

ADMIN MANUAL

NX DEVICE CONFIGURATION AND PORTAL ACCESS

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INTRODUCTION

The Call4tel management portal enables distributors and resellers to manage and view their devices from one centralized location. It collects all appliance information and details and links them with end users.

The portal is designed in such a way that it allows distributors to manage their resellers and end-users. From creating an account to resetting passwords and registering products, the portal caters for everything.

Resellers can manage their customers directly from their portal.

Supported Devices

Find the list of 3CX appliances that are supported and managed from within the portal here: https:// shop.call4tel.com/

Instructions for Distributors / Resellers:

Distributors and resellers share the same screen and layout; however, resellers have access to fewer features. This manual focuses on showcasing the different features according to whether or not the portal user is a distributor or a reseller.



HARDWARE CONFIGURATION

Device Configuration: Direct Web Access

C 🛛 🕯 helpdesk.guru/kit/taq.php?cid+21	ж 💟 🔺
Call4Tel NX 32	
Hardware	
Further Articles	Search our knowledge base
3CX Appliance Quick Start Guide	Help Topics
Call-teel NX 32 Datasheet	
Call4rel NX 32C Datashees	
Call-Rel Nx32 unboxing video	
Download Call4tel N032 Detector	
M1 SIPTirunk Configuration With Nx32	Þ
NDC32 Failover	
NX32 Firmware Updacing Steps to V1.233	
NO32 Singlel Inter-portability	

Go here and download the Call4tel NX32 Detector.

🖳 Call4tel NX Detector	6		\times
Scan			

Click on the "Scan" button and the application will scan through the LAN to identify the device(s) within the network.

Scan				
P	HostName	MAC Address	Web Access	Action
10.00	Call4Tel-3CX	10x3+0+0+0+1+	10783-00044	CLICK HERE
Containty of	Call4Tel-3CX	100.0.00.00.00.00	10110-0-00170-001	CLICK HERE
No. of Concession, Name	Call4Tel-3CX	and the second s	THE R. P. LEWIS CO., Name	CLICK HERE

Access the portal by clicking on "CLICK HERE".

Configuring the device



Click Next.

				-		1000
				3	CX.	100
					Version 1.239	Support in the local division in the local d
-	IP CONFIGURATION FIREWA	ALL SIP CONNECT	SETTINGS	CONTACT US	-	Þ
Fre	Obtain an IP address automatically					1000
	Use the following IP address					100
2	LAN	Address 192	168	101 1		1000
A TI A	Update IP Details	Netmask 255	255	255 0		
		Gateway 192	168	101 1		
		MAC Address: 7	0:b3:d5:04	:34:1f		The last

Leave the default LAN IP unless you would like to exclude an IP address from the DHCP.

1000 - 100	🕜 Obtain an IP address automatica	illy 🕕		and the
astory/ and	Use the following IP address	0		
and the second	WAN	Address 📆 🕱 🔳		A -
V	Update IP Details	Netmask 255 255 255	0	
11A		Gateway 🚻 🗰 🔳	1	1
		MAC Address: 70:b3:d5:04:34:1e		
N. C.				

- 1. "Obtain an IP Address automatically" relies on the DHCP server.
- 2. "Use the following IP address" refers to static IP configuration, without relying on the DHCP.

Based on the general network/ device policy, it's preferred to use option 2 for static access.



If the network does not have any DNS configured, you can use the default one which points to the Google DNS service.

Configure the Firewall

	Call4tel	3	CX	2
6	IP CONFIGURATION FIREWALL SI	CONNECT SETTINGS CONTACT US	Version 1.239	
L	If you want to change the default 3cx sip port, y	ou should update here.		-27
RITA	Port Number:			
	Select Protocals:			PS
and the second second	Allow Port			1

Navigate to the "Firewall" tab to find the service which allows you to change the default port. The default 3CX port should be 5060. Refer to the Device Configuration: Firewall section in this document.

Security advice: Do not allow access to ports that are not relevant.

