

PBXware 5.2

Release notes

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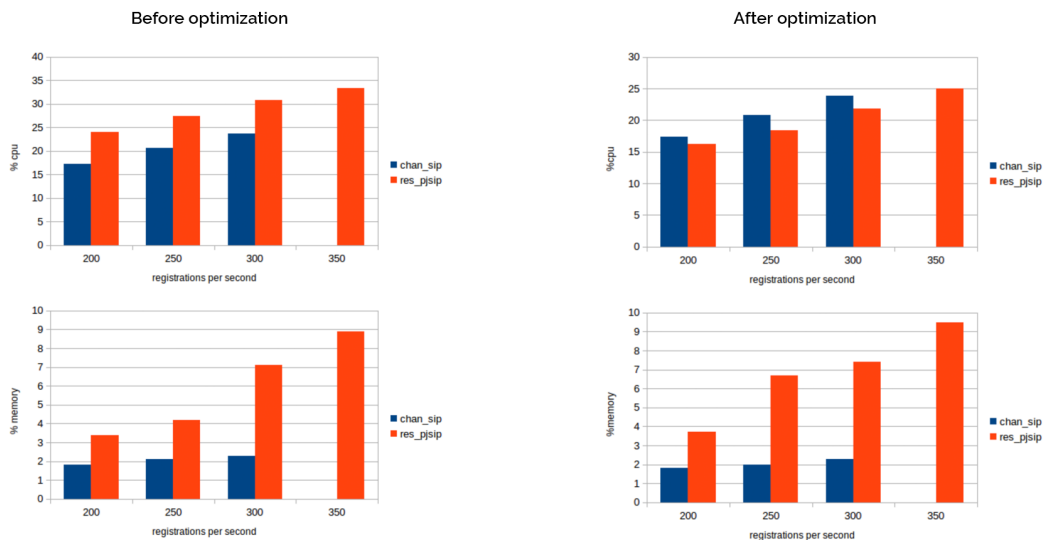
System optimization

System updates

After testing and some code analysis it was discovered that there were a few places in **res_pjsip** that could be improved upon.

The change that had the most dramatic effect on the CPU usage for registrations in **res_pjsip** was the **rewrite patch** option. You might wonder why that might have such an effect on registrations. It's because that's the part of the code that handles state (aggregation, publishing, etc.) for contacts, AoRs, and endpoints. So every time an endpoint registers an update, its registration or unregister that part of the code is exercised. This patch was released in Asterisk 13.22.0 and 15.5.0.

Another recent modification that also improved performance targeted the actual **res_pjsip** inbound registration handling routines. This refactoring removed a costly redundant database lookup. It reduced excessive "pool" allocations down to one as well. This patch is released in Asterisk 13.23.0.



Other performance optimizations:

1. System upgraded to PHP 7
2. Rebuild of binaries
3. Improved configuration updates
4. Optimized memory usage with jemalloc

API improvements

1. Extensions: More fields exposed
2. Enhanced Services API update
3. Trunks: Add, Edit, Delete, Tenants actions
4. Tenant/Server API: More fields exposed

New devices added for auto provisioning

Hotdesking support for Htek devices.

Support for Htek devices



UC912P, UC912G, UC924E, UC926E



Support for VTech devices



VSP716A, VSP726A, VSP736A



Support for Gigaset devices



Maxwell Basic, Maxwell 2, Maxwell 3, Maxwell 10S



Support for Snom devices



D315, D345, D375, D715, D745, D765, 710



Support for Polycom firmware 5.7 version

Software Upgrade

Phone Details
Current software version : 5.7.0.14430
[Clear Upgrade Server](#)

Server Type ☒ Polycom Hosted Server ☐ Custom Server [Check for Updates](#)

Available software versions [Install](#)

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Server Type ☒ Polycom Hosted Server ☐ Custom Server [Check for Updates](#)

[Clear Upgrade Server](#)

Current software version : 5.7.0.14430



Opus codec integration with the mobile application

Opus is a lossy audio coding format designed to efficiently code speech and general audio in a single format and to handle a wide range of interactive audio applications, while remaining low-latency enough for real-time interactive communication. It is distinguished from most high quality formats by having low delay and by supporting high audio quality. Opus is fully supported on iPhone 6 models and above whereas Android users will need to have at least Android 6.0 installed in order for the Opus codec to be compatible with gloCOM.

Remote storage improvements

"Archiving storage", formerly known as "Remote storage", is controlled by the license.

Google Drive support

Customers can use Google Drive for archiving storage.



Archiving Storage

Client

Enable: ☒

Client Type: G Google Drive

Folder Name: A Amazon S3 ✓

Code: D Dropbox

Token: F FTP

Token: G Google Drive ✓

⚡ Test

token: G Google Drive ✓

Code: F FTP

Folder Name: D Dropbox

Folder Name: A Amazon S3 ✓

Client Type: G Google Drive

Enable: ☒

Client

Archiving Storage

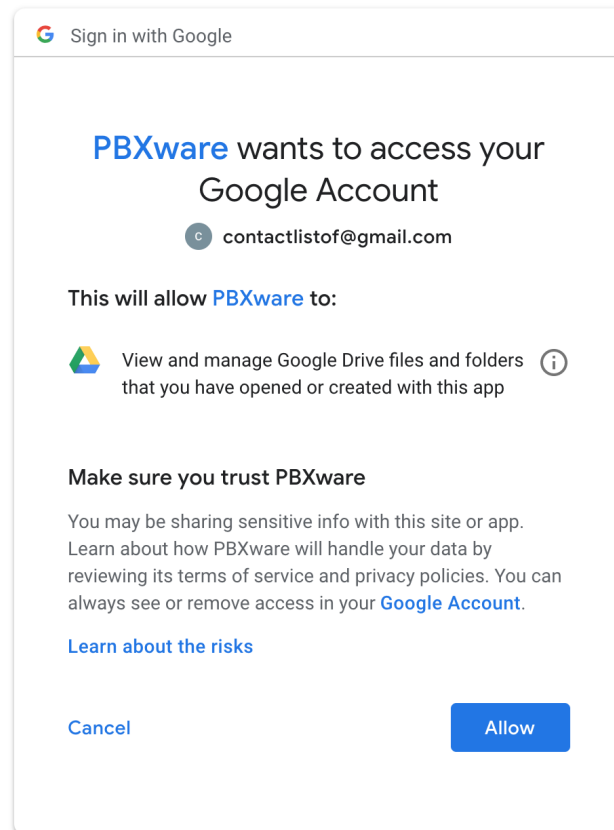
Google Drive: how to set up

Folder Name: Name to be used for the root folder of the app created on the users' drive.

Code: A temporary code generated by the Google API used for token generation.

Press the "Get Code" button and a new window will appear asking to grant the app permissions which include:

1. **Creating files on the user's drive.**
2. **Accessing files created by the app.** (the app will not be able to access any files on the drive not created by the app itself).



After granting access a code needed for the token generation will be displayed.

Token: Indication if a token is generated for the tenant.

The label can display one of the following things:

1. 'Press get token after the code is set.': There is no token currently present for the tenant. Generated a code as described above. After pasting the code press "Get Token". If the token is successfully generated the text will change and a pop-up indicating the token has been generated will appear; otherwise, a pop-up will appear indicating the token was not generated.
2. 'Token detected.': There is currently a token present for the tenant. A new token can be generated while there is already one token present in which case the existing token gets overwritten.

