



PBXware **version 4.1**

Release Notes

BICOM SYSTEMS
March 2016

PBXware 4.1 - New Features

NOTE: Information for customers that would like to perform updates on their own.

After update is finished, start PBXware from shell. Database migration will take time, specially on large systems. Please be aware that no matter what, PBXware start should not be canceled at any circumstances, otherwise database corruption might occur and unless backup is created before update process is started.

Once update is finished and PBXware is online, you will have to re-save some of the settings in PBXware GUI in order for changes to take effect.

Please make sure to edit at least one item from the list below and click Save button:

Trunk	Conference room	Server/Master tenant	Default Trunks (Settings)
Extension	IVR	Tenant (if MT)	Voicemail (Settings)
Ring Group	Queue	SIP (Protocols)	
DID	Agent	Access Codes	

On Multi-Tenant instances call recordings will be moved to tenant subfolders, so after PBXware is started, recordings will not be available from Reports page until this process is finished. Depending on amount of data it can take up to an hour before recordings are available in CDR page.

NOTE: PBXware 4.1 now use User password instead of PIN for login to PBXware On-line self care portal. This is the same password used for login to gloCOM client.

The biggest changes in PBXware 4.1 are related to gloCOM. gloCOM now offers variety of new features like licensing per tenant, license counter, password recovery etc.

Multiple clients registrations to single extension

With PBXware 4.1 users are now able to register multiple clients to a single extension simultaneously. Users are now able to connect following devices at the same time:

- 1x Deskphone
- 1x gloCOM desktop client
- 1x iOS client (SIP TCP is required)
- 1x Android client (SIP TCP is required)



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

gloCOM Editions & Modules and License Counter

» Extensions: Edit

General

Extension: 100 ✓
 Name: John Doe ✓
 E-mail: john@bicomsystems.com ✓
 Department: Research ✓

Billing

Reset Inclusive Credit/Debit
 Billing: Yes No N/A
 Service Plan: Servis plan ✓
 Slave: Yes No N/A ✓
 Master Account Code: ✓
 Reminder Balance: 10.00000 ✓
 Credit Limit: 50.00000 ✓

Authentication

Username: 100 ✓
 Secret: Test123! ✓
 Secure - 85%
 User Password: Y2T*m-!IG1f4!7qG ✓
 Very Secure - 100%
 Show QR Code
 PIN: 0100 ✓

Permissions

Destinations Enhanced Services
 Notes Editions & Modules

Save Save & E-mail Go back

PBXware now offers an option to lock gloCOM editions per extension, preventing users to switch between editions without authorization. In older versions of PBXware this could lead to potential problems with maximum number of licenses reached.

Editions & Modules

Department templates

☐ Use department templates

Editions

ALL ☐
 Office ☒
 Business ☒
 Agent ☐
 Supervisor ☐
 iOS ☒
 Android ☐

Modules

ALL ☐
 CRM Integration ☒

Save

By clicking gloCOM Edition & Modules button in extension edit screen you will be presented with selection screen. Selecting checkbox for Business edition and iOS for example, would limit that extension to be used with Business edition of gloCOM and iOS gloCOM GO only. Next to Editions you will see Modules section which will allow you to assign specific gloCOM modules in same manner as editions.

