AXIVOX

AXIVOX FOR ODOO · INSTALLATION GUIDE

Installing the Axivox suite in Odoo 20 Community

The call log Odoo Community does not have: every call, with its contact, its recording, and what the conversation was about.

Odoo	Module	Module version	Document
20 Community	axivox	20.0.1.0.4	21 September 2026

1. Get the module
2. Drop the folder and restart Odoo
3. Turn on the developer mode
4. Install the module from Odoo
5. Create an API key in Odoo
6. Declare your Odoo in the Axivox portal
7. Check that everything works

What you need

- An active **Axivox account**.
- **Administrator** access to your Odoo.
- Access to the **server** hosting Odoo, or to the person who administers it: a folder has to be dropped and the service restarted. The « Import Module » button of the interface does not replace that, and step 2 says why.
- About ten minutes.

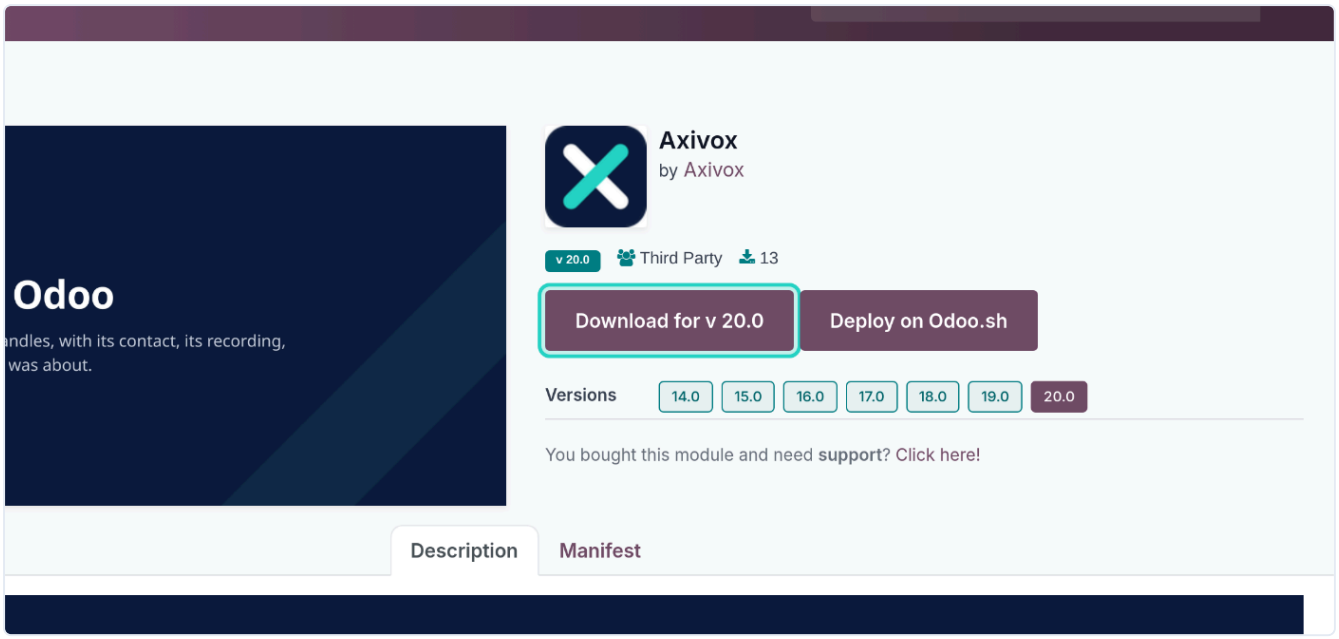
> **Why this module exists.** Odoo's call log belongs to its Phone application, which only exists in the Enterprise edition: on Community it cannot even be installed. This module provides the same log, under its own model name, with the same field names as Odoo's. If you move to Enterprise one day, you find the same shape and your calls stay readable.

STEP 1 Get the module

Two paths, the same content. Take whichever suits you.

From the Odoo store

The module page is at `apps.odoo.com/apps/modules/20.0/axivox`. Click **Download for v 20.0**, signed in to your Odoo.com account. You get `axivox.zip`.



The module page on the store. The module is free, under the LGPL-3 licence.

From the public repository

The code is public on GitHub, one branch per Odoo version. Cloning rather than downloading makes the updates simpler.

```
git clone --branch 20.0 https://github.com/Axivox/axivox-odoo.git /opt/axivox-odoo
```

> **Take branch 20.0.** Odoo's screens are not written the same way from one version to the next. A package meant for another version sometimes refuses to install, and sometimes installs with part of its screens left empty, without saying anything.

STEP 2 Drop the folder and restart Odoo

Unpack the archive: it holds a folder `axivox`. Put that folder in a directory declared in `addons_path`, in your Odoo configuration.

```
# the module folder, next to the other modules
unzip axivox.zip -d /opt/odoo-addons/

# odoo.conf: the directory has to be declared
addons_path = /usr/lib/python3/dist-packages/odoo/addons,/opt/odoo-addons

# then the restart
sudo systemctl restart odoo
```

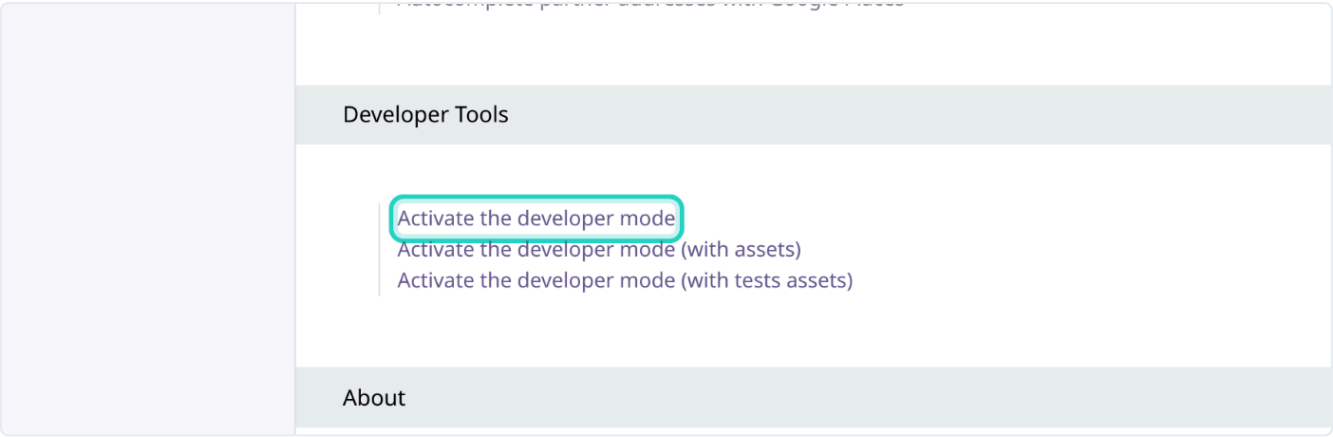
If you cloned the repository, declare the cloned directory itself: the module folders sit at its root.

> **The restart is not optional.** A module that carries code is only read when the server starts. Without a restart, Odoo sees nothing new.

> **The « Import Module » button does not replace these two steps.** Odoo can import an archive from its interface, but it only loads the data files: never the code. On this module the import stops on « Error while importing module 'axivox' », then « No matching record found for external id `model_axivox_call` ». Nothing is installed and nothing is left behind: dropping the folder remains necessary. Checked on Odoo 14, 15, 16, 17, 18 and 19.