Archiving Storage

Client


Enable: ☒

Client Type: G Google Drive

Folder Name: GoogleFolderTest ✓

Code: Press get code. Get Code

Token: Token detected. Get Token ✓

 Test

Files

Resources: Recordings x ✓

Folder Name: August2018 ✓

Filename Date Format: Nov-06-2018 ✓

Filename Time Format: 24 Hour Format ✓

Upload Older Than: All

Convert to MP3: ☒

Network

Max Simultaneous Uploads: 2

Max Retries: 10

Upload Rate (Kbytes): 1000

E-mail Notifications

Enable: ☐

Send on Error Only: ☐

E-mail: ✓

System

Auto Run: ☐

Remove Files: ☐

▶ Run ✓ Save

Resources: Select resources to be uploaded.

Options are: **Recording, Voicemails, Fax.**

Folder Name: Multi Tenant only. This is the starting folder for the specific tenant, it enables the usage of the same client settings for multiple tenants without path conflicts.

Filename Date Format: Select the date format to be used for the filename.

Filename Time Format: Select the time format to be used for the filename.

Upload Older Than: How old the file needs to be in order to be uploaded:

```
All
1 week
2 weeks
3 weeks
4 weeks
1 month
2 months
3 months
4 months
5 months
6 months
1 year
2 years
3 years
```

Convert to MP3: Convert files to MP3 before the upload.

Max Simultaneous Uploads: Maximum number of concurrent uploads. Default is 5. May get lower during execution due to client limitations, e.g., max connections per user on FTP server.

Max Retries: How many times to retry on a failed upload. Default is 10.

Upload Rate (Kbytes): Upload rate limitation in kilobytes. Limit is set cumulatively for all uploads. Default is unlimited.

Autorun: Start uploading files automatically on the defined date/time.

Remove Files: If enabled on a successful upload, the file will be removed from the system. Press "Run" to start archiving or "Save" to save the setup.

Dropbox

Code: Registration code provided by the Dropbox API. Value is not stored, only used to temporarily store value for the token acquisition.

To get a Dropbox code, press "Get Code" and allow the application. If there are no currently logged in Dropbox accounts, you will be prompted to log in.

Token: Insert a previously acquired dropbox token or press "Get Token" after the Code field has been set properly.



Dropbox limitations for standard and advanced accounts (25,000 API calls/month for data transport partners). More info:
<https://www.dropbox.com/plans?trigger=nr>

Amazon S3

Access Key: Acquired from an Amazon account.

Access Secret: Acquired from an Amazon account.

Bucket: S3 bucket to be used.

Server: Server address/IP.



This is the only mandatory field for FTP servers with anonymous users allowed.

User: Username to be used for the registration.

Password: Password to be used for the registration.

Root Directory: Root directory on the server. The application expects this to be a valid, existing location on the server, otherwise the upload will be aborted.

Search and retrieval (S3/Google Drive)

This feature enables customers to listen to the remotely stored recordings from the GUI as well as to download them. Recordings are streamed directly to the client and no local files are created on the system during the features use. There is a new option in the CDR GUI page which replaces the listen button with a specific CDR which represents the option to listen to the remotely stored record and is indicated by the service the record is stored on.

<input type="checkbox"/>	From	To	Date/Time	Duration	Billing	Cost	Status
<input type="checkbox"/>	poly (106)	yealink (108)	21 Mar 2018 13:21:46	00:00:13	00:00:13		Answered
<input type="checkbox"/>	poly (106)	yealink (108)	15 Mar 2018 10:51:09	00:01:02	00:01:02		Answered
<input type="checkbox"/>	poly (106)	yealink (108)	09 Mar 2018 13:35:52	00:00:08	00:00:08		Answered
<input type="checkbox"/>	poly (106)	yealink (108)	09 Mar 2018 13:35:40	00:00:07	00:00:06		Answered

Branch 1 (2048)	Branch 1 (2048)	06 Apr 2018 12:30:40	00:00:03	00:00:04	Unanswered
Branch 1 (2048)	Branch 1 (2048)	06 Apr 2018 12:30:37	00:00:00	00:00:00	Unanswered
Branch 1 (2048)	Branch 1 (2048)	12 Apr 2018 10:01:04	00:00:00	00:00:00	Unanswered
Branch 1 (2048)	Branch 1 (2048)	12 Apr 2018 10:01:04	00:00:00	00:00:00	Unanswered

The icon can be one of the free options based on the existence and accessibility of the recording:

1. No icon: No recording is available for entry.
2. Standard play icon: There is a recording available locally. Download and playback are available the same as before.
3. Service icon: There is no local recording available but there is a remotely stored recording available. Playback and download can be done by sending the recording to the client in a segmented form.



- Listen and download must be enabled on the license, otherwise an error message will be displayed
- To listen to your recording(s) stored on Archiving Storage requires a license update. Please contact your System Administrator.
- To download the recording(s) stored on the Archiving Storage requires a license update. Please contact your System Administrator.

Control of MP3 conversion, upload rate control, and upload retries

1. Control over the MP3 conversion in the PBXware GUI for the remote storage. This enables users to choose to either compress uploaded recordings or leave them in a native format.
2. "Upload Rate" field is exposed in the GUI for users so the users can manage the upload rate to avoid network issues when necessary.
3. The "Max Retries" field is exposed in the GUI for users to enter a maximum number of upload retries for a single file in case of a network error.

The screenshot displays the PBXware GUI configuration interface, organized into three main sections: Files, Network, and a bottom section for additional settings. The 'Files' section includes fields for 'Resources' (set to 'Recordings'), 'Folder Name' (set to 'August2018CETVRTAK'), 'Filename Date Format' (set to 'Aug-28-2018'), 'Filename Time Format' (set to '24 Hour Format'), 'Upload Older Than' (set to 'All'), and a 'Convert to MP3' toggle switch (currently turned on). The 'Network' section includes 'Max Simultaneous Uploads' (set to 2), 'Max Retries' (set to 10), and 'Upload Rate (Kbytes)' (set to 1000). The bottom section contains a 'Convert to MP3' toggle switch (currently turned on), 'Upload Older Than' (set to 'All'), 'Filename Time Format' (set to '24 Hour Format'), 'Filename Date Format' (set to 'Aug-28-2018'), 'Folder Name' (set to 'August2018CETVRTAK'), and 'Resources' (set to 'Recordings'). Each field has a green checkmark indicating it is correctly configured.

Section	Field	Value	Status
Files	Resources	Recordings	✓
	Folder Name	August2018CETVRTAK	✓
	Filename Date Format	Aug-28-2018	✓
	Filename Time Format	24 Hour Format	✓
	Upload Older Than	All	✓
	Convert to MP3	On	✓
Network	Max Simultaneous Uploads	2	
	Max Retries	10	
	Upload Rate (Kbytes)	1000	
Additional Settings	Convert to MP3	On	✓
	Upload Older Than	All	✓
	Filename Time Format	24 Hour Format	✓
	Filename Date Format	Aug-28-2018	✓
	Folder Name	August2018CETVRTAK	✓
	Resources	Recordings	✓

Timezone per Tenant, Timezone per Extension

Users can set up a default timezone for a tenant that will apply to all extensions on the target tenant in Settings — > Tenants.

Locality

Country: United Kingdom ✓

Tenant Time Zone: Europe/Vienna

Voicemail Time Zone: Auto

Area code:

National dialing code: 0 ✓

Leave National Code: Yes No Not Set

International dialing code: 00 ✓

Emergency Services

Currency symbol/ISO code:

Currency writing convention: Symbol before amount

Multiple extensions CSV upload status report

A report will be displayed after the CSV upload (number of extensions uploaded/failed/skipped).