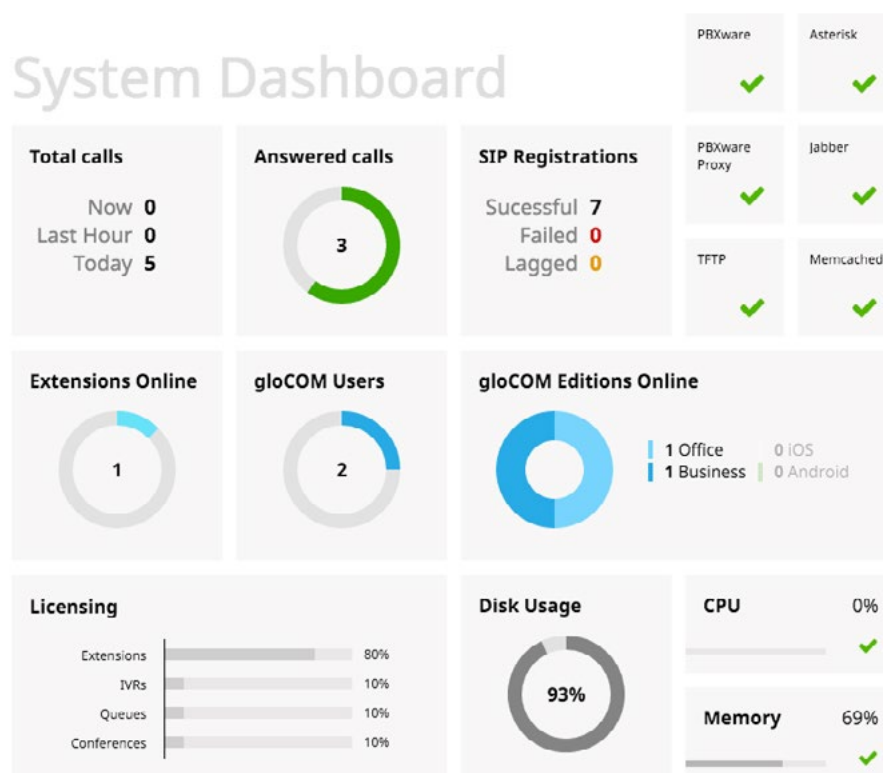
Extension	Desktop Editions				Mobile Editions		Modules CRM Integration
	Office	Business	Agent	Supervisor	iOS	Android	
In use / Total / Left	5 / 4 / -1	4 / 1 / -3	4 / 2 / -2	4 / 3 / -1	4 / 5 / 1	4 / 6 / 2	1 / 0 / -1
100 (Oper)	✓						✓
102 (test1)							
103 (test2)							
105 (Dallbor)	✓	✓	✓	✓	✓	✓	
106 (Phone Support Cu ...)	✓	✓	✓	✓	✓	✓	
114 (test3)	✓	✓	✓	✓	✓	✓	
115 (test4)							
116 (test5)	✓	✓	✓	✓	✓	✓	

With introduction of gloCOM modules, certain features will not be restricted to specific edition, for example CRM integration can now be used regardless of gloCOM edition. Although, at the moment, the only available module is CRM, a lot more modules will be added soon.

Overview page in Apps menu will display gloCOM Edition and Modules usage per extension, along with licenses counter. This page will edition. If your available licenses number is low, indication will be painted in red to inform you of its current status.

Dashboard

PBXware Dashboard provides single-page overview of important PBXware information and statistics in real time. Here you are able to see information on running services, call statistics, licensing and gloCOM editions usage as well as hardware status information.



QR code for fast gloCOM GO login

In order to speed up login with gloCOM GO we added Show QR code button in extension settings. 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 forgot their User Password it can be reset by administrator from extension interface and Show QR code button will become visible.

NOTE: QR Server field in [Settings -> Servers](#) must be populated with server IP address/ domain name in order for this feature to work.

Network Info

Server Name: ✓
 PBXware Address: ✓
 Jabber server ID:
gloCOM Download URL:
gloCOM Update URL:
gloCOM SIP Proxy:
QR Server:

Network details

SSL certificate import (Setup Wizard)

You can now easily create and download your PBXwares private key and CSR files from PBXware Setup Wizard, in order to send them to certificate authorities. In addition, once you receive your certificate files you can use this tool to install it on your PBXware.

Mobile Phone Numbers

New PBXware introduces Mobile Numbers option in integration with gloCOM. Users can assign Mobile Numbers they would like to receive calls on when not at their desk. There are two ways to add this number to your extension, first is to edit your extensions Enhanced Services, enable Mobile Numbers service and add the number to the mobile numbers list.

» Mobile Numbers

Mobile Number	Label				
0038761474013	Mobile				


 Save
  Go back

Agent Pause reason codes

PBXware Call Center administrators are now able to set up reasons why agents were paused (i.e. Lunch break, Restroom break, etc.) so in cases where agents need to take a break, they can provide pause reason through available codes to indicate the reason why the took a break.

