

# PBXware 5.3

## Release Notes

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## Features:

### E-mail to fax

This is a service that allows people to send faxes via e-mail.

Requires the e-mail to have the following structure:

- The e-mail subject represents the number where the fax will be sent to.
- The e-mail attachment will be the fax content that will be sent (the attachment must be in the PDF format).



If the format is not PDF, e-mail will be skipped and deleted from the server. An e-mail can have up to 5 files attached.

E-mail To Fax must be enabled on the license.

Navigating to Home > Fax > E-mail To Fax you will be able to set the configuration for a server. On MT systems this page is available per tenant.

**E-mail To Fax**

E-mail To Fax Settings

Enable:

IMAP Server:  ✓

IMAP Server Port:  ✓

Encryption:  ✓

Username:  ✓

Password:  ✓

Mailbox:  ✓

Max. Retries:

⚠ Save to enable

E-mail Notifications

Enable:

E-mail From:

After the configuration has been saved the user can click on the "Test" button to check if the configuration is working. If an error occurs it will be printed in a pop-up window, otherwise a success message will be displayed.

### E-mail to fax template

Notification Email can be defined via templates on Settings > Email Templates > E-mail To Fax.

**E-mail To Fax Template** ✕

E-mail To Fax Subject and Template ▾

**E-mail To Fax Subject:**

Email To Fax Notification

**E-mail To Fax Template:**

```
Status: %STATUS%
To: %NUMBER%
Date: %DATE%
```

↻ Reset
✓ Save

## CDR partitioning

Partitioning enables tables to be subdivided into smaller manageable pieces and each small piece is called a "partition".

A template for database partitioning is added for archiving CDRs in the selected period. The CDR table will be partitioned and the data from the CDR table will be archived. The data will be archived by month.

### **For new installations of PBXware:**

On new installations the CDR will be partitioned automatically and, by default, will keep up to 1 year of data; the option to change this period is in the GUI.

### **Existing Installations:**

In this case, partitioning won't be performed during the upgrade.

**Filesystem**

Files to rotate every ...

**1 logs:** 2 weeks ✓

**Other log files:** 2 weeks ✓

Files to remove every ...

**1 CLIR files:** Never Archive ✓

**Asterisk backup files:** 3 months ✓

**Voicemail:** 6 months ✓

**9 months:** ✓

**Call Recordings:** 1 year ✓

**Fax:** 2 years ✓

**E-mail to Fax:** 3 years ✓

**4 years:** ✓

Data to archive every ...

**CDR:** Never Archive ✓

✓ Save

## 1. GUI:

Select in GUI how long to keep the data (up to 5 years) and wait until the system creates the partitions.

Partitioning will be performed the first Sunday after the option is selected. This option can be found under System > File System

## Archived Reports:

Users can see reports in GUI Home > Reports > Archived reports and download archived files.

Period	Table	File Size	File
Aug 2016	cdr	39 bytes	

## Archiving Storage, schedule archiving

A scheduling option has been introduced on the master tenant/server.

- Schedule type: User can select the frequency in which the archiving storage daemon will execute data offload.
- **Available options:**
  1. **Disabled:** The daemon is running but will not start offloading data on its own.
  2. **Minutes:** Run every X minutes where X is defined in the Schedule Interval field.
  3. **Hours:** Run every X hours where X is defined in the Schedule Interval field.
  4. **Daily:** Run once a day at a specific time specified in the Schedule Time field.
  5. **Weekly:** Run once a week on Sunday at 00:00.
- Schedule Interval: Numeric value use by the Minutes and Hours schedule types.
- Schedule Time: Time picker element to select the time used by the daily schedule type.

The image displays two examples of the 'Schedule' configuration interface. Each example is contained within a light gray box with a rounded top-left corner and a title 'Schedule' in the top-left corner.

The first example shows the 'Schedule Type' dropdown menu set to 'Minutes' and the 'Schedule Interval' text input field containing the value '1'. Both fields have a green checkmark icon to their right, indicating they are valid.

The second example shows the 'Schedule Type' dropdown menu set to 'Daily' and the 'Schedule Time' text input field containing the value '00:00'. Both fields have a green checkmark icon to their right, indicating they are valid.

## 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 is added on 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.

<input checked="" type="checkbox"/> Reports		<input checked="" type="checkbox"/>
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	<div style="border: 1px solid #ccc; padding: 5px;"> <p>Including</p> <p>Between</p> <p>From</p> <p>To</p> <p>Includi... ▼</p> </div>	<input type="text" value="100,102,103,104"/>

## Store Unanswered CDRs

An option to exclude unanswered CDR records from a report.

This option can be found under Extension > 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 the 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)

Ring Group > Edit [Hide Advanced Options](#)

General

Ring Group Name: TestnaRingGroup ✓

Ring Group Number: 100 ✓

Destinations: 271 – Ext 271 ✕

Incoming Limit (per call): 1 ✓

Greeting: Please select ...

Answer on undefined greeting: Yes No **Not Set**

Timeout Message: Please select ...

Loops: 1

Timeout (sec): 7

Dial Options:

**Store Unanswered CDRs:** Yes **No** Not Set

Ring Strategy: Round Memory

Custom ringtone:

Replace Caller ID:

Operation times

✓ Save ← Go back

# Operation times

## Operation times redesign

Operation times feature has been redesigned to better suit customers' needs.

- The sliders have been replaced with buttons, thus making the selection of date and time more obvious and user-friendly.
- Closed dates section is expanded to a date range.