Extensions > Add [Hide Advanced Options](#)

UAD: gloCOM

Location: Local

☒ Add Multiple Extensions

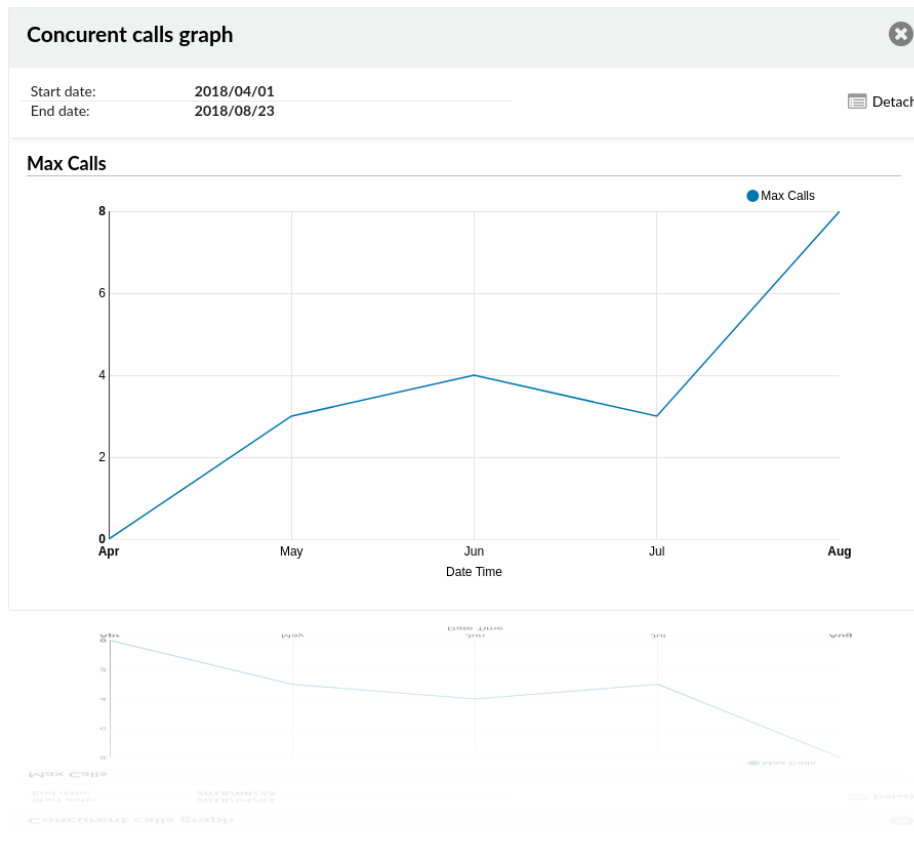
[Line 1 Skipped]: Extension number '100' is already reserved.
[Line 2 Skipped]: Extension number '101' is already reserved.
[Line 3 Skipped]: Extension number '102' is already reserved.
[Line 6 Skipped]: Extension number '107' is already reserved.
[Line 12 Skipped]: Extension number '111' is already reserved.
[Line 14 Skipped]: Extension number '113' is already reserved.
[Line 17 Modified]: Pin '1015123' is too long, setting to empty
[Line 18 Skipped]: Extension number '117' is already reserved.
[Line 20 Skipped]: Invalid extension number '119'.
[Line 21 Skipped]: Number of columns needs to be 3-8.
[Line 25 Skipped]: Extension number '124' is already reserved.
[Line 26 Skipped]: Secret '123' is too weak.
[Line 28 Skipped]: User password '123' is too weak.
[Line 38 Skipped]: Extension number '137' is already reserved.
[Line 43 Skipped]: Extension email 'test142.com' is invalid.
[Line 54 Skipped]: Extension number '153' is already reserved.
[Line 65 Cancelled]: Maximum number of extensions reached.

Name	E-mail	Ext	Secret	User Password	PIN	MAC	Department
Glocom227	glocom@test.com	103	Test123!	Test123!	1003		
104	test@104.com	104	Test123!	Test123!	1003		
105	test@105.com	105	Test123!	Test123!	1004		
106	test@106.com	106	Test123!	Test123!	1005		
108	test@108.com	108	Test123!	Test123!	1007		

CDR / Statistics improvements

Concurrent calls report

Users have the ability to list concurrent calls statistic per tenant/trunk.



Incoming calls per DID and outgoing calls per Trunk

DID statistics can be filtered by "Incoming calls per DID".

DID statistics can be filtered by "Outgoing calls per Trunk".

[Show Advanced Options](#)

Date Range: 2018/07/25 12:00 AM - 2018/08/23 11:59 PM

From: Contains ALL To: Contains ALL

Reports table

Name	Type	Direction
Calls per direction	Summary	All
Incoming calls per DID	DID	Inbound
Outgoing calls per Trunk	Trunk	Outbound

Page 1 of 1

Selected reports

Name

Show

Reports table

Name	Type	Direction
Outgoing calls per Trunk	Trunk	Outbound
Incoming calls per DID	DID	Inbound
Calls per direction	Summary	All

Page 1 of 1

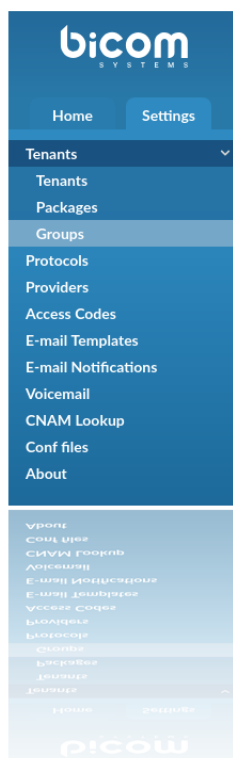
Selected reports

Name

Show

Tenant to tenant call feature changes

This is a submenu under the **Settings** tab. Tenants and packages were separate menu items earlier, now together with Call Groups they are a submenu of the Tenants menu items.



Groups - A page where you can create one or more Tenant call groups. A call group contains a list of tenants allowed to call each other.

Tenants Group > Edit

General

Group Name: New Tenant Group ✓

Tenants: 200 - Tenant 200 ✕ 603 - Test603 ✕ 666 - 666 ✕
803 - Tenant 803 ✕ 901 - Tenant 901 ✕

✓ Save ← Go back

↑ 2946 ← Go back

Tenant: 803 - Tenant 803 ✕ 901 - Tenant 901 ✕
200 - Tenant 200 ✕ 603 - Test603 ✕ 666 - 666 ✕

Group Name: New Tenant Group ✓

General

Tenant Group > Edit

On the "Tenant Add/Edit" page the "Disable Tenant to Tenant calls" option has been renamed to "Enable Tenant to Tenant calls" - users can choose tenant to tenant calls group (field label "Tenant to Tenant calls groups"), when selecting/changing group the tenant will be automatically added/removed to/from the group. When no group is selected, tenant calls are allowed for all tenants.

Enable Tenant to Tenant calls:

Yes

No

Not Set

Tenant groups:

New Tenant Group x

Tenant Groups:

New Tenant Group x

Enable Tenant to Tenant calls:

Yes

No

Not Set

E-mail sender per tenant customization

An option to customize an e-mail sender per tenant on the Tenant Add/Edit page.

E-mail

From E-mail:

test@test.com

Voicemail From E-mail:

test@test.com

Voicemail From E-mail:

test@test.com

From E-mail:

test@test.com

E-mail

Send an e-mail in case a special number is dialed

Server/Tenant Edit — > Emergency Services button. The "Notification E-mail" field name: when set somewhere other than a Master Tenant (call center or tenant) after dialing one of the emergency numbers, an e-mail will be sent to the provided address.

