



RELEASE NOTES

PBXware 7.0

bicom
SYSTEMS

wiki.bicomsystems.com

Table of Contents

Features 1

 PBXware 7 1

 Embedded Documentation..... 1

 sipPROT v5 integration 3

 Oauth for SMTP Configuration..... 5

 SMS - Shared DIDs 6

 Dynamic Agents removal 7

 New Endpoints..... 7

The Meeting Module 8

 Implemented the feature to add/update the co-organizer list in scheduled meetings ... 8

 Assigning Co-Organizers..... 8

 Removing Co-Organizers 9

Features

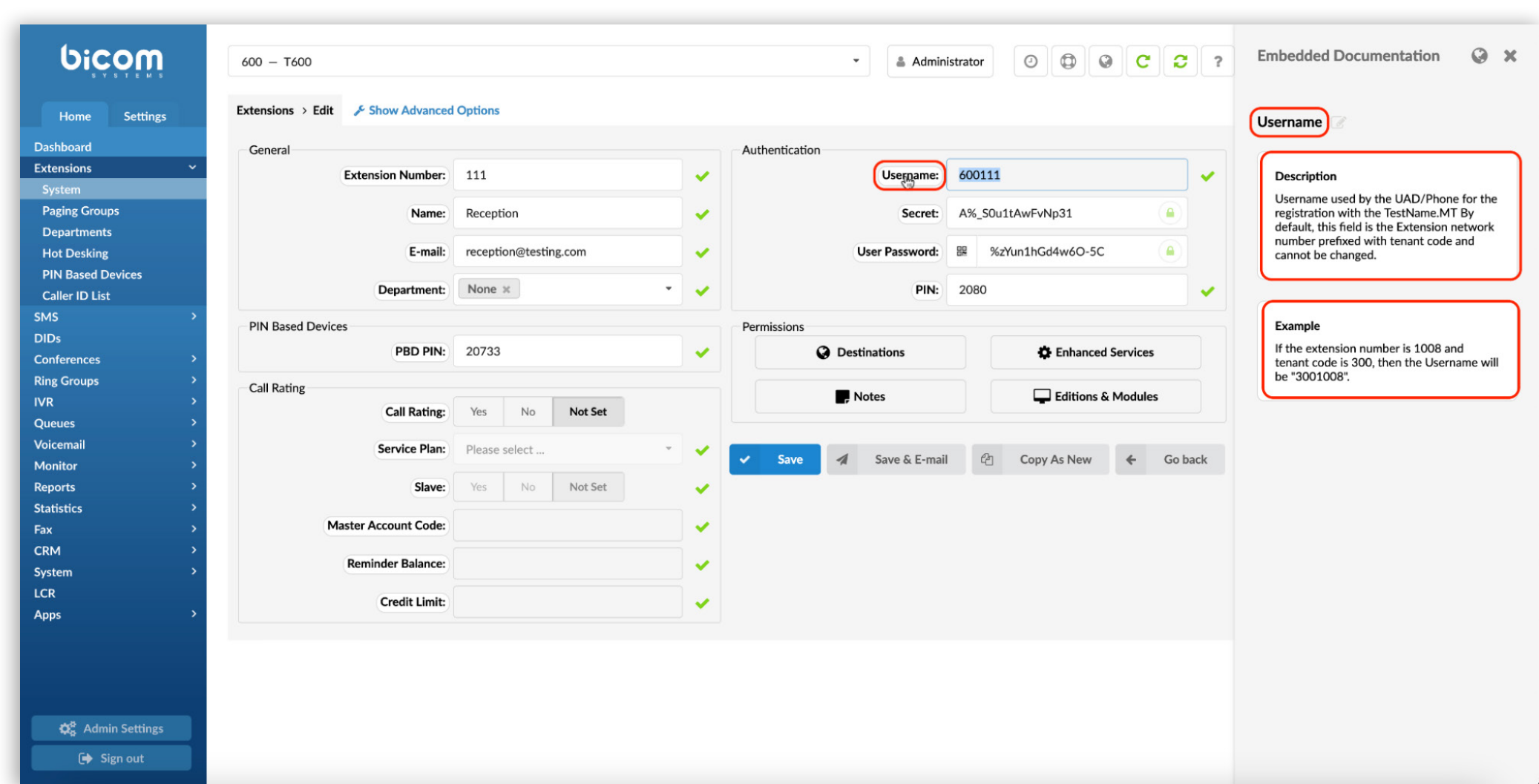
PBXware 7

PBXware version 7 is a culmination of hard work and our constant strive to bring the best product possible to our customers. Although at first glance it might seem like version 7 does not offer a large number of new features, like it was the case with previous new releases, PBXware backend went through a major overhaul.

