AXIVOX

AXIVOX FOR ODOO · INSTALLATION GUIDE

Installing the Axivox softphone in Odoo Online 20

The Axivox softphone in a panel of your Odoo: click a number to call it, and the panel opens by itself when someone calls you.

Odoo	Module	Module version	Document
20 Online	axivox_softphone	20.0.1.0.19	21 September 2026

1. Download the module from the Odoo store
2. Turn on the developer mode
3. Import the module into Odoo
4. Check that the button is there
5. Sign in with your Axivox account

What you need

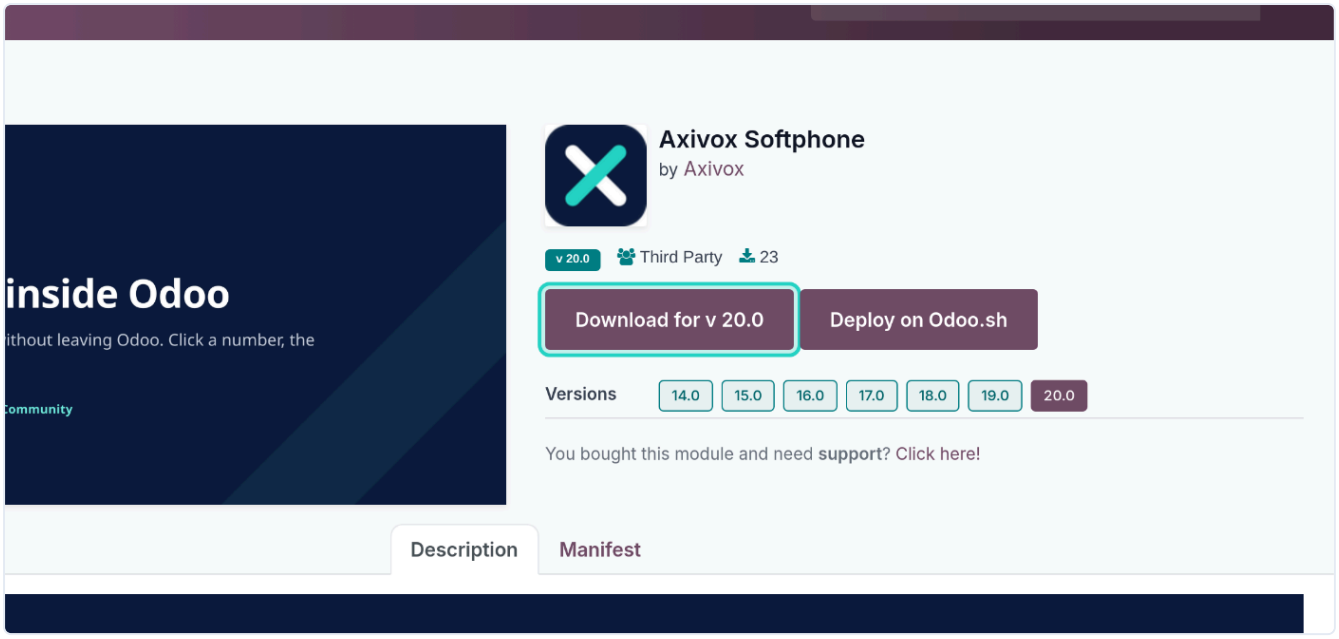
- An active **Axivox account**, with an extension and its password.
- **Administrator** access to your Odoo Online database.
- Nothing on the server: everything happens in the Odoo interface.

> **This module reads none of your data.** It adds no model, no field and no table, and runs no code on your server. That is exactly what makes it installable on Odoo Online, where modules carrying code are refused. The exchange with the softphone happens inside your browser, and only with the address of the softphone.

STEP 1 Download the module from the Odoo store

The module is published on the official store: `apps.odoo.com/apps/modules/20.0/axivox_softphone`. It is free, under the LGPL-3 licence.

Click **Download for v 20.0**. You need to be signed in to your Odoo.com account. You get a file `axivox_softphone.zip`, to keep as it is, without unpacking it.