STEP 3 Turn on the developer mode in Odoo

Open **Settings**, scroll to the very bottom of the page, section **Developer Tools**, then click **Activate the developer mode**.



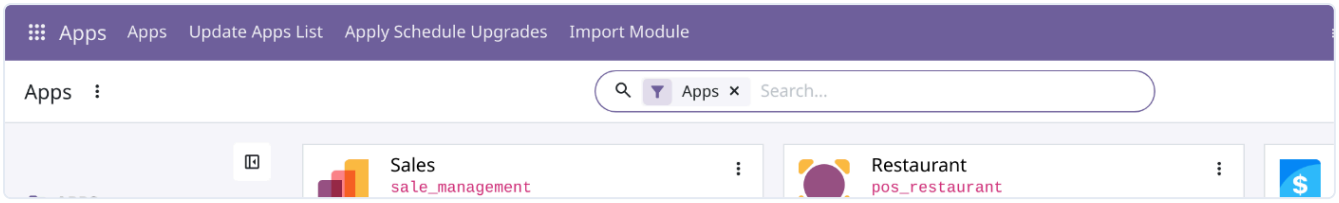
The link sits at the bottom of the general settings, under **Developer Tools**.

The page reloads. The developer mode opens the menu entries used in the next step. You can turn it off once the installation is done, the module keeps working.

> **There is a shortcut.** Adding `?debug=1` at the end of your Odoo address does the same, from any screen.

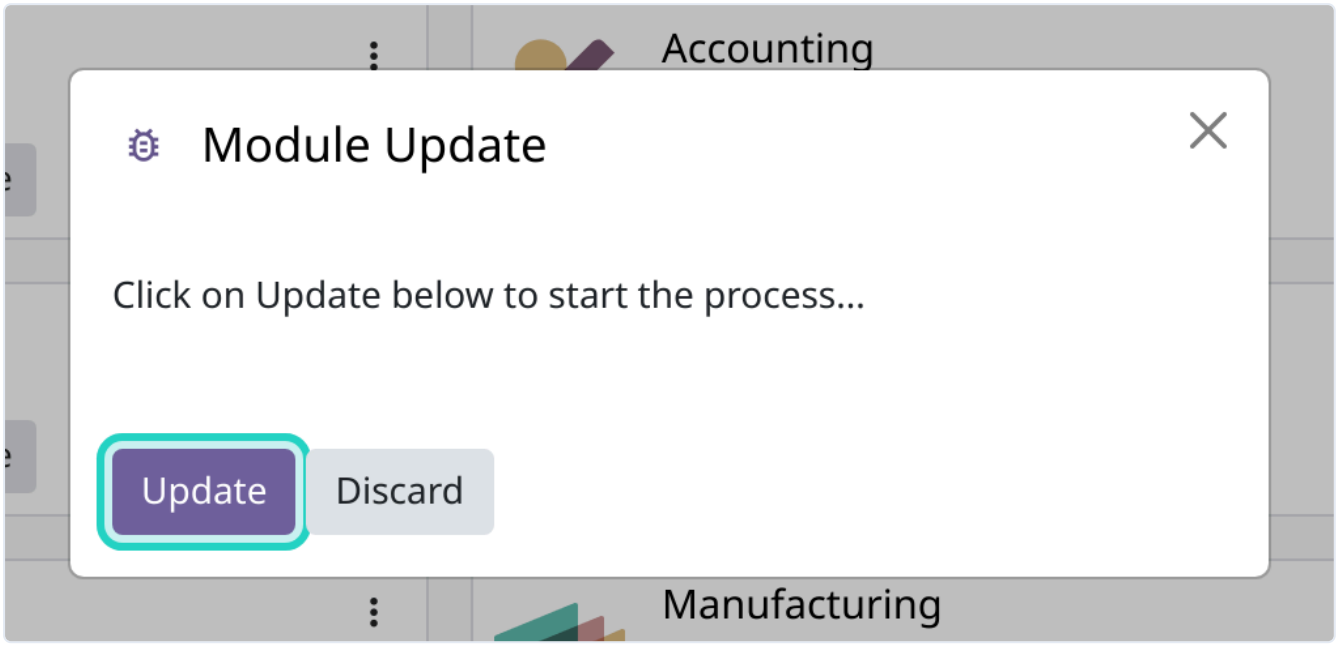
STEP 4 Install the module from Odoo

Open the **Apps** menu. Two extra entries appeared at the top of the screen with the developer mode.



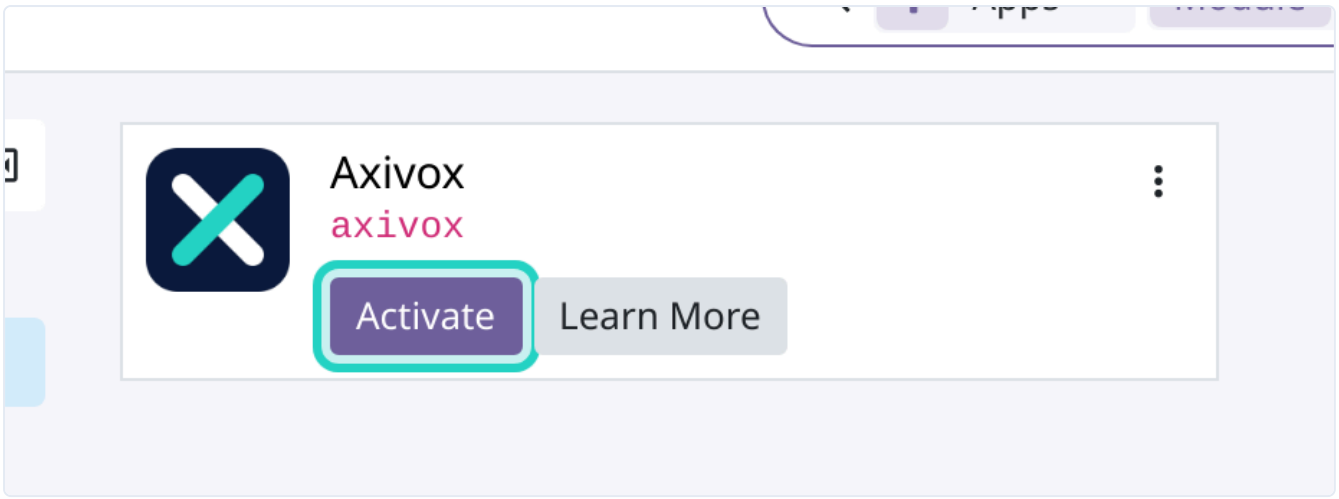
Update Apps List, in the top bar.

Click it, then confirm. Odoo reads the modules directory again; without that pass, the module stays invisible.



The confirmation. The operation touches none of your data.

Then type **Axivox** in the search. The module card appears. Click **Activate**.