If the e-mail field is left empty no e-mail will be sent.



Setting this on the master tenant will not affect anything.

There is a new template called 'Emergency Call Template' on E-mail Templates.

The screenshot shows the 'Emergency Call Templates' configuration window. At the top, there's a title bar with a close button. Below it, a dropdown menu is set to 'Emergency Call E-mail Subject and Template'. Under the heading 'Emergency Call E-mail Subject:', there is a text input field containing 'Emergency Call'. Under the heading 'Emergency Call E-mail Template:', there is a larger text area containing the template text: 'Extension %EXT% has dialed an emergency number (%NUMBER%).' To the right of the text area, there are three buttons: a circular arrow icon, a 'Reset' button, and a 'Save' button with a checkmark icon. Below the main configuration area, there is a preview section showing a mirrored version of the configuration with a 'Preview' button on the right.

"Number of digits" renamed to "Extensions digit length"

In the Setup Wizard and in the option to create a new tenant, the "Number of digits" has been changed to "Extension digit length" to avoid confusion.

CRM

CRM Routing on DID and IVR

CRM Routing allows routing to a specific queue or IVR or playing sound files based on the information fetched from CRM.

So, when a call comes in AGI, we will first contact CRM and then based on the result make a specific action.

The PBXware Home tab CRM menu with the Integration and Routing submenu offers several options.

In the Routing submenu one can set up rules based on which calls are to be routed.

On DID and IVR destinations, one can select the rule which will be evaluated for a particular DID/IVR.

Operator	Value	Destination	Destination Option
>=	50	Queue	102 - Test
>=	100	Queue	116 - Test3
<	50	Queue	138 - test1



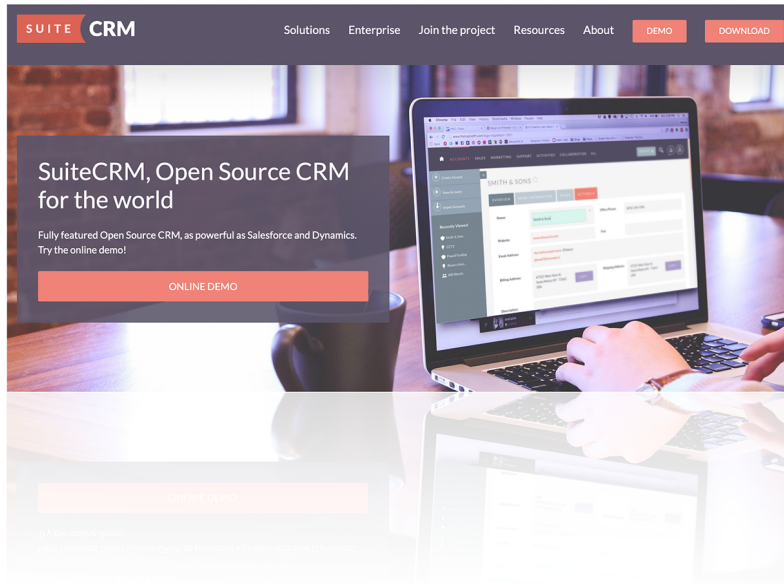
Let's say you need to filter inbound calls on DID and send calls to destinations based on some of the fields in your CRM.

In the CRM there is a "status" field name with the customer's status and the content of the field can be GOLD, SILVER, BRONZE etc..

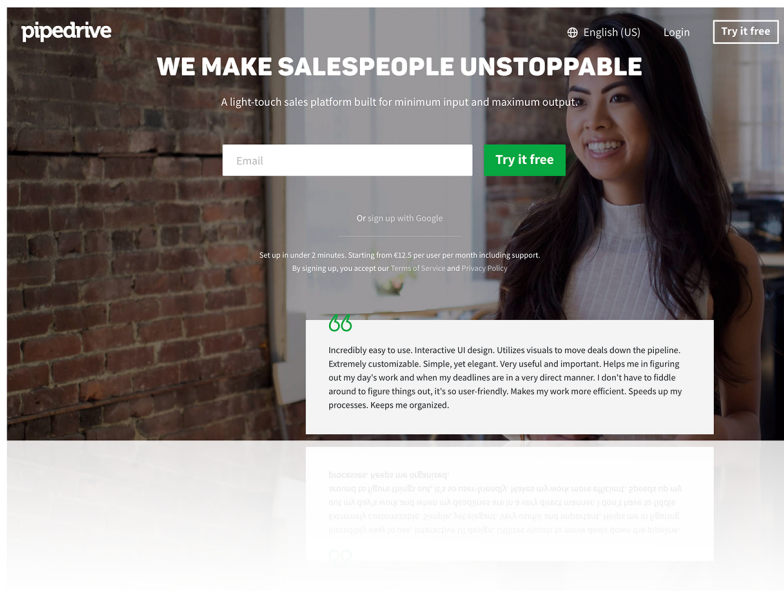
You can basically set your CRM routing rule to check if an incoming call is marked as GOLD and if this is true send this call to the appropriate location IVR, Queue etc..

Pipedrive and SuiteCRM are great additions to an already wide list of supported CRMs.

SuiteCRM Integration



Pipedrive CRM Integration



Zoho CRM support for the new API Version

Version 2.0 update of Zoho APIs had a great impact on the usage of APIs and functions (previously custom functions). The APIs work mostly in the same manner but the syntax, output, and methods are different.

Use PBD pin as DID remote access authentication

Users can choose PBD authentications for a DID remote access.

The screenshot displays a configuration window for DID remote access authentication. The window is divided into two main sections: 'General' and 'Advanced'. The 'General' section contains the following fields:

- Trunk:** A dropdown menu with the text 'Please select ...' and a green checkmark icon to its right.
- DID/Channel (start):** A text input field with a green checkmark icon to its right.
- Destination:** A dropdown menu with the text 'Remote Access' and a green checkmark icon to its right.
- Value:** A dropdown menu with the text 'PBD Access' and a green checkmark icon to its right.
- Service Plan:** A dropdown menu with the text 'Please select..'
- Call Rating Extension:** A text input field.
- E.164 number (start):** A text input field.

Below the 'General' section, there are two buttons: a blue 'Save' button with a checkmark icon and a grey 'Go back' button with a left arrow icon. The 'Advanced' section is currently collapsed, indicated by a blue arrow icon and the text '2/26' next to a 'Go back' button. The 'Advanced' section contains the following fields:

- E.164 number (start):** A text input field.
- Call Rating Extension:** A text input field.
- Service Plan:** A dropdown menu with the text 'Please select..'
- Value:** A dropdown menu with the text 'PBD Access' and a green checkmark icon to its right.
- Destination:** A dropdown menu with the text 'Remote Access' and a green checkmark icon to its right.
- DID/Channel (start):** A text input field with a green checkmark icon to its right.
- Trunk:** A dropdown menu with the text 'Please select ...' and a green checkmark icon to its right.

Service plans

Management of vertical service display in Online Self Care (OSC)

When creating a service plan, the default enhanced services can be selected which will be available in OSC for the end user.