» Pause Reason

General

Name: 



Code: 

Description:

Billable: ☐ Yes ☐ No ☒ N/A

Payable: ☐ Yes ☐ No ☒ N/A

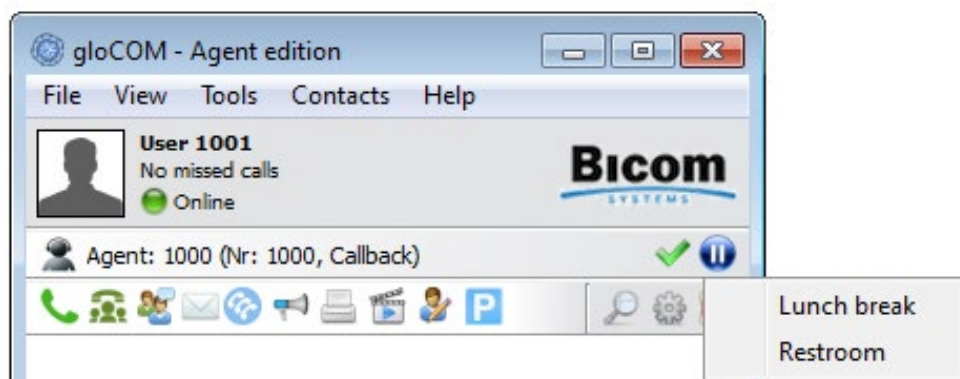
 Save
  Go back

 [Add Pause Reason](#)  [Search](#)

Name ▲ ▼	Code ▲ ▼	Description ▲ ▼	Billable	Payable
Lunch break	123		Yes	Yes

« previous Page 1 of 0 next »

This reason code is logged in as their pause event. This feature can be used by clicking pause button in gloCOM Agent edition and then selecting the reason from the drop down list or dialing *204 + Reason Code on deskphone, after pause reason is entered agent is paused.



Hot Desking

Hot Desking is a feature that allows your business the practice of not assigning permanent desks in a workplace, so that employees may work at any available desk.

Hot Desking, as PBXware feature, is simple as it can be. After initial setup, dialing proper access code (*555 by default) on any office phone, will take you to an IVR, where you will be asked for extension and pin. Once proper extension/PIN combination is entered, phone will be rebooted and auto provisioned with new extension.

If there was any phone already registered with same extension, it will reboot too and auto provisioned with dynamic extension. If extension is in use, phone will reboot once call ends. Phones provisioned with dynamic extension will not be able to dial anything but Hot Desking IVR. Actually, whatever user dial, it will end up in Hot Desking IVR.

Group Hunt/Call Screening support for delay per Dial interface

Group Hunt/Call Screening now supports delay per dial interface, which allows you to add delay timeout for mobile number for example, for scenarios where mobile number is unavailable and mobile voicemail automatically answers the call.

Multiple Departments

One extension can now be set up as a member of multiple departments. This feature is also exposed through new desktop client. Multiple departments can also be uploaded via CSV, when creating new extensions, and modified via API.



The screenshot shows a 'General' settings window for an extension. It contains four fields: 'Extension:' with the value '1000', 'Name:' with the value 'Operator', 'E-mail:' with the value 'test@bicomsystems.com', and 'Department:' with a list box containing 'Development' and 'Research'. To the right of each field is a green checkmark icon, indicating that all fields are correctly configured.

CRM Integration

PBXware 4.1 Call Center and new gloCOM 4.1.1 are compatible with several Customer Relationship Management solutions. In PBXware 4.1 we are introducing support for Salesforce, SugarCRM, Zoho, Zendesk, Microsoft Dynamics and Bullhorn CRMs.

Special Routes

Special Routes feature allows PBXware administrator to add special services numbers that will be distinguished from extensions numbers (even if they have same number of digits) and dialed through specified trunk, similar to how Emergency Services numbers are dialed through Emergency Trunk.

Licence notifications and License update

PBXware GUI will now display notifications on upcoming license expiry, both in web interface as well as by e-mail (on servers that have SMTP configured). In addition to notifications, PBXware license will be downloaded each day, and any changes made will be updated automatically.

License warning**License 0BBC708F will expire in 3 days. Please relicense the system.**

Update notifications

Similar to license expiry notifications, update notifications will be pushed to PBXware as well, notifying Administrators about new PBXware releases and informing them of new features/bug fixes.

Emergency Trunks Notification

On systems that do not have Emergency trunks assigned, warning will be displayed in notification bar, informing administrators of potential issue.

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.

SIP Reload by peer

To improve PBXware performance we implemented SIP reload by SIP extension. In previous versions saving new extension, would reload SIP settings for every peer, that could in some instances lead to a system performance issues during reload.

CDR table update

CDR table is now updated with additional columns which improves CRM integration and add additional information for transferred calls CDRs.

64 pickup groups limit per tenant

In previous PBXware MT versions Call Groups/Pickup Groups were limited to 64 on entire server. This is no longer the case and now each tenant have 64 Call Groups/Pickup Groups available.

