and without buffer, the machines should be at least 12 m from the PBX and the client have to supply its cable. If the buffer is hardware, it's mandatory to verify feeding (PAC or VDC), provide IP (static), network and set up the serial cable according to necessary premises.			
Informatic is not accountable for any installation of complementary systems (S.O., IIS and SQL).			
*Quantity of machines may vary from project to project. The topology is checked in accordance with the number of CDRs and simultaneous calls.			
**A quantidade mínima pode variar dependendo do projeto.			
***make only 1 network available and its IP has to be STATIC. Computer name and STATIC IP shouldn't be changed after Info360 installation			
****In case of reinstallation, it won't be possible to connect previous SQL version used in the original installation.			
****"No" answers will entail possible adjustments to the environment during installation that can lead to delays.			
If you have any questions, please do not hesitate to contact us at projeto@globalbhs.com			

Database Information (MS SQL)

Corporate MS SQL? If so, use at least 2 machines	Select
Were SQL installed? We only install SQL Express 2016 already available in the Info360 installation package?	Select
Were Management Studio installed in the Info360 server? We don't install it separately	Select
SQL user with administrator permission (db_owner) for call accounting system database?"	<input type="password"/> Password:
Database Collation of the database installed as informed: "SGB_LATIN1_GENERAL_CI_AS"	Select
Is user authentication mode as "Mixed Mode"?	Select
Is user language as "us_english"?	Select
IMPORTANT	
*In case of reinstallation, it won't be possible to use previous SQL versions to the one used in the original installation.	
*Info360 do not login to SQL using "Windows Authentication".	
"No" answers will entail possible adjustments to the environment during installation that can lead to delays.	
If you have any questions, please do not hesitate to contact us at projects@globalbhs.com	

CDRs Collection

Information necessary so that Info360 can collect CDRs according to PBX protocol

Setting Information (PABX)

How many PBX will be used?	<input type="text"/>
Manufacturer PBX model:	<input type="button" value="Select"/>
Are CDRs activated and working in the PBX?	<input type="button" value="Select"/>
Which CDRs protocol interface? (verify directly with PBX maintainer)	<input type="button" value="Select"/>
If TCP/IP, which type?	<input type="button" value="Select"/>
Use InfoBuffer360?	<input type="button" value="Select"/>

FTP Protocol

IP:	<input type="text"/>
User:	<input type="text"/>
Password:	<input type="text"/>
Port:	<input type="text"/>
CDRs folder:	<input type="text"/>
CDRs file name:	<input type="text"/>

SFTP Protocol

IP:	<input type="text"/>
User:	<input type="text"/>
Password:	<input type="text"/>
Port:	<input type="text"/>
CDRs folder:	<input type="text"/>
CDRs file name:	<input type="text"/>

TFTP Protocol

IP:	<input type="text"/>
Port:	<input type="text"/>
CDRs file name:	<input type="text"/>

SMDR Protocol

IP:	<input type="text"/>
Port:	<input type="text"/>
Device number:	<input type="text"/>
Party (odd or even):	<input type="text"/>

MySQL IP:	<input type="text"/>
User:	<input type="text"/>
Password:	<input type="text"/>
Port:	<input type="text"/>
Database:	<input type="text"/>
CDRs table:	<input type="text"/>
Row name that registers the date of the calls:	<input type="text"/>

User:	<input type="text"/>
Password:	<input type="text"/>
Senha:	<input type="text"/>
Database:	<input type="text"/>
CDRs table:	<input type="text"/>
Row name that registers the date of the calls:	<input type="text"/>

Protocol TELNET | Protocol InfoBuffer360

IP:	<input type="text"/>
User:	<input type="text"/>
Password:	<input type="text"/>
Port:	<input type="text"/>

HTTP or HTTPS Protocol

IP:	<input type="text"/>
User:	<input type="text"/>
Password:	<input type="text"/>
URL for collection:	<input type="text"/>
URL to delete CDRs:	<input type="text"/>

SOCKET SERVER Protocol

(buffer works as server)	<input type="text"/>
IP:	<input type="text"/>
Port:	<input type="text"/>

SOCKET CLIENT Protocol

(buffer works as client)	<input type="text"/>
IP:	<input type="text"/>
Port:	<input type="text"/>

SSH Protocol

IP:	<input type="text"/>
User:	<input type="text"/>
Password:	<input type="text"/>
Port:	<input type="text"/>
CDRs folder:	<input type="text"/>
CDRs file name:	<input type="text"/>

SERIAL Protocol

Port COM:	<input type="text"/>
Baud rate:	<input type="text"/>
Data bits:	<input type="text"/>
Stop bits:	<input type="text"/>
Party:	<input type="text"/>
Hand shake:	<input type="text"/>

If you have any questions,
please contact PBX
maintainer.

ROUTES | GATEWAYS | OPERATORS REGISTRATION

To complete this form, consult PBX maintainer.