Enhanced Services

★ Caller ID

✗

✓

★ Call Pickup

*8/88

✗

✓

🔒

★ Last Caller

✗

✓

🔒

★ Operation Times

✗

✓

★ Call Filters & Blocking

✗

✓

★ Do Not Disturb

*78/79

✗

✓

★ Call Screening

✗

✓

★ Call Forwarding

*71/72

✗

✓

🔒

★ Follow Me

*520/521

✗

✓

★ Group Hunt

*510/511

✗

✓

★ Mobile Numbers

✗

✓

★ Speakerphone Page

*399/400

✗

✓

🔒

★ Speakerphone Page Groups

*600

✗

✓

🔒

★ Directory / BLF List

✗

✓

★ Speed Dial

*130

✗

✓

★ Instant Recording

*159

✗

✓

★ Delete Recordings

✗

✓

★ Listen to Recordings

✗

✓

★ Remote Access

✗

✓

★ Call Monitoring

✗

✓

★ System operation times

*401/402

✗

✓

🔒

✓ Save

✗ System operation times

*401/402

✗

✓

🔒

✗ Call Monitoring

✗

✓

✗ Remote Access

✗

✓

✗ Listen to Recordings

✗

✓

✗ Delete Recordings

✗

✓

✗ Speed Dial

*130

✗

✓

✗ Directory / BLF List

✗

✓

✗ Speakerphone Page Groups

*600

✗

✓

🔒

✗ Speakerphone Page

*399/400

✗

✓

🔒

★ Group Hunt

*510/511

✗

✓

✗ Follow Me

*520/521

✗

✓

★ Call Forwarding

*71/72

✗

✓

🔒

✗ Call Screening

✗

✓

✗ Do Not Disturb

*78/79

✗

✓

✗ Call Filters & Blocking

✗

✓

✗ Operation Times

✗

✓

✗ Last Caller

✗

✓

🔒

✗ Call Pickup

*8/88

✗

✓

🔒

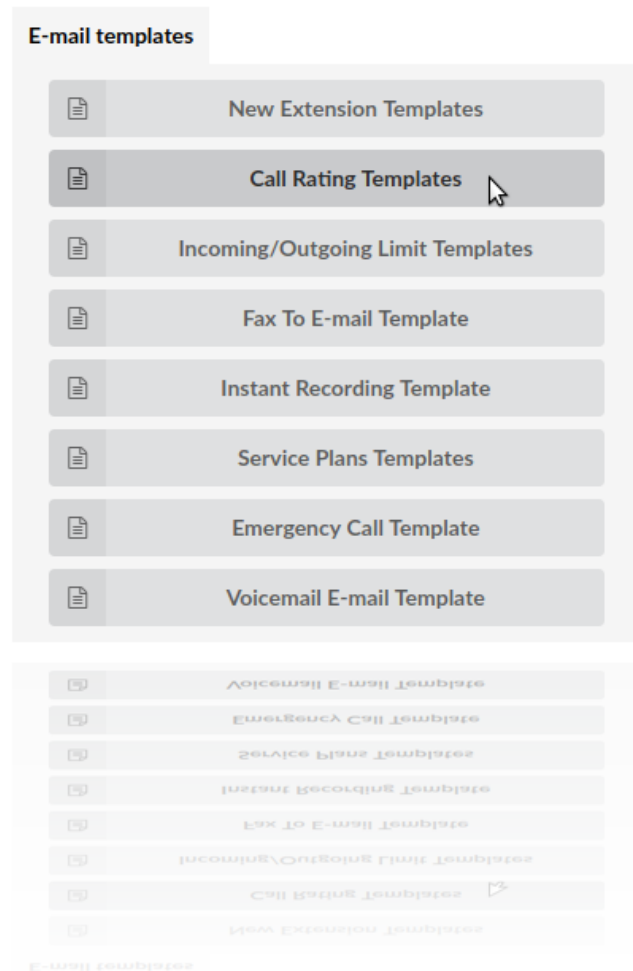
★ Caller ID

✗

✓

Call Rating email template usage

Users can choose an email template for Call Rating under the **E-mail templates** section.



Support for CNAM providers with text/plain response type

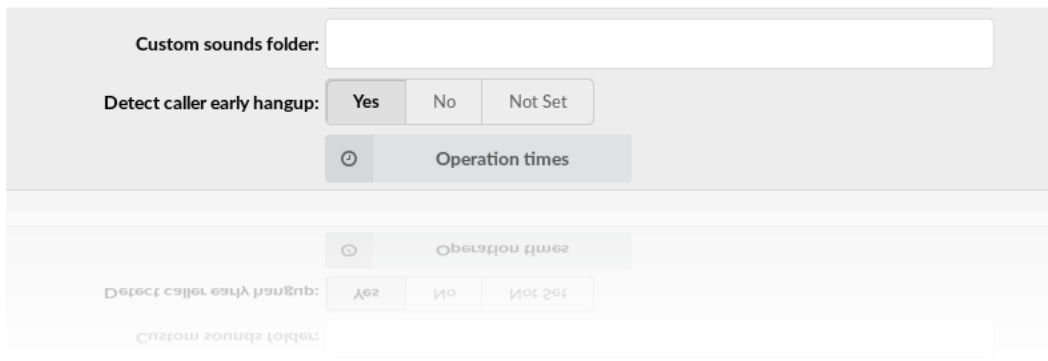
Added support for CNAM providers which return plain text instead of JSON response.

gloCOM users can choose caller IDs from a predefined list in the PBXware GUI for sending a FAX.

[+ Add Fax Caller ID](#) [CSV Upload](#) [CSV Download](#) [Download CSV Template](#)

Detecting a caller early hang-up before placing a call in Queue

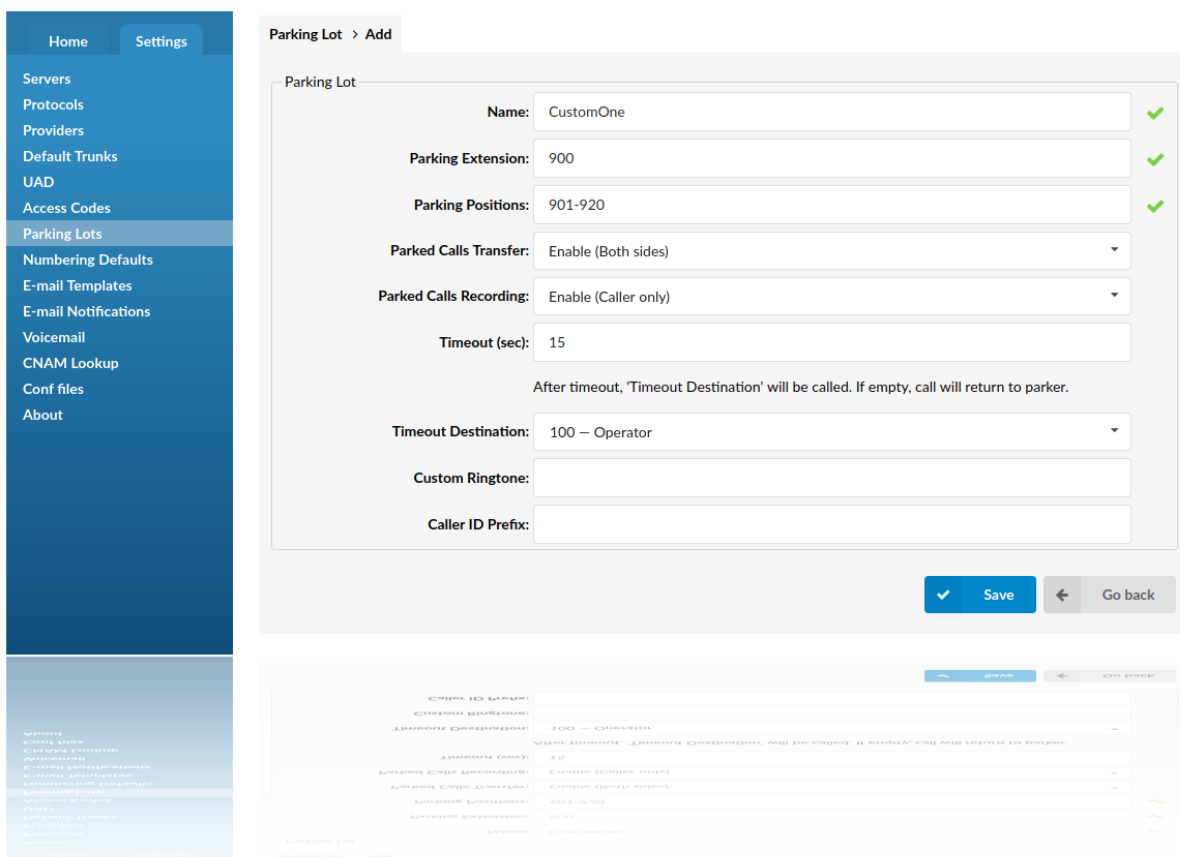
When a call comes into the system via a DID and if that call is a hang-up while a greeting on DID is being played, the call will still pass to the Queue because of statistics so users can be aware they had abandoned calls.