Parking and Parking Lots changes on Multi Tenant

In PBXware 4.1 we made some changes to how parking works on Multi Tenant systems, allowing tenants to have their own dedicated parking slots.

FAX Cover Page

One of the interesting addition in PBXware 4.1 is option to set up a FAX cover page that will be sent out whenever users send faxes using gloCOM.

To set up FAX Cover page navigate to [Settings -> FAX settings](#).

This page will allow users to setup Cover page size (A4, Legal, Letter) as well as Company name and Company logo that will be displayed in FAX Cover page.

» FAX Settings

FAX Cover Page

Cover Page Size: A4

Company Name: Bicom Systems

Company Logo (JPEG): Browse... No file selected.

Current Company Logo: bicomsystems.jpg

PDF Preview

Save

Fax



From: User 1001
Phone: 1001
Fax: 1001
Email: 1001@bicomsystems.com
Company name: Bicom Systems

To: User 1001
Phone: 1001
Fax: 1001
Email: 1001@bicomsystems.com
Company name: Bicom Systems

Total pages including cover: 1

Comment:

Comment goes here.

☐ Urgent ☒ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

Pause Recordings (PCI compliance)

PBXware 4.1 allows you to pause your call recording at any point in conversation, to allow you to stop the recording in cases when your customer have to provide their personal information like credit card or social security numbers.

Music on Hold MP3 streaming

In latest version of PBXware we implemented support for easy MoH streaming. All you have to do is to create new MoH class and enter the link to your stream.

» MOH Recording: Add

Class Name: Easy on Hold

Stream URL: streaming.easynhold.com/571c0e22sw

Status: On Off

Sort files: Alphabetically

Save Go back


LDAP Integration

In latest version we implemented LDAP integration with PBXware, allowing users with Active Directory or openLDAP account to authenticate to PBXware using their LDAP credentials.

CNAM integration

When phone calls are made, there are usually two user-facing identifiable pieces of information: a phone number and a Caller ID Name. CNAM can be used to display the calling party's name alongside the phone number, to help users easily identify a caller.


There are numerous CNAM lookup services which allow you to pay a small fee to lookup the CNAM of a specified caller and PBXware now allows you to integrate with them.

 **Caller 19542788470 found with name Fort Lauder FL. Response time 866.434ms.**


» CNAM Lookup


CNAM Settings


Enable: ☒ Yes ☐ No



Lookup URL: 

Request Method:

Request Timeout (sec): 

Lookup Field: 

Test Phone Number: 

 Test
  Save

CNAM provider response:

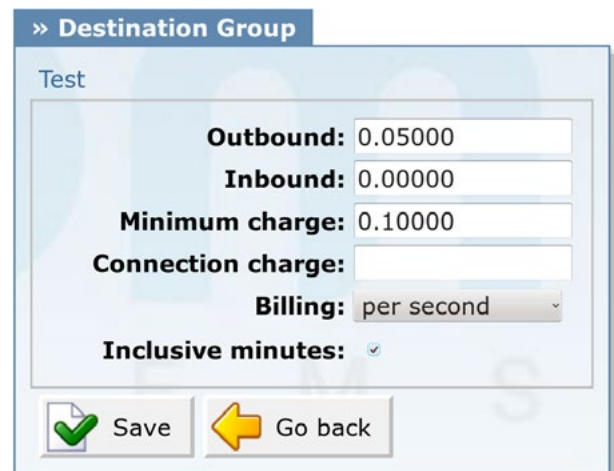
```

{
  "response": {
    "results": [
      {
        "status": "OK",
        "number": "19542788470",
        "name": "Fort Lauder FL"
      }
    ]
  }
}

```

Minimum charge, connection charge and billing type per destination group

To allow better billing customization PBXware now allows you to create Minimum charge and Connection charge per destination group. It is still possible to use global values for Minimum charge and Connection charge but you can also enable Connection charge per Destination Group if preferred.