We have updated the base OS and upgraded all core system services PBXware relies on, starting with the most important one - Asterisk 18. In addition, we also implemented support for TLS 1.3, all with the goal of enhancing stability and ensuring security is at the highest level possible.

Although our v7 development was so far mostly focused on stability and security, we certainly have no intentions to stop there, as all the backend upgrades are also expanding our ability to bring a number of exciting new features to our customers with the future v7 updates.

Embedded Documentation

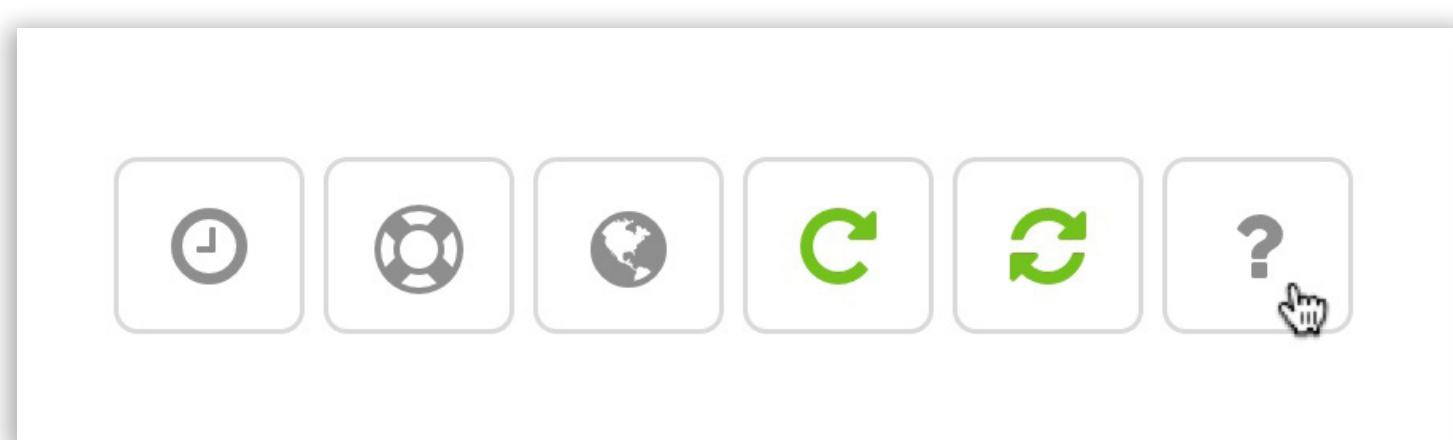


In our everlasting pursuit of making PBXware use as easy for our customers as possible, we invested a lot of effort to develop and incorporate the Embedded Documentation as a major feature in PBXware v7. This feature adds a new panel to the PBXware GUI and provides the technical information about options available in PBXware. This addition should be of

tremendous help to PBXware administrators and speed up their workflow with features they might be less familiar with.

