

PBXware version 5.0

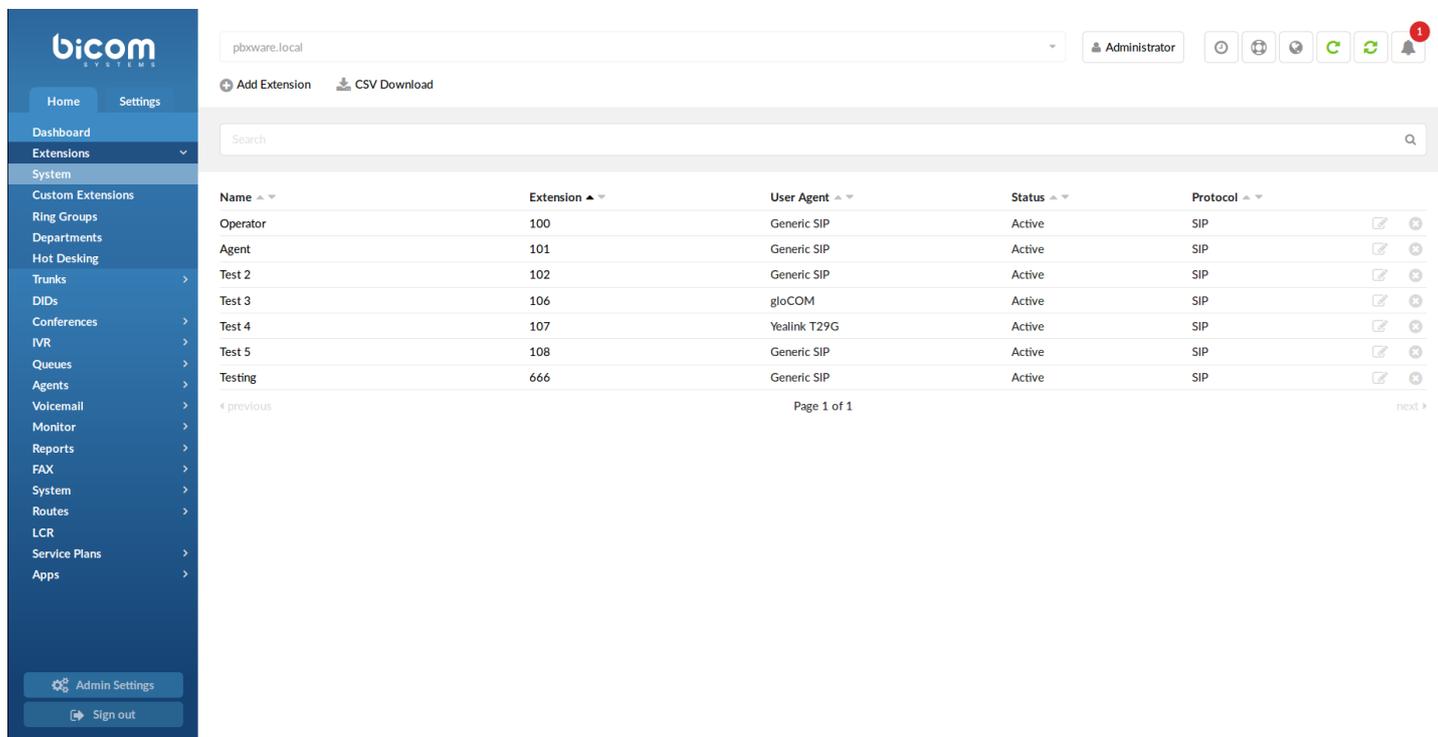
Release Notes January 2018



Overview

PBXware 5 is culmination of years of hard work and passion we have put in our products in order to provide our customers with best experience possible. Besides completely new and modern look and improved functionality, Asterisk 13 is now running under the hood, allowing us to implement new features we previously were not able to. With introduction of Asterisk 13, PBXware is now using PJSIP stack, and although there will be no visible changes in the interface, this is one of the major updates in our latest version.

PBXware navigation is slightly different, as we have grouped administration settings in two main sections. PBXware and Admin settings are now split and are easily distinguished by different color of navigation panel. Although, this might not seem like a big change, this should improve efficiency of the interface, filtering out Admin settings from the PBXware part, allowing users to perform everyday tasks faster.

