



V1.0

Integration Guide

Recommended to use Google Chrome, or Microsoft Edge



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Introduction

This guide explains how to integrate the FIBERME FCM5600 IP PBX with Odoo ERP.

By completing this integration, you will be able to use the Odoo VoIP application to make and receive phone calls directly from within Odoo. This enables users to manage communications with customers without leaving the Odoo interface, improving productivity and workflow efficiency.

This guide is based on an integration with Odoo 18; however, it is also fully compatible with Odoo 19.

Note:-

FIBERME Remote Connect (FRC)

This integration uses FIBERME Remote Connect (FRC), a cloud service that enables secure remote connectivity between Odoo and the FCM5600 IP PBX.

The FCM5600 IP PBX includes free lifetime access to FRC with up to 2 concurrent calls.

This means that all configured extensions can be connected and ready to use; however, only two calls can occur simultaneously when using the free plan.

If your organization requires more concurrent remote calls for use with Odoo from any location, you can upgrade your plan through FIBERME Remote Connect (FRC).

[Click here](#) to check FRC Plans

Configure FRC on FCM5600 IPPBX.

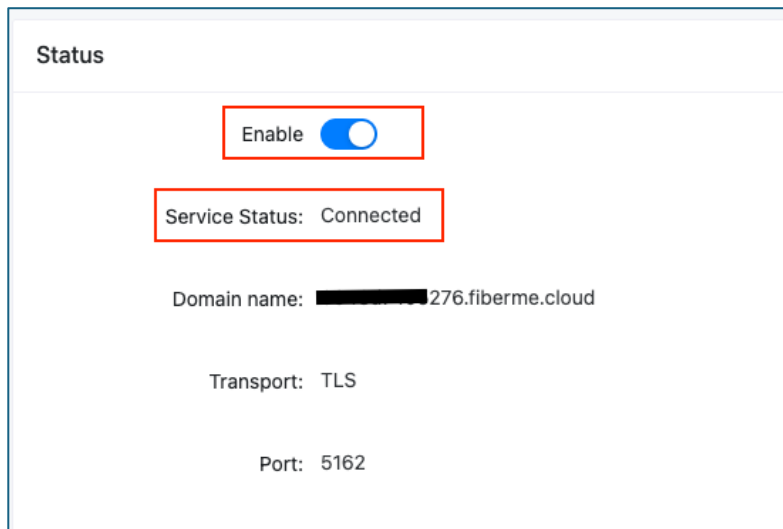
Prerequisite: Activate FIBERME Remote Connect (FRC)

Before integrating the FCM5600 IP PBX with Odoo, ensure that the FIBERME Remote Connect (FRC) service is activated on your IP PBX.

To verify or enable the FRC service, follow these steps:

1. Log in to the FCM5600 IP PBX web interface using an administrator account.
2. Navigate to Value Added Features → FRC.
3. Verify the following:
 - The Service status is set to Enabled.
 - The Connection Status shows Connected.

If both conditions are met, your FCM5600 IP PBX is successfully connected to the FRC cloud service and ready to proceed with the Odoo integration.



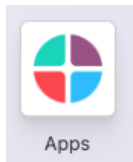
The domain name and port displayed on this page will be required later when configuring the VoIP settings in Odoo, so make sure to note or copy them for use in the upcoming configuration steps.

Odoo Configuration

Install VoIP App

Be sure that the Odoo VoIP App is installed and active.

- Log in to Odoo as admin.
- Open the Apps menu from the dashboard.

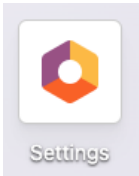


- In the search bar, type VoIP.
- Find the VoIP module.
- Click install.

After installation, Odoo will add a VoIP widget so you can make and receive calls directly inside Odoo 📞.

