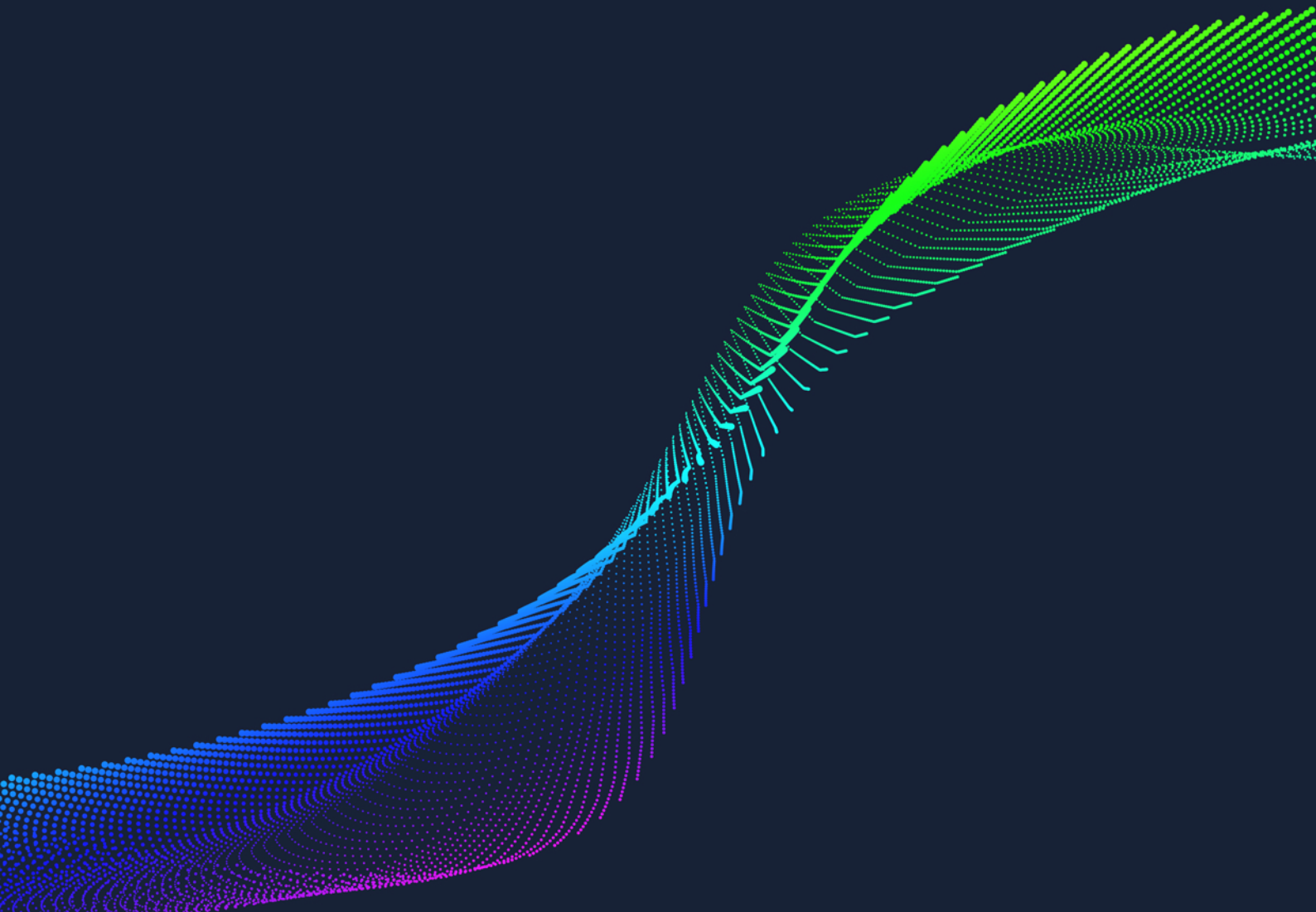


BICOM SYSTEMS  
ADVANCED SIMPLICITY

**bicom**  
SYSTEMS



# PBXware 5.2.3

## Changelog

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# Features:

## CDR extension limit - advanced options

An administrator can manage what a user is allowed to see in CDRs.