A new option in the queue which would disable/enable this per user preference is presented. Basically, it's up to the user whether they wish to pass abandoned calls to a queue and still have these calls in statistics or if an abandoned call during a greeting should be detected and not routed to a queue and shown in statistics.

Custom parking lots for the Call Center edition

Formerly introduced in MT systems, custom parking lots are now available in the Call Center edition as well.



Enable jitterbuffer based on extension and tenant configuration

Users can now set up jitterbuffer values on Extension — > Edit — > Advanced Options

Jitter Buffer

Jitter Buffer:

Inherit

Max length (ms):

Re-sync threshold:

Target extra:

Target extra:

Re-sync threshold:

Max length (ms):

Jitter Buffer:

Inherit

Jitterbuffer type:

- 1. Fixed - Set a fixed jitterbuffer on the channel.
- 2. Adaptive - Set an adaptive jitterbuffer on the channel.
- 3. Disabled - Remove a previously set jitterbuffer from the channel.

The arguments are:

- 1. Max_size: Length in milliseconds for the buffer. Defaults to 200 ms.
- 2. Resync_threshold: The length in milliseconds over which a timestamp difference will result in resyncing the jitterbuffer. Defaults to 1000ms.
- 3. Target_extra: This option only affects the adaptive jitterbuffer. It represents the amount of time in milliseconds by which the new jitter buffer will pad its size. Defaults to 40ms.

Simplified mobile app licensing

Users are able to see mobile devices available on the system as one group of mobile devices. Both “iOS” and “Android” options are merged as a single “Mobile Apps” option. This way customers can get “Mobile Apps” subscriptions and connect mobile apps regardless of the platform.

Desktop Editions				Mobile Editions
Office	Business	Agent	Supervisor	Mobile
0 of 0 (available 0)	16 of 50 (available 34)	0 of 0 (available 0)	16 of 50 (available 34)	0 of 0 (available 0)
(available 0) 0 of 0	(available 34) 16 of 50	(available 0) 0 of 0	(available 34) 16 of 50	(available 0) 0 of 0
Office	Business	Agent	Supervisor	Mobile

Support for TLS bind port customization

This port overrides any TCP/UDP settings in SIP protocol settings and is applied for all users (external and internal).

TLS settings

Enable TLS:

Yes

No

Not Set

TLS Port:

5061

External TLS Port:

5061

Use TLS for gloCOM:

Yes

No

Not Set

Use TLS for gloCOM:

Yes

No

Not Set

External TLS Port:

5061

TLS Port:

5061

Enable TLS:

Yes

No

Not Set

Show/hide extension in desktop/mobile apps

Enable/Disable extension from displaying in gloCOM.

A system admin can manage (enable/disable) gloCOM accounts directly from the PBXware GUI.

Show in Desktop/Mobile App:

Yes

No

Not Set

Show in Desktop/Mobile App:

Yes

No

Not Set

Allow IP address authentication for extensions

This option can be found under Features in the PBXware GUI. This field can be used per tenant to allow IP address authentication for extensions and force IP based authentication.

Features

Hide CallerID in OSC:

Yes

No

Not Set

Force "Allow ES CallerID" for Call Forwarding:

Yes

No

Not Set

Enable CallerID CNAM lookup:

Yes

No

Not Set

Ringtone for Local calls:

Set CallerID for Call Forwarding and Group Hunt calls:

Yes

No

Not Set

Only Allow Trunk CallerID within DID range:

Yes

No

Not Set

On DID save update ES/CID/Trunks:

Yes

No

Not Set

Do not allow users sending any CallerID:

Yes

No

Not Set

Hide Extensions with no department (gloCOM):

Yes

No

Not Set

Use Dynamic Features:

Yes

No

Not Set

Disable Call Rating for Call Forwarding:

Yes

No

Not Set

Allow IP Address Authentication for Extensions:

Yes

No

Not Set

Other networks

Speed Dial

	Other networks	Speed Dial
Allow IP Address Authentication for Extensions	Yes	No
Hide CallerID in OSC	Yes	No
Force "Allow ES CallerID" for Call Forwarding	Yes	No
Enable CallerID CNAM lookup	Yes	No
Ringtone for Local calls		
Set CallerID for Call Forwarding and Group Hunt calls	Yes	No
Only Allow Trunk CallerID within DID range	Yes	No
On DID save update ES/CID/Trunks	Yes	No
Do not allow users sending any CallerID	Yes	No
Hide Extensions with no department (gloCOM)	Yes	No
Use Dynamic Features	Yes	No
Disable Call Rating for Call Forwarding	Yes	No

When this field is set to YES the following fields are enabled per extension:

- 1. Incoming IP addresses
- 2. Insecure

Incoming IP addresses (new line seperated):

Insecure:

very

Insecure:

very

Customizable Access codes for call pickup

Users can set codes for a call pickup using *8 and *88+EXT_NUM Under Settings — > Access codes.

Call Parking

Call Park:

700

✓

Call Park Start:

701

✓

Call Park End:

720

✓

Call Park Timeout (sec):

45

✓

Enhanced Call Park:

800

✓

Call Pickup:

*88

✓

Call Pickup Asterisk:

*8

✓

Parked Calls Transfer:

Enable (Both sides)

▼

Parked Calls Recording:

Disable

▼

Parked Calls Recording:

Disable

▲

Parked Calls Transfer:

Enable (Both sides)

▲

Call Pickup Asterisk:

*8

▲

Call Pickup:

*88

▲

Enhanced Call Park:

800

▲

Call Park Timeout (sec):

45

▲

Call Park End:

720

▲

Call Park Start:

701

▲

Call Park:

700

▲

This can be located under Extension — > Enhanced Services, the *8 and *88+EXT_NUM codes for a call pickup are right next to the Call Pickup option.