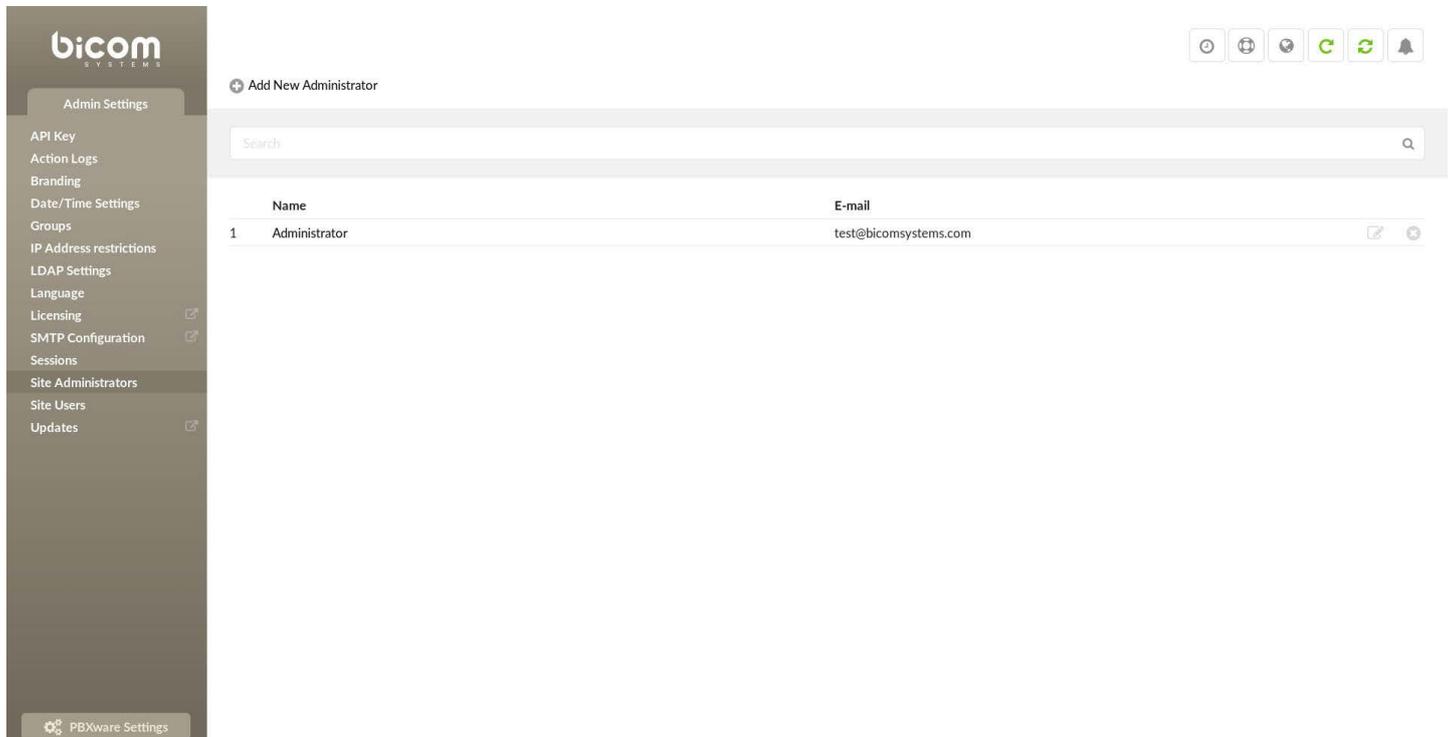


The screenshot displays the PBXware 5.0 user interface. On the left is a dark blue navigation sidebar with the 'bicom SYSTEMS' logo at the top. The sidebar menu includes 'Home', 'Settings', 'Dashboard', 'Extensions' (selected), 'System', 'Custom Extensions', 'Ring Groups', 'Departments', 'Hot Deskling', 'Trunks', 'DIDs', 'Conferences', 'IVR', 'Queues', 'Agents', 'Voicemail', 'Monitor', 'Reports', 'FAX', 'System', 'Routes', 'LCR', 'Service Plans', and 'Apps'. At the bottom of the sidebar are 'Admin Settings' and 'Sign out' buttons.

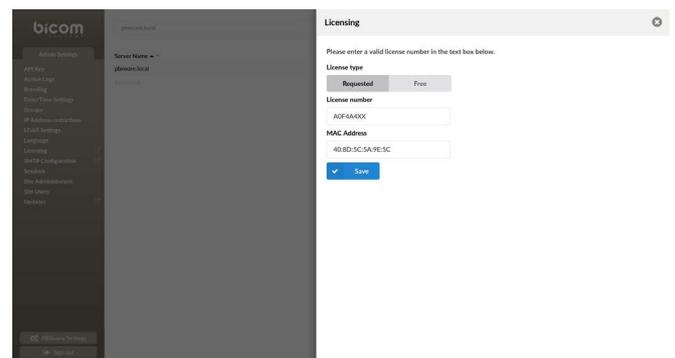
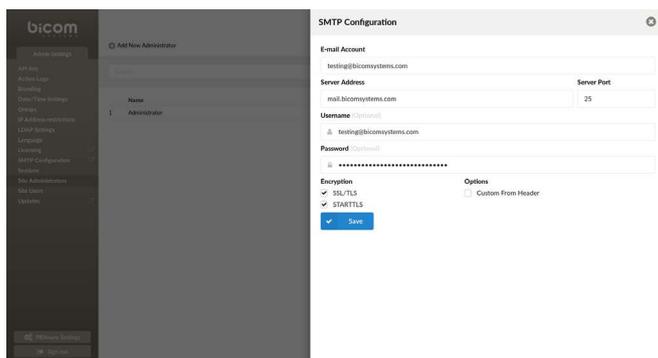
The main content area has a white header with a search bar containing 'pbxware.local', a user profile for 'Administrator', and several utility icons. Below the header are 'Add Extension' and 'CSV Download' buttons. A search bar is also present above the table.

Name	Extension	User Agent	Status	Protocol
Operator	100	Generic SIP	Active	SIP
Agent	101	Generic SIP	Active	SIP
Test 2	102	Generic SIP	Active	SIP
Test 3	106	gloCOM	Active	SIP
Test 4	107	Yealink T29G	Active	SIP
Test 5	108	Generic SIP	Active	SIP
Testing	666	Generic SIP	Active	SIP

At the bottom of the table, there are navigation links for 'previous' and 'next', and a page indicator 'Page 1 of 1'.



To switch from PBXware to Admin settings and back, all you have to do is to click the button in the lower left part of the interface.



To further improve interface efficiency we have also integrated Setup Wizard parts into the main page.

Setup wizard sections related to Licensing and SMTP configuration will not open in popup window anymore and are now presented in-page.

As before, not all of the Setup Wizard sections will be available from PBXware GUI. To access them simply navigate to your PBXware address on port 81.

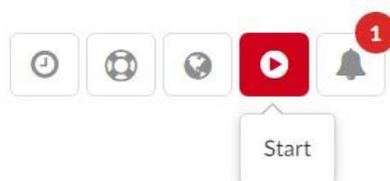
<https://YourPBXware.com:81>

PBXware 5 offers unified look across different platforms so all of the forms, alerts and pop-up windows will now look the same, regardless whether users are accessing PBXware from their Mac at work or have to administer server from their home PC. We now utilize in-page elements, bringing unified look on different operating systems and browsers used to access PBXware GUI.