**Operation Times**
✕

Operation Times Active

Current date: 2019/02/19 01:31 PM UTC

**Default Destination**

118 — George Brown
▼

Is Voicemail

**Greeting**

greeting-default-attendant
▼

**Custom Destinations:**

Destination	O	Days	Time from	Time to	
999	<input type="checkbox"/>	<div style="display: flex; justify-content: space-around; font-size: 0.8em;"> <span>Mon</span> <span>Tue</span> <span>Wed</span> <span>Thu</span> <span>Fri</span> <span style="background-color: #007bff; color: white; padding: 2px 5px;">Sat</span> <span style="background-color: #007bff; color: white; padding: 2px 5px;">Sun</span> </div>	00:00	00:00	✕

**Open Days:**

Description	Days	Time from	Time to	
Works week	<div style="display: flex; justify-content: space-around; font-size: 0.8em;"> <span style="background-color: #007bff; color: white; padding: 2px 5px;">Mon</span> <span style="background-color: #007bff; color: white; padding: 2px 5px;">Tue</span> <span style="background-color: #007bff; color: white; padding: 2px 5px;">Wed</span> <span style="background-color: #007bff; color: white; padding: 2px 5px;">Thu</span> <span style="background-color: #007bff; color: white; padding: 2px 5px;">Fri</span> <span>Sat</span> <span>Sun</span> </div>	08:00	17:00	✕

**Closed Dates:**

Description	Destination	Date From	Date To	Time From	Time To	
Holiday	999	2018/12/24	2019/01/03	00:00	00:00	✕

✓ Save

## Operation times for "Ring groups"

Set the "Ring group" open/closed times. Depending on the time when the call is received, the call can be redirected to different PBXware destinations.

Ring Group > Add [Hide Advanced Options](#)

General

Ring Group Name:  ✓

Ring Group Number: 146 ✓

Destinations: Please select ...

Incoming Limit (per call): 1 ✓

Greeting: Please select ...

Answer on undefined greeting: Yes No Not Set

Timeout Message: Please select ...

Loops: 1

Timeout (sec):

Dial Options:

Ring Strategy: All

Custom ringtone:

Replace Caller ID:

Operation times

**Operation Times**

On  Off  Inherit

Default Destination: 306 — supervisor  Is Voicemail

Greeting: None

Custom Destinations:

Destination	O	Days	Time from	Time to	+

Open Days:

Description	Days	Time from	Time to	+
Open time	<input checked="" type="checkbox"/> Mon <input checked="" type="checkbox"/> Tue <input checked="" type="checkbox"/> Wed <input checked="" type="checkbox"/> Thu <input checked="" type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun	08:00	15:00	✕

Closed Dates:

Description	Destination	Date From	Date To	Time From	Time To	+

- Custom Destinations: Redirects all calls received during set hours to the PBXware extension provided here.
- Open days: Sets the working hours. If any call is received during the hours not set here, the 'Custom Destination' will be checked. If they do not apply, the call will be redirected to the 'Default Destination' (Closed dates)

- Closed dates: Sets the specific date when all calls are redirected to the 'Default Destination'. If the 'Destination' field in the Closed dates is set, the call will not go to the 'Default Destination' but to this number.

## Midnight reset for Operation times

Access Codes > Edit, the Operation Times group feature called the "Midnight reset" is available. By default this option is set to "Yes", meaning that the access codes will be reset in midnight. If set to "No", the midnight reset will be skipped.

Operation times

Open Operation Times: \*401 ✓

Close Operation Times: \*402 ✓

Reset Operation Times: \*403 ✓

Operation Times BLF: \*404 ✓

Midnight Reset:  Yes  No  Not Set

## OSC welcome page: User information

User's details are available in the right top corner of the OSC dashboard, the extension name and the number will be displayed here.



## Call rating cost in OSC and CDR

This is an Options button titled as "Show Call Rating Cost in OSC".

It is located under:

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

When used on the extension it affects the OSC and when used in a group it will affect all users who are in that group.

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 the CSV download and E-mail too.

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

Call Rating

Call Rating:  Yes  No  Not Set

Service Plan:

Slave:  Yes  No  Not Set

Master Account Code:

Reminder Balance:

Credit Limit:

Service Plan Date:

Enable Limits:  Yes  No  Not Set

Limit Type:

Soft Limit:

Hard Limit:

Notification E-mail:

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

## CLI validation & routing per tenant

- CLI Routing and validation per tenant (the tenant administrator can manage the validation and routing per tenant).

This option is used to fine-tune the functionality by adding rules which send the calls to different destinations based on Caller IDs.



If the caller's ID begins with 203, you can send all those calls to an IVR; if the Caller ID is a specific number such as 555 0160, then send that call to the extension 4444.

200 – Tenant 200 Administrator

[Add Rule](#)
[CSV Upload](#)
[CSV Download](#)
[Download CSV Template](#)

Search for Networks By Caller ID

Caller ID ▲ ▼	Destination	Extension ▲ ▼	Match Type
Todd Davis	Extension	105	Explicit Match

Page 1 of 1

- CSV upload (CSV upload and CSV template added)
- Search (implemented Search for available routes)

### CLI Validation & Routing

[Add Rule](#)
[CSV Upload](#)
[Download CSV Template](#)

Search for Networks By Caller ID

Caller ID ▲ ▼	Destination	Extension ▲ ▼	Match Type
+1-202-555-0160	Ring Group	141	Begins With

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## Toggle for the Do Not Disturb feature

Implemented an Access Code as a toggle for the "Do Not Disturb" feature, the default value is \*77. This Access Code can be used as a BLF in the BLF/Directory list by adding \*77XXX, where XXX is the extension number.

When used as a BLF, the button will also switch colors when DND is enabled/disabled.