Enhanced Services

★ Caller ID

x

✓

✎

★ Call Pickup

*8/88

x

✓

🔒

★ Call Pickup

*8/88

x

✓

🔒

★ Caller ID

x

✓

✎

Enhanced Services

⚙

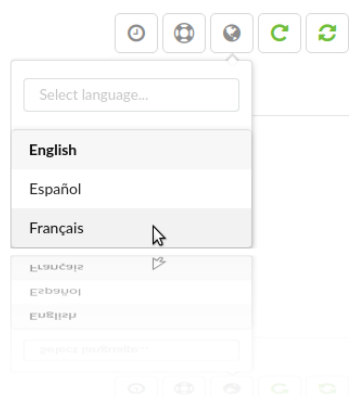
TFTP server disabled by default for new installations

The TFTP startup can be controlled in GUI (Master Server / Master Tenant)

The screenshot displays the 'Auto Provisioning' configuration page in the PBXware GUI. It includes fields for 'LAN Hostname/IP', 'WAN Hostname/IP', 'Max. Number of requests', 'gloCOM LAN server', and 'gloCOM WAN server'. Below these are toggle buttons for 'Enable TFTP' and 'Use DNS SRV when possible', both currently set to 'Not Set'. A 'WAN Host for DNS SRV' field is also present. The interface is mirrored, showing the same settings from a different perspective.

French language translation for PBXware GUI

An additional language for GUI. French will be available for use immediately after the upgrade.



Speech-to-Text support for French and Spanish in Voicemail

Speech-to-text support for two more languages:

1. Spanish
2. French

Transcription

Enable Transcription: **Yes** No Not Set

Service: Google Speech ✓

Language: French ✓

API Key: English (US) ✓

English (US)

English (UK)

French

Spanish

Save

Transcription

Enable Transcription: Yes No Not Set

Service: Google Speech ✓

Language: French ✓

API Key: English (US) ✓

English (US)

English (UK)

French

Spanish

Save

Other fixes and improvements :



Removed Woomera devices completely.



Removed the *303 access code.



Disabled the *302 ccess code on MT, does not allow agent greeting on MT.



Removed System — > Sangoma, "BRI cards".



Multi User on DID is controlled by the license.

1. Permissions: var/spool/asterisk has proper permissions. (#262126485)
2. Config: Replaced ari.conf and pjsip_notify.conf with static entries. (#261403084)
3. Config files: added important custom files where missing. (#261402385)
4. Queue: Undefined mixmonitor_var. (#261031430)
5. Licensing: Replaced all HTTP protocols with HTTPS. (#259823580)
6. Parking Lots: always goes back to the dialplan. (#259818495)
7. Call Forwarding: Set CallerID properly for internal calls. (#144178135)
8. Action Logs: Store name, email, extension. (#256855447)
9. Licensing: Misspelled word 'succesfully'. (#255662079)
10. Auto provisioning: Paging for Fanvil phones. (#226912456)
11. ConfBridge: Enabled Talk Detection by default. (#255348331)
12. Sounds: Sounds playback/download under Multi-Tenant. (#253307526)
13. Instant Recording: calling DID on a different tenant. (#252934517)
14. CDR: filtered failed and unsupported records from remote records. (#236615095)
15. Monitor: Log messages when skipping folders managed by Archiving Storage. (#241390113)
16. Queue: Fixed Fixed MOH on DID level to avoid MOH problems. (#242243555)
17. Agent outbound: Uses a real member name. (#249394676)
18. Voicemail: Localization moves time forward. (#248207555)
19. DIDs: Ability to force SIP To look up via the config option. (#245066487)
20. Using OpenSSL instead of mycrypt for AES encryption. (#244641000)
21. jquery.nscroller.js: Updated to version v3.7.6. (#254527198)
22. Renamed 'Billing' to 'Call Rating'. (#233020437)
23. AGI: Generic functions for config options. (#247452695)
24. Access Codes: Allow *68 (CallerID Unlock) to clear *81 (Block CallerID once). (#244286971)
25. Reports: Handle reports separately by direction. (#241377504)
26. IVR: Restored the IVR Fax with FAXOPT functionality. (faxdetect) (#242198692)

27. Recordings: B-leg recording to work on an MT. (#241987209)
28. Voicemail: Locked folder when writing a transcript into a file. (#238140122)
29. Agent auto answer: support for autoanswer via gloCOM softphone. (#240784289)
30. Trunks: E.911 trunks will not inherit Default trunks. (#235920346)
31. Disabled mounting astdb to RAM feature. (#238201712)
32. sh/pbxware: Asterisk DTLS pem generate on OpenSSL 1.0.2n+. (#234403832)
33. Memcached: session restore. (#237449544)
34. CDRs: Remote records would not play on the tenants report page. (#235980735)
35. sh/pbxware: rsproxy stopping. (#234814132)
36. Handle 'dynamic-meetme' context in Agi. (#154525542)
37. Monitor.php: rotate mon.log files properly. (#232226142)
38. agi: disable CDR for static and callback members. (#229238414)
39. Replaced the word 'FAX' with 'Fax' everywhere. (#166531016)
40. DB: removed old CDR queries. (#229574273)
41. Voicemail: Transcription request error handling. (#228442169)
42. HTTP: Increase request time for API calls. (#229195555)
43. Queue callback: agent answer mode, uses an outbound CallerID. (#227694069)
44. Revert Ring Groups: Removed 'r' as the default dial option. (#225304802)
45. DIDs: QUEUE_PRIO variable channel inheritance. (#226991346)
46. DB: remotedb was closed before the update. (#225896096)
47. Do not Disturb: Ignore a temporary DND setting when switching DND. (#225324068)
48. Queue statistics: callback report handles new transfer events. (#225552583)
49. Extension operation time applying before DND. (#225321962)
50. Recordings: the beep works if the recording is on the B side. (#197233004)
51. Voicemail: Accept PIN changes from Voicemail app and update the database. (#162857522).
52. Fax: From /tmp directory, remove .tif files older than 1 week. (#160553569)
53. DIDs: Do not play Greeting if Closed Operation Times is on. (#143616978)
54. DIDs: Do not allow a Recording to run if a destination is Fax. (#159707759)
55. LXC: Detect LXC via /proc/1/envron. (#223459215)
56. Auto provisioning: Removed support for Xlite devices. (#213466447)
57. IVR statistics: change log_ivr_calls table date_time field from varchar to int(11). (#220911382)
58. File system: Faxes cleanup. (#220926665)
59. PJSIP: Increase max_initial_qualify_time. (#262165126)
60. PJSIP: Disable sending unsolicited mwi to all endpoints on startup. (#262164597)
61. Features.conf: We should not include per-tenant config files. (#261403084)
62. Autoprovisioning: A simple increase in the number of directory entries for Yealink phones.

(#260235000)

63. Action Log: LDAP, e-mail is taken into consideration. (#256855447)
64. Settings — > Servers: Renamed the 'Set CallerID' label for Group Hunt calls. (#144178135)
65. Tenants: The **Other Networks** button is hidden on the master tenant. (#245431695)
66. OSC Services: save issues. (#256943959)
67. Action Logs: OSC to display properly. (#256999229)
68. Operation Times: Inherit option for Simple Routing OT. (#257257641)
69. API Enhanced Services / CallerID: Trunk names. (#255790264)
70. Action Logs: Increased log to 10,000 entries. (#256858222)
71. Action Logs: Default sorting is descending. (#256942067)
72. Destinations: Permissions setting via JavaScript. (#256561416)
73. Extensions: Copy As New and Destinations permissions. (#255414002)
74. Autoprovisioning: Multiple extensions on Cisco SPA. (#236326857)
75. Auto provisioning: Transport type for Yealink phones. (#235923655)
76. Queue: if ringinuse is changed, reloading members is required. (#255758857)
77. Archiving storage: Enable Folder Name option for call center systems. (#249469436)
78. Hot Desking: Ability to download and upload a CSV with location. (#249823022)
79. API: Update the **mp3_auto_conv** field. (#245753195)
80. Settings — > About: Show only numeric values. (#249448474)
81. Archiving storage: Changed time format to use **dashes** instead of **colons**. (#248985370)
82. Routes: show a proper error if an export fails. (#202885374)
83. Routes: Database export. (#245839133)
84. API: Update API docs with register_expiration. (#248194364)
85. Trunks: Expose Register expiration time in GUI. (#247870751)
86. Extensions: Voicemail group moved to the top right. (#247057395)
87. CDR Summary: Expose it with the new GUI. (#245485323)
88. IVR Statistics: Double Quote datepicker strings. (#245759290)
89. Action Logs: Sorting. (#245115650)
90. Action Log: DIDs on MT. (#243480628)
91. Action Logs: Delete DID group action is stored in the database. (#245120379)
92. Action Log: Information about Page. (#245116848)
93. Action Logs: Changes for the new API. (#241448051)
94. Action Logs: Action log tracking on iframes. (#237503363)
95. Auto provisioning: Custom configuration order for Grandstream UADs. (#235587625)
96. Fax: download to include a file extension. (#243133009)
97. Extensions: Invalid Service Plan Package Date was shown. (#243131711)
98. Trunks: Remove Hangup() from dialplan due to double CDRs. (#243073859)