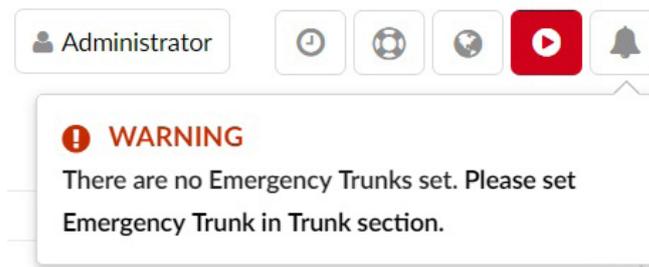
One of the most sought-after features by our customers was “audit log”, chronological records of the activities made by users.

Action Logs feature will provide information on what changes are made, who made them and when, it can also help you detect unauthorized access by storing information of IP addresses used to log in to your PBXware.

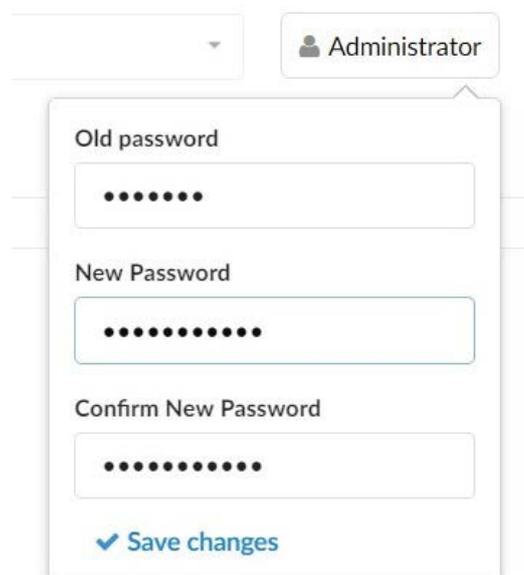
Date	User	IP Address	Page	Event	Data
2016-09-16 15:18:06	Administrator (Administrator)	10.1.0.194	Settings > Servers	Edit	ID 1
2016-09-16 15:06:03	Administrator (Administrator)	10.1.0.194	Queues	Add	EXT ID 111 222
2016-09-16 15:05:30	Administrator (Administrator)	10.1.0.194	Queues	Edit	EXT ID 105 70
2016-09-16 15:05:16	Administrator (Administrator)	10.1.0.194	Queues	Edit	EXT ID 110 221
2016-09-16 15:05:14	Administrator (Administrator)	10.1.0.194	Queues	Add	EXT ID 110 221
2016-09-16 15:04:12	Administrator (Administrator)	10.1.0.194	Extensions	Edit	EXT ID 666 207
2016-09-16 15:04:09	Administrator (Administrator)	10.1.0.194	Extensions	Edit	EXT ID 666 207
2016-09-16 15:03:57	Administrator (Administrator)	10.1.0.194	Extensions	Edit	EXT ID 101 61
2016-09-16 15:03:54	Administrator (Administrator)	10.1.0.194	Extensions	Edit	EXT ID 101 61
2016-09-16 15:02:24	Administrator (Administrator)	10.1.0.194	IVR	Add	EXT ID 109 220
2016-09-16 14:54:59	Administrator (Administrator)	10.1.0.194	Start Page	Login	



Although they might slipped as unnoticed initially, number of small features are added to improve functionality of the PBXware. Something as simple as notification icon that will attract your attention and notify you that your system does not have emergency trunks set or start PBX service button that will turn red in case your PBX service stopped running for some reason, besides fresh look, are also bringing utility, improving overall experience.



With great power comes... the risk of somebody trying to steal your password and doing irreversible damage to your system, for fun or as an act of revenge. As any serious system administrator will tell you, there is no such thing as changing your password too often. With even something as simple as a button that allows you to change your password regardless of where you are in the PBXware interface we are making it more convenient for administrators to improve the security of their system, without having to navigate through multiple menus to achieve that.



New Reports page

Reports page also have a new design which along with improved visual feel also brings much improved functionality.

Listen Call Print E-mail CLR Report Delete Recording CSV Download

Date Range: 16 Sep 2016 00:00:00 - 21 Sep 2016 23:59:59 From: 102 To: Search for destination... Status: All ID: Q

From	To	Date/Time	Duration	Billing	Cost	Status
<input type="checkbox"/>	122	Joanna Cox (102)	21 Sep 2016 14:57:42	00:00:12	0	Not Answered
<input type="checkbox"/>	122	Joanna Cox (102)	21 Sep 2016 13:23:15	00:00:56	00:00:55	Answered
<input type="checkbox"/>	Joanna Cox (102)	Lobby (104)	21 Sep 2016 13:21:26	00:00:23	00:00:18	Answered
<input type="checkbox"/>	Joanna Cox (102)	Lobby (104)	21 Sep 2016 13:20:52	00:00:22	00:00:17	Answered
<input type="checkbox"/>	John Doe (101)	Joanna Cox (102)	21 Sep 2016 13:16:22	00:03:31	00:03:29	Answered
<input type="checkbox"/>	062265825	Joanna Cox (102)	21 Sep 2016 13:15:38	00:00:36	00:00:32	Answered
<input type="checkbox"/>	062265825	Joanna Cox (102)	20 Sep 2016 16:02:21	00:00:02	0	Not Answered
<input type="checkbox"/>	062265825	Joanna Cox (102)	20 Sep 2016 15:58:48	00:00:03	0	Not Answered
<input type="checkbox"/>	062265825	Joanna Cox (102)	20 Sep 2016 15:58:06	00:00:10	0	Not Answered
<input type="checkbox"/>	Joanna Cox (102)	John Doe (101)	20 Sep 2016 15:50:57	00:00:06	00:00:06	Answered
<input type="checkbox"/>	Joanna Cox (102)	John Doe (101)	20 Sep 2016 15:50:56	00:00:00	0	Not Answered
<input type="checkbox"/>	Operator (100)	Joanna Cox (102)	20 Sep 2016 13:13:15	00:00:03	00:00:03	Answered
<input type="checkbox"/>	Joanna Cox (102)	Marketing (113)	20 Sep 2016 10:52:53	00:00:01	00:00:01	Answered
<input type="checkbox"/>	Joanna Cox (102)	Sales (103)	20 Sep 2016 10:51:08	00:01:17	00:01:17	Answered
<input type="checkbox"/>	Joanna Cox (102)	Support (115)	20 Sep 2016 10:48:44	00:02:11	00:02:11	Answered
<input type="checkbox"/>	Joanna Cox (102)	1050 (114)	20 Sep 2016 10:45:15	00:02:46	00:02:46	Answered