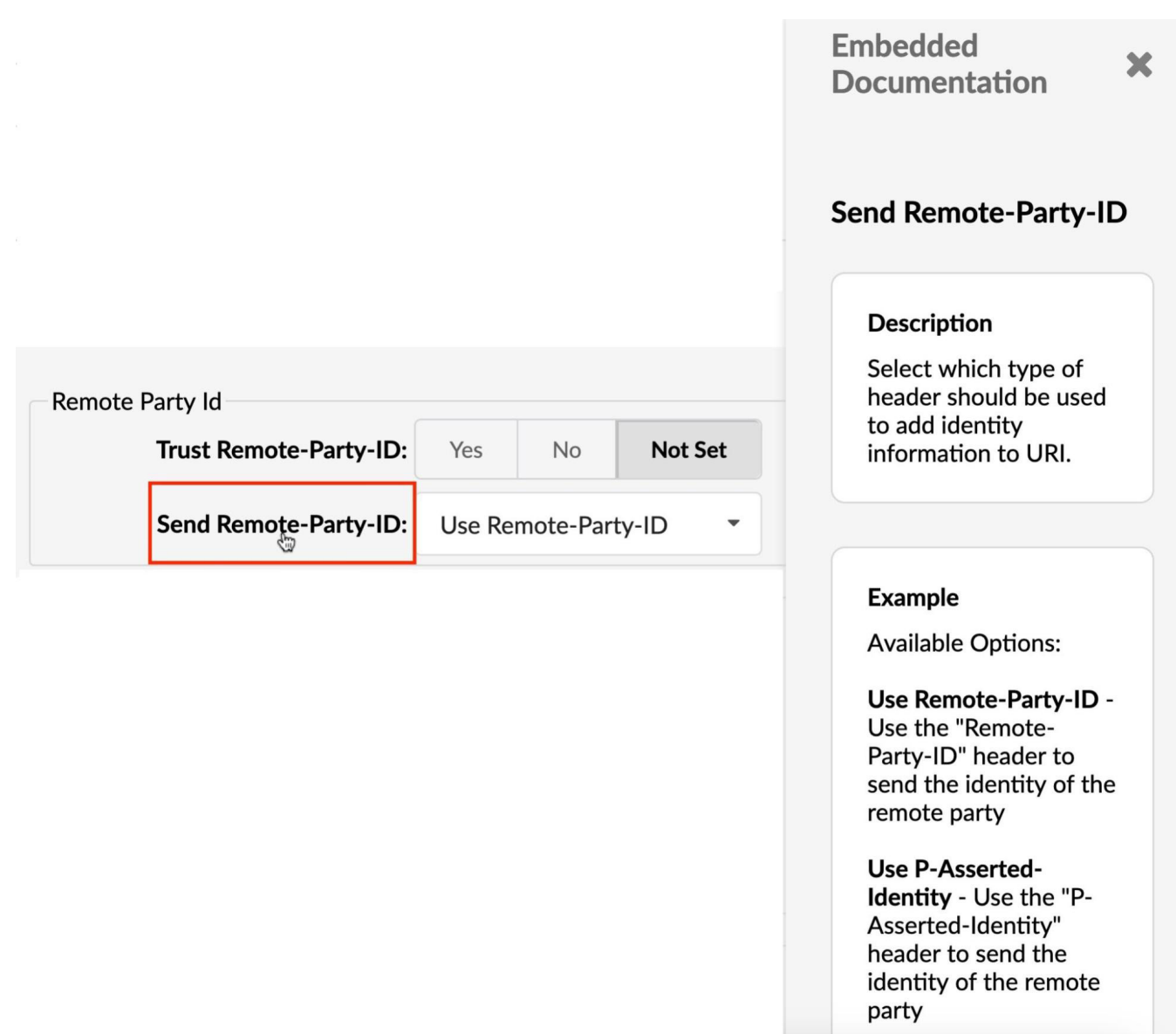
Embedded Documentation panel is split in three sections:

- **The Name** displays the name of the option.
- **The Description** section contains useful information about the option and how to use it. It can also contain important notes and warnings.
- **The Example** section provides the examples of how the option is used or examples of how a specific field should be populated.



To activate Embedded Documentation click on the **?** icon, located in the upper right corner of PBXware GUI, which will open a side panel on the right side of the window.

With the Embedded Documentation panel opened, click on the name of the option you would like to know more about and information will be displayed in the panel.



Once you are done, you can click on another option in PBXware GUI to continue reading or click on the **X** in the top right corner of the Embedded Documentation panel to close it and continue your work in PBXware GUI.

Embedded documentation panel can be accessed occasionally, when you need the information about some of the options, but it can also be left opened at all times, for instant use.