99. PJSIP Trunks: Enable line registration by default. (#242633342)
100. Queue panel: Showing the wrong time. Problems with the clock sync with the server. (#241017543)
101. API: Small fixes. (#198564293)
102. ES API: Non-existing API calls. (#199654592)
103. Trunks Edit: PHP 7 string to int conversion issue. (#239343467)
104. Queues: Allow Voicemail Group for Max Wait Extension and Exit Digit. (#238532996)
105. Providers: Make sure 'Incoming IP Addresses' is not a required field. (#240109349)
106. Tenants: Loader. (#238262054)
107. Email Templates: Reset button on the New Extension template. (#238201691)
108. Queue statistics: Members filter to use PJSIP instead SIP. (#228899535)
109. AES Encryption: Trimming of a decrypted value. (#237907240)
110. PJSIP: Remove DTMF short info. (#237873916)
111. Tenants: Do not traverse the sounds directory when creating a tenant. (#239243066)
112. Access codes: Send res_parking.conf properly. (#237873710)
113. Create the name as a URL on some pages. (#234414544)
114. Action log tracking on some pages. (#234408882)
115. Master tenant access codes page. (#234410117)
116. Action log entry for delete tenant action. (#230727494)
117. Show in Desktop/Mobile App: available only on the extensions page. (#237824336)
118. Service Plans: handle fields properly on Call Rating templates. (#237824027)
119. Fax: Cover page preview to work with tcpdf library. (#237510756)
120. Delete fpdf and tfpdf libraries. (#237510861)
121. Extensions: Make sure Call Rating info actions are disabled properly. (#229991601)
122. CDR: The **Listen** button not working for offloaded records (caused by licensing implementation). (#235600484)
123. Service plans: Editing rates for countries starting with 'Z'. (#235597434)
124. IP Restrictions — > Policies: Edit and Delete buttons. (#234746096)
125. Conferences: A pop-up in GUI was broken for CDR if participants used quotes in their names. (#226624442)
126. Archiving storage: Changed nginx routing for rsproxy. (#234337590)
127. Archiving storage: Licensing added. (#221221049)
128. Archiving storage: Added limit to Upload rate and default placeholder for Upload limit and Max Simultaneous Uploads. (#232939249)
129. Archiving Storage: Fixed spelling mistakes. (#231087120)
130. Reports: pass user auth when requesting archived records. (#230292864)
131. Archiving Storage: Disabled autorun. (#229605088)
132. Extensions Edit: set Show in Directory to Yes by default. (#230991144)
133. PJSIP: Maximum Expiration spelling mistake fixed. (#228813055)

134. Multi-Digit IVR / Pin-Based IVR: Delete action for value '0'. (#229208441)
135. PJSIP: Spelling for option disable_direct_media_on_nat. (#230300121)
136. Extensions: Copy as New reset Caller ID name. (#230329857)
137. Queue: exit digit can be 0. (#230316263)
138. Servers: Increased Emergency Services to 16 digits. (#229169270)
139. Global GUI search bar. (#229549315)
140. Auto provisioning: BLF fetching on MT for additional MAC addresses. (#228534157)
141. Extensions: Copy as New destinations permission. (#229196950)
142. Extensions: Show inclusive minutes as minutes. (#183044718)
143. Updated flag icons URLs to the newest version. (#206185316)
144. Reports: get_dropdown_trunks return name as id for reports page. (#228505175)
145. PJSIP: Ability to specify insecure and incoming IP address on Extensions. (#227305938)
146. Queues panel: today's data set as default. Data. (#228095487)
147. Auto provisioning: Directory was not working after auto provisioning. (#227733263)
148. Operations Times on IVR not working properly. (#227305837)
149. Reports: Listen to Recordings volume slider height is broken. (#224507996)
150. Monitor > Extensions: Monitor action is broken on MT. (#226623528)
151. Extensions edit: removed 'sorted' class from the departments drop-down. (#225276366)
152. DIDs: CSV upload where number_zerofill is 0. (#226573225)
153. Conferences: Do not write conferences to meetme.conf. (#226265385)
154. Voicemail: reload when creating new custom Voicemail extension. (#225694756)
155. DIDs CSV: External Number and Deny Access CSV upload was broken. (#183347709)
156. UI: A lot of time unit labels fixed. (#213207269)
157. Operation Times Week names forced to English all the time. (#224835680)
158. UI: A lot of of Label renames. (#213488644)
159. Trunks: Hostname fields are stripped of additional spaces. (#224531352)
160. Statistics: fixed escaping translation strings in buttons. (#224082000)
161. Transport settings correctly set on extension according to the UAD setup. (#222743512)
162. CDR: Multiple files with the same name can be present in the same zip archive. (#222766008)
163. Extensions: CallerID name not escaping HTML quotes. (#182528779)
164. Settings — > About: Licensee details in case Branding is on. (#197528827)
165. Reports — > CLI messages: Restore Google search from v4. (#213208456)
166. Trunks: fixed IP addresses that contain spaces. (#223950965)
167. Servers Edit: Announce trunks option default to 'Not Set'. (#189856663)
168. Extensions Save: PHP notice. (#167612730)
169. Auto provisioning: Moved BLF start options below the BLF list. (#209550087)
170. PJSIP: Save additional mailboxes properly. (#222679423)

- 171. PJSIP: Do not write disallow field per endpoint at all. (#222345162)
- 172. PJSIP Trunks: Make sure Outbound Proxy has sip: prefix. (#222344629)
- 173. Branding: It must be shown only to Site Administrators. (#221644700)
- 174. Search: Special characters in the search query. (#206143583)
- 175. Parked Calls: Enable Recording on picked up calls option. (#213847732)



About Bicom Systems

Vision Statement

We Unify Communications!

Mission Statement

We provide the Communication World with the most Complete Turnkey Communication Systems available by Creating, Unifying and Supporting the Most Advanced of Current Technologies.

Overview

Bicom Systems was the first company to deliver Open Source Communications Software as Professional Turnkey Solutions.

By combining the best of open source telephony and its own proprietary software, Bicom Systems can provide enterprises with turnkey solutions that take account of the clients' exact needs within a very cost-effective framework - giving CIOs the safest choice. This mix includes royalty-free software, vibrant open source communities, available custom development backed up by accountable, professional support services.

The company finds innovative open source communication projects and professionalizes the project by creating, unifying and supporting turnkey systems with its proprietary in-house software. Bicom Systems provides the resources, core development and support services to enable popular open source projects to scale into enterprise-class communications software.

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