Page 1

Listen Call Print E-mail CLR Report Delete Recording CSV Download

Date Range: 21 Sep 2016 00:00:00 - 21 Sep 2016 23:59:59 From: 102 To: 11 Status: All ID: Q

From	To	Date/Time	Duration	Billing	Cost	Status
<input type="checkbox"/>	110	110 - null				
<input type="checkbox"/>	111	111 - Billing				
<input type="checkbox"/>	112	112 - Customer Service				
<input type="checkbox"/>	113	113 - Marketing				
<input type="checkbox"/>	114	114 - 1030				
<input type="checkbox"/>	115	115 - Support				
<input type="checkbox"/>	116	116 - Sales				
<input type="checkbox"/>	117	117 - Marketing				
<input type="checkbox"/>	118	118 - Accounting				

Listen to recording, in-browser functionality

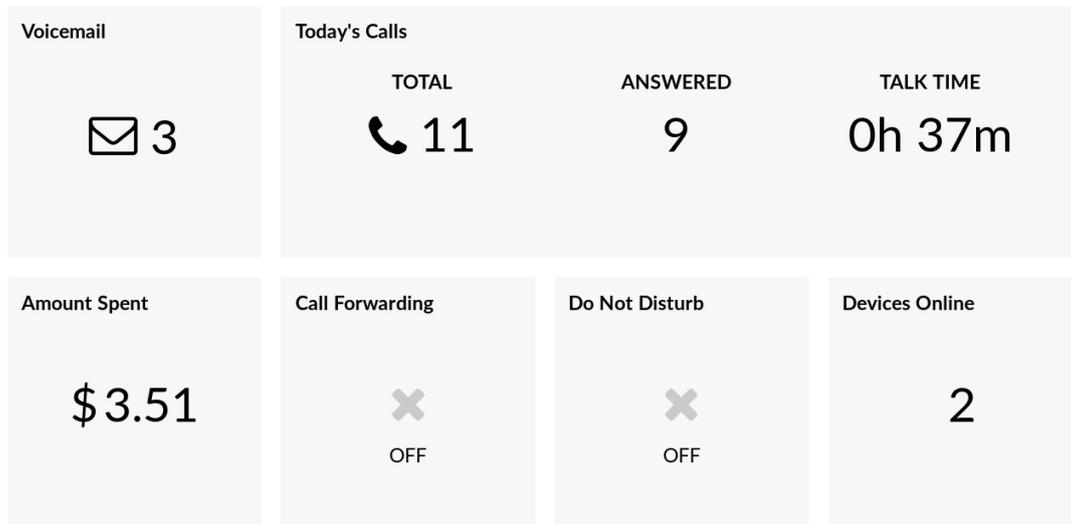
New interface now also have integrated recordings player, enabling users to listen PBXware call recordings directly from their browser and navigate through the recording with a simple click of a mouse. This prevents the issue users might experienced with earlier versions, as they had to find a media player that supports formats in which recordings were being downloaded.



Download recordings option is still available, in case you would like to store it on your hard drive.

Most of the modern browsers are supported (Google Chrome, Mozilla Firefox, Safari, Microsoft Edge).

On-line Self Care Dashboard



REGISTERED DEVICES

gloCOM v5.0.0	193.93.153.xxx:5062
gloCOM GO 2 iOS	193.93.153.xxx:5060

Along with redesigned interface and OSC features available in previous versions of PBXware, OSC portal now also have a Dashboard that displays all the relevant information about users calls for that day.

On dashboard users can see their voicemail status, total number of calls, number of answered calls, talk time as well as funds spent. In addition, status is displayed for Call Forwarding and Do Not Disturb services, which should help to prevent scenarios in which users forget to disable these services, causing their calls to be forwarded or rejected.

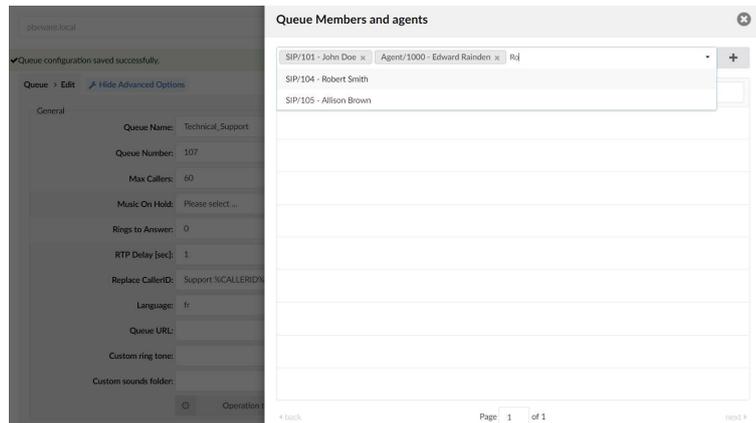
REGISTERED DEVICES

gloCOM v5.0.0	193.93.153.xxx:5062
gloCOM GO 2 iOS	193.93.153.xxx:5060

With multiple registrations available, users can also see what devices are registered to their extension and from which IP address. We combined geo IP lookup with this feature, so if device is registering from public IP flag icon will appear next to registered device name, representing the country in which that particular IP is located. This should help users to notice and report any unusual registrations to their extensions.