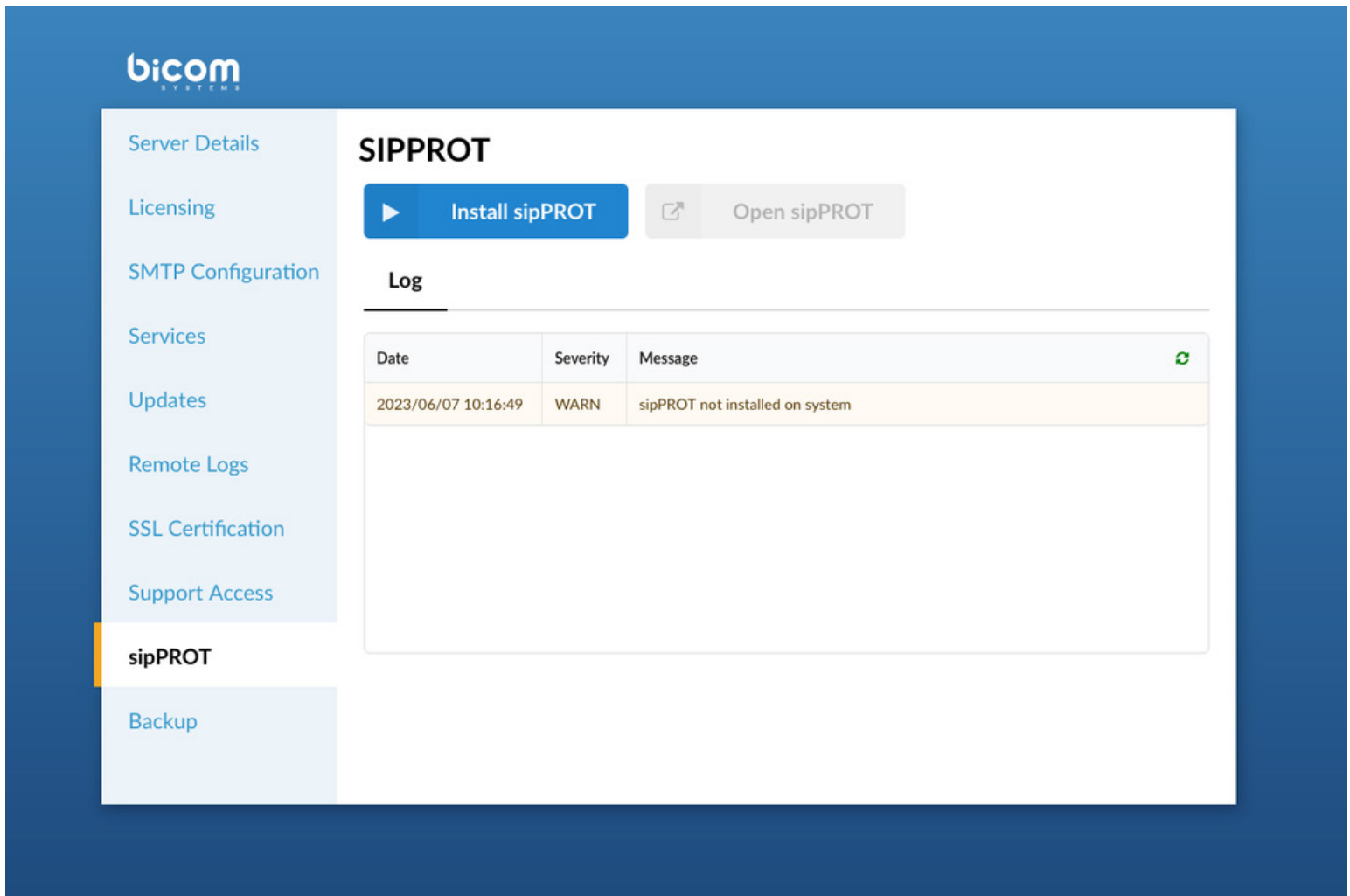
In addition, Embedded documentation feature also offer multi-language support, allowing customers to use this feature with languages other than English.