Configure VoIP App

- Navigate to Settings App



- Configure the VoIP Provider in Odoo
- Follow these steps to configure the FCM5600 IP PBX connection in Odoo:
- Scroll down to the Integrations section.
- Locate the VoIP section.
- Click Manage Providers.
- Configure the Provider Settings
- WebSocket
- Enter the PBX domain using the following format: wss://<domain-name>:5162

Example:

If your domain name is: abcdef123456.fiberme.cloud, then the WebSocket value should be: wss://abcdef123456.fiberme.cloud:5162

<input type="checkbox"/>	Name	WebSocket	PBX Server IP	VoIP Environment
<input type="checkbox"/>	Default	wss://[REDACTED].fiberme.cloud:5162	[REDACTED].fiberme.cloud	Production

Integration Completed

At this stage, the main integration between the FIBERME FCM5600 IP PBX and Odoo has been successfully completed.

Your Odoo system is now connected to the PBX through FIBERME Remote Connect (FRC), allowing the Odoo VoIP application to communicate with the FCM5600 IP PBX.

You can now proceed to configure user extensions in Odoo to start making and receiving calls directly from the Odoo interface.

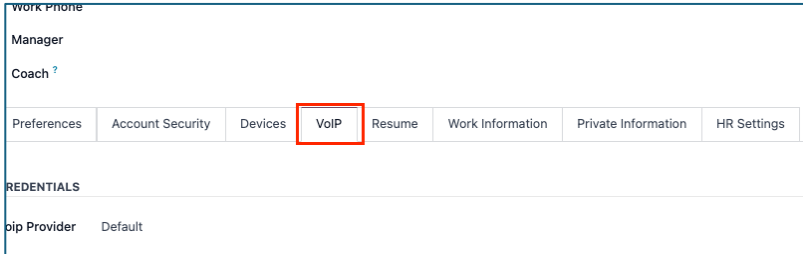
Assign an Extension to an Odoo User

To enable users to make and receive calls from Odoo, each user must assign their own PBX extension to their Odoo account.

Follow these steps to configure the extension:

- Log in to Odoo using the user’s account.
- Click on the user profile picture in the top-right corner of the page.
- Select My Profile from the menu.
- Open the VoIP tab.

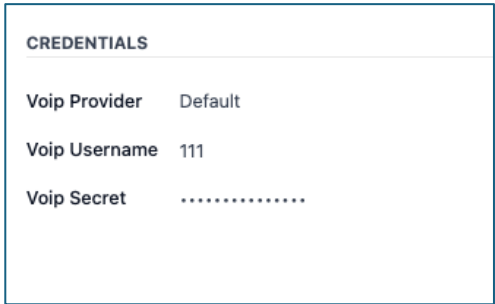
From this section, the user can enter their PBX extension credentials, allowing Odoo to connect the user account with their FCM5600 IP PBX extension.



In the Credentials section of the VoIP tab, configure the extension details as follows:

- VoIP Username: Enter your PBX extension number.
- VoIP Secret: Enter the SIP password assigned to the extension in the FCM5600 IP PBX.

These credentials allow Odoo to authenticate with the FCM5600 IP PBX and associate the user account with the corresponding extension for making and receiving calls.

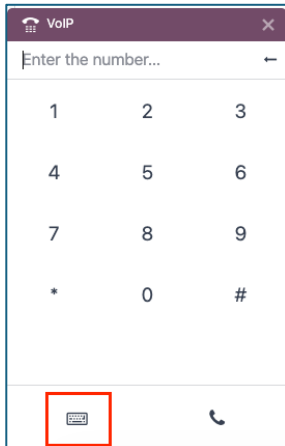


Test user extension configuration

After configuring the extension credentials, you can test the VoIP setup for the user.

- Click the Dialer icon located in the top-right corner of the Odoo interface.
- Click the Keypad icon to open the dialing keypad.

You can now enter a phone number or extension and place a test call to verify that the integration and user configuration are working correctly.



Using Click-to-Call in Odoo

Once the FCM5600 IP PBX integration and user extension configuration are completed, you can use the Click-to-Call feature in Odoo to quickly place calls from customer records.