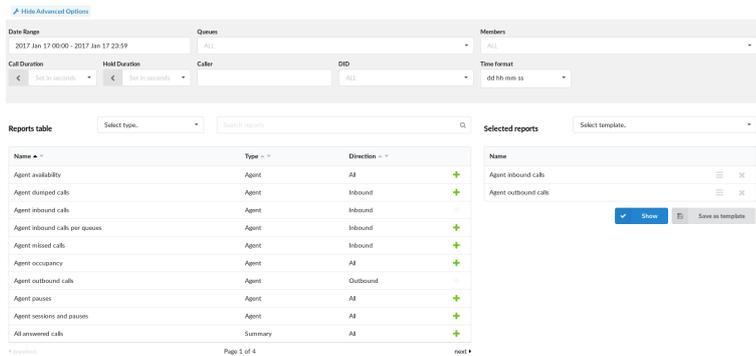
Redesigned Queue Members and Agents section

Queue members and Agents section also received a facelift. On systems with small number of users you can use drop down list to select available members and agents, while on larger systems filter will allow you to enter name of member you would like to add and filter out the results.



New Queue Statistics

With new PBXware design Queue statistics also have completely new and improved interface that is more user friendly than before. We have added new reports and increased total to 34, to expand general functionality of this module. To push that even further, we have added filters for members, caller, call and hold duration and time format to allow users to filter data better which should allow them more specific data collection.



Queues statistics

For period: 2015 Oct 13 00:00 - 2015 Oct 30 23:59
Generated at: 2017 Jan 17 11:35

Agent inbound calls [26656]

Showing 10 of 48 entries

Agent	Calls			Talk Time			Hng/Ag/Cal [D]		
	Number	Per Hour	Percent	Total	Mean	Mean Delay	Number	Percent	
Agent/1202	1237	16.13	4.64%	0:51:16-20m:38s	0:01:00h:01m:57s	0:01:00h:00m:44s	399 / 761 [77]	32.3%	61.5% [6.2%
Agent/1207	210	3.08	0.79%	0:01:07h:38m:40s	0:01:00h:02m:11s	0:01:00h:00m:46s	169 / 41 [8]	80.5%	19.5% [0.6%
Agent/1208	834	16.08	3.13%	0:51:11h:57m:03s	0:01:00h:02m:35s	0:01:00h:03m:17s	238 / 591 [5]	28.5%	70.9% [0.6%
Agent/1209	33	3.67	0.12%	0:01:03h:46m:31s	0:01:00h:02m:17s	0:01:00h:00m:07s	27 / 3 [3]	61.8%	9.1% [0.1%
Agent/1210	605	7.04	2.27%	0:01:17h:40m:42s	0:01:00h:01m:45s	0:01:00h:00m:26s	432 / 119 [54]	74.4%	19.7% [0.9%
Agent/1213	368	12.03	1.38%	0:01:11h:14m:30s	0:01:00h:01m:49s	0:01:00h:00m:20s	133 / 211 [41]	36.1%	57.3% [6.5%
Agent/1215	503	16.94	1.95%	0:01:10h:10m:23s	0:01:00h:01m:36s	0:01:00h:00m:18s	125 / 294 [41]	12%	294 [41]
Agent/1217	17	1.14	0.04%	0:01:00h:20m:47s	0:01:00h:00m:13s	0:01:00h:00m:08s	11 / 4 [8]	64.7%	35.3% [0.9%
Agent/1218	114	3.45	0.43%	0:01:04h:23m:07s	0:01:00h:02m:16s	0:01:00h:00m:30s	91 / 22 [1]	79.8%	19.3% [0.9%
Agent/1219	1223	15.06	4.59%	0:51:07h:06m:52s	0:01:00h:02m:42s	0:01:00h:03m:14s	60 / 1012 [151]	4.9%	82.7% [12.3%

Showing 1 to 10 of 43 entries

Agent outbound calls [4999]

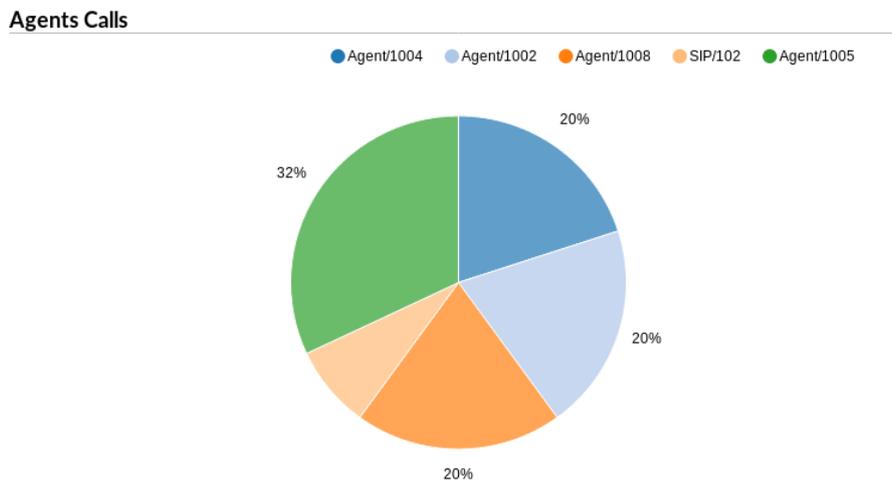
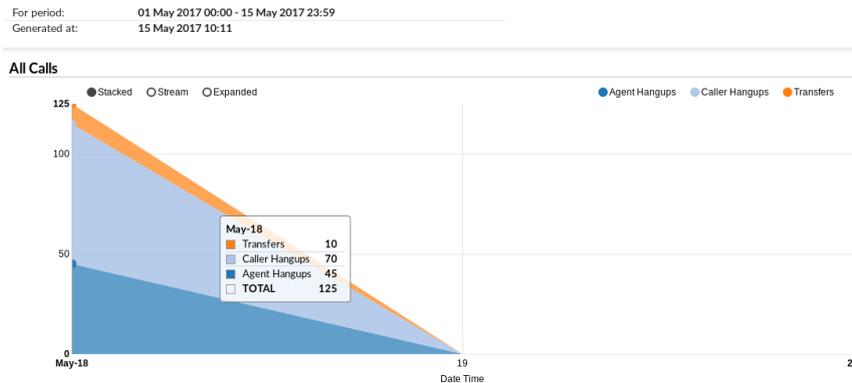
Showing 1 to 10 of 43 entries

Agent	Calls			Talk Time			Hng/Ag/Cal [D]		
	Number	Per Hour	Percent	Answered	UnAnswered	Total	Mean	Mean Delay	Number

Scheduled Reports can now be ran hourly with a specific time range between Run and Stop. In addition to this, time period for current day has been added.