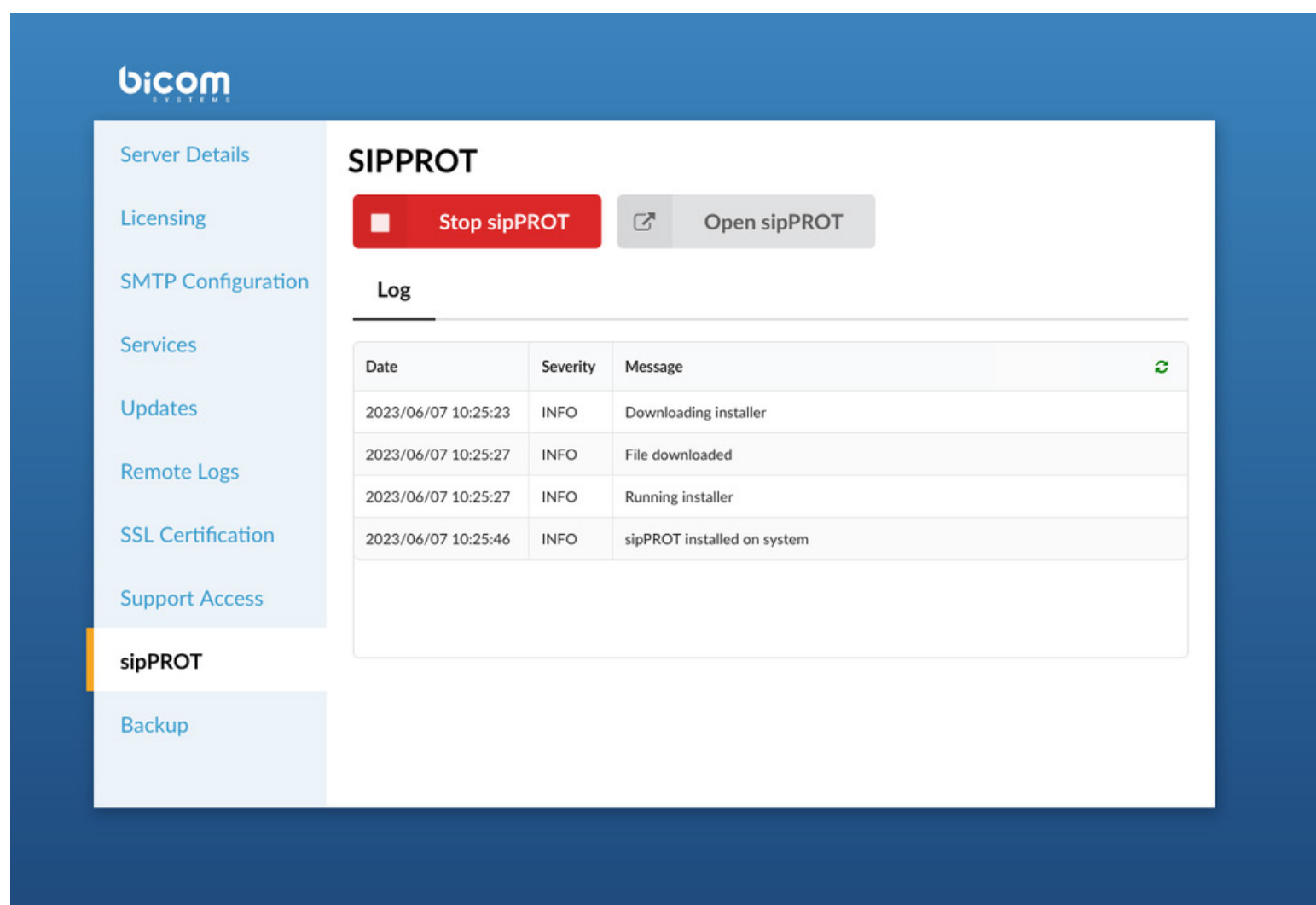
sipPROT v5 integration

We are confident sipPROT is a well known product to our customers, but unless you were running a PBXware in SERVERware environment, sipPROT configuration and service control was exclusively performed in PBXware’s command line.