Admin Settings > Groups > Edit > Reports

A drop-down can be found in the "Allow CDR extensions" field in user groups which will expand this field's functionality.

If the input field is not empty (populated with comma-separated extension numbers) then the drop-down options will work as follows:

- 1. Including > All CDRs that include the selected extensions can be shown.
- 2. Between > Only calls BETWEEN the selected extensions can be shown.
- 3. From > Only calls made FROM the selected extensions can be shown.
- 4. To > Only calls made TO the selected extensions can be shown.

The screenshot shows a configuration panel for 'Reports'. A list of report types is shown on the left, each with a checkbox on the right. The 'Allow CDR extensions' field is highlighted, and a dropdown menu is open over it, showing the following options: 'Including', 'Between', 'From', and 'To'. The input field contains the text '100,102,103,104'.

Report Type	Checked
CDR	<input checked="" type="checkbox"/>
CDR summary	<input checked="" type="checkbox"/>
CDR Settings	<input checked="" type="checkbox"/>
CLI Messages	<input checked="" type="checkbox"/>
SMTP Log	<input checked="" type="checkbox"/>
Archiving Storage	<input checked="" type="checkbox"/>
Archived Reports	<input checked="" type="checkbox"/>
Show Call Rating Cost	<input checked="" type="checkbox"/>
Allow CDR extensions	<input checked="" type="checkbox"/>

Allow CDR extensions: **Including** (selected), Between, From, To. Input: 100,102,103,104

# Call rating cost in OSC and CDR

This is an options button located under:

- Extension > Edit
- Admin Settings > Groups > Edit > Reports.

When used on the extension it affects OSC and when used in a group it will affect all group members.

If this option is set to "No" or is not checked, then when looking at CDRs the Rating Cost column will not be shown.

This affects CSV download and E-mail too.

The default behavior is "Yes", meaning that if nothing is changed then Rating Cost column will be shown.

Call Rating

Call Rating:  Yes  No  Not Set

Service Plan: Please select ...  ✓

Slave:  Yes  No  Not Set ✓

Master Account Code:  ✓

Reminder Balance: 100.00000  ✓

Credit Limit: 200.00000  ✓

Service Plan Date:

Enable Limits:  Yes  No  Not Set

Limit Type: Please select ...

Soft Limit:

Hard Limit:

Notification E-mail: test@test.com

Disable Call Rating for Call Forwarding:  Yes  No  Not Set

**Show Call Rating Cost in OSC:  Yes  No  Not Set**

Reports

CDR

CDR summary

CDR Settings

CLI Messages

SMTP Log

Archiving Storage

Archived Reports

**Show Call Rating Cost**

Allow CDR extensions  Includi...

## Store Unanswered CDRs

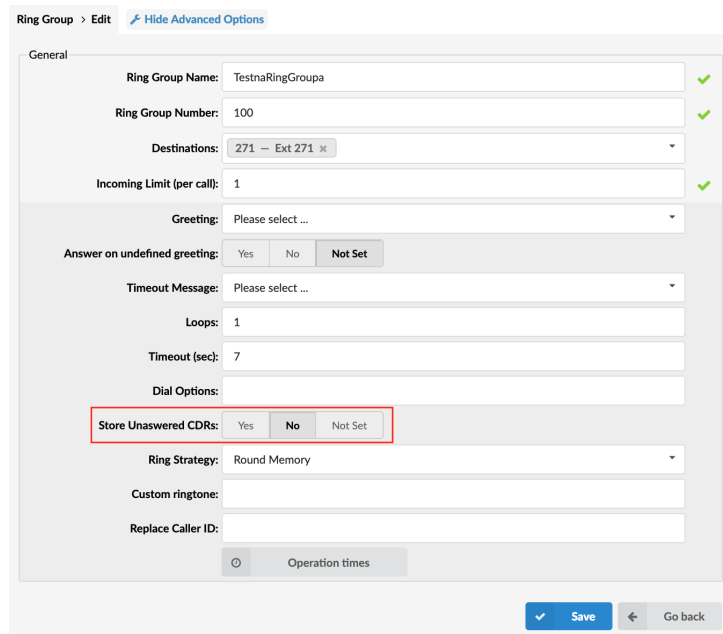
An option to exclude unanswered CDR records from a report.

This option can be found under Extensions > Ring Groups > Store Unanswered CDRs.