The screenshot shows a 'Report > Edit' configuration window. The 'General' tab includes fields for Name (testzip), Active status (Yes/No), Expiry date (2016 Oct 14), Run time (00:00), Stop time (23:59), Repeat (Hourly), Send E-mail (Yes/No), E-mail (emir@bicomsystems.com), and Attachment options (HTML, PDF, CSV). The 'Filters' tab includes Time period (Last Month), Queues, Members, Caller, Call duration, Hold duration, DID (ALL), and Time format (dd hh mm ss). Buttons for Save, Save & Run, and Go back are at the bottom right.

We received a lot of suggestions regarding attachment format, so reports can now be attached to e-mail in PDF and CSV format.



DID groups on Multi Tenant

DID Group > Add

General

Group Name: Tenant200 ✓

Tenant: t200 ✓

DID range start: 442033998800 ✓

DID range end: 442033998820 ✓

Save Go back

MultiTenant PBXware DID section is getting feature that should make DID management easier for master administrator users. When DID mode is set to “groups” (under master tenant settings) administrator can assign range of DID numbers to a DID group which can later be assigned to a particular tenant. Tenant administrator can later distribute and set up DID numbers from this group in preferred way (single DID or range of numbers) without need for PBXware administrator assistance as it was the case in previous versions.

Add DID [Show Advanced Options](#)

General

Group: Tenant200 (442033998800 - 442033998820) ✓

Trunk: TestTrunk ✓

DID/Channel (start): 442033998812 ✓

Destination: Extension ✓

Value: 103 - Test2 ✓

Service Plan: Enabled (Extension Service Plan)

Billing Extension:

E.164 number (start):

Save Go back

Multiple clients registrations to single extension

Multiple client registrations feature is available since PBXware 4.0 but in order to implement it we had to create a workaround. With Asterisk 13 native support for multiple registrations, this feature will work same as before, but now users can have more than one simultaneous deskphone and gloCOM, both desktop and mobile, registrations to a single extension.

Multiple clients can be seen in [Monitor → Extensions](#) page.

Push Notifications

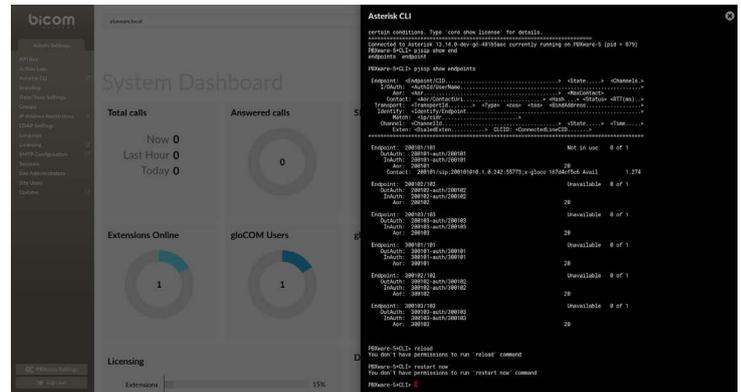
One of the features our users were waiting in anticipation are gloCOM GO push notifications. PBXware 5 is now running Push Notifications Service that will forward requests to our hosted Push Notifications Platform. Once push request is forwarded from PBXware, the platform will propagate push notifications to devices using gloCOM GO. This feature is adding more convenience to users connectivity when they are on a business trip, working from home or simply need to accept business calls when they are outside the office.

Set language per tenant on MT PBXware

To make it easier for administrators to setup tenants with language other than the default server language we have added feature that will allow language to be set on tenant level. This will speed up the setup process and allow all the sound files to be played in selected language. Please note that English is still the only language available on PBXware by default and you would still have to purchase sound files and upload them to PBXware before you can use this feature.

In-browser Asterisk CLI

To make it easy for our customers that do not have much experience with working in terminal environment, PBXware 5 now have integrated Asterisk CLI monitor in its interface. Asterisk CLI is accessible to main administrative accounts on PBXware and does not require root password in order to access it. This might initially sound like a potential security issue but we have prevented this by only allowing execution of monitoring commands when using in-browser Asterisk CLI. Apart from permissions being limited, you will be able to use debugging and other monitoring features same as if you are logged in Asterisk CLI.



SMTP Log

E-mail notifications are useful tool for PBXware administrators as well as end users. By providing reports on system status and issues or automatically sending out access details when new users are created administrators will be relieved of additional workload. At the same time end user experience is improved through the use of different e-mail notifications.

Now, we made things even better, as SMTP Log is now built-in PBXware interface, allowing easy debugging in cases where e-mails are not delivered. To get the information on the issue, simply navigate to [Reports](#) → [SMTP Log](#), in Home tab of PBXware settings.

Last 30 messages

📢 Notice 🚫 Error

Date	From	To	Message
🚫 Sep 21 15:59:25	access@bicomsystems.com	access@bicomsystems.com	network read error: the operation timed out
🚫 Sep 21 15:59:14	access@bicomsystems.com	nedim@bicomsystems.com	network read error: the operation timed out
🚫 Sep 21 15:57:06	test@bicomsystems.com	test@bicomsystems.com	network read error: the operation timed out
🚫 Sep 21 15:56:55	test@bicomsystems.com	nedim@bicomsystems.com	network read error: the operation timed out
🚫 Sep 21 15:47:56	test@bicomsystems.com	test@bicomsystems.com	network read error: the operation timed out

Suspend account in Site Settings → Sessions

To prevent unauthorized access to PBXware web interface we created automatic account suspension feature. By default, accounts will be suspended after 4 unsuccessful login attempts in 1 minute but users can change these values to match their preferences. After account is suspended it will have to be unlocked by administrator.