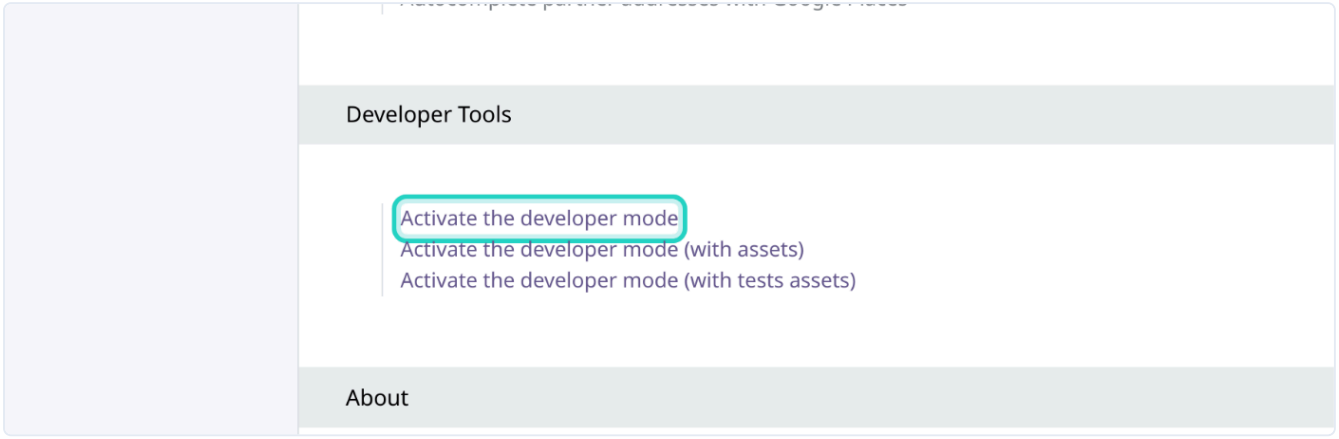


The module page on the store. The download button offers the version that matches your Odoo.

> **Take version 20.** 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 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**.



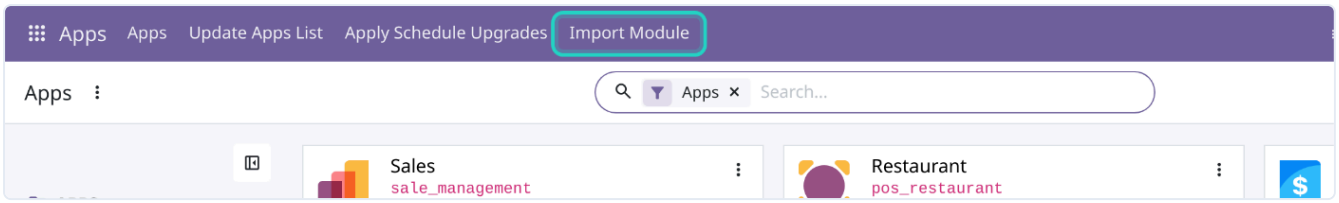
The link sits at the bottom of the general settings, under **Developer Tools**.

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.

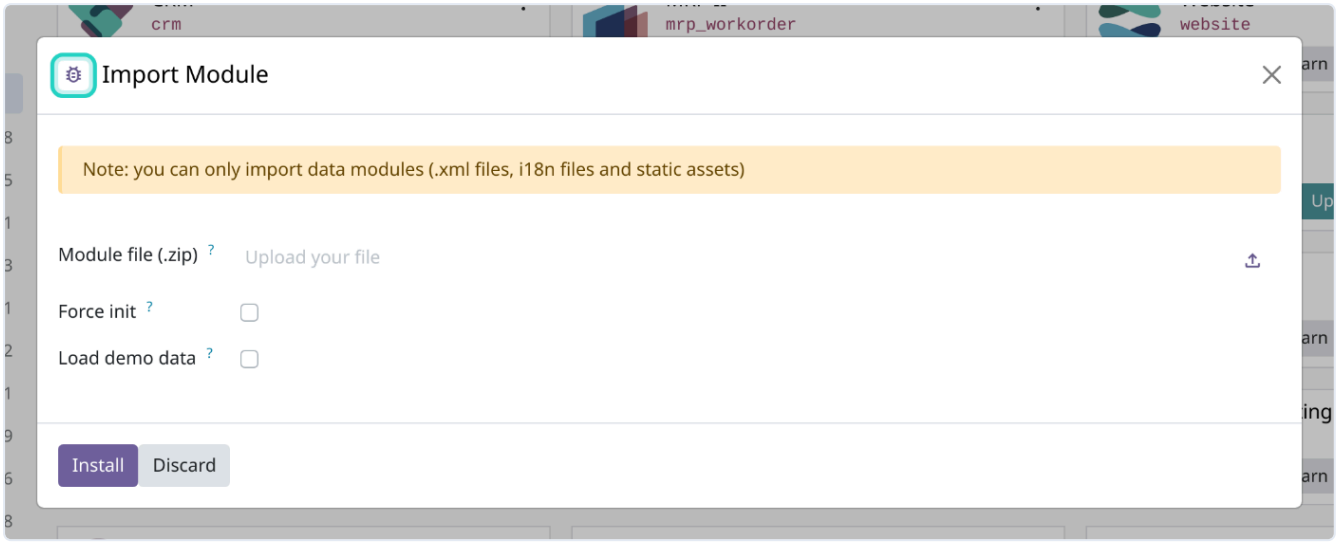
STEP 3 Import the module into Odoo

Open the **Apps** menu. An **Import Module** entry appeared at the top of the screen with the developer mode.