Group Hunt

Toggle Do Not Disturb:	<input type="text" value="*77"/>	✓
Enable Do Not Disturb:	<input type="text" value="*78"/>	✓
Disable Do Not Disturb:	<input type="text" value="*79"/>	✓
Enable Group Hunt:	<input type="text" value="*510"/>	✓
Disable Group Hunt:	<input type="text" value="*511"/>	✓

## IVR statistics - renamed the "Called Number" field

IVR statistics "Called Number" field renamed to "Original Caller ID" for a better understanding of reports.

Reports table Search reports Q

Name ▲ ▼	Type ▲ ▼	Direction ▲ ▼	+
IVR Calls	Standard IVR	Inbound	+
IVR Calls per Original Caller ID	Standard IVR	Inbound	+
IVR Calls per option	All	Inbound	+

← previous
next →
Page 1 of 1

## Voicemail

### Speech to text ability to specify multiple languages

This feature is located under: Settings > Voicemail > Show Advanced Options > Transcription.

Speech to text ability to specify more than one language for transcription is available. Multiple languages are available only via the Google Speech service.



Google will try to force the transcription to the first language selected, and if the result is more than 70% accurate it will be included in the e-mail. For any less accurate results the transcript will be dropped and will not be included in the e-mail.

If the language is more clearly presented than some of the other languages defined by the user (e.g. the caller speaks German fluently) than German language will be used for the transcription.

Transcription

Enable Service:  Yes  No  Not Set

Service: Google Speech ✓

API Key: [Redacted] ✓

Language: German x French x English (United States) x Italian x ✓



A maximum of 4 simultaneous selected languages is allowed.

### Voicemail transcription on the tenant and extension level

- Under the Transcription options for the tenant the "Enable Transcription by Default" has been implemented. This option will determine if the transcription is enabled on all extensions for the tenant by default. ("Not Set" behaves the same as "Yes").

Transcription

Enable Transcription:  Yes  No  Not Set

Transcribe by Default:  Yes  No  Not Set

- On the extension level, the "Transcribe Content" option has been introduced to the extension voicemail section. Selecting "Yes" or "No" will overwrite the configured system default behavior while "Not Set" will use the system defaults.

Voicemail

Voicemail:  Yes  No  Not Set

Greeting-Mode:  Yes  No  Not Set

MWI extensions (comma seperated):

Mailbox:  ✓

Name:  ✓

PIN:  ✓

E-mail:  ✓

Send E-mail:  Yes  No  Not Set

Transcribe content:  Yes  No  Not Set

Carbon Copy E-mails:

Pager e-mail:

Greeting message:

## "Voicemail Group" as destination value

Voicemail Group is available as a value for voicemail destination.

Destination:  ✓

Value:  ✓

## Voicemail Min and Max PIN Length

New parameters are available for the voicemail PIN length configuration in Settings > Voicemail > Min PIN Length and Max PIN Length:

General Voicemail

Format:  ✓

Max Message length (sec):  ✓

Min Message length (sec):  ✓

Max Greeting length (sec):  ✓

Max Seconds of Silence:  ✓

Silence Threshold:  ✓

Voicemail Delay (sec):

Max Files per Directory:

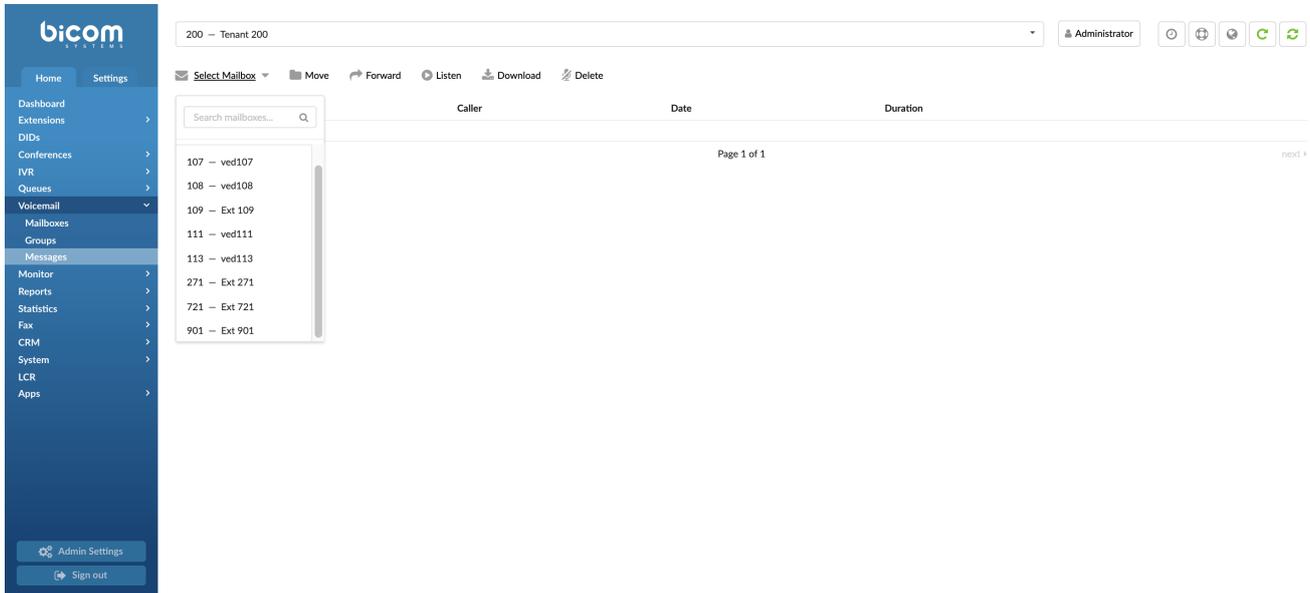
Min PIN Length:

Max PIN Length:

## Control of voicemail messages from Admin GUI

An administrator can view all voicemails from the selected voicemail box on the system.