Call Charges

Fill out the cost and cadence for each call type

Charge Information

Will the same rates be used for administrative and guest extensions?	<input type="checkbox"/> Select
CALL TO A FIXED LINE	
Cost per minute:	
Cadence:	<input type="checkbox"/> Select
CALL TO A MOBILE	
Cost per minute:	
Cadence:	<input type="checkbox"/> Select
CALL TO A INTERNATIONAL NUMBER	
Group of Countries:	Cost per minute
Americas (IDD starting with 1 and 5)	
Europe (IDD starting with 3, 4 and 7)	
Asia (IDD starting with 8 and 9)	
Africa (IDD starting with 2)	
Oceania (IDD starting with 6)	
Cadence:	<input type="checkbox"/> Select
IMPORTANT	
1 - Costs and cadences not filled out in this form will not work correctly in the Info360.	
2 - If there is any questions about charges, yo should contact your operator agent.	
3 - In any information filled out in this form is wrong, you will need o fill it out again (with the correct information).	
NO INFORMATION WILL BE APPROVED WITHOUT BEING FILLED OUT IN THIS FORM.	
If you have any questions, please do not hesitate to contact us at projects@globalbhe.com	

E-MAIL SERVER REGISTRATION send reports and alarms by e-mail)					(to)
NOTE: the e-mail service isn't compatible with TLS 1.2. It is necessary to enable "app not save" on the e-mail server.					
IP address of the SMTP mail server	Port	User	Password	Use SSL or TLS? Which one?	E-mail account
<p>If you have any questions, please do not hesitate to contact us at project@stobabba.com</p>					

 FLAvoice Extensions	
Add lines if you purchased more than 12 extensions SIP. The last extension is exclusive for new messages notification. It shouldn't receive calls.	
SIP EXTENSIONS LIST	
Numero do ramal SIP configurado na PABX. Senha do ramal configurado na PABX	
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	
11	
12	
MULTI-FUNCTION LIST	
Multi-function code/group for quick access - PABX setup	FLAvoice features
	Voice Mail
	Wake up Call
	Room Status and Minibar
	Weather Forecast
If you have any questions, please contact PABX maintainer.	

Em casos de dúvidas, contatar o setor de Projetos Informatec: projetos@informatec.ces.br ou (11) 3868-6700.

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PBX Programming

Please fill out the required fields below if you want to automatically block and unblock during check-in and check-out.

PBX PROGRAMMING: BLOCK AND UNBLOCK EXTENSIONS

Fill out according to integration protocol:

If it's Avaya IP Office via web service fill out:

User	Password
------	----------

If it's Avaya IP Office Release Server Edition fill out:

IP Port	User	Password
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Is the same password for all extensions?

If yes, enter the same password in both:

If it's Grandstream via HTTPS fill out:

PBX Server	IP Port
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PBX version	User	Password
-------------	------	----------

Select

If it's HiPath (via DLL / Socket) fill out:

PBX Server	Port
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If it's NEC connection via WebService fill out:

WebService address	PBX ID
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If it's serial connection (RS-232) fill out:

Serial port	Parity	Baud Rate
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Select Select Select

Data Bits	Handshake	Stop bits
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Select Select Select

If it's Telnet/Socket connection fill out:

Server address	Port
----------------	------

If it's Grandstream fill out:

PBX Server	IP port
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API User API Password

PMS User PMS Password

If it's connection via Socket with SSH fill out:

Host	Login	Password
------	-------	----------

Port SSH connection Interactive Login?

Select

If interactive, fill out:

Prompt User Prompt Password

If it's Avaya IP500 via web service or BroadWorks fill out:

IP Port	User	Password
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If it's CISCO AXL fill out:

PBX Server	IP Port
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CuCM version

Select

If it's via modem fill out:

Phone number	Modem
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External line code

Connection attempt

Time between attempts

If it's NEC connection via OAI fill out:

Port	Time out (ms) (min 3000)
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If it's Script Connector connection fill out:

ODBC Connection	
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If it's SQL Server connection fill out:

Server	Database
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User

Password

If it's UDP connection fill out:

Host	Port
------	------

If it's Avaya via Socket IP with SSH fill out:

SSH connection	Interactive Login?
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Select

If interactive, fill out:

Prompt User

Prompt Password

Se o modelo da central for HiPath (via DLL - Serial) informar apenas:

Serial Port	Baud Rate
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Select Select

REEPBX, FPPoS and NEC (Spherical) and UNIVERSE ST0050) don't have integration for block and unblock.

To complete this form, consult PBX maintainer.

PMS INFORMATION		
Is the PMS license to use FIAuto activated?		Select
PMS model		Type of integration
Select	Select	
IF FIAS SIHOT, INDICATE:		
IP	Port	
IF Innnist, INDICATE:		
To.SystemID	User	Password
IF CMOracle, INDICATE:		
Connection name (DSN)	User	Password
Select		
Hotel ID:		
IFCMNET, INDICATE:		
SQL Server Authentication		
Login ID		Password
If you have any questions, please contact PMS maintainer.		

If you have any questions, please contact PMS maintainer.