



PBXWARE 4.0 Release Notes

BICOM SYSTEMS

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www.bicomsystems.com/products/pbxware

[Click Here for the 4.0 Upgrade Procedure](#)

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Major New Features

Multiple Client Registration to Single Extension

With PBXware 4.0, users can simultaneously register multiple clients to a single extension.

Users are now able to connect the 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)

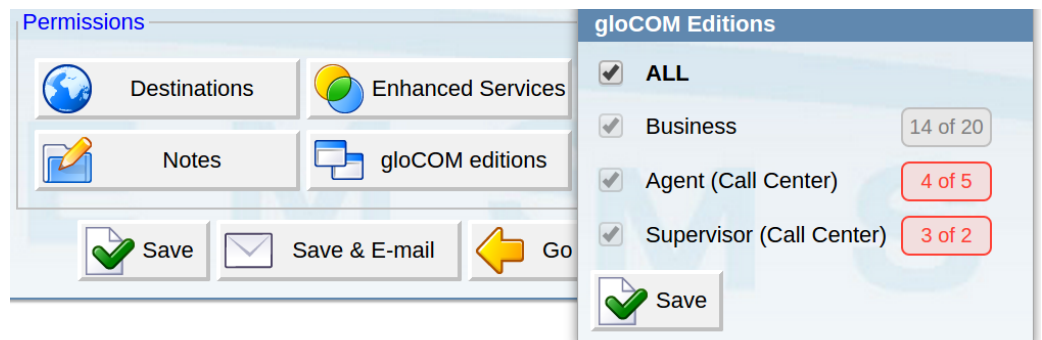
Multiple clients can be seen in **Monitor** → **Extensions** page

gloCOM Editions and License Counter

PBXware 4.0 offers the option to lock the gloCOM edition per extension. This prevents users from switching between editions without

authorization which could cause the maximum number of licenses to be reached. Click the gloCOM 'editions'

button on the extension edit screen and select the checkbox next to any edition to prevent that extension from registering with other editions. In addition, next to each edition you will see the licenses counter which provides the usage count for that particular edition. If your available licenses number is low, the number will be in red.





Mobile Phone Numbers

PBXware 4.0 introduces the option for mobile phone numbers in integration with gloCOM. Users can assign a mobile number that they would like to receive calls on when not at their desk. Do so by editing your extension's Enhanced Services, enabling Mobile Numbers, and entering the mobile phone number.

» Mobile Numbers

Mobile Number	Label				
062333444	TestMobileNumber	↑	↓	✖	+

Agent Pause Reason Codes

Call Center administrators are now able to set reasons why agents might pause gloCOM (for example: a lunch or restroom break). This allows agents to provide a pause reason when they need to take a break. The reason code is logged as a pause event. This feature can be used by clicking the pause button in gloCOM Agent edition and then selecting the reason from the drop down list. Alternatively, the user can dial *204 + Reason Code from their desk phone.

» Pause Reason

General

Name: Lunch break ✓

Code: 123 ✓

Description: Out on a lunch break

Billable: Yes No N/A

Payable: Yes No N/A


[Add Pause Reason](#)

[Search](#)

Search

Name Code

Name ▲ ▼	Code ▲ ▼	Description ▲ ▼	Billable	Payable	
Lunch break	123	Out on a lunch break	No	Yes	
Restroom	456	5 minutes restroom break	No	Yes	

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Hot Desking

Hot Desking is a feature that allows employees to work at any available desk in a workplace, so the company does not have to assign permanent desks.

Hot Desking with PBXware is incredibly simple. By dialing an access code from any office phone (*555 by default), the user will be taken to an IVR where he will be asked for an extension and PIN. Once the correct extension / PIN combination is entered, the phone will reboot and auto provision with the new extension.

If any phone is already registered with the same extension, it will also reboot and auto provision with a dynamic extension. If the extension is in use, the phone will reboot once the call ends. Phones provisioned with a dynamic extension will not be able to dial or each any number other than the Hot Desking IVR, regardless of what the user dials.

Delay per Dial Interface for Group Hunt/Call Screening Support

Group Hunt/Call Screening now supports a delay per dial interface which allows you to add a delay timeout for a mobile number. For example, in scenarios where the mobile number is unavailable and the 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 reflected in the new desktop client. Multiple departments can also be uploaded via CSV when creating new extensions and modified via API.