The Click-to-Call feature allows users to dial phone numbers directly from Odoo without manually entering them in the dialer.

How to Use Click-to-Call

1. Navigate to any record in Odoo that contains a phone number, such as:
 - Contacts
 - Leads
 - Customers
 - Vendors
2. Locate the phone number field in the record.
3. Click the phone icon next to the number.
4. The Odoo VoIP dialer will automatically start the call using your configured PBX extension.

Notes

- Your VoIP extension must be successfully registered in the VoIP tab of your user profile.
- The VoIP dialer must be active in Odoo.
- The call will be routed through the FCM5600 IP PBX using your configured extension.

This feature helps users quickly contact customers directly from Odoo records, improving efficiency and reducing manual dialing errors.

Receiving Calls and Call Pop-Up in Odoo

When your extension is configured and registered in Odoo, incoming calls to your extension will be received directly inside the Odoo VoIP interface.

When a call is received, Odoo will display a call notification pop-up that allows you to answer the call without leaving the system.

Incoming Call Notification

When someone calls your extension:

- A VoIP pop-up notification will appear in the bottom left corner of the Odoo interface.
- The pop-up will display:
 - The caller's phone number
 - The contact name if the number already exists in Odoo

Answering or Rejecting the Call

From the call pop-up, you can:

- Accept the call to answer it directly in Odoo.
- Reject the call to decline it.

Once the call is accepted, the Odoo VoIP dialer will open and the conversation can continue through your configured FCM5600 extension.

Automatic Contact Identification

If the incoming phone number matches an existing contact in Odoo, the system will automatically:

- Display the contact name
- Provide quick access to the contact record

This feature helps users identify callers instantly and access relevant customer information during the call, improving communication efficiency and customer service.

Frequently Asked Questions (FAQs)

Q 1) Do I need FIBERME Remote Connect (FRC) to integrate FCM5600 with Odoo?

Yes. The integration between Odoo and the FCM5600 IP PBX requires FIBERME Remote Connect (FRC). FRC allows Odoo to securely connect to the PBX through the cloud.

Q 2) Is FRC included with the FCM5600 IP PBX?

Yes. The FCM5600 IP PBX includes a free lifetime FRC plan that supports up to 2 concurrent calls.

This means:

- All extensions can be configured and connected.
- Only two calls can occur simultaneously when using the free plan.

Q 3) Can I increase the number of concurrent calls?

Yes. If you require more simultaneous calls, you can upgrade your FRC subscription to a plan that supports additional concurrent calls.

Q 4) Where can I find the domain name required for Odoo configuration?

The domain name is available in the FRC settings on your FCM5600 IP PBX.

To locate it:

1. Log in to the PBX as an administrator.
2. Navigate to **Value Added Features** → **FRC**.
3. Copy the **domain name** displayed on this page.

Q 5) What WebSocket format should be used in Odoo?

The WebSocket field in Odoo must follow this format: `wss://<domain-name>:5162`

Example: `wss://abcdef123456.fiberme.cloud:5162`

Q 6) Why is my extension not registering in Odoo?

Check the following:

- The FRC service is enabled and connected on the PBX.
- The WebSocket address is written correctly in Odoo.
- The PBX Server IP field contains the domain name only.
- The VoIP Username matches the extension number.
- The VoIP Secret matches the extension password configured in the PBX.

Q 7) Can multiple users use Odoo VoIP at the same time?

Yes. Each Odoo user can assign their own PBX extension and use VoIP independently.

However, the number of simultaneous calls depends on your FRC plan.

Q 8) Can I make calls to external numbers using Odoo?

Yes. As long as your FCM5600 IP PBX is configured with the required SIP trunks or outbound routes, users can make external calls directly from Odoo.

Q 9) Do users need separate extensions?

es. Each Odoo user must use their own PBX extension to make and receive calls through the Odoo VoIP application.