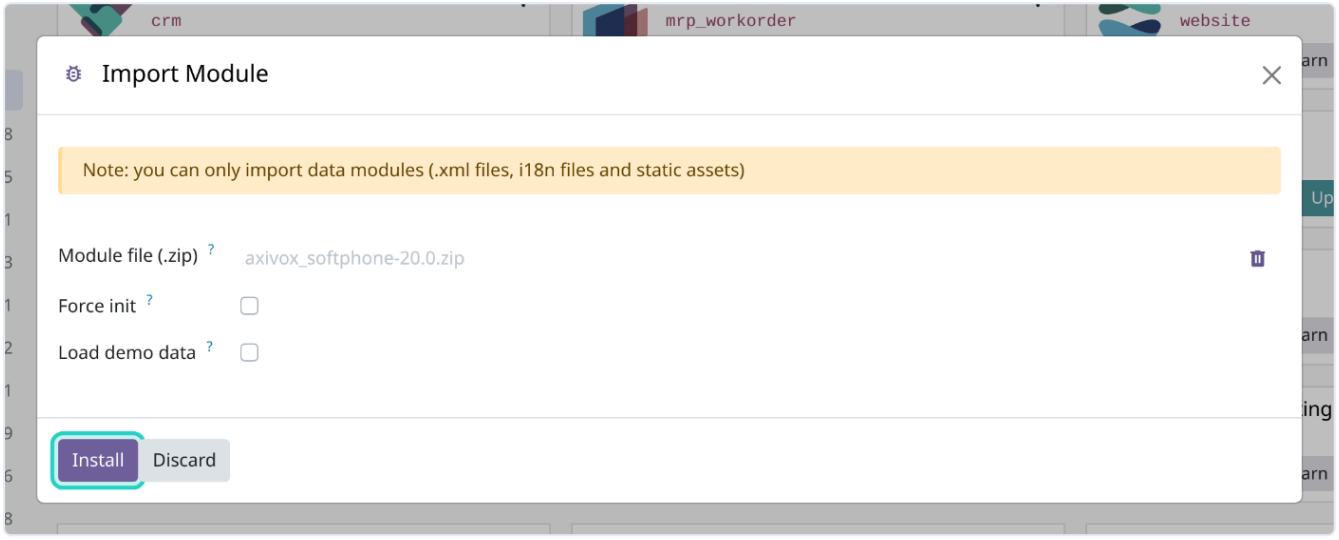
Import Module, in the top bar.

The window that opens warns that it only accepts modules without code. This one is such a module.



The import window. Pick the archive you downloaded in the file field, without unpacking it.

Leave both boxes unticked, then click **Install**.



The archive is loaded, all that is left is to install.

The import takes a few seconds, then the window closes.