The screenshot shows a configuration window titled "General" with the following fields and values:

- Extension:** 100 (with a green checkmark)
- Name:** Yealink T22 (with a green checkmark)
- E-mail:** test@bicomsystems.com (with a green checkmark)
- Department:** A list containing "Billing" and "Marketing" (with a green checkmark)



CRM Integration

PBXware can now be integrated with several Customer Relationship Management solutions. In PBXware 4.0 we are introducing support for Salesforce, SugarCRM, Zoho, Zendesk.

Improved TLS/License Notifications and License Update

The PBXware GUI will now display notifications when the license is going to expire soon, both within the web interface and via email (on servers that have SMTP configured). In addition to notifications, a PBXware license will be downloaded each day and any changes made will be updated automatically.

The screenshot shows a red notification bar at the top with the text: "License warning License XXXXXXXX will expire tomorrow. Please relicense the system." Below the notification is a sidebar with "Select a server:" set to "PBXware-4" and a menu with "Extensions", "System", and "Custom Extensions". The main content area has "Add Extension" and "Search" links, a search input field, and a list of search criteria: "Name", "E-mail", "Extension", and "MAC".

Update Notifications

Similar to license expiration notifications, Update Notifications will be pushed to PBXware to notify administrators of new PBXware releases and new features / bug fixes.

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 will greatly enhance security.

SIP Reload by Peer

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



Updated CDR Table

The CDR table is now updated with additional columns that improve CRM integration and add additional information for transferred call CDRs.

64 Call Groups for Each Tenant

In previous versions of PBXware Multi-Tenant, Call Groups / Pickup Groups were limited to 64 on the entire server. This has been changed so each tenant has 64 Call Groups / Pickup Groups available to them.

Pause Recordings

PBXware 4.0 allows you to pause a call recording during a conversation. This is useful in cases where the customer has to provide personal information like credit card or social security numbers.

Fax Cover Page

One of our favorite additions to PBXware 4.0 is the option to set up a Fax cover page that will be sent out whenever users send faxes via gloCOM. To set up Fax cover page, navigate to Settings -> FAX settings.

The above screen allows users to set a cover page size (A4, Legal, Letter), company name, and company logo to display on the fax cover page.

Fax		
From:	Polycom	
Phone:	103	
Fax:	103	
Email:	test@bicomsystems.com	
Company name:	Bicom Systems	
To:	Polycom	
Phone:	103	
Fax:	103	
Email:	test@bicomsystems.com	
Company name:	Bicom Systems	
Total pages including cover:	1	
Comment:	Comment goes here.	
<input type="checkbox"/> Urgent <input checked="" type="checkbox"/> For Review <input type="checkbox"/> Please Comment <input type="checkbox"/> Please Reply <input type="checkbox"/> Please Recycle		

» FAX Settings

FAX Cover Page

Cover Page Size: A4

Company Name: Bicom Systems ✓

Company Logo (JPEG): Choose File | No file chosen

Current Company Logo: logo.jpg

PDF Preview

Save ✓



Other New Features

PBXware

- Queue Statistics: Add call duration greater than seconds filter (fixes: #2425)
- Support for new callgroup/pickupgroup work
- Agents: Licensing Call Center Logins (fixes: #2331)
- Agents: Pause Reason Codes (fixes: #2357)
- PCI compliance: new macros to pause/unpause recording (fixes: #2344)
- CRM integration (fixes: #2342)
- gloCOM: Support for dialing a specific SIP device
- gloCOM: Fax Cover functionality
- gloCOM: Support for new avatars
- Paging: Support for gloCOM desktop
- SIP: Support for multiple gloCOM SIP peers
- Rewrite limit keys with memcached backend
- E-mail: Support for Instant Recording template
- Hot Desking functionality

Sitemanager

- Grandstream: Support for HT702
- Grandstream: Support for HT704
- Grandstream: Support for GXP2160 device
- Polycom: Support for firmware v5.2.0
- E-mail: Support for Instant Recording template
- gloCOM Editions: Display used gloCOM editions
- Support for new callgroup/pickupgroup method
- Agents: Pause Reason Codes (fixes: #2357)



- PCI compliance: New feature codes and new queue rec options (fixes: #2344)
- CRM: New feature CRM integration (fixes: #2342)
- Group Hunt/Personal IVR: Support for delay option for Dial
- Departments: Support for Multiple Departments per Extension
- gloCOM: Mobile Phone Numbers support
- gloCOM: Password Recovery
- gloCOM: Fax Cover page support
- gloCOM Editions: Support for new MT licensing
- UI: Support for gloCOM editions
- UI: Support for E-mail and Password login
- SIP: Enable TCP and TLS for gloCOM desktop
- SIP: Support for multiple gloCOM SIP peers
- SIP: Partial reload and prune of SIP users
- Hot Desking functionality