	You can allow IP in Firewall (External access for port 5448) by selecting any one option Image: Comparison of the selection of t	
	Allow IP (in Firewall) (OR)	
2	Firewall Changes	
P	Refresh Update	

This section allows for further configuration and limits access from specific sources, reducing the chances of the system being compromised.

Configure SIP Trunk

IP CONFIGURATION	FIREWALL SIP CONNECT	SETTINGS CONTACT US	Version 1.239	3
Static Route Allow IP Lan	Allow IP Range Wan			
Destination IP (SIP Server)				

From within the "SIP Connect" tab you can configure your SIP Trunk. It's referred to in the Device Configuration: SIP Connect section in this document.

Device Configuration: Role Setting

Coll4tel	3CX
IP CONFIGURATION FIREWALL SIP CONNECT SET	TINGS CONTACT US
I would like to use call4tel device	e as following LOVER
Selected default network in	nterface
V WAN LAN	

From the "Settings" tab you can select the device's role: PBX, SBC or SBC Failover.

Important: When changing the role of an already configured device, all previous settings and configurations are deleted.

1 3CX – Configure the device as a 3CX server (console) and to act as a PBX system.

2. SBC – Session Border Controller. Configure the device as an SBC to bridge remote locations and IP Phones.

3. SBC failover – Configure as an SBC failover device (active-active) with high availability.

	Call4tel	3CX. Version 1.239	20
	IP CONFIGURATION FIREWALL SIP	CONNECT SETTINGS CONTACT US	
	I would like to use ca	all4tel device as following	
	🔵 3CX 🛛 🕢 SBC	SBC FAILOVER Change	
	Selected defau	It network interface	
	SBC Form	SBC Form	
		3CX SBC Authentication Key Id	•
Please enter your 3	CX SBC details		
3CX SBC Password		3CX SBC PBX SIP Port	-
3CX Web Url		3CX SBC PBX Tunnel Port	_
3CX SBC Authentic	ation Key Id	Please press conform to acknowledgement for uninstall 3CX phone system completely and install 3CX SBC or	1
		Press cancel to discard	
	Confirm Cancel	Confirm Cancel	

When switching to SBC the above fileds need to be filled in. Input all the information and read the clause stated at the end of the form. Press "Confirm" to proceed with the changes.

Note: Once you click "Confirm" you are no longer able to revert.

3CX SBC Settings



Click on the "SBC Install" option to install the SBC onto the device itself. Do this if the status shown is "Not installed on [device]" as shown below. After install the SBC, it will shown the SBC Config Update in the setting.



Once the installation is complete you will see the" SBC Config Update" option in the settings.

3CX Settings



Latest version: Version of 3CX.

3CX uninstall: Remove 3CX from the environment.

Call4tel Reset: Reset local settings from the Call4tel portal.

Network Reset: Reset all the network IP configuration settings to default.

3CXwizard Reset: Reconfigure the 3CX startup wizard (Portal:5015).

Reset All: Reset all settings & configuration to default (new configuration).

Power Off: Turn off the device

Reboot: Restart the device.

Debian/ 3CX-V18 update: update the OS/ 3CX version from V16 to V18 & Debian 9 to 10.

Call4tel Uninstall: Remove the Call4tel portal from the box.

Refresh: Reload the webpage.

Call4tel Cloud Connect

Power Off	Reboot	Debian/3CX-V18 Update	
▲ Call4tell Uninstall	U SBC Install	C) Refresh	
Enable Cloud Acc	Connect Cloud	Cloud UI	4
Cloud Token: Serial No: N9	x620201058		1/1

To connect the device to the Cal4tel Cloud portal, switch on the "Enable Cloud Access". Refer to the device status in Device Management: Device Information section for more details.

An account is required to login to the Cloud UI. If you do not have an account, contact your reseller/ distributor.

Troubleshooting



If 3CX is not install on the box, when clicking on the "3CX uninstall" and "3CXwizard Reset" you will be prompted with an error. Reinstall 3CX to resolve the issue.