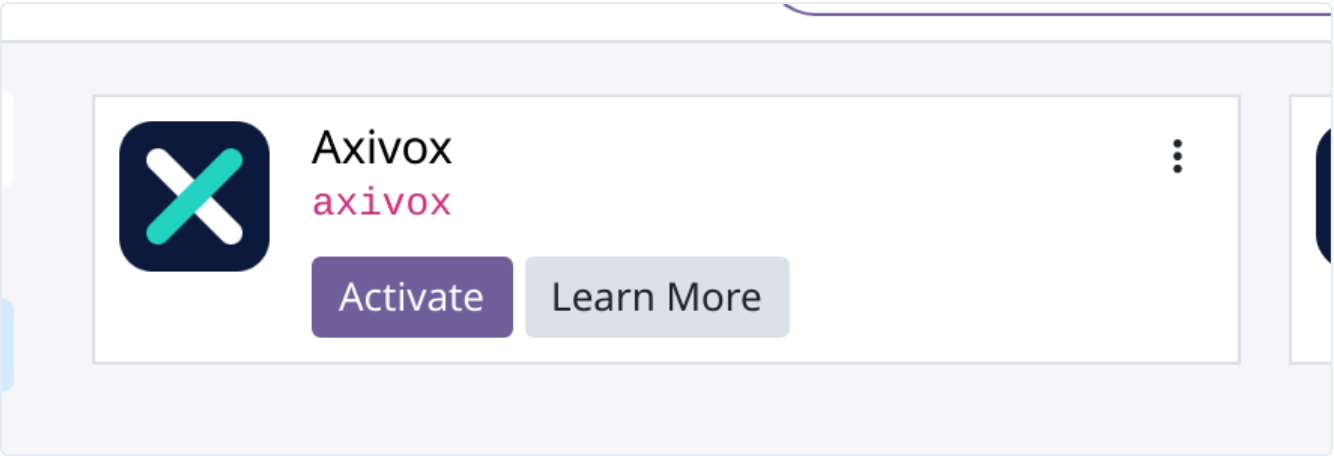
STEP 4 Check that the button is there

Reload the page. A round button appears at the bottom right, on every Odoo screen.



The softphone button, in the bottom right corner of the page. It can be dragged and remembers the corner you put it in.

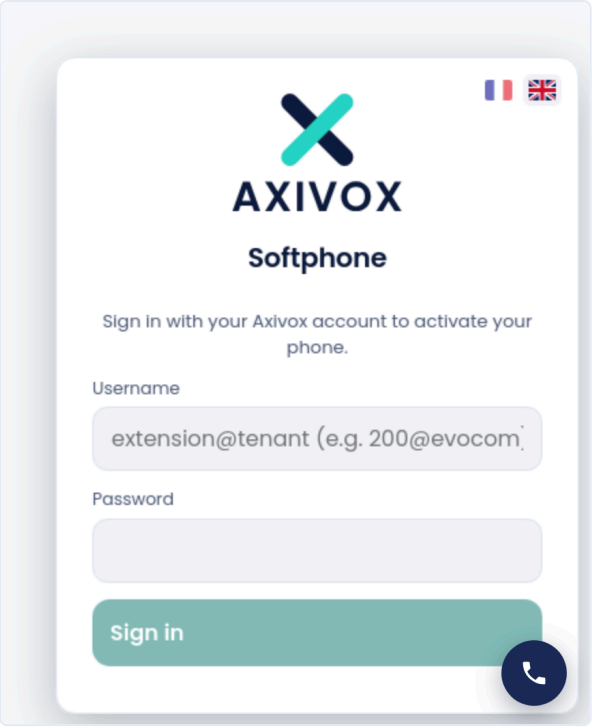
The module also appears in the apps list, under the name **Axivox Softphone**.



The module installed, in the apps list.

STEP 5 Sign in with your Axivox account

Click the button. The panel opens and asks for your Axivox credentials, once.



The panel on its first opening. The username is written `extension@tenant`, for instance `200@mycompany`.

Once signed in, an aqua dot on the button shows that your extension is reachable. The panel stays registered while you work: moving from a contact to a quotation does not drop the call in progress.

Your browser will ask for the microphone the first time. Without that permission you will hear the other party but they will not hear you.

What you can do next

GESTURE	EFFECT
Click a phone number shown in Odoo	The panel dials it, and the call keeps the record you clicked from. Your administrator finds it among the call variables, in the Axivox call list.
An incoming call	The panel opens by itself, wherever you are in Odoo. Two green circles breathe around the button while it rings. If your Odoo is not in the foreground, a notification from your computer warns you: your browser asks for permission the first time you click the softphone button.
During a call	A row of pills appears under the call controls: one click puts a tag on the call, a second click takes it off. The row only appears if your administrator has defined call tags.
Red count on the button	The missed calls of the day you have not looked at yet.

GESTURE	EFFECT
Drag the button	It changes corner, and remembers it for this browser.

Updating later

Odoo never downloads the new version of a third-party module on its own. Download the new archive from the store and repeat step 3: the import replaces the version in place. Your panel settings, which live in your browser, are untouched.

If something goes wrong

WHAT YOU SEE	WHAT TO LOOK AT
« Error while importing module 'axivox' »	You took the archive of the `axivox` module, the call log. It carries code, and this path only loads the data files: the import stops and leaves nothing behind. On Odoo Online only `axivox_softphone` installs, and that is on purpose.
The button does not appear	Reload the page with an empty cache. Odoo assembles its interface files once and keeps them.
The panel stays empty, or « Sign in » does not answer	Your browser must be able to reach `phone.axivox.com`. Corporate filtering is the most frequent cause.
The other party cannot hear you	The microphone is not allowed for the site. The permission is given in the address bar of the browser.
Nothing shows up on iPhone or iPad	That is expected. Mobile Safari does not give the microphone to a panel hosted by another site: the panel does not appear, rather than appearing without being able to speak.

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 in English, installed for the purpose.