Sessions

Session type: HTTPS ONLY

Number of login attempts to be allowed:

Login retry time period (minutes):

✓ Save

Configuration files, highlighted syntax

Conf Files section now supports syntax highlighting to help users that are utilizing this feature with configuration files editing.

Conf Files

EXTENSIONS

extensions.conf (Last-Modified: 22 Sep 2016 14:49:14, Size: -0.43KB):

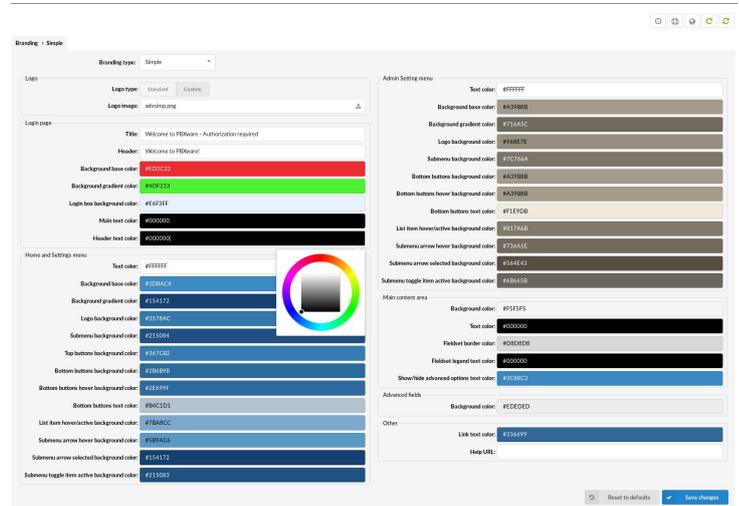
```

1 [general]
2 static=yes
3 writeprotect=yes
4 extenpatternmatchnew=no
5
6 [globals]
7 AGISIOHUP=no
8
9 [default]
10 exten => _[+0-9]..1,Agi(agi://127.0.0.1)
11 exten => _[+0-9]..2,Hangup()
12 exten => asterisk,1,Goto(*123,1)
13 exten => asterisk,2,Hangup()
14
15 [transfer]
16 include => parkedcalls
17 include => pbxware-transfer
18
19 [pbxware-transfer]
20 exten => _[+0-9]..1,ResetCDR(w)
21 exten => _[+0-9]..2,Agi(agi://127.0.0.1)
22 exten => _[+0-9]..3,Hangup()
23
24 #include trunks-in.conf

```

Branding

Even if we have already made the branding much easier to use for customers that do not have experience with CSS editing, new interface pushed this even further, allowing customers to use a color picker to precisely define shade of color they would like to use for each of the PBXware GUI elements.



QR code for fast gloCOM GO login

In order to speed up login with gloCOM GO we have added QR code to the e-mail that is sent to associated e-mail address once extension is created.. This will improve first time login or login after User Password, used for gloCOM authentication, has been reset.

This feature can be used only until User Password is changed on first time login. If user change User Password, Show QR code button will not be visible because password is now encrypted and only known to account owner. In cases where users forget their User Password it can be reset by administrator from extension interface and Show QR code button will become visible.

In case your PBXware have SMTP server set up, once new extension is created QR code will be sent out along with other extension settings information. E-mail will be sent to an e-mail address associated with extension.

NOTE: In case you do not have DNS SRV record in place, QR Server field in [Settings](#) → [Servers](#) must be populated with server IP address/domain name in order for this feature to work.



Let's Encrypt

Let's Encrypt is a free, automated, and open Certificate Authority used for setting up an HTTPS server and having it automatically obtain a browser-trusted certificate, without any human intervention (<https://letsencrypt.org/>). This means the customer will need to install the certificate only once, and it will be automatically renewed once it is about to expire.



To help our users and give them one thing less to worry about we have added Let's Encrypt integration in PBXware 5. With help of this feature our users will not have to worry about when their SSL certificate is about to expire as PBXware and Let's encrypt service will renew the certificate every 90 days automatically without any need for user interaction.

A screenshot of the PBXware web interface showing the "SSL CERTIFICATION - Certificate installation" page. The page has a blue header with the "bicom SYSTEMS" logo. On the left is a navigation menu with items: "Server Details", "Licensing", "SMTP Configuration", "Services", "G729", "Updates", "Remote Logs", and "SSL Certification" (which is highlighted). The main content area is titled "SSL CERTIFICATION - Certificate installation". Under "Method:", there are three buttons: "System provided", "Upload my own private key", and "Use Let's Encrypt" (which is selected). Below this, there are two input fields: "Email Account:" with the value "test@bicomsystems.com" and "Domain Name:" with the value "bicomsystems.com". At the bottom right of the form is a blue button with a checkmark and the text "Install certificate". Below the form, there is a section titled "Currently installed certificate information" with the text: "Issued to www.bicom.com by www.bicom.com." and "Valid from 20 Jan 2017 to 20 Jan 2018."

Remote Storage

PBXware 5.0 now includes remote storage feature that can be used to keep your CDRs, voicemails and faxes on a remote location. You can choose between three options for remote storage: Amazon S3, FTP server or Dropbox. You can either keep these files on both locations (your PBXware server and remote location) or set files to be removed after the upload.

Remote Storage

Client

Enable:

Client Type: FTP

Server: 10.1.0.242 ✓

User: administrator

Password:

Save to enable

Settings

Resources: Recordings | Fax ✓

Filename Date Format: 11 May 2017 ✓

Filename Time Format: 24 Hour Format ✓

Max Simultaneous Uploads: 5

Max Retries: 10

Upload Rate (Kbytes): 100

Upload Older Than: All

Remove Files:

Save to enable Save



FTP

Improved deskphone integration with gloCOM

In latest version we are introducing improved gloCOM integration with deskphone devices of supported manufacturers. In previous versions Polycom integration was on a higher level compared to devices made by other manufacturers. Although this was caused by more advanced API being available on Polycom devices, this gap has been narrowed substantially, thanks to backend features implemented in PBXware 5.