ACCESSING THE PORTAL

Go to the login page https://cloud.call4tel.com/login. Note: Internet Explorer is not a supported browser.

Portal Login Process



The Login Panel

Distributor Reseller	0	Distributor Reseller	Account Type
Call4tel Login		Call4tel Login	
Andrew Kalel A. Companyaquese		USER NAME	
A University		A Urantama 2	Login Information
A Protocol		A Pattward	
Send OTP	0	Send OTP	2FA Authentication

- 1. Choose the correct type of account:
 - a. Distributor requires the User Name to login.
 - b. Reseller requires the Company Name and Email Address to login.
- 2. Provide the login credentials and press Send OTP.
- 3. A One Time Password (OTP) will be sent to your email. Use this to gain access to the panel.

Resetting your password - Distributor



Click on the "Forgot Password" link in the login page. You will be asked to enter the registered email address to reset the password.

If you continue to face difficulties logging in, email websupport@cal4care.com. Use the same domain email address for identification, and additional questions may be asked for security purposes.

Resetting your Password - Reseller

To reset your password or for any login issues as a reseller you need to contact your distributor directly.

Understanding the Interface

		Cloud Management			(1)
				3 2-14	care Distributor
Cloud Connect		5			
R Customer Details	Select Reseller	Select	Customer		
Add Customer	All				
Assign Devices	Q Search Devices				
App Settings					
🔱 Download					
📜 Shop Now	Giobal Search	6			
🕜 Our Blog	Search Mac Address of Serial No				
📜 Contact Us	L				
[→ Sign Out	NOTES; hello	navin 🕑			
	Reseller : Navin Babu PTe LTD				mer : companytest
3CX	ĸ ^a 🔗 MOD2	SLNO: TEST2	MAC1: MAC1_T2	MAC2: MAC2_T2	Activate

Distributor portal interface (Default: Blue)

a Call4tel	Cloud Management	() [*]
2	0	are Reseller
Cloud Connect		
유 Customer Details	Select Cuztomer	
Assign Devices	Q Search Devices	
App Settings		
↓ Download	Global Search	
C Our Blog	Search Mac Address or Serial No	
🔁 Contact Us		
[→ Sign Out		
3CX		

Reseller portal interface (Default: Green)

- 1. Show/ hide navigation panel
- 2. Navigation panel
- 3. Account type
- 4. Account Profile
- 5. Reseller and customer list
- 6. Product search (Serial number or MAC address)

Show/ Hide Navigation Panel

Call4tel		(collitie	
G Cloud Connect				
🙈 Customer Details	Select Reseller	.85	Select Reseller	
Add Customer	All	Ω.	Al	
Assign Devices	Q Search Devices	n	Q Search Devices	
App Settings		۲		
Download				
Shop New	Global Search	म्र	Global Search	
😢 Our Blog	Search Mac Address or Serial No	ø	Search Mac Address or Serial No	
🙀 Contact Us		ΥR.		
[→ Sign Out		D+		
	Therefore and the strains			NOTES : Bello naven
201	Network Preven Baby Pile LtD		Retailer) Navin Babu Pie Cito	
JCX.	К 🔂 МОД2	- 3CX	K MOD2	
		_		
Coll4tel	c		Coll4tel	
Claud Connect				
🙈 Cestamer Details	Select Customer	*	Select Customer	
C Add Customer		а 	O Investment	
Analys Devices	C. Seech Devices	6		
+ Developed				
32 they have	Ciebal Search	'n	Global Search	
C Cor Mag	Search Hac Address or Secial No.	8	Search Mac Address or Serial No	
The Constant Us		R		
En Sept Det				
3CX				

Press 📃 to open or close the navigation panel. The navigator is divided into 2 parts:

- 1. Device and user management (Direct Management)
- 2. Support and products information (External Link)

Device Management: Search (Reseller and Customer)