To view the voicemails go to: Home > Voicemail > Messages.



When the page is loaded, a mailbox will have to be selected from a drop-down.

After selecting a mailbox the page will be populated with the messages for the selected voicemail box.

## Custom voicemail login and access

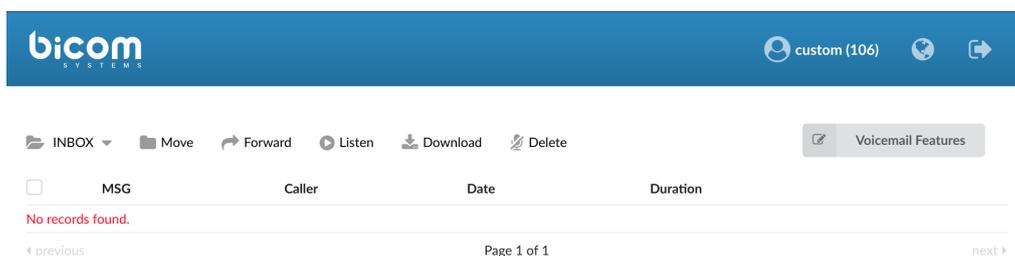
When creating a custom voicemail via Voicemail > Mailboxes > Add Voicemail, a “Password” field is added.

This password together with the e-mail is used for the mailbox login.

The screenshot shows the 'Voicemail > Edit' form in the Bicom Systems Admin GUI. The form is titled 'General' and contains the following fields:

- Mailbox:** 106 (with a green checkmark)
- Name:** custom (with a green checkmark)
- PIN:** 3449 (with a green checkmark)
- E-mail:** custom@test.com (with a green checkmark)
- Password:** 8s\*%P%FIZz2SboZ8 (with a green checkmark and a red border around the field)

When logged in with this e-mail and password user will only see the Voicemail Page.



## Allow OSC access for the Extensions field

A drop-down list of all available extensions on the system/tenant.

Used to allow the selected extensions to view the voicemails from a custom voicemail box, inside the OSC.

This can be configured under Mailbox > Add/Edit page field "Allow OSC Access for Extensions".

For example: if we add extensions 100 and 101 then those extensions will be able to view voicemails from the custom voicemail mailbox.



Using the "Voicemail Features" button will change the features only for the selected mailbox.

## Voicemail template - customizable "From" header

"Voicemail FROM" field in the voicemail template can be customized.

Example:

- New Voicemail From **%VM\_CALLERID%** < [test@demo.com](mailto:test@demo.com) >

## Carbon Copy E-mails

On the Extensions page under the Voicemail section a field called "Carbon Copy E-mails" is available.

"Carbon Copy E-mails" is used to add multiple recipients for e-mails, as BCC.

Users can add multiple extensions in this field by typing them out and pressing Enter or the "Add xxxx" option displayed while typing.

The screenshot shows a 'Voicemail' configuration form with the following fields and values:

- Voicemail:** Yes (selected), No, Not Set
- Greeting-Mode:** Yes, No, Not Set (selected)
- MWI extensions (comma seperated):** (empty)
- Mailbox:** 105 ✓
- Name:** Todd Davids ✓
- PIN:** 9051 ✓
- E-mail:** todd@demoserver.com ✓
- Send E-mail:** Yes, No, Not Set
- Carbon Copy E-mails:** 101 x 102 x 103 (highlighted with a red box)
- Pager e-mail:** Add 103
- Greeting message:** Unavailable

## Automatic password generator for site Admins / Users

Automatic password will be generated for new site Admins/Users. The password can also be entered manually to override automatically generated passwords.

The screenshot shows a 'Password' configuration form with the following fields and values:

- Password:** a-YONG4%T2a\_\_ln6 (with a lock icon)
- Verify Password:** a-YONG4%T2a\_\_ln6

## Caller ID per trunk on Tenant level

The Administrator is able to set the Trunk Caller ID for every Tenant.

To set the Caller ID per trunk, on Master Tenant navigate to Trunks > Trunks & Tenants > and set the Caller ID per trunk.

The Caller ID is set per primary, secondary or tertiary trunk rather than the trunk name.

The screenshot shows the Bicom Systems web interface. On the left is a navigation menu with options like Home, Settings, Dashboard, Trunks, Trunks & Tenants, DIDs, Monitor, Reports, Statistics, System, Routes, and Service Plans. The main content area is titled 'Master Tenant' and 'Trunks > Tenant 200 (200)'. It contains several sections: 'Allowed Trunks' with a dropdown menu; 'Default Trunks' with three dropdown menus for Primary, Secondary, and Tertiary trunks; 'Emergency Trunks' with three dropdown menus for Primary, Secondary, and Tertiary trunks; and 'Trunk CallerIDs' which is highlighted with a red box and contains three input fields for Primary, Secondary, and Tertiary trunk Caller IDs. At the bottom right, there are 'Save' and 'Go back' buttons.

Setting the Caller ID per trunk on Extension/Enhanced Services will have priority over the trunk Caller ID feature.

If neither option is set, the default tenant Caller ID will be applied.

## Use the Default Tenant Caller ID instead of “Anonymous”

This improvement is just a minor change related to “Only Allow Default Caller ID Within DID range”. There are no additional options to be configured in GUI, so the change will apply immediately after the upgrade.