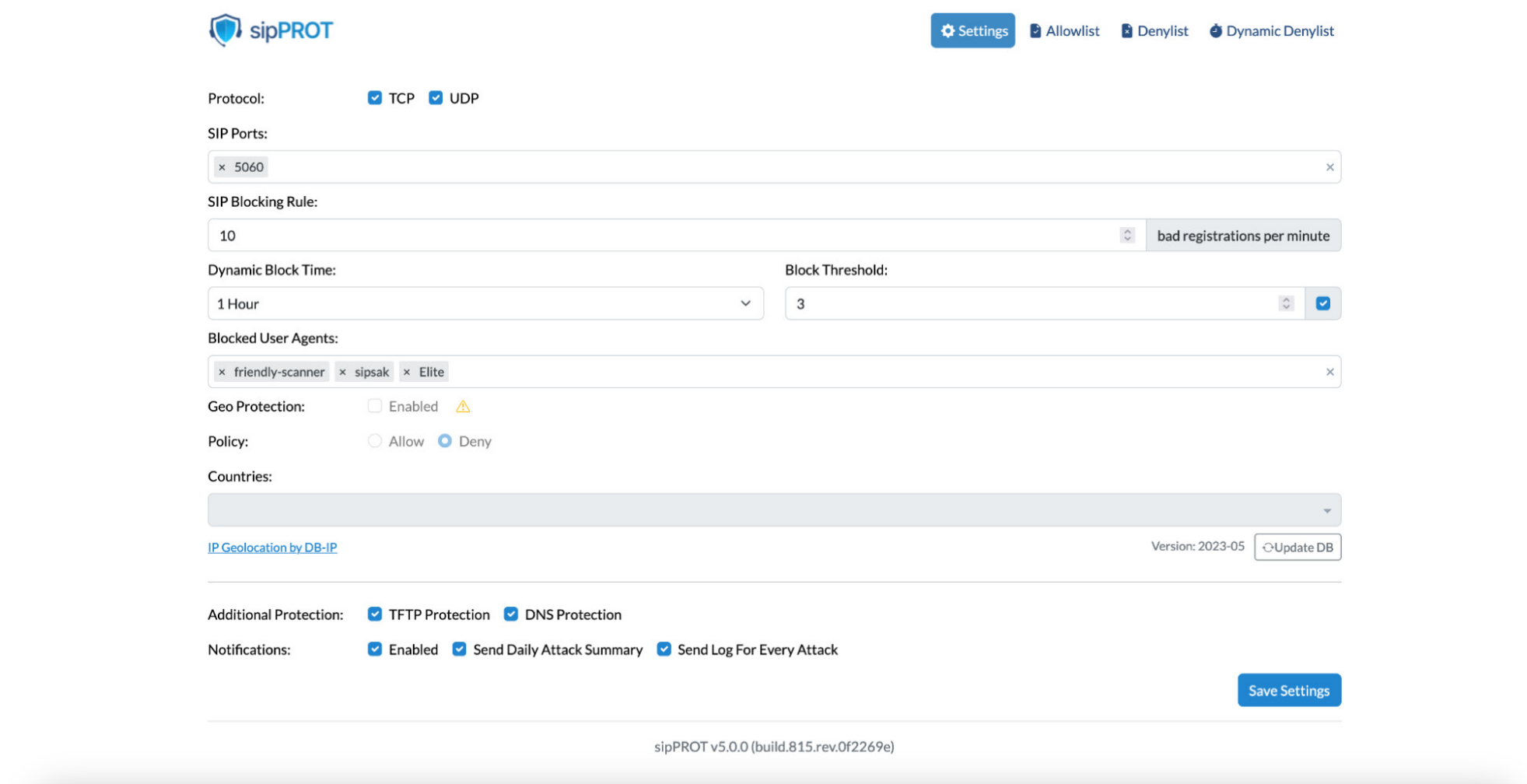
With sipPROT 5 and PBXware 7 this is no longer the case and now you can configure the sipPROT from your favorite browser on standalone PBXware installations as well.

With sipPROT enabled in your PBXware license you will need to open your PBXware Setup Wizard and navigate to sipPROT section, where you can install sipPROT with a single click of a mouse.