Call4tel		Cloud Management	8
			Cal4care Distributor
🛕 Cloud Connect			
🔗 Customer Details	Select Reseller 🚺	Select Customer	
Add Customer	All		
Assign Devices	Q: Search Devices		
App Settings			
🕁 Download			
👮 Shop Now	Global Search		
🕜 Our Blog	Search Mac Address or Serial No		
😭 Contact Us			
🕞 Sign Out		1	
3CX	^{к²} 💩 NX32	SLNO: MAC1: N3X220191241 70B3D5043244	MAC2: Activate 7083D5043245

Coll4tel	Cloud Management		٩.	rator
=		Cal4care	Reseller	
Cloud Connect Customer Octails Add Customer Assign Devices App Settings	Select Customer All ~ Q Search Devices			
수 Download 및 Shop Naw 양 Our Blog 및 Contact Us	Global Search Search Mac Address or Serial No			
(+ Sign Ovt	4			
3CX				

From the search function distributors can search for their resellers and customers and resellers alike can search for their customers. To perform the search:

- 1. Select the reseller (Option for distributor only)
- 2. Select the customer
- 3. Press Q Search Devices

Device Management: Search (Devices)

Call4tel		1	Cloud Management	é.		8
=					Cal4c	Distributor
Cloud Connect						
🚆 Customer Details	Select Reseller		Select	Customer		
Add Customer	All					
Assign Devices	Q Search Devices					
App Settings						
🔶 Download						
过 Shop Now	Global Search					
🕜 Our Blog	Search Mac Address or Serial No					
🛱 Contact Us	Ļ					
[→ Sign Out		NOTES : 🗹				
3CX	к ^а 🛞 NX32	SI	LNO: 3X220191241	MAC1: 70B3D5043244	MAC2: 7083D5043245	Activate

You can search for devices from the global search function. Simply enter the Mac Address or Serial Number of the devices to perform the search. Refresh your browser (F5) before performing a search.

Device Management: Device information

Call4tel			Cloud Manager	nent		2
≡					Cal4car	e Distributor
Cloud Connect	Global Search					
R Customer Details	Search Mac Address or Serial No					
💢 Add Customer						
🔲 Assign Devices	2	NOTES :				
App Settings						
🕁 Download	к ^л 🔒 NX32		SLNO:	MAC1:	MAC2:	Activate
🛱 Shop Now			N3A220131241	70505045244	70505045245	
🕜 Our Blog		0	_			
🛱 Contact Us	2	NOTES : hello navin	C	a		
🕞 Sign Out	Reseller : Navin Babu PTe LTD				Custome	r: companytest
	0 🖆 🧧 🐣 мода		SLNO: 3 TEST2	MAC1: MAC1_T2	MAC2: 5 MAC2_T2	Activate
3CX						

- 1. Expand the view of selected device
- 2. Device Name
- 3. Device Serial Number
- 4. MAC Address (WAN Port)

- 5. MAC Address (LAN Port)
- 6. Device Status (Online/ Offline) F5 to refresh status
- 7. Notes for the device
- 8. Device Owner and Reseller

Device Information – Expanded

Distributor View:



Reseller View:

Distributor :		Notes : 🛛				Fireware V1.23
[,]	1X96	🖸 LAN	SLNO:	MAC1:	MAC2:	Activate
	LOCAT	fion: SINGAPORE	CLOUD TOKEN: VJ	BGT18UY3DZAK5RTLR		
LAN	Ф СРО	Ø Memory	🔅 Tempe	rature		 Latest Version Reboot
	1%	2%		-44		O Power Off
		2 Det	vice Configuration set	tings 🗸		U Remish

1. The display panel shows the device's status. CPU & Memory, temperature, IP Address, location of the device, and cloud token if applicable. Values are only shown if the device is online (Active).