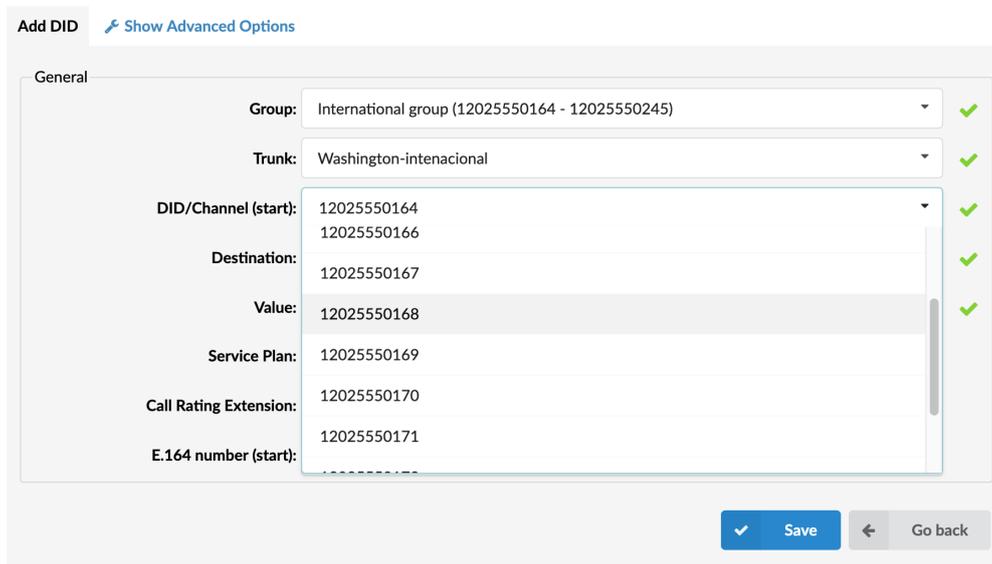
Previously, when the “Only Allow Default Caller ID Within DID range” option was set, and the Caller ID was not within DID range, the ‘Anonymous’ Caller ID would be set. After this change, the system will use the default trunk Caller ID if there is any. If the default trunk Caller ID is not set, “Anonymous” will be used, as before.

## Available numbers for a DID Group

The DID Mode needs to be set to Group.

When adding/editing a DID the following things have been changed:

1. After you choose a group, the DID/Channel field will be changed to a drop-down, depending on some rules (written under)
2. The dropdown will be used as an autocomplete feature and will show available DIDs from the chosen group
3. A maximum of 10 DID numbers are shown at a time so to narrow your choice you need to type in more characters
4. The drop-down will show only available DIDs, meaning that those already reserved/created will not be shown



The screenshot shows the 'Add DID' form with the 'General' tab selected. The form includes a 'Show Advanced Options' link. The 'Group' dropdown is set to 'International group (12025550164 - 12025550245)'. The 'Trunk' dropdown is set to 'Washington-intenacional'. The 'DID/Channel (start)' dropdown is open, showing a list of available DID numbers: 12025550164, 12025550166, 12025550167, 12025550168 (highlighted), 12025550169, 12025550170, and 12025550171. The 'Destination' field is set to 12025550167. The 'Value' field is set to 12025550168. The 'Service Plan' field is set to 12025550169. The 'Call Rating Extension' field is set to 12025550170. The 'E.164 number (start)' field is set to 12025550171. At the bottom right, there are 'Save' and 'Go back' buttons.

## Enable / Disable local DID matching

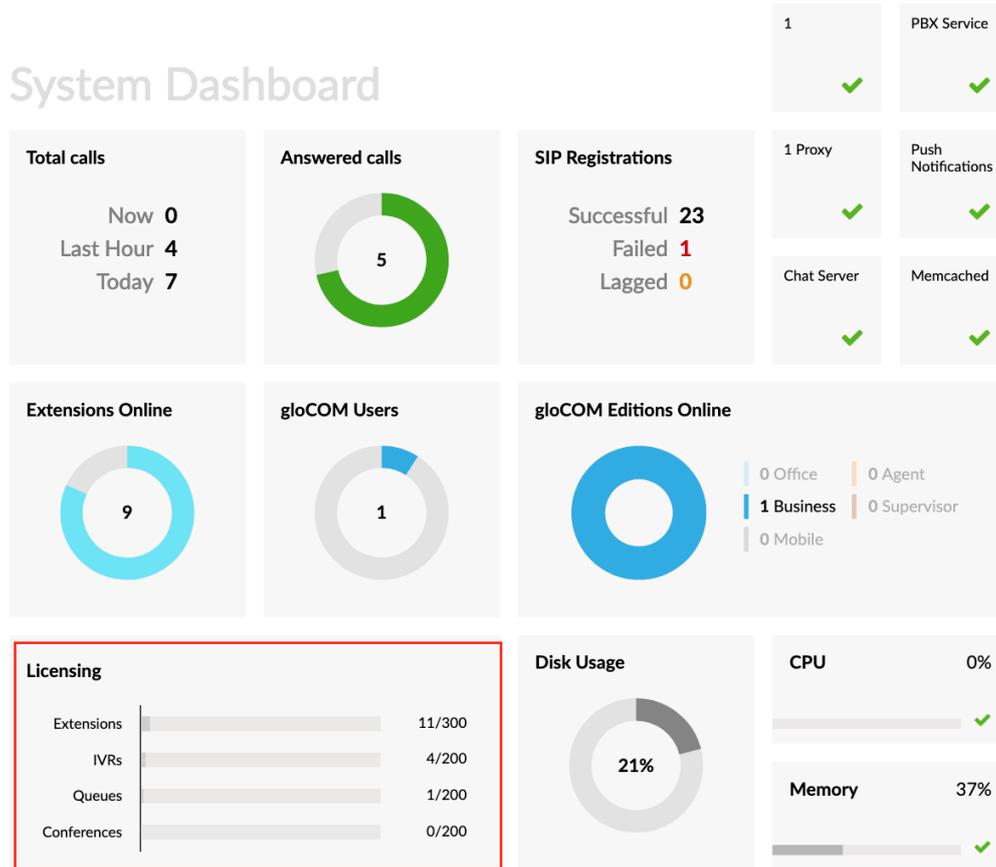
Forces the call to leave the system without trying to match a dialed number with a local DID. Option available only on master tenant/server.