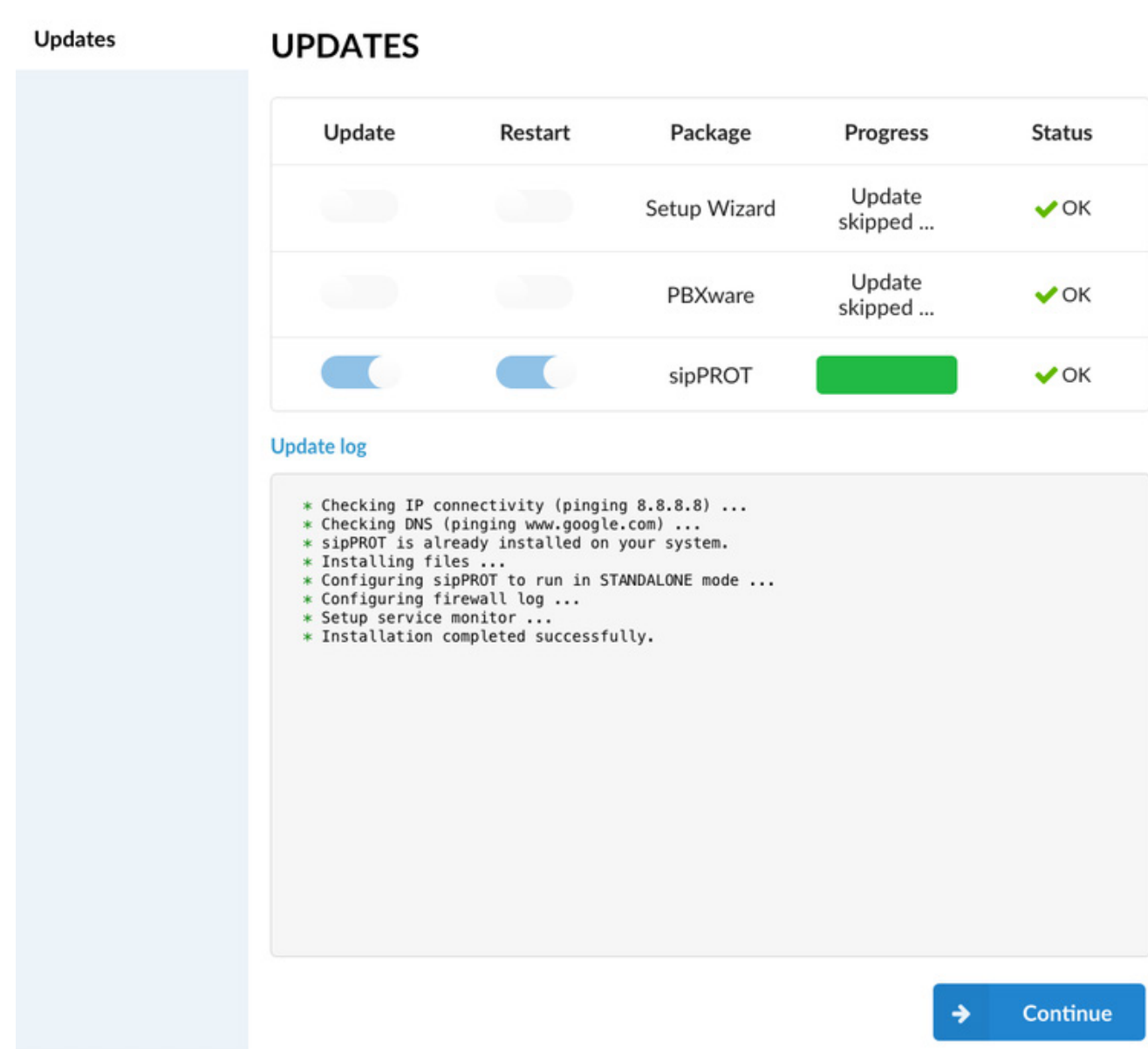




With sipPROT installed, you just need to click “Open sipPROT” button to open the configuration page and access all of the amazing features of new sipPROT.



In addition, you can check for sipPROT updates, by navigating to the Updates section of the Setup Wizard and update your installation, if new version is available.



Oauth for SMTP Configuration

Oauth option has been added for Google and Microsoft mail servers, although users can still use basic SMTP configuration to set up SMTP connection to Gmail or Microsoft servers,

When configuring SMTP connection, along with basic option available before, users will also have the option to select between Google and Microsoft servers, which will allow them to enter authorization Code and generate access token to preferred server.

The screenshot shows the 'SMTP CONFIGURATION' page in the 'bicom SYSTEMS' interface. The left sidebar contains a menu with options: Server Details, Licensing, SMTP Configuration (highlighted), Services, Updates, Remote Logs, SSL Certification, Support Access, sipPROT, and Backup. The main content area is titled 'SMTP CONFIGURATION' and includes the following sections:

- Authentication:** A dropdown menu showing 'G Google'.
- E-mail Account:** A text input field containing '@gmail.com'.
- Server Address:** A text input field containing 'smtp.gmail.com'.
- Auth Code:** A text input field with a placeholder 'Press get code' and a 'Get Code' button.
- Token:** A text input field with a placeholder 'Press get token after code is set.' and a 'Get Token' button.
- Options:** A checkbox labeled 'Custom From Header' which is checked.

At the bottom right is a blue 'Save' button with a checkmark.