2. Use this panel to update, reboot, shutdown or refresh the device.

3. Remote configuration settings (IP, firewall, SIP, etc).

Device Configuration settings ~

r IP Config	D Firewall	<mark>នទីន</mark> SIP Connect	\$ Settings	Dipdates	
 Obtain an IP ac Use the following 	ldress automatics •g IP address	slly			
	Address	192 168	101 1		
LAN	Netmask (255 255	255 0		
Update IP Details	Gateway	192 168	101 1		
				🕝 Update U	N

If the device is active (Online), it will display the CPU and memory status, as well as the LAN and WAN connection. (Press F5 to refresh the status)



It will also display the IP address and role for which the device has been configured. Detail configuration is referred to in the next chapter of this manual. Device

Configuration: IP Address

P Config	Image: Pricewall Image: Pricewall Image: Pricewall SIP Connect SIP Connect Settings	Updates
 Obtain an IP ac Use the following 	ldress automatically ng IP address	
LAN Update IP Details	Address	
Obtain an IP ac	Idress automatically	C Update LAN
WAN Update IP Details	Address Address Netmask Gateway	
		C Update WAN
DNS Information DNS Update IP Details		
		C Update DNS

Both the LAN and WAN can be configured remotely via the management portal. It's recommended to have a static IP address (both for LAN and WAN) to the device(s) for management purposes. DNS should be configured to allow for address translation onto the Internet.

Device Configuration: Firewall

	IP Config	D Firewall	SIP Connect	¢ Settings	🗭 Updates	
To allow TCI Allow Port	P/UDP ports in OS	IP Table update	here.			
	CP	UDP	۲	Both		

By default, all traffic is allowed through the firewall. Further configure your device in order to block certain traffic and increase device security.

Device Configuration: SIP Connect



SIP (Session Initiation Protocol) configuration enable SIP trunk MPLS Line configuration to communicate with the SIP provider (SIP Server) through MPLS Line. Once you connect to the interface, route the traffic to your SIP trunk provider. Select the interface you connected the MPLS line and enter the destination's IP address

Device Configuration: Settings

IP	Config	D Firewall	문 SIP Connect	Settings	Updates		
I would like to use call4tel device as following							

You can only assign one role per device.

3CX: If the environment does not have a 3CX server, this will be the mandatory configuration.

SBC: For branch offices with more than 5 users, it is advised to have an SBC configured to simplify and streamline the communication between remote locations as well as enhance security and QoS.

Select the correct role and press change (all previous settings will be removed). Reconfigure the device to the desired role.

Alternatively, you may change the configuration of the device via Direct Web Access. The default port is 5448 (ensure the port is mapped in the firewall for external access).

Device Configuration: Updates



If there is a new Call4tel portal release, it will be indicated here.

Account Profile



The "My Profile" option shows the user information. Profile information can only be edited by super admins. Contact Cal4Care for support.

Assign Devices

Coll4tel			Cloud	Management			2
							Cal4care Distributor
Cloud Connect	+ Assign						
Customer Details		Q					
Assign Devices	Serial No	WAN address	LAN address	License	Device Model	Reseller	Customer
App Settings	N3X220191241	7083D5043244	70B3D5043245		Nx32		
🔱 Download	test2	mac1_t2	mac2_t2		mod2	Navin Babu PTe LTD	companytest
Shop Now							
🗹 Our Blog							
过 Contact Us							
G Sign Out		<i>6</i> - 1					
1. Select the devic	e you want to a	assign and cl	ick on the	+ Assign	button.		

Add Customer	Searc	n.,.	ľ	Select Customer	×		
Assign Devices			W	Select distributor		evice Model	
App Settings			70			N×32	
Shop Now							
🗹 Our Blog				2 Apply	Cancel		
Contact Us							

2. A drop down with the company list (resellers or end-users) will appear, select the company and click "Apply".

App Setting

Call4tel	Cloud Management				
≡		Cal4care Distributor			
Cloud Connect					
R Customer Details	Theme Settings				
Add Customer	Selected White)			
Assign Devices	Cidabas & Handas Thomas				
App Settings					
↓ Download					
📜 Shop Now	Save Changes				
Contact lie					

From here you can personalize the interface and change the theme.



The "Download" option will redirect you to the Knowledgebase. Alternatively, you can access the site from this address: <u>https://helpdesk.guru/kb/faq.php?cid=21</u>