Features			
Hide CallerID in OSC:	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Not Set
Force "Allow ES CallerID" for Call Forwarding:	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Not Set
Ringtone for Local calls:	<input type="text"/>		
Set CallerID for Call Forwarding and Group Hunt calls:	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Not Set
Only Allow Trunk CallerID within DID range:	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Not Set
Do not allow users sending any CallerID:	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Not Set
Hide Extensions with no department (gloCOM):	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Not Set
<b>Disable local DID matching:</b>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Not Set
Use Dynamic Features:	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Not Set
Disable Call Rating for Call Forwarding:	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Not Set
Skip Voicemail PIN Prompt:	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Not Set

## Number of provisioned extensions on the Dashboard

Presents information on how many extensions have been provisioned/added to the system.

Example: 200 provisioned / 500 licensed



## Custom destination when Busy Level is set

If an extension has a Busy Level set and the Busy Level is matched then the system will try to contact the Busy Level Destination.

This option can be used only if the Busy level is set to Yes.

**Call Control**

Incoming Limit: 1

Outgoing Limit: 1

Busy level: 2

Apply Busy Level for Incoming Calls:  Yes  No  Not Set

Busy destination for Incoming calls:

Busy destination voicemail:  Yes  No  Not Set

Play sound on exceeded limit:  Yes  No  Not Set

Send e-mail on exceeded limit:  Yes  No  Not Set

Notification e-mail: mahir@bicomsystems.com

## Simple Branding for Online Self Care

This offers a possibility to brand the Online Self Care including the logo change.

Location of the feature is : **Admin settings > Branding > Online Self Care**

Online Self Care

Logo type:

Top menu background base color:

Top menu background gradient color:

Top menu text color:

Top menu button shadow color:

Top menu button hover background color:

Top menu button selected background color:

Top menu button selected text color:

Top menu icon color:

## "Confirm Calls" disabled for local destinations

If enabled this will force the confirmation of the calls for local destinations. The option is available on "Group Hunt" and "Follow Me" Enhanced services. (external numbers still have to be confirmed).

**ES** **Follow Me** ✕

Service status: ON

Destination	Timeout (sec)	
<input type="text" value="105"/>	<input type="text" value="32"/>	⋮ ✕

Options

Dial options:

Last Destination

Last Destination:  Is Voicemail:

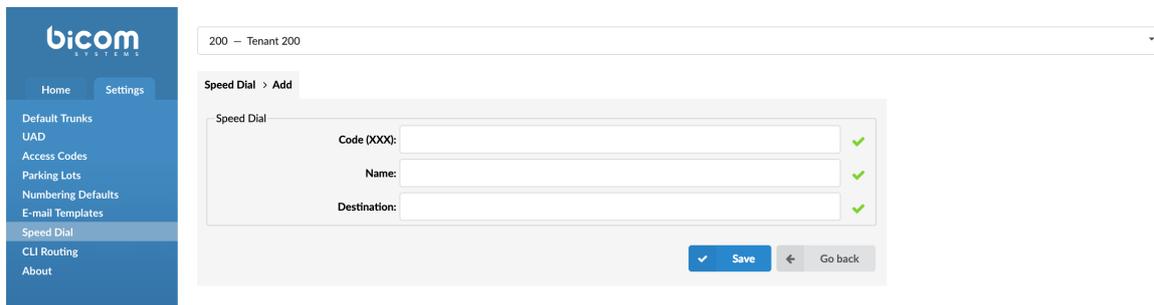
Confirm calls

Confirm calls:  Enable for Local Destinations:

! If all destinations fail after 'Timeout', 'Last Destination' will be called.

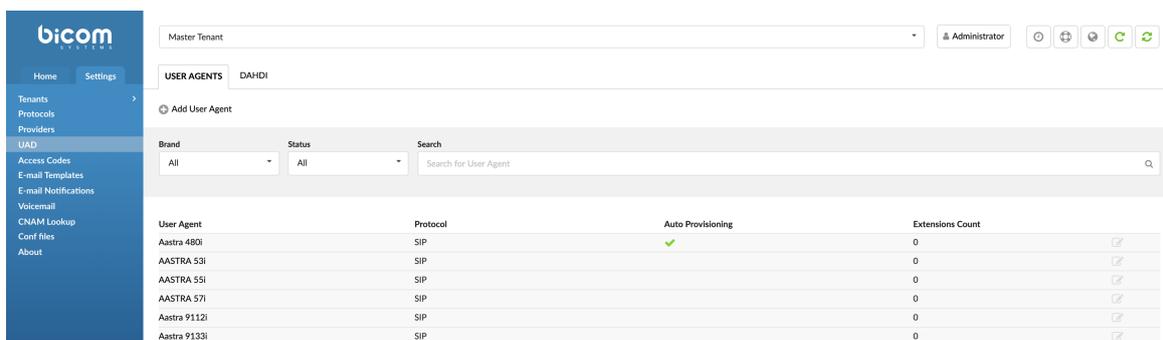
## Speed Dial settings can be managed per tenant

The Speed Dial page is available per tenant - Tenant > Settings > Speed Dial.  
The Speed dial page was available only on Master tenant before.