If the option is set to 'Yes' or 'Not set', ring groups will behave the same as before.

If the option is set to 'No' the following will change:

- The call was not answered/cancelled: instead of 2 generated CDRs per extension in the ring group, only a single CDR will be stored.
- The call was answered: instead of 2 generated CDRs per extension in ring group, a total of 2 CDRs will be generated (one for the call to the ring group and one for the extension that answered the call).



The screenshot shows the 'Ring Group > Edit' configuration page. The 'General' section includes fields for 'Ring Group Name' (TestnaRingGroup), 'Ring Group Number' (100), 'Destinations' (271 -- Ext 271 x), and 'Incoming Limit (per call)' (1). Below these are 'Greeting' (Please select ...), 'Answer on undefined greeting' (Yes, No, Not Set), 'Timeout Message' (Please select ...), 'Loops' (1), 'Timeout (sec)' (7), and 'Dial Options'. The 'Store Unanswered CDRs' option is highlighted with a red box and is currently set to 'No'. Other options include 'Ring Strategy' (Round Memory), 'Custom ringtone', and 'Replace Caller ID'. At the bottom, there is an 'Operation times' section and 'Save' and 'Go back' buttons.

## Additional SIP headers under Trunks section

SIP headers is a function of SIP. These headers help convey message attributes to ensure that information packets travel along the correct path when communicating between devices existing on separate networks.

In order to use SIP Custom headers, these are the variables which can be used:

- %CALLERIDNUM%
- %TENANT%
- %EXT%
- %TENANTEXT%

## Bug Fixes & Improvements:

- **▲** MT: Removed option "On DID save update ES/CID/Trunks".
- **▲** Disabled queue calling to mobile endpoints in PBXware.
- "seperated" fixed misspelling in the PBXware GUI.
- A recall was occurring after a transferred call - Yealink T26.
- An issue with recordings: fixed corrupted recordings.
- API: Fixed broken API for Trunks & Tenants.
- API: System was not comparing if Trunk exists on the system and was adding it anyway.
- API: Fixed multi-digit IVR Undefined index error.
- app\_queue.c: reverted queue channel reference from v13.24 with our additional fixes.
- Archiving Storage: 'Upload Older Than' option was not working.
- Apps/Permissions: Permissions for some of the featured modules was wrong.
- Call Statistics: Date shown was not correct if the Tenant Timezone's offset was behind the Server Timezone.
- Changing access code to \*0 was not possible.
- Default Language was not being played when using gloCOM - desk phone mode.
- Double entries for pjsip contacts were not clearing.
- E-mail Templates: Solved an issue were a template reset would only reset the templates displayed in the GUI but not the ones used on the server.
- Fixed blank graphs for agent inbound and agent outbound calls, parsing JSON problem.
- Fixed an issue when there was a space after the comma in the MWI field, thus the user would not be getting notifications on the desk phone.
- Groups - Tabs were not displaying the content correctly.
- Monitor Extensions Page was displaying non-existing SIP registrations.
- MWI was not working for the general mailbox on the desk phone (there was no notification on the desk phone).
- Mysql error fixed on PIN Based IVR.
- Mysql error fixed under Groups-Reports.
- Operation Times: Midnight reset for DIDs was not working as intended.
- Operation Times: Select time field was not allowing direct input.
- Paging Groups: PHP Notice removed on Save and No Action Log for delete.
- Paging group limitation increased from max 50 to max 100 extensions.
- php-pfm: Optimized default configuration for PHP processes.

- PHP notice removed when requesting 'action=pbxware.ivr.list'.
- Ring Groups > Add: Fields were not preserved on save (number already in use).
- Solved a bug where a json file for a recording had '.tmp' in the name if generated from the Reports page.
- Solved a PHP Notice and Mysql error inside a php.log.
- Sort by on Parking lots was redirecting users back to Dashboard.
- Switching UAD on the extension was preventing the extension from being paged.
- Tenant package now has the ability to set 4 digits as values.
- The dashboard was displaying "iOS / Android", replaced with "Mobile".
- Voicemail: There was no reload on Voicemail-Mailbox and PIN Based IVR pagination after a .csv upload.
- Voicemail: Google speech to text length limitation was not working.

## 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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