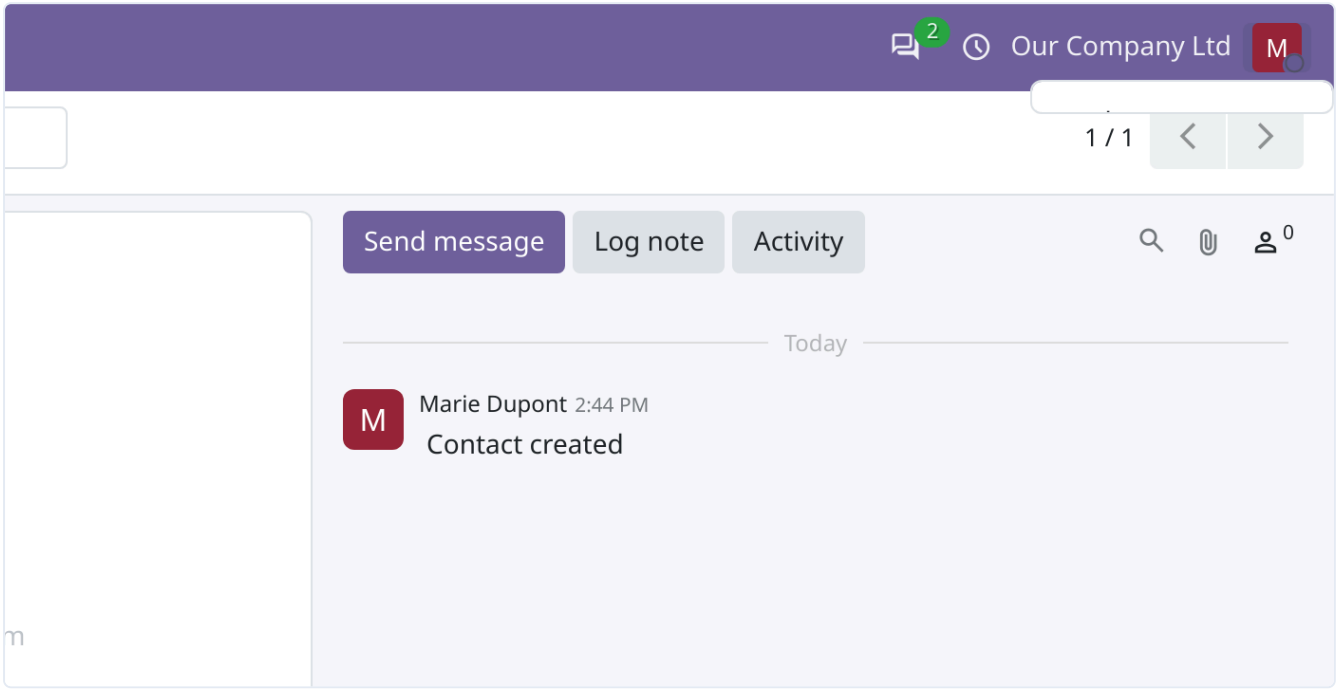
The module card in the apps list.

The installation takes a few seconds. An **Axivox** menu then appears in your list of applications.

STEP 5 Create an API key in Odoo

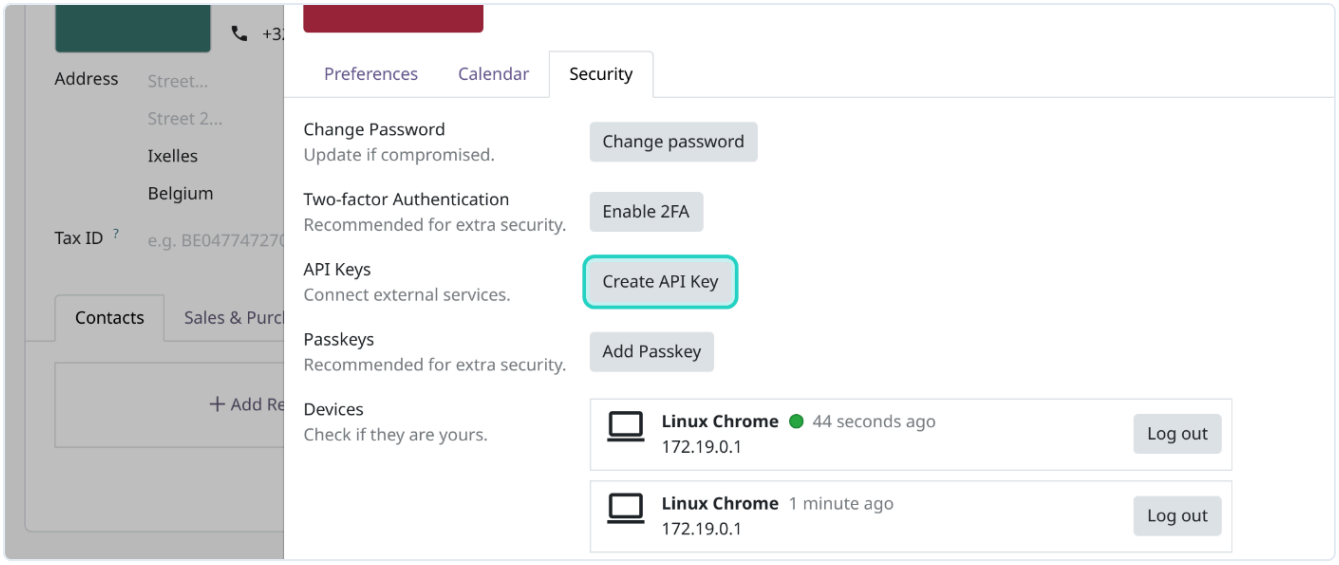
This key lets Axivox write calls into your Odoo. Create it on the account you want to appear as the author of what Axivox writes. An account dedicated to the integration works well.

Open the menu under your name, top right, then **My Preferences**.



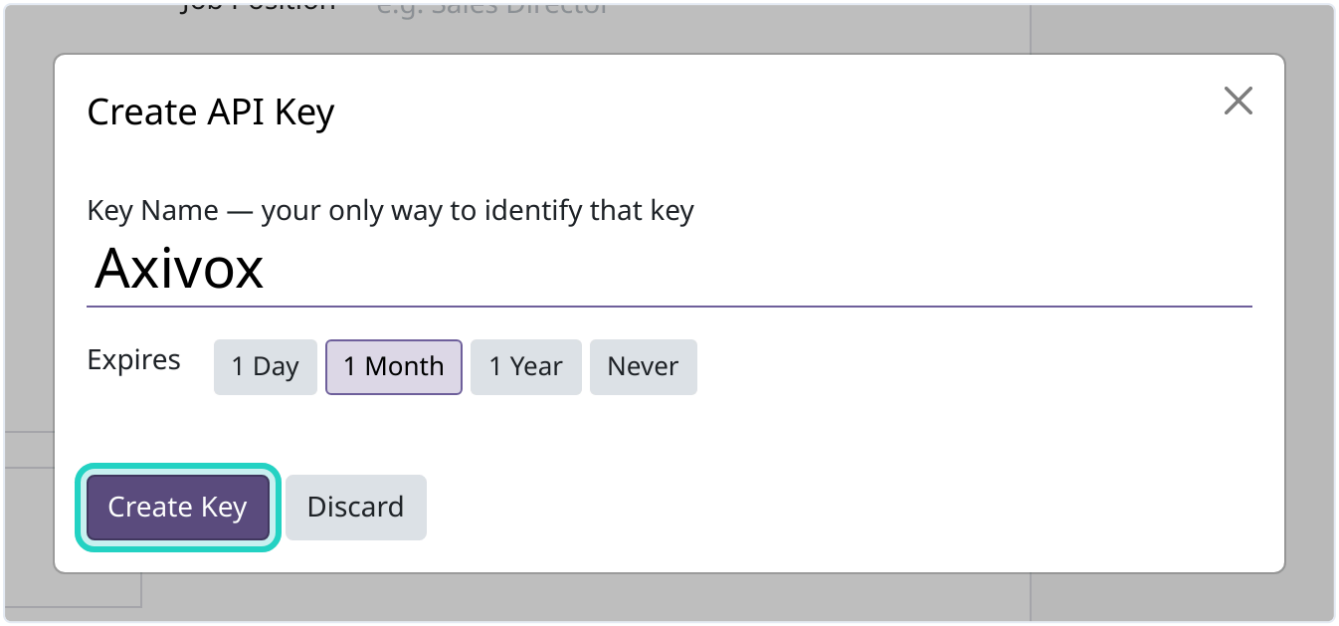
The account menu, at the top right of the screen.