SMS - Shared DIDs

Oauth option has been added for Google and Microsoft mail servers, although users can One of the changes in PBXware 7 is the ability to assign a single DID number to more than one extension, which was not the case in previous versions.

By navigating to the SMS → Numbers section and editing existing or creating new SMS numbers, you will now be able to assign more than one extension to receive and send SMS messages from this number.

By clicking in the Extension field you will be able to select one or more extensions from the dropdown list.

Dynamic Agents removal

As we previously announced to our customers, Dynamic Agents are being removed from PBXware, starting with version 7. If you still have dynamic agents deployed on your Call Center, please make sure to convert them all to Callback Agents before requesting an upgrade to version 7.

Dynamic Agents used to be an important feature in more traditional call center environments. All the improvements and all modern features we developed for the PBXware Call Center edition in recent years eventually made using Dynamic Agents redundant.

New Endpoints



Flyingvoice FIP10



Flyingvoice FIP12WP



Flyingvoice P10P



Flyingvoice P23GW



Avaya J179



Snom M500

The Meeting Module

Implemented the feature to add/update the co-organizer list in scheduled meetings

Using the co-organizer role in Meetings ensures that there is more than one person that can manage important settings in a meeting. It's a very useful role if the organizer will not be present and as a support to the organizer in terms of being able to co-manage.

Assigning Co-Organizers

One single Meeting can have multiple coorganizers. Meeting participants can be promoted to Co-organizers from the Meeting Participants' list.

After adding participants to the meeting, participants will be listed in the table below. To assign the Co-organizer role to a certain participant, press the “+” button related to that participant.

Add participants

?

✕

+

Name (Extension)

Lejla (1001)

Oliver Smith (1003)

Emily Parker (1004)

+

✕

Assign Co-Organizer

+

✕

✓

Save

Note that Participants promoted to the Co-organizers get the Co-Organizer label next to their name. And, at the same time, the option to Assign a co-organizer (“+” button) for that participant is changed to an option for removing the co-organizer role (“-” button).

Add participants ? ✕

+

Name (Extension)	
Lejla (1001)	
Oliver Smith (1003) <u>[Co-Organizer]</u>	- ✕
Emily Parker (1004)	+ ✕

✓ Save

Removing Co-Organizers

So, if you mistakenly promote some participants to be co-organizers and want to remove them from co-organizers, it is possible by clicking on the “-” button that is in line with the co-organizer name. This way, the Co-organizer role will be removed from that participant, and the option Assign co-organizer (“+” button) will be available again, so that you are able to assign the role again to the same participant if needed.

Add participants ? ✕

+

Name (Extension)	
Lejla (1001)	
Oliver Smith (1003) [Co-Organizer]	- ✕
Emily Parker (1004)	+ ✕

Remove Co-Organizer

✓ Save

CONTACT BICOM SYSTEMS TODAY

to find out more about our services

Bicom Systems (USA)

2719 Hollywood Blvd
B-128
Hollywood, Florida
33020-4821
United States

Tel: +1 (954) 278 8470

Tel: +1 (619) 760 7777

Fax: +1 (954) 278 8471

Bicom Systems (CAN)

Hilyard Place
B-125
Saint John, New Brunswick
E2K 1J5
Canada

Tel: +1 (647) 313 1515

Tel: +1 (506) 635 1135

Bicom Systems (UK)

Unit 5 Rockware BC
5 Rockware Avenue
Greenford
UB6 0AA
United Kingdom

Tel: +44 (0) 20 33 99 88 00

Bicom Systems (FRA) c/o FONIA

Zac du Golf
15 Impasse Oihana
64200 BASSUSSARRY

Tel: +33 (0)5 64 115 115

Email: contact@fonia.fr

Bicom Systems (ITA)

Via Marie Curie 3
50051 Castelfiorentino
Firenze
Italy

Tel: +39 0571 1661119

Email: sales@bicomsystems.it

Bicom Systems (RSA)

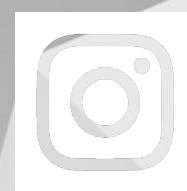
12 Houtkapper Street
Magaliessig
2067
South Africa

Tel: +27 (10) 0011390

email: sales@bicomsystems.com

Follow us

bicom
S Y S T E M S



Copyright Bicom Systems 2023