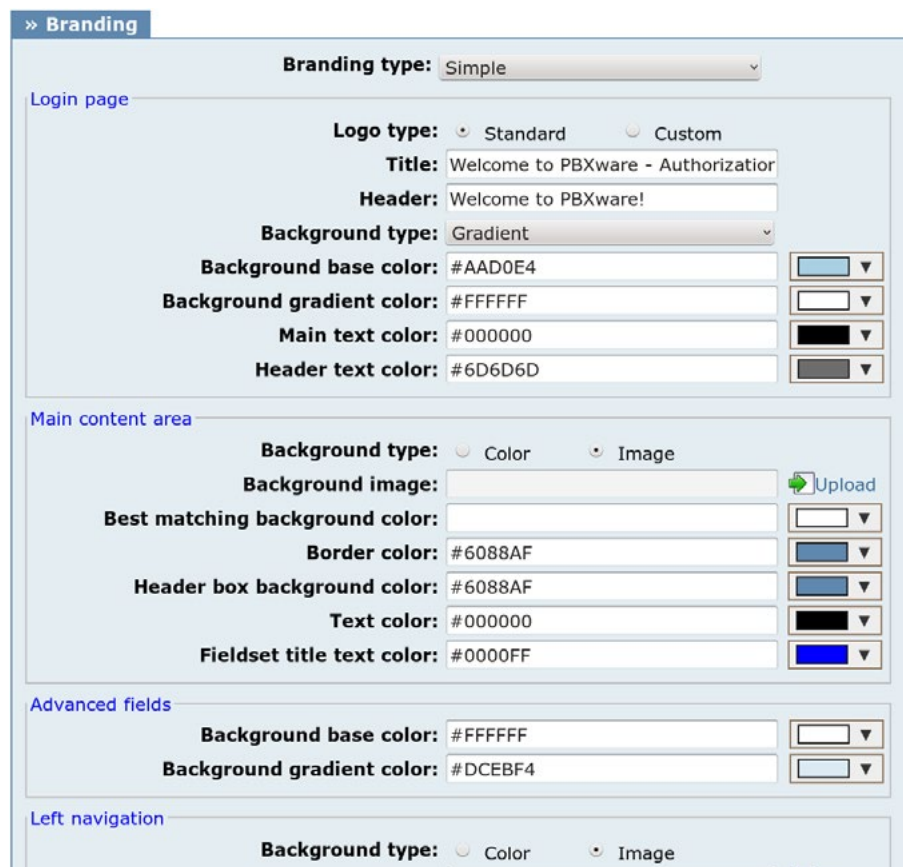
The screenshot shows the 'Destination Group' configuration window. It has a 'Test' tab selected. The configuration fields are as follows:

- Outbound:** 0.05000
- Inbound:** 0.00000
- Minimum charge:** 0.10000
- Connection charge:** (empty field)
- Billing:** per second (dropdown menu)
- Inclusive minutes:** ☒

At the bottom, there are two buttons: 'Save' (with a green checkmark icon) and 'Go back' (with a yellow arrow icon).

Simple Branding

Our branding offers a lot of customization options for advanced users but it can be overwhelming for customers that are not proficient with CSS and command line. Because of that we created simple branding option which allows you to easily upload logo and change interface colors from PBXware GUI. In addition, our old branding setup is still available, so customers that prefer advanced branding and customization available with CSS editing can enjoy extended customization.



The screenshot shows the 'Branding' configuration window. It has a 'Branding type' dropdown set to 'Simple'. The configuration is divided into four sections:

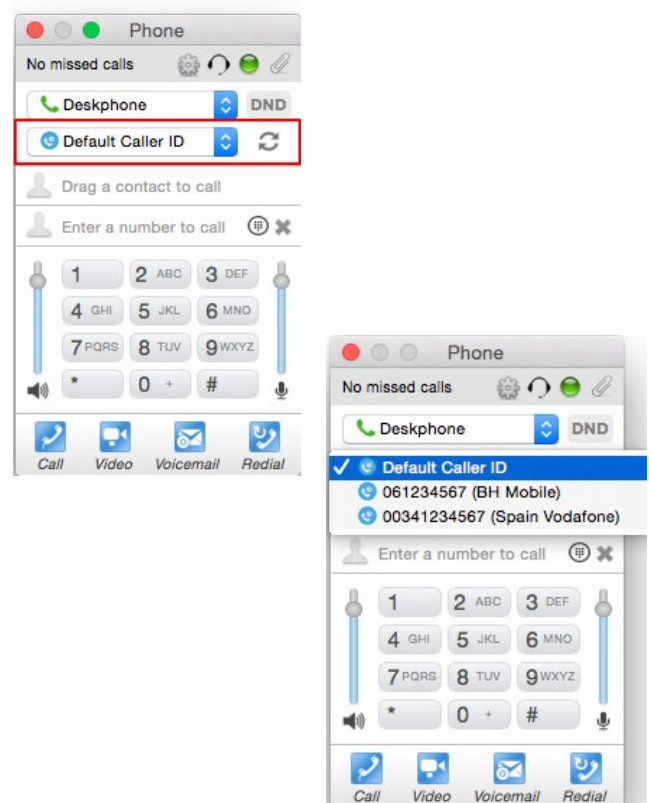
- Login page:**
 - Logo type:** ☒ Standard ☐ Custom
 - Title:** Welcome to PBXware - Authorizator
 - Header:** Welcome to PBXware!
 - Background type:** Gradient
 - Background base color:** #AAD0E4
 - Background gradient color:** #FFFFFF
 - Main text color:** #000000
 - Header text color:** #6D6D6D
- Main content area:**
 - Background type:** ☐ Color ☒ Image
 - Background image:** (empty field) Upload
 - Best matching background color:** (empty field)
 - Border color:** #6088AF
 - Header box background color:** #6088AF
 - Text color:** #000000
 - Fieldset title text color:** #0000FF
- Advanced fields:**
 - Background base color:** #FFFFFF
 - Background gradient color:** #DCEBF4
- Left navigation:**
 - Background type:** ☐ Color ☒ Image