In the form that opens, go to the **Security** tab, then **Create API Key**.



The **Security** tab and the button that creates the key.

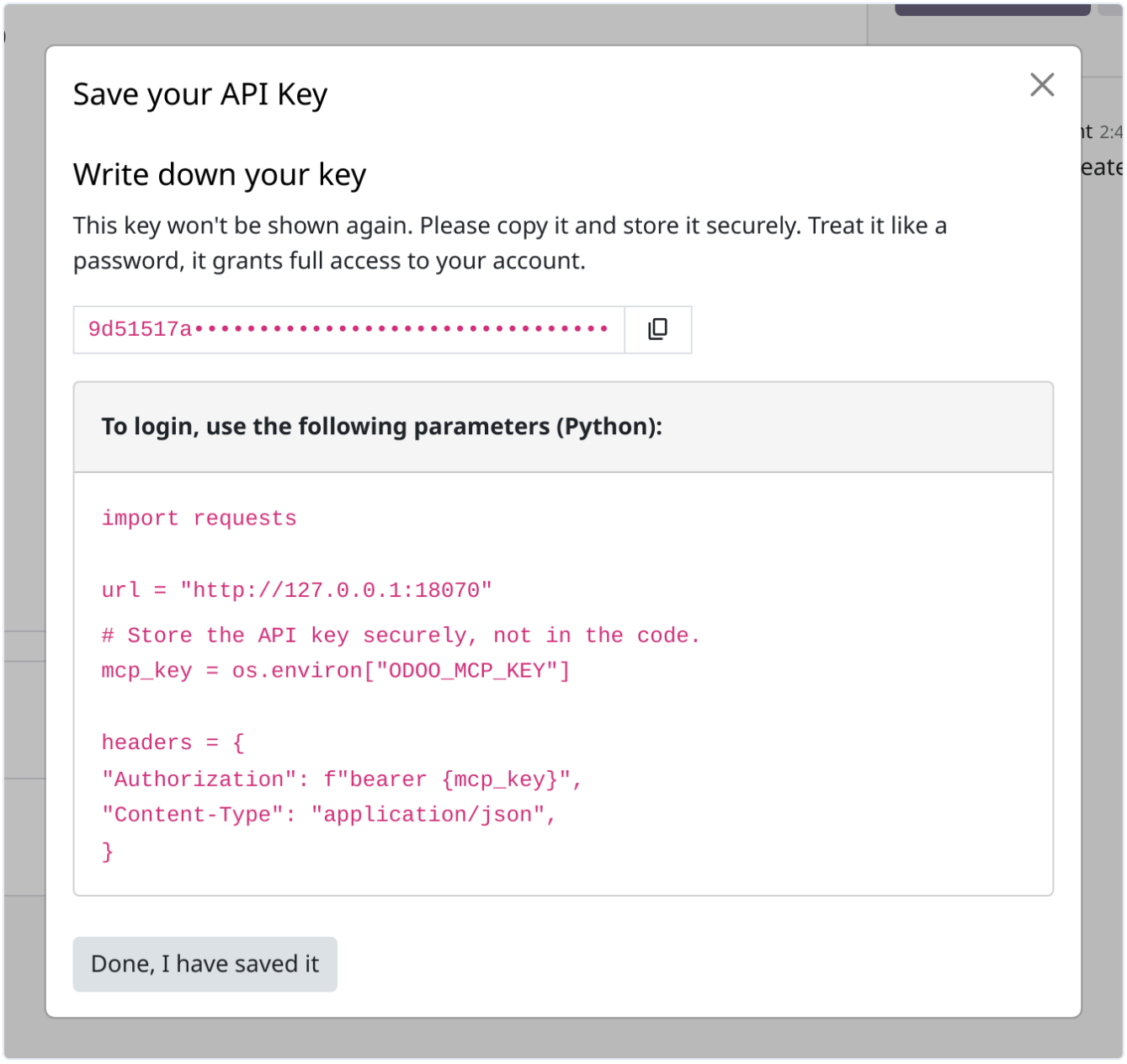
Odoo asks for your password, then for a description. Write for instance `Axivox connector`: it is the only way to recognise this key later.



The description of the key. It identifies the key, it is not used to connect.

> **Choose « Persistent Key » as the validity.** Odoo offers one day by default. A key that expires cuts the flow of calls overnight, with no other sign than a connection test that starts failing.

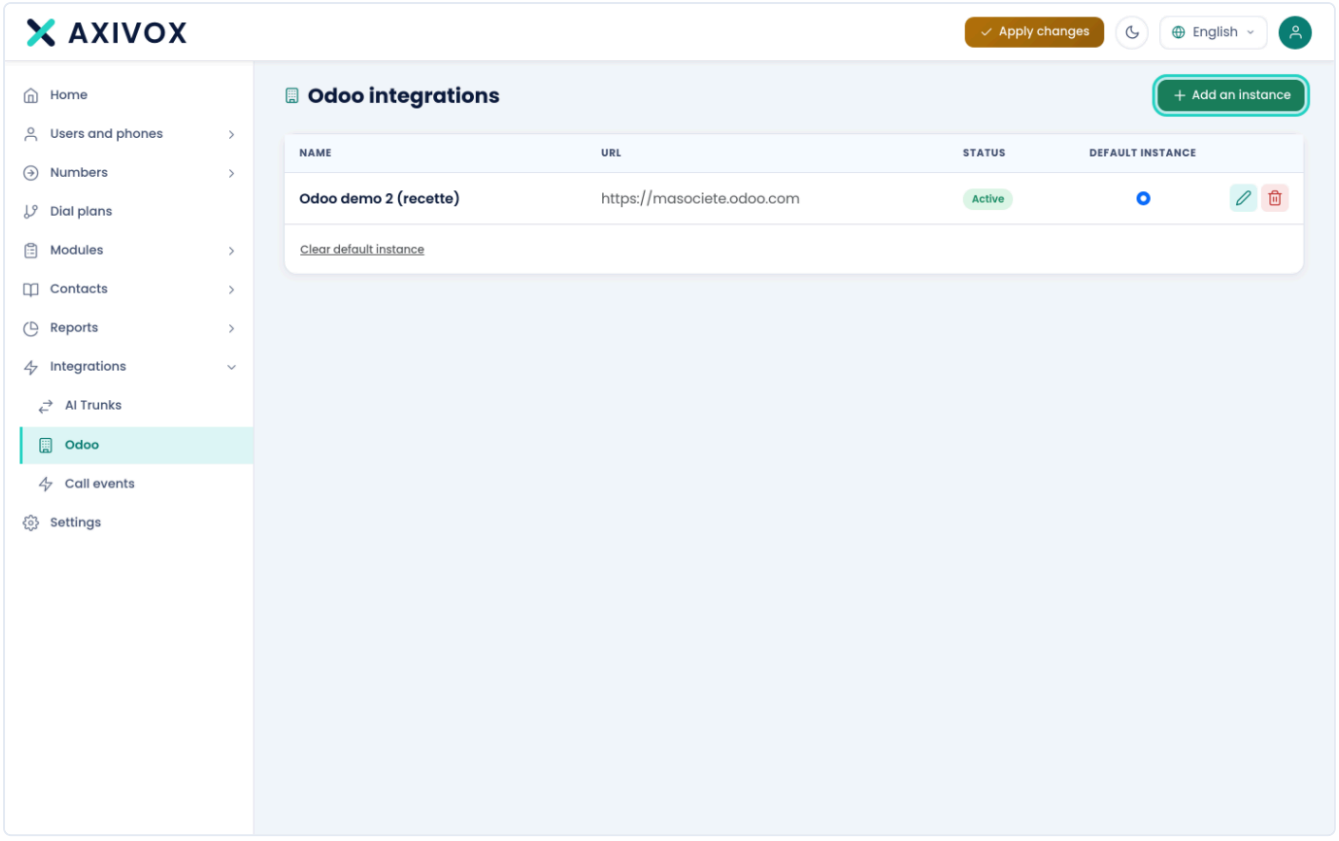
> **The key is shown once, and only once.** Copy it straight away. If you lose it, you have to create another one. It gives full access to the account it was created on, so treat it as a password.



