

The logo for Bicom Systems, featuring the word "bicom" in a bold, lowercase sans-serif font, with "SYSTEMS" in a smaller, uppercase sans-serif font directly below it.

bicom
SYSTEMS

The main title "We're all ears" is centered within a large white circle. The text is in a bold, white, sans-serif font.

We're all ears

The date "Q1 - 2021" is centered below the main title, in a white, sans-serif font.

Q1 - 2021

Thanks for joining us on March 25th, 2021 for our We are All Ears Webinar. Please find below Q&As discussed during the session:

Sales & Marketing

Q1. Required White-label Latest Communicator Videos?

Yes, we can produce the materials.

Example of the videos we have: <https://drive.google.com/drive/u/0/folders/1gSXMqkE9OjotCAr2XOhALonJJf8aCsiQ>

Expand:

Can you please specify the details on what information you need to include in these videos? (White-label instructions? White-label features? Or something else?).

Q2. When can we get a sufficient amount of white-label materials such as videos and PPTs on the Contact Center Edition?

On our website, under the 'Partners' tab, go to the ['Resource Center.'](#) Under the 'Sales Development' category, you will find the link to the Whitelabel folder. We have guides in PDF and ASCII format.

We have a "White Label Catalog" currently in progress, in which all our partners will find what's available in videos, screenshots, cheat sheets, datasheets, and more.

Expand:

Could you please specify what amount of details would be "sufficient"? What exactly should materials describe? (Configuration guides? Product features? Sales benefits?)

Q3. As a distributor, can we have previously marketing documents but also a roadmap every six months?

The Roadmap is a topic we are working on, as our partners frequently ask for it. We are also working on integrating a tool to manage our partners' feature requests better. Once we have this new tool in place, we will have a better vision of our next 6-12-18 months releases and provide a roadmap.

Regarding marketing materials before releasing any new product, we understand this can be interesting for our partners and distributors to prepare themselves and their resellers in advance before the release. Currently, we do not offer this today, but alternatively, we have implemented a Beta Testing program, where our distributors can apply to join. That would allow you to test our new product release way before the release date and prepare your marketing accordingly.

Q4. How do we get better info about future roadmaps/feature requests?

For the roadmap, please refer to the answer above in question three. Regarding feature requests, soon we will be introducing a Product Board. The product board will be the place where feature requests will go, and Partners will have an opportunity to vote for them. The product board will give us more insight into our Partner's needs and improve our current situation with Feature requests. We are currently testing and preparing a document for Partners with all options explained further.

Q5. Can we get more sales/marketing documentation we can give to our sales team?

Absolutely!

Please email our Business Success team at business-success@bicomsystems.com, and they can arrange a walkthrough of what is available. Business Success will also take the specifics of what you need for your sales team to have the materials created.

Q6. What billing system do you recommend to new customers? Or what are other customers using for their billing system?

We are currently investigating a few different platforms and will be able to offer official suggestions soon. We want to ensure that the experience with any recommended product is as seamless as possible.

Q7. Opening up the API to allow us to count things like Business Licenses, Call Centre Licenses, add-ons like CRM integrations and hot-desking Communicator licenses per type. At this time, we can not automate any level of granularity in our billing.

We will add this to the backlog. Thank you for your feedback.

- Q8. Allow us to move our own Business User and Call Centre End User Licenses from one VPS to another without needing the Sales Rep. Including an unallocated bucket of our licenses for when a client terminates services.**

For this request, please contact your Account Manager to be allowed to do this action.

- Q9. Adding a forum so that Bicom customers can ask the community questions and get relevant feedback from other customers for things Bicom does not really support, like firewall/network configs, UAD assistance, Wireshark troubleshooting and so on.**

The Forum is currently in progress, and yes, it will be a community forum for our partners to share ideas and best practices about our products and solutions. The ETA is Q2. It will be moderated by the Sales and Marketing team to not interfere with Support and DevOps operations.

Head of Products

- Q1. Why hasn't TELCOware been improved? Our old TELCOware is not working due to EOL. Are there any plans for a new release?**

We are researching available options and will inform you when we have a solution.

- Q2. What is the timeline for the next TELCOware? And what are you recommending to new customers for a billing system that will integrate into PBXware?**

Currently, we have no timeline, and we are exploring all options. We will inform you when we have a solution.

Customer Service

- Q1. Can you get a better document or a web recording about the new features instead of looking through a wiki? The wiki doesn't show everything, and it's huge to go through just to see what's new, and your releases don't cover them either.**

Documents and recordings which are showing/explaining new features are created at PO's request. We will consider this suggestion and pay more attention to this when planning our future releases.

Q2. When can we get a support chat where we can send files such as screenshots to the support team, which will allow them to understand the matter more accurately and quickly?