Same as in previous versions of PBXware, Branding is located in SM Settings in PBXware GUI.

CallerID list in ES -> CallerID and gloCOM

Some users might need to change their caller ID number occasionally but in order to do that they will need access to Caller ID feature in Enhanced Services. In case users do not have access to Enhanced Services through OSC, every change of Caller ID would have to include PBXware administrator, which is impractical. To make this as simple as possible we are introducing easy caller ID switch in gloCOM. Administrator must set a list of caller ID numbers in PBXware (Enhanced Services -> CallerID) for specific extension.

To use different caller ID users must make selection prior to the call, otherwise Default Caller ID will be used.



Account suspend 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
- ☐ HTTP with HTTPS authentication
- ☐ HTTP only (Including authentication)

Number of login attempts to be allowed: 4

Login retry time period (minutes): 1

☒ Save changes

» User » test2@bicomsystems.com

Company: Bicom Systems

Name: Test User ✓

Address: Test Address ✓

City: Miami Beach ✓

Country: United States ✓

State: Florida ✓

Zip: 71000 ✓

Phone: +19542788470 ✓

FAX:

E-mail: test@bicomsystems.com ✓

Group: Tenant #200

Suspended: ☒

☒ Save changes

» Change password

Password: ✓

Verify Password: ✓

☒ Change password

New E-mail templates

Administrator can now edit E-mail templates in both text and HTML format. In addition, on Multi Tenant users can now edit Voicemail/Paging templates (per tenant).

New UADs

In addition to new features, we also added support for new manufacturers and devices:

Panasonic	KX-HDV130, KX-UT113, KX-UT123, KX-UT133 and KX-UT136 phones
Obihai	OBi1022 phone and OBi302 ATA
Alcatel	IP100, IP150, IP200, IP300, IP600, IP800, IP1020 and IP2015 phones
Denwa	DW-210P, DW-310P and DW-610P phones
Htek	UC802P, UC804P, UC806P, UC840P, UC842, UC860P, UC803P, UC862 phones

Other features:

- Automatic BLF update via SIP NOTIFY in ES -> BLF List
- New Sort files option in MoH classes
- Custom SIP headers for SIP trunks
- Queue Static Login for MT
- CallerID List: Ability to set CallerID per call via Access Code
- SIP Trunks: Support for Custom SIP headers
- Service Plan: Add option to control Connection Charge per Destination Group
- Music on Hold: Support for Sort files option (alpha, random etc)
- Support for min charge, connection charge and billing type per destination group
- Dashboard: Show Agent and Supervisor edition on MT
- Added Sent FAXes page
- Report E-mails: Added support for HTML templates for report e-mails
- Instant recording E-mail: Added support for HTML templates
- Fax to E-mail: Added support for HTML templates
- IO Limit Warning E-mail: Added support for HTML templates
- Billing warning E-mail: Added support for HTML templates for billing warning e-mails
- New extension E-mail template: Added HTML support
- Voicemail E-mail Template: Added pager templates
- Email: Added custom templates for voicemail emails

Bug fixes

- Glocom Modules: Batch mode MT fix
- Glocom Modules: API, glocom_dev_mode and update from old systems fixes.
- Branding: Do not force new branding page on resave
- QR Code: Remove it from Trunks screen
- IVR: Fix for Local Dialing group if localisation is used
- IVR: FAX auto detection
- Number of small bug fixes

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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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