When call is initiated through gloCOM, users do not have to pick up the phone in order to initiate the call anymore, as call is automatically answered through the speakerphone of device and user can wait to pick up the phone until it is answered by callee.

NOTE: In order for this feature to work phones user- agent must be correctly detected by the PBXware. In some cases, bugged firmware version on devices might prevent this to happen in which case old behavior would be used and user will have to answer the call in order for call to be initiated.

Improved TLS/SSL Security

PBXware now supports SIP TLS and SRTP in integration with gloCOM. Although some manual setup is required on the server, using TLS would greatly enhance your security.

Free G729 codec

Although not yet available, once it is officially released, PBXware 5 will be shipped with royalty free G.729 codec as patent for G.729 has expired in 2016. Advantage G.729 have over other codecs are its low bandwidth requirements so it should help to increase voice quality in scenarios where one office must operate under slower internet connection. G.729 comes with some disadvantages as well. In scenarios where G.729 must be transcoded in order to pass the call to provider, its usage will put additional stress on your hardware which in turn might cause call quality issues.

Paging Groups

Paging Groups feature works similar to standard paging, except this feature allows you to organize extensions to multiple paging groups and assign unique number to each of them. As this feature is used with access code *600, paging group number is entered after the access code.

For example, if administrator assign number 300 to paging group and add 4 extensions to it, once user dial *600300 he will be able to broadcast the message over intercom to all the extensions added to paging group 300.

Hot Desking license

One important change in PBXware 5 is that Hot Desking feature have to be enabled in PBXware license in order to be available for use. Before your system is upgraded to PBXware 5, our engineers will inspect the system and inform you if further steps are necessary before upgrade is performed.

New About page

In addition to PBXware edition, version and features enabled in the license, as well as license details, About page now also displays usage counter on elements that are restricted through PBXware licensing. i.e. Extensions, DIDs, Conferences, IVRs, Queues etc.

Edition: Call Centre Release: 5.0 (dc6e2478) Running: 13.16.0-dev-gc-944f390b DenzelTest Proxy v5.0 (df45861), API: 5, libmemcached version: 1.0.18

LICENSE DETAILS				ENHANCED SERVICES
1K CALL CENTER LOGINS	0 / 10K CALL MONITORING	0 / 10K CALL RECORDINGS	0 / 512 CHANNELS	- Last Caller - Call Forwarding - Do Not Disturb - Call Pickup - Call Screening
1 / 10K CONFERENCES	0 / 10K CUSTOM EXTENSIONS	0 / 1K CUSTOM TRUNKS	1 / 10K DIDS	- Group Hunt - Call Filters & Blocking - Caller ID - Follow Me
7 / 2K EXTENSIONS	0 / 10K IVRS	0 / 1K PSTN TRUNKS	2 / 10K QUEUES	
0 / 10K REMOTE ACCESS	1 / 1K VOIP TRUNKS	7 / 10K VOICEMAIL	✓ BILLING	LICENSEE DETAILS LICENSE NO 66898815
✓ EXT LIMITS	✓ GLOCOM DEV MODE	✓ HOT DESKING	✓ IVRTREE	Refresh license
✓ PHONE CALLBACK	✓ PRESENCE PANEL	✓ QUEUE STATISTICS		

UAD filtering

With expanding number of supported devices it became somewhat harder to find and edit UAD for devices you would like to enable or change. UAD filtering should help users to do this task easier and faster than before. UADs can be filtered per Manufacturer, status or by simply typing in search pattern in the search box. In addition, list will now display status of the UAD as well as number of extensions on the system that are set up with that particular UAD.

Brand: All | Status: All | Search: Search for User Agent

User Agent	Protocol	Auto Provisioning	Extensions Count	
Aastra 480i	SIP	✓	0	
AASTRA 53i	SIP		0	
AASTRA 55i	SIP		0	
AASTRA 57i	SIP		0	
Aastra 9112i	SIP		0	
Aastra 9133i	SIP		1	
Alcatel IP100	SIP		0	
Alcatel IP1020	SIP		0	
Alcatel IP150	SIP		0	
Alcatel IP200	SIP		0	
Alcatel IP2015	SIP		0	
Alcatel IP300	SIP		0	
Alcatel IP600	SIP		0	
Alcatel IP800	SIP		0	
Asterisk	IAX		0	
Astribank Analog	DAHDI		0	

Brand: Htek | Status: All | Search: Search for User Agent

User Agent	Protocol	Auto Provisioning	Extensions Count	
Htek 802P	SIP	✓	0	
Htek 804P	SIP		0	
Htek 806P	SIP		0	
Htek 840P	SIP		0	
Htek 842	SIP		0	
Htek 860P	SIP	✓	2	
Htek UC803P	SIP		0	
Htek UC862	SIP		0	

Brand: All | Status: Active | Search: Y

User Agent	Protocol	Auto Provisioning	Extensions Count	
Polycorn VVX 600	SIP	✓	1	
Yealink T38P	SIP	✓	2	
Yealink T48G	SIP	✓	1	

Support for new UADs

PBXware 5 is adding support for new devices:

Deskphones

	8851, 7821		H3, H5, X2P, X3G, X3S, X4, X4G, X5S, X6
	UC902P, UC903, UC923, UC924, UC926		eSpace 7910, eSpace 7950
	6867i		1022,1032,1062
	KX-TGP550, KX-UTG300B		VVX 101, VVX 201
	VCS754, VSP600, VSP715, VSP725, VSP726, VSP735, VSP736		T27G, T41S, T42S, T46S, T48S, T49G, T58V, W56P, CP860

ATA Devices

	HT814, GXP1630, GXP1782, GXP2170, GXP3275, DP750		110, 202, 300, 302, 504, 508
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We are already working on additional devices that should be ready for PBXware 5 official release date.

Removed features

Features that will not be available in PBXware 5 are:

- IVR Tree
- Networks (DUNDI)
- CDR Summary in reports page



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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.