The key, once created. The one in this screenshot is masked.

STEP 6 Declare your Odoo in the Axivox portal

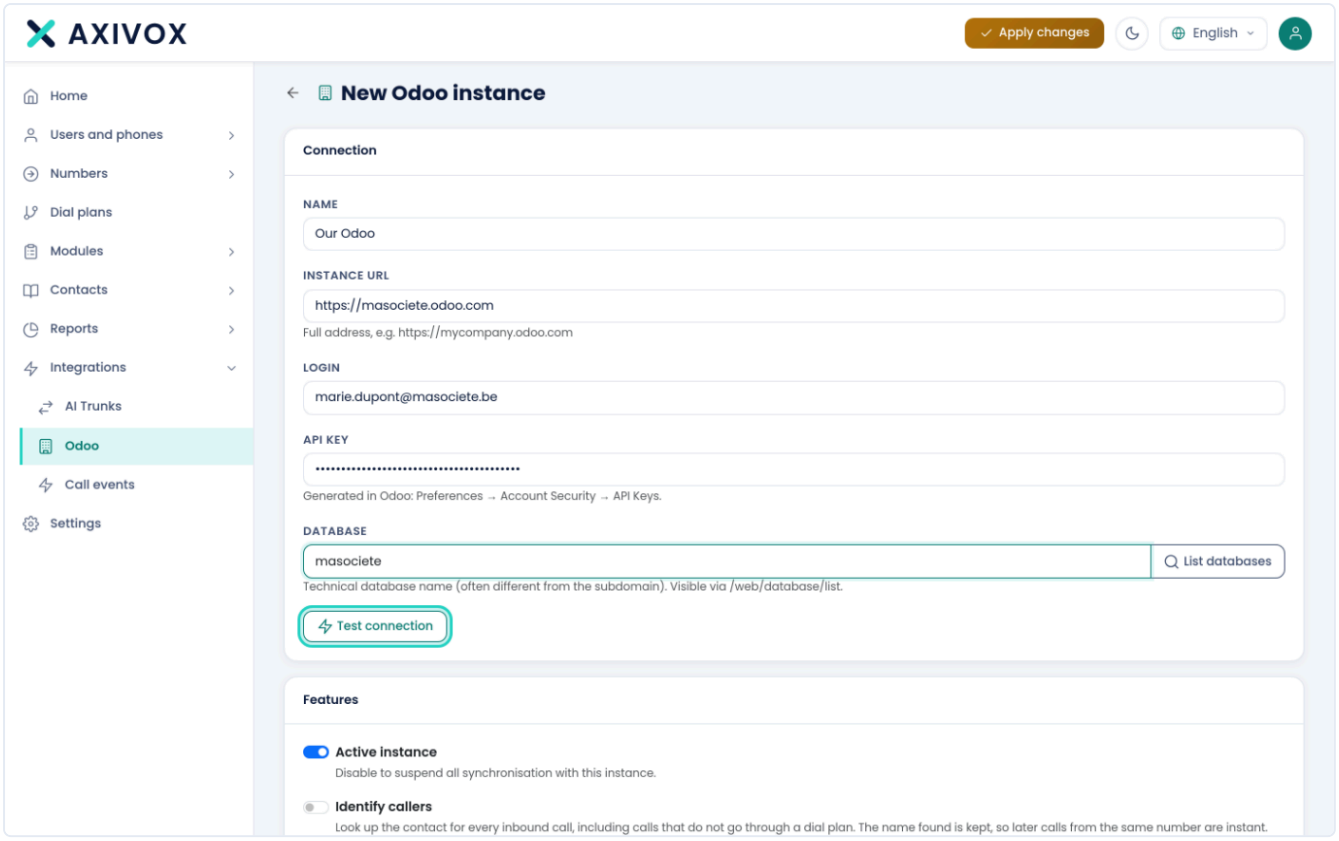
Sign in to **manage.axivox.com**, open **Odoo integrations** and click **Add an instance**.



The **Odoo integrations** screen of the portal. Several Odoo can live there.

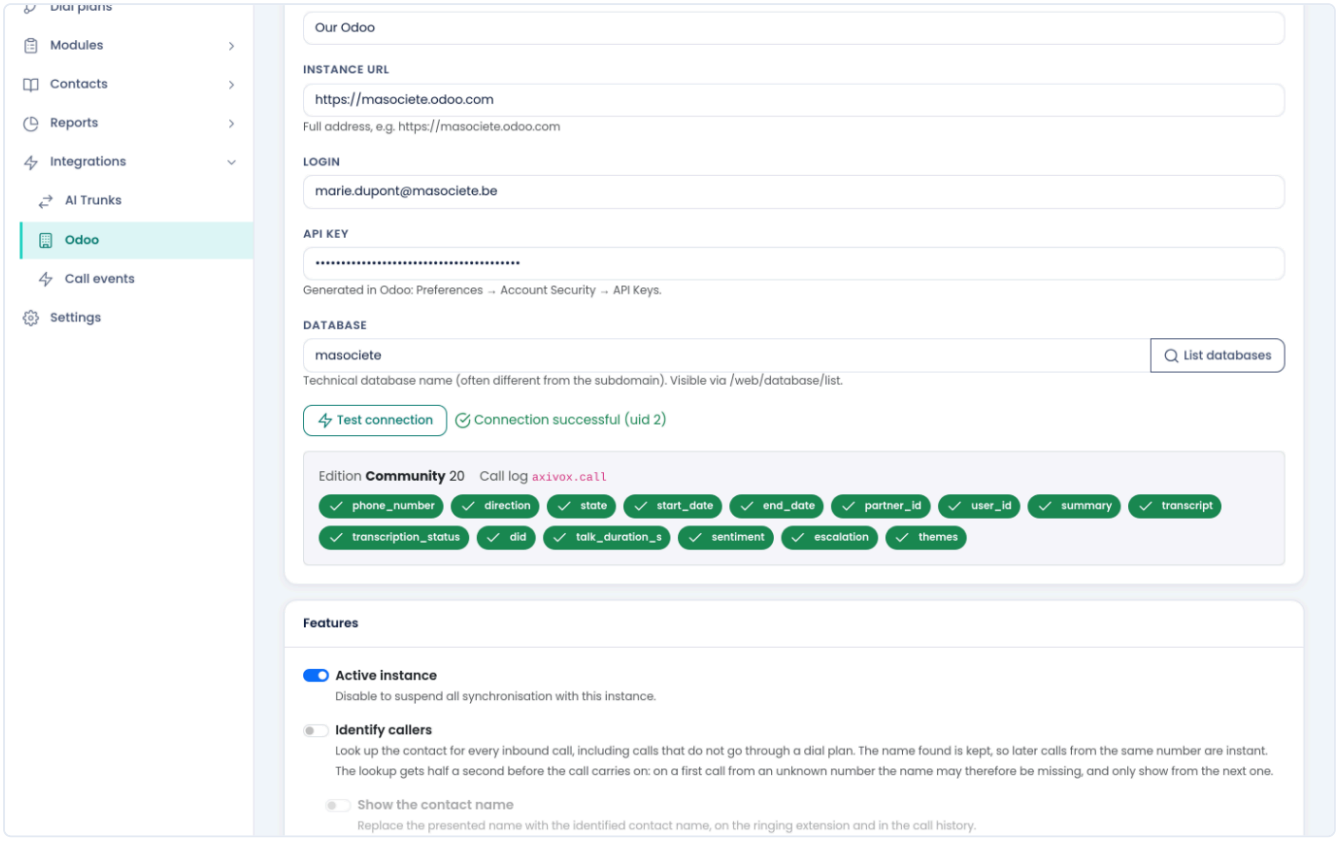
Fill in the five fields of the **Connection** section:

FIELD	WHAT IT EXPECTS
Name	The name you give this Odoo. It is for you only.
Instance URL	The full address, for instance `https://mycompany.odoo.com`.
Login	The sign-in address of the account you just created the key on.
API key	The key copied at the previous step.
Database	The technical name of the database. It often differs from the subdomain: use the **List databases** button rather than guess it.



The form filled in, before the test. The values in this screenshot are invented.

Click **Test connection**.

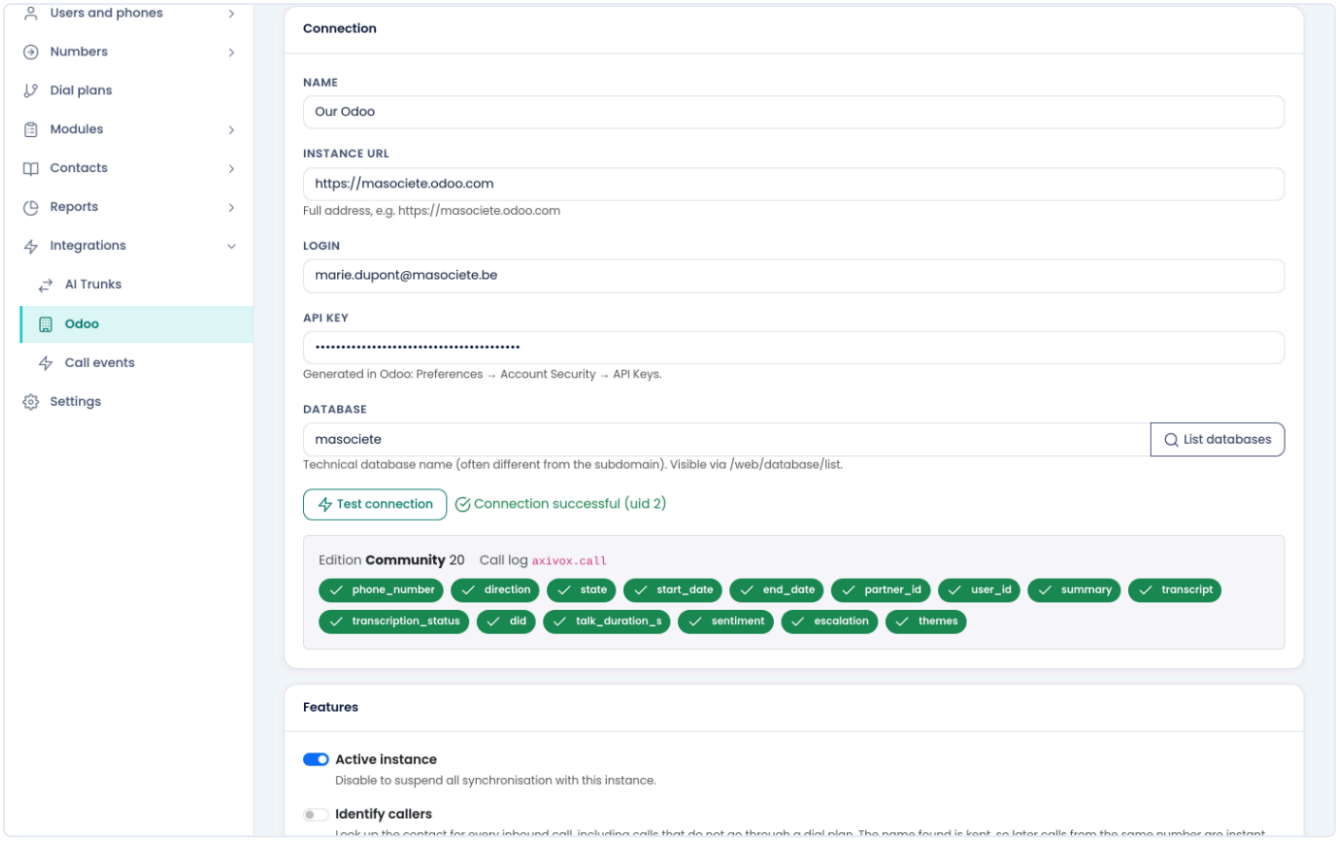


The test passing on an Odoo 20 Community. The edition, the version and the call log found are shown, then the list of the fields Axivox will be able to fill.

> **The test does more than check a password.** It records what your Odoo can receive, and that is the list used afterwards. It also adds the connecting account to the group that lets it write the calls of the whole team, without which it could only file its own.

Save. The **Features** section then decides what Axivox does with this Odoo:

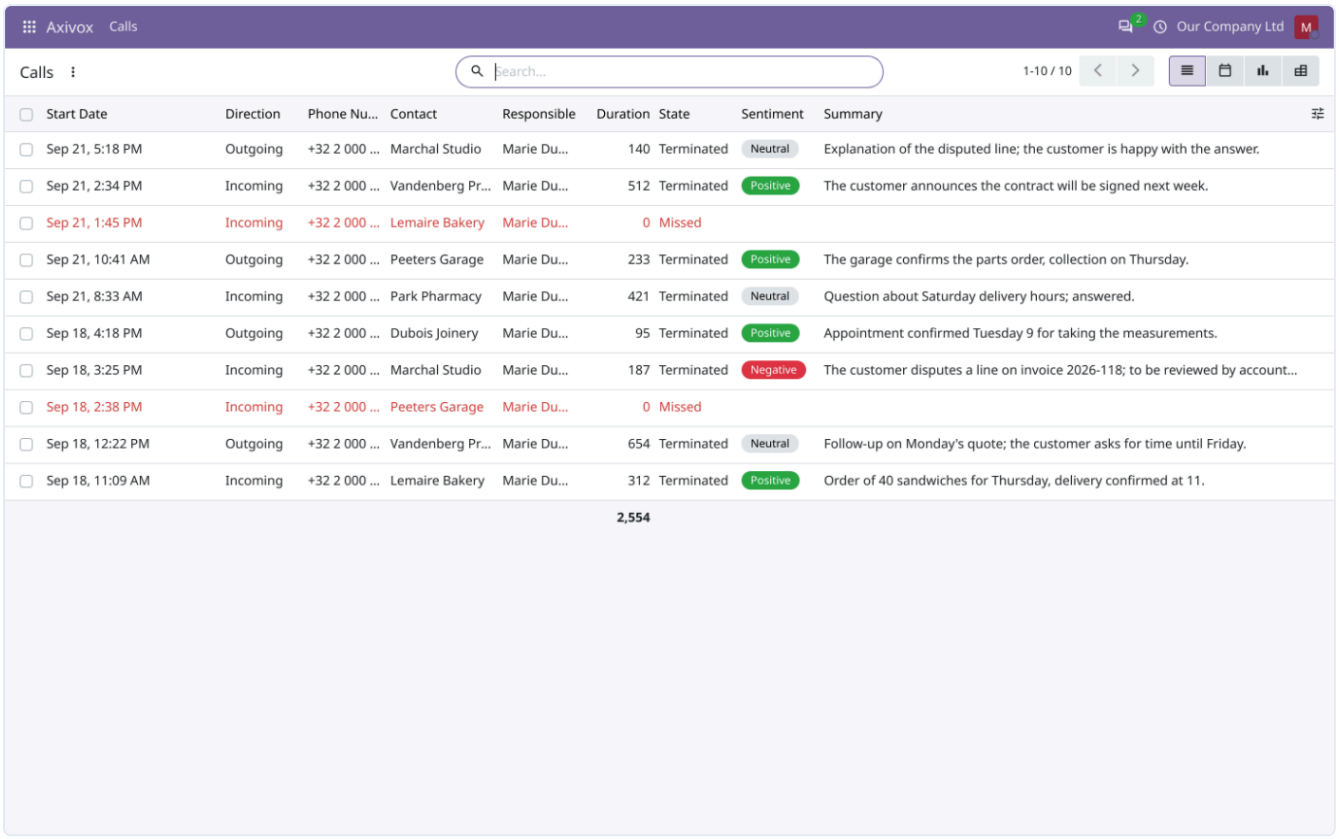
SETTING	EFFECT
Active instance	Clear it to suspend every exchange with this Odoo, without losing the configuration.
Identify callers	The name of the Odoo contact comes up on incoming calls.
Log calls	Every call becomes a record in the call log. This is the main setting.
Publish the transcript and the analysis	The text of the call and its analysis are posted on the contact, when your Axivox account has them.
Attach the audio recording	The audio file comes with that message. It only appears if the transcript is published too.



The **Features** section, below the connection.

STEP 7 Check that everything works

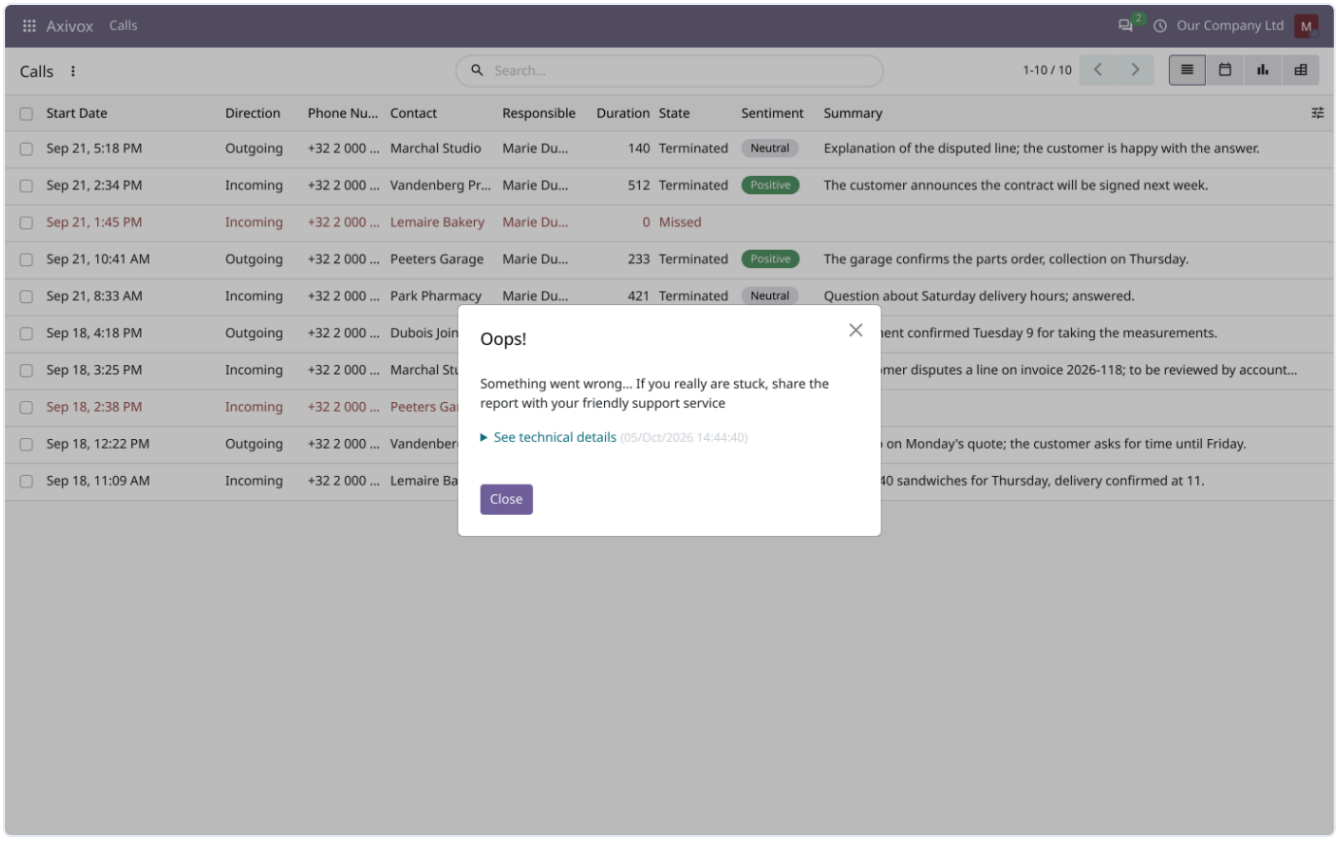
Make a call, or have someone call you. Within the minute it appears in the **Axivox** menu of your Odoo.



Start Date	Direction	Phone Nu...	Contact	Responsible	Duration	State	Sentiment	Summary
Sep 21, 5:18 PM	Outgoing	+32 2 000 ...	Marchal Studio	Marie Du...	140	Terminated	Neutral	Explanation of the disputed line; the customer is happy with the answer.
Sep 21, 2:34 PM	Incoming	+32 2 000 ...	Vandenberg Pr...	Marie Du...	512	Terminated	Positive	The customer announces the contract will be signed next week.
Sep 21, 1:45 PM	Incoming	+32 2 000 ...	Lemaire Bakery	Marie Du...	0	Missed		
Sep 21, 10:41 AM	Outgoing	+32 2 000 ...	Peeters Garage	Marie Du...	233	Terminated	Positive	The garage confirms the parts order, collection on Thursday.
Sep 21, 8:33 AM	Incoming	+32 2 000 ...	Park Pharmacy	Marie Du...	421	Terminated	Neutral	Question about Saturday delivery hours; answered.
Sep 18, 4:18 PM	Outgoing	+32 2 000 ...	Dubois Joinery	Marie Du...	95	Terminated	Positive	Appointment confirmed Tuesday 9 for taking the measurements.
Sep 18, 3:25 PM	Incoming	+32 2 000 ...	Marchal Studio	Marie Du...	187	Terminated	Negative	The customer disputes a line on invoice 2026-118; to be reviewed by account...
Sep 18, 2:38 PM	Incoming	+32 2 000 ...	Peeters Garage	Marie Du...	0	Missed		
Sep 18, 12:22 PM	Outgoing	+32 2 000 ...	Vandenberg Pr...	Marie Du...	654	Terminated	Neutral	Follow-up on Monday's quote; the customer asks for time until Friday.
Sep 18, 11:09 AM	Incoming	+32 2 000 ...	Lemaire Bakery	Marie Du...	312	Terminated	Positive	Order of 40 sandwiches for Thursday, delivery confirmed at 11.
					2,554			