Customers are now able to upload files on live chat sessions. Supported formats of files are: PNG, JPG, JPEG and PDF.

Q3. We have had a number of issues and projects with Bicom support, and you refuse to get on a phone call with us. As a customer, we wonder why a company that provides support for phone services refuses to get on the phone with a customer?

Official communication channels with the support team are email and live chat. Currently, the internal procedures of the support team do not involve phone support. For the support team, it is essential to have a written communication trace. Written communication helps us track all open tickets and transfer issues to other team members if needed.

On the other hand, in case of escalated bugs or feature requests, it is possible to schedule a call with the Customer Experience team by sending an email to customerservice@bicomsystems.com or cs@bicomsystems.com.

The Customer Experience team can then organize a meeting with the Product owner.

Q4. When we send feature requests, they basically go into a void, and we never hear anything else about them.

We are introducing a Product Board soon for Feature requests. The product board will be the place where Feature requests will go, and Partners will have an opportunity to vote for them. This will give us more insight into our Partner's needs and improve Feature requests' current situation. We are currently testing and preparing a document for Partners with all options explained.

Q5. Will the future Product Board be used exclusively for feature requests, or will it also be used to manage bug reports and especially bug reports which have been out there for some time without engagement or resolution?

The Product Board will be used for features only. To report and manage bugs that have been out for some time, please use escalation level 2 by sending an email to cs@bicomsystems.com and include a ticket number.

PBXware & gloCOM/ gloCOM GO/ gloCOM Meeting

- Q1. **We really need a way to Label the DID's inside of the TENANT itself (like we can for the IVR's etc.) in MT.**

It sounds like a reasonable request, and we have it in a backlog. It will be done in one of the next sprints.

- Q2. **We really need a better CDR. Is there anything coming?**

We have nothing scheduled related to CDRs development as of yet. But proper feedback might speed it up. We need more details about what needs to be changed.

- Q3. **We need to be able to record from the gloCOM GO. On v5 we can activate recording using the access code *159, assuming the account has the required permissions.**

We have added a task to gloCOM backlog to create an option/button in the ongoing call screen to start a call recording on PBXware side if it is enabled in enhanced services.

- Q4. **Meetings should be USER-based, not SITE BASED. People are NOT going to pay for meetings if they have 50 communicators. If only three people need a meeting, they will just go to Zoom.**

We are redesigning the meeting pricing at the moment.

- Q5. **Need to be able to restrict who can use feature codes 303 and 304 to change IVRs, this is dangerous (i.e. leaving employee's etc.)**

Excellent request. We will add it to the backlog.

- Q6. **In Queues in MT, it would be really nice if we can see hold times and reporting. We can't use the Call Center edition because it is not offered in MT.**

Queue Statistics are removed from MT because it is CPU / HDD intensive task, and having multiple customers using it at the same time could affect system stability. However, we have ideas to develop some functionalities and reporting for Multi-Tenant systems.

Q7. We need to be able to label the DID here (like Service dept, 2nd business).

It sounds like a reasonable request, and we have it in a backlog. It will be done in one of the next sprints.

Q8. We need to be able to have more than 30 SMTP messages, we do 30 in a second.

We need a better explanation of this question.

Q9. When you guys do an upgrade, we lose all of our sound files (meaning when we record over the asterisk prompts) and this latest upgrade, we lost our cover page, caller ID, email to fax addresses and our logo in the FAX section. Please pay attention to the details.

We can't say much about this except that this is not possible with the regular update procedures. We asked the support department, but they are not aware of this issue as well. Please contact us regarding this issue.

Q10. In Music on Hold, choosing a different default does not work (under system-wide).

There was an issue with MoH in some instances, but it should be fixed in the release of version 6.1.4.

Q11. Limit functionality underneath the site account, users/groups, where they cannot add or delete an extension but can still view or edit the extension, same thing for Conferences, Queues. Things that we charge for if they add more. Or an alert when a site user adds or deletes one of these.

We will add this in a backlog as a feature request. The delivery date will depend on how many customers ask for this option.

Q12. Add Contact Center to the MT edition?

Unfortunately, we must keep the editions separate. However, as explained above regarding the queue statistics: Queue Statistics are removed from MT because it is CPU / HDD intensive task, and having multiple customers using it at the same time could affect system stability.)

Q13. Video support for gloCOM GO plans?

Not at the moment. COMMSware will have meeting support, so for now, we will not duplicate it for gloCOM GO.

Q14. Audio messages from gloCOM plans?

We will add this to the product backlog and see if we have more requests for it, and we can implement it in chat conversations.

Q15. Plans for Spell Check on gloCOM GO?

Spellcheck for gloCOM GO is already supported for Android and turned for iOS in the latest version. It is based on your mobile phone spell check and autocompletes.

Q16. Support for WhatsApp Business connector (similar to the SMS feature).