## UAD settings on Master tenant

This extends the ability to set specific settings on the Master tenant for UADs.  
These settings are inherited when creating tenants.



## All tenant options are now editable by API

New API codes have been added for actions on the tenant.

The API documentation can be found in PBXware > Admin Settings > API Key > Documentation.

# Monitor

## Extensions and Apps for the Monitor page on Master tenant

- Home > Monitor > Extensions

When viewing from the Master tenant, a tenant must be selected from the filter to show extensions for that specific tenant.

Viewing all extensions on all tenants at the same time is not possible.

If an extension is registered via TLS that information will be available in the IP field.

Name	Extension	IP address	Status	User-Agent	On Call
<input type="checkbox"/> Ext 109	SIP/109	-	Offline	-	
<input type="checkbox"/> Ext 271	SIP/271	↔ 10.1.0.59:5060	Online	Yealink SIP-T41S 66.82.0.20	
<input type="checkbox"/> Ext 721	SIP/721	-	Offline	-	
<input type="checkbox"/> Ext 901	SIP/901	-	Offline	-	
<input type="checkbox"/> Todd Davids	SIP/105	-	Online	-	
<input type="checkbox"/> ved107	SIP/107	-	Online	-	
<input type="checkbox"/> ved108	SIP/108	↔ 10.1.0.248:5060	Online	Yealink SIP-T41P 36.83.0.10	
<input type="checkbox"/> ved111	SIP/111	↔ 10.1.0.242:5060	Online	Yealink SIP-T41P 36.81.0.25	
<input type="checkbox"/> ved113	SIP/113	↔ 10.1.0.211:63854 ↔ 10.1.0.242:5060	Online	Yealink SIP-T41P 36.81.0.25	

- Home > Monitor > Apps

A new page under 'Monitor > Apps' that will display all currently registered mobile gloCOM applications.

The page behaves similarly to the 'Monitor > Extensions' with the exception that no record will be displayed for extensions that do not have any applications present.

Name	Extension	IP address	App	Edition	On Call
<input type="checkbox"/> James Tartos	SIP/107	↔ 10.1.0.170:45592	gloCOM GO Android v5.2.1-alpha.1	Android	

## Live calls under Monitor, per tenant

A Monitor page for live calls implemented per tenant, including the call duration information for more detailed results.

From	To	Call Duration
<input type="checkbox"/> Twinkle (102)	Music on Hold (*388)	00:00:11

## MOH automatic sound conversion

With the latest improvements, it is now possible to upload an MP3 and WAV sound files to be used as MOH.

MOH Recording > Edit

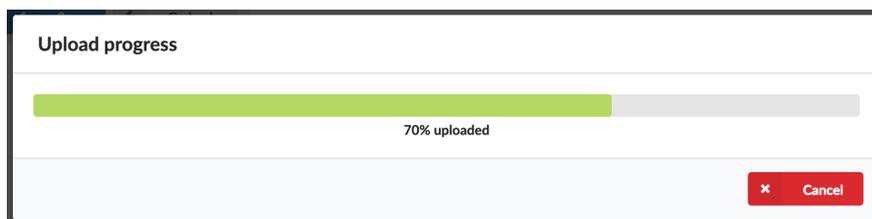
Clip Name: New Clip from MP3 ✓

File: Mushroom-Ticket.mp3 ...

Class: Test ✓

Status:  On  Off

The system will now allow the upload of files bigger than 8MB. Upload is resumable, meaning it will start uploading where it had stopped previously. The progress bar is displayed while uploading/converting.



## Mobile applications and queue calls

If there is a mobile application registered on an extension in the queue and when a call is received from the queue, the mobile application will not be awakened via the push service.

## Additional SIP headers under the 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.

These are the variables which can be used for the SIP Custom headers:

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

## **Bug Fixes & Improvements:**

- Access Code \*404 was not operational with DID/Queue/IVR
- action\_log table: is now created in the admin\_site database
- Agentcallbackcalled UserEvent is not used anymore
- AGI: Fixed dialplan breaks in agi\_destination\_tenant due to ioncube
- API - Call/Pickup groups was not set on tenant creation
- API - Added channel limits on tenant creation
- API - Multi-digit IVR error fixed
- API - Fixed API does not check if Trunk exists on system and adds it anyway
- Archiving Storage: 'Upload Older Than' option did not work as intended
- Archiving Storage: Fixed app crashes if multiple folders as the specified root folder exist for Google Drive
- Archiving Storage: Fixed app crashes if timezones are enabled and no timezone is selected
- Archiving storage: Fixed issue where "FROM" header was hardcoded
- Archiving Storage: Fixed rsproxy was exposed publicly (:: or 0.0.0.0)
- Asterisk and BLFs: Fixed memory leak in case of TCP/TLS BLF subscriptions which never expire
- Calls were dropping when calling extension with Group hunt set in ES with an outgoing limit set to 1 on caller's extension
- Call rating CSV upload problem fixed
- Call rating defaults were not applied on extensions (MT only)
- Call redirection to Voicemail Group from a Queue fixed
- Call Statistics: Fixed date shown is not correct if the Tenant Timezone's offset is behind the Server Timezone
- Changing access code to \*0 enabled
- Chroot fixed error during an upgrade from 5.0 to 5.1 on CentOS
- Cisco 79x2 fixed provisioning issue
- Confbridge does not support command option for call recording fixed
- CRM Routing Rules: Only one rule was listed in the GUI
- Custom code was applied only from the first extension linked to a specific MAC
- Dashboard iOS / Android has been replaced with 'Mobile'
- Default language not being played when using gloCOM - deskphone mode
- DEFECT: Fix for system timezone fetching on CC
- Denying or displaying a warning when the system is changing licence from MT to CC