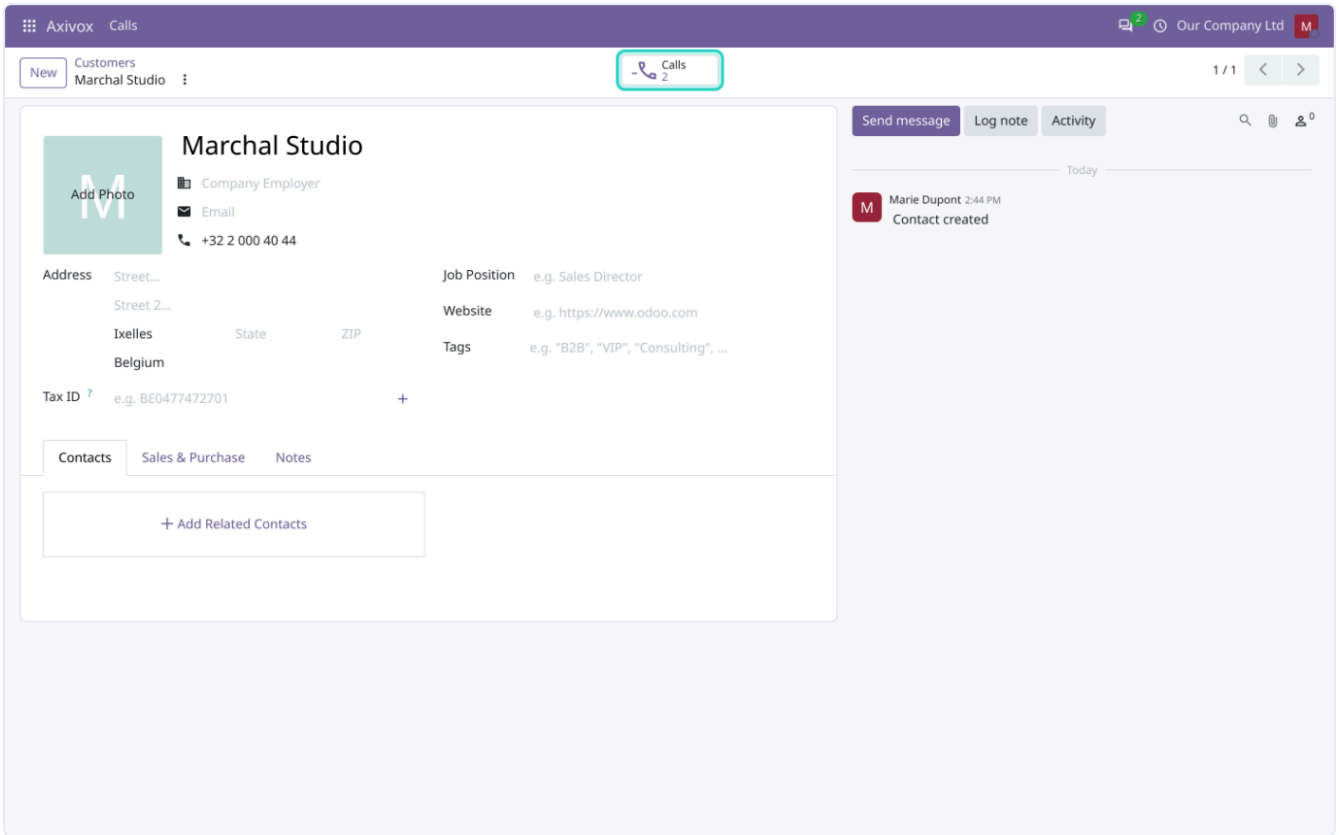
The call log. Missed calls stand out in red, and the sentiment read from the conversation shows as a badge.

A call opens like any Odoo record: both durations, the contact, the analysis, the summary, then the transcript.



One call in detail.

Every contact also carries its number of calls, and opens its own history.



The **Calls** button at the top of the contact, with the number of calls. It opens the history of that contact.

> **The screens of the module are in English.** Its labels deliberately reuse those of Odoo's own call log, which carry the same names. The rest of your Odoo is untouched.

> **A call that belongs to nobody appears in nobody's list.** Axivox attaches the call to the Odoo user whose sign-in address matches the e-mail address of the extension in Axivox. If the two differ, the call is created and attached to the contact, but no user sees it among « their » calls. Check the addresses of the extensions in the Axivox portal before concluding that something is broken.

Updating later

Odoo never downloads the new version of a third-party module. The **Apps** screen only reads what is already on the server, and offers the upgrade once it finds a version number higher than the one recorded at install time. The files first, Odoo second.

1. Get the new archive, replace the `axivox` folder with the one it contains, then restart Odoo.
2. In **Apps**, search for Axivox and click **Upgrade**.
3. Come back to the Axivox portal and run **Test connection** again.

> **The third step is not optional.** Axivox only sends your Odoo the fields it has seen it declare, and that list is recorded at the moment of the connection test. Until the test is run again, a version that brings new fields will see them dropped in silence.

> **Do not uninstall the module to reinstall it.** Uninstalling erases your calls. The upgrade keeps them, and leaves the new columns empty on the calls already there.

Adding the softphone too

Axivox publishes a second application, `axivox_softphone`, which puts your softphone in a panel of Odoo: a click on a number dials it, and the panel opens by itself when someone calls you. It is independent of this one: drop its folder next to it, restart, then install it from **Apps**. It adds no model, no field and no table, and needs no configuration: you sign in to your Axivox account in the panel, once.

> **That one does go through « Import Module ».** As it carries no code, the button in the interface installs it without touching the server. That is the path described in the Odoo Online guide, and it holds here too.

If something goes wrong

WHAT YOU SEE	WHAT TO LOOK AT
The module does not show up in Apps	Three causes, in this order: the apps list was not updated, the folder is not in a directory declared in `addons_path`, or Odoo was not restarted.
« Error while importing module 'axivox' »	The module went through the « Import Module » button instead of being dropped on the server. That path does not load the code, so the call model does not exist and the access rights have nothing to attach to. The import unwinds cleanly and leaves nothing behind: go back to step 2.
The connection test fails	Most often the database name: it differs from the subdomain. Use **List databases**. Then check that the API key belongs to the account given in **Login**.
Calls do not reach Odoo	Check that **Log calls** is ticked on the instance, in the Axivox portal. That is the most frequent cause.
Calls are there but belong to nobody	The e-mail address of the extension in Axivox must match the sign-in address of the Odoo user. Without a match, the call stays without an owner rather than being attributed at random.
No transcript and no summary	They come from your Axivox account, not from the module. Call recording must be on for that extension, and transcription enabled on your account.

A question? Your Axivox account manager answers on both applications, as on the rest of your installation. www.axivox.com

The screenshots in this document were taken on an Odoo 20 Community in English.