Bug Fixes

PBXware

- Fax: month is formatted with short month name
- Call Groups: Fix pickup with callgroup equal to 0
- Queue Statistics: Scheduled Reports stops working after given time (fixes: #2418)
- Voicemail: Support for skipping PIN check (*123)
- Voicemail: Play a busy message when the user's incoming limit is reached (fixes: #2420)
- Ring Groups: Check for Hangup before Dial
- DIDs: Use SIP To header in case of 's' extension
- PSTN Mode: Fix dialing of 10-digit destinations
- IVR: Fix CallerID option and 'Call External Number' on IVR



- GUI: Support for Is Voicemail on various fields (fixes: #2276)
- DIDs: Fix for RDNIS and 's' extension
- Dynamic Features: Controllable via option (fixes: #2386)
- Queue statistics: Wrong callback calls with queue log history on (fixes: #2404)
- CDR: Add fields linkedid and sequence into CDR table
- Queue Statistics: Agents wrong session time (fixes: #2396)
- Queue Statistics: unexisting agents shown (fixes: 2395)
- Queues: Wrong maximum value in statistic for entry positions (fixes: #2393)
- jabberd: Re-generate insecure MD5 SSL self-signed certificates
- SSL: Add ability to generate SSL certificates
- Instant Recording: Remove DYNAMIC_FEATURES function calls
- Queues: Outbound calls not logged in (fixes: #2364)
- Yealink: Enable V70 firmware by default
- Manager: Scalability fixes for pwproxy
- Dial: Disable 'i' (Call Forwarding) option by default
- Dialplan: Allow transferring to own extension
- Group Hunt/Personal IVR: Support for delay per Dial interface
- Do Not Disturb: When turning off, device state must be set to INVALID
- SIP: ChanIsAvail requires an argument, so call it only in that case
- Queue Callback: Exclude callback context from number rewriting
- Agent Login: Improve PIN input detection, do not wait for #

Sitemanager

- PIN-based IVR: Do not limit records with IVR limit
- Reports: Improve CLIR popup with text wrapping and window resizing
- IVR Tree: Fix Safari loop on Create IVR prompts
- Billing History: Handle Global and Site Users properly



- SIP: Do not add gloCOM SIP entries if host is not dynamic
- SIP: Make sure TCP is enabled by default in Settings -> Protocols
- MoH: Use Royalty Free sounds instead of silence and allow internal customization (fixes: #2423)
- Yealink: does not set SIP port for SIP listening port (fixes #2426)
- Queue Statistics: Add callduration greater then seconds filter (fixes: #2425)
- Ring Groups: Ring Type must be set to 'all' if advanced fields are hidden
- IVR: Fix Status option change (affects Operator Extension)
- Extensions: ensure comparison of reserved extensions as strings
- DIDs: Allow upload of DIDs with empty destination type (MT only)
- DIDs: Fix CSV download in HTTPS mode
- GUI: Support for Is Voicemail on various fields (fixes: #2276)
- Grandstream: Use Extension for SIP ID
- SIP: Add auto and shortinfo DTMF mode
- Grandstream: Support for General config and fixes for config parser
- Call Groups: Make sure 0 can be used alone as call/pickup group
- Yealink: BLF label fix for Yealink T4x phones (fixes: #2406)
- Provisioning: Fix codec setting if payload size is set as well
- Queues: first-periodic-announce set to 3-digits
- CDR: Make sure extension names are mapped for CSV and API as well
- DIDs: Fix search for DIDs not mapped to any tenant
- Queue Statistics: Fix localization issues in PDF and CSV (fixes: #2330)
- Call Statistics: Max call time fixed [Extensions page] (fixes: #2336)
- Queue Statistics: Use tab as separator in CSV files (fixes: #2329)
- Servers: Support for 'Hide extensions with no department' option
- Monitor Extensions: better handling of online status
- DIDs: Remove 100 Limit on E.164 range



Setup Wizard

- SSL: Generate SHA256 self-signed private key and certificate

Asterisk

- Update to Asterisk v1.8.32.0
- Call Center fixes
- SIP Reload fixes
- SIP TLS fixes

System

- Updates to PHP, MySQL, OpenSSL, glibc, nginx
- HTTPS by default, TLS v1.2, strong ciphers
- Support for TLS v1.2 in all services



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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.