- DIDs - Adding a DID number outside the DID Group Range is now fixed
- DIDs: Service Plan selection was broken on change in certain conditions
- Double entries for pjsip contacts were not clearing
- E-mail Templates: Fixed an issue where template reset would only reset the templates displayed in gui but not the ones used on the server
- Ext > Call Monitoring: fixed adding a new extension will load main PBXware interface in a side pop-up window
- Extension password field when hidden yielded a left side border missing - GUI
- Extension: Fixed JavaScript bug when adding extensions (Multiple MACs Button)
- Extensions "Location" field not set fixed
- Extensions Operation Times CSS bug fixed
- Extensions: Fixed JavaScript bug when adding extensions (Voicemail options)
- Fax to E-mail issue: Fixed if tenant name has spaces e-mails won't be sent
- Fixed a bug where json file for a recording has '.tmp' in name if generated from the reports page
- Fixed reload on Voicemail-Mailbox and PIN Based IVR pagination after a .csv upload
- Fixed Old SPA devices were not provisioning
- Fixed issue where media address not set when Bind address is changed from 0.0.0.0 to some IP
- Fixed issue where monitor page does not display UA and IP address if qualify is set to No, and pwproxy is restarted
- Fixed transport provisioning on Polycom
- Fixed recall after a transferred call - Yealink T26
- Fixed Gigaset custom provisioning not being applied correctly
- Fixed Service plan name can be empty space
- Fixed if there is a space after a comma in MWI field on Extension edit, the MWI would not work
- Fixed status 'On Call' under Monitor page doesn't appear when the DND is set through ES
- Fixed system Error 505 when updating to 5.1.5 from Admin Settings > Updates
- Google drop-down under the IBM Watson service were displaying two drop-downs
- Google Speech to Text: Transcriptions were not working for voicemails longer than 1 min
- Groups - fixed tabs not displaying content correctly
- GUI error fixed in API for Trunks & Tenants when adding a duplicate Trunk
- Handle special characters in SMTP passwords
- Hot Desking: Pagination was broken on MT
- Htek was missing a variable for BLF cleanup

- Javascript error fixed on Parking lots Edit and Speed Dial edit pages
- JavaScript error fixed when resaving Master tenant
- JS error fixed when showing graphs
- logrotate.conf fixed, does not include all log files after the initial setup
- MT: Removed option "On DID save update ES/CID/Trunks"
- Multi-digit IVR add / edit page: Label width expanded
- Mysql error fixed on Admin settings > Groups > Reports
- Mysql error fixed on PIN Based IVR
- Mysql injection fixed on Speed dial per Tenant
- Operation Times: Fixed field does not allow direct input
- OSC Caller ID: Fixed Can't be removed in OSC
- OSC Voicemail: Limited to 8MB
- Paging Groups: Fixed a PHP Notice on Save and No Action Log for delete
- PBX\_LOOP detected on queue dialing agent - fixed
- PBXware Fixed MT Permissions for gloCOM
- PBXware version not detected properly in the Setup Wizard Updates section - fixed
- Phones were not showing 'Busy here' properly on display
- PHP Notice and Mysql error inside php.log removed
- PHP notice inside agi while on DID call removed
- PHP Notice on DID save removed.
- PHP notice on Queue - Edit - Save removed
- PHP Notice when you try to reboot a non autoprovisioned phone in Monitor > Extensions removed
- php-fpm: Optimization of default configuration options for PHP processes
- PIN IVR template was missing
- pwproxy: Now forcees jemalloc as the default memory allocator
- pwproxy: SIP Port lookup was broken if PBXware was on a Public IP only
- Queue Callback-Min Talk Time was not working correctly
- Reports: Changed convert2mp3 logic to apply on listen/download if the script was not called on the recording generation.
- Ring Groups > Add: Fields were not preserved on save (number already in use)
- Ring Groups: PHP error apearing when no operation times were set
- 'seperated' misspelling in the PBXware GUI improved
- 'Store Unanswered CDRs' misspelling improved

- Scrambled recording, fixed a MONITOR\_STARTED not set problem
- Service Plan - Price not set email notification will not be sent if disabled
- Service plans > Rates > Destinations > Edit: Saving new rates was broken
- Service Plans: Fixed can't edit rates for destinations with apostrophe in a country name
- Settings > Groups: Added "Master tenant" as the addition to "All tenants" option
- Settings > Groups: Exposed Settings > Tenant page for Admins/Users
- Sort by button on Parking lots was pointing back to Dashboard.
- Spanish update for PBXware v5.3
- Statistics Agent Filter Limit increased
- Switching UAD on an extension would prevent the extension from being paged
- Tenant package increased to 4 digits as values
- Tenant voicemail folder was not created when relicenced from a free to MT licence
- The blank graph was presented for Agent inbound and agent outbound calls - Parsing JSON names problem
- Translation fixed for (hardcoded English strings)
- Trunk host field was not possible to define port
- Trunk SIP Headers: Send PAI field was not working at all
- Trunks and Tenants: Allowed trunks showing wrong labels fixed
- Trunks: dynamic is not allowed as Host or Peer Host
- Trunks: Limited trunk host field to one IP/hostname improved
- TypeError: Cannot read property 'style' of null
- TypeError: Cannot read property 'value' of undefined
- Updated chroot for new convert2mp3 script
- Voicemail to Email was being deleted if not sent
- Voicemail: undefined offset error message fixed
- Warning : implode(): Invalid arguments were passed
- Warning added to licensing.. when changing to Free

## 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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