We have plans to add it but can not provide an ETA at this time.

Q17. gloCOM GO presence issue and ring from queue fix?

Need more info about the “presence issue.”

Our presence is designed to accommodate the nature of mobile devices not being online all of the time. We do not know of any issues related to presence. Regarding the ring from the queue, gloCOM GO cannot support queues. Mobile apps must preserve the battery and connect only when awake by push notifications.

Q18. Option to have pre-configured templates for Tenant and extensions to avoid values configuration when we set a new tenant.

We are planning to add the option “Save as new” for tenants, which will allow us to “clone” the existing tenant and all configurations (except the name, tenant code, etc.) into the new one.

Q19. Email missed call to extension user feature plan?

We will add this request to the backlog.

Q20. What is Bicom doing to keep up with the competition? (i.e. Microsoft integrations, MMS, easier API integration with various CRM)

We are working on integration with MS Teams and with MMS being in our backlog. The situation is a bit more complex when talking about CRM integrations. Each CRM has a different API and each integration is entirely custom. We are working on the investigation part prior to integration with NetSuite CRM.

Q21. Are you going to support PBXware on any Public Clouds?

PBXware is running in CHROOT. Therefore it can be installed on different Linux distributions. However, due to the complexity of telephony systems, we will not.

Q22. Any plans on SMS Official release?

SMS will be officially released on April 21 in version 6.3

Q23. Any plans on Microsoft Teams Integration?

Yes, we are currently working on it.

Q24. Communicator Desktop Design and Meeting design should be improved.

We are continuously improving the Communicator desktop design throughout every release. The Meeting design is also subject to changes in the future.

Q25. Any plans on OneDrive to be added to Archiving Storage?

We will consider developing support for more providers in the near future.

Q26. Do you support SBC in front of the PBXware?

We officially do not support SBC, but we have some customers who use SBC on their own.

Q27. How can we have Geo-Routing for PBXware to ensure users locally to improve connectivity and Quality of Service?

We don't support it currently, but we can do this if we get enough requests for this feature.

Q28. What is your plan to integrate the meetings module with the mobile APP and make the interface more user-friendly to users and guests to attend meetings to have a chance against major meeting products currently widely used in the market?

Currently, Meeting will be a separate mobile app, but it remains the question if we integrate it all in the far future into one app.

Q29. When will we get the option to provide access to our PBXware with a support id with expiry time instead of username and password?

We have this in our backlog, but we can not provide any ETA at this moment.

Q30. Is our team working on Programmable voice, SMS, fax APIs? We have many customers who would love to add our service to their applications, or even our own development team is struggling to integrate telephony to other applications.

Currently, we are not working on Programmable voice, SMS, fax APIs.

Q31. We must have an option to see that a particular extension belongs to or part of which ring groups or queue at extension level and an option to remove from a specific group within an extension.

This request sounds like a useful feature, and we will add it to the backlog, but we can not provide any ETA for now.

Q32. An audit trail at the tenant level is required to look at who made what changes in a large enterprise account? Action log should be at the tenant level, so the customer can see who acted, such as edit, listen, delete in case of multiple user accounts per tenant in accordance with their job title.

We already have Action Logs for Create / Update and Delete actions on most pages. If there is something to be added here, please submit a feature request.

Q33. We must have options to turn off the visibility of sub-options under the Permissions tab of extensions such as Destination and Edition & Modules.

We will add this as a feature request, but we don't have any ETA.

Q34. If any site user is creating a new extension, the Administrator must get an email notification. As of now, we cannot keep track of if site users (customers or resellers) are creating new extensions for themselves.

We will add this as a feature request, but we don't have any ETA.

Q35. Site User permissions should be defined by custom pre-defined templates. Who can read-only, who can edit or delete, who has the right to create extensions or ring groups?

We have user groups as a permission template, and currently, we only have an option to restrict the whole option to the users. We will think about adding options to restrict specific options, like edit or create.

Q36. How is Bicom Systems going to address the Communicator Go app's ongoing issue on iOS and Mobile carriers using IPV6 on their network?

This issue has been resolved and tested with the new option in iOS mobile apps that a user can turn on to support mobile carriers using IPv6. In the 6.3.1 release, we will have this option in PBXware to be enabled/disabled for all iOS devices.

Q37. When will there be a secure method of providing our systems passwords other than sending them via email?

We have this in our backlog, but we can not provide any ETA.

Q38. gloCOM, can we expect the translation of gloCOM in PBXware (dashboard) for the European market?

It is possible to rename gloCOM to Communicator in PBXware GUI. Please contact support for more info.

Q39. For the meeting, can we provide security like Zoom and make people come to a waiting room because today it is not secure. When will we have registration? Can we have a function of hand-raising but also change the background of the camera?

We are already considering implementing improved privacy for meetings with password protection and/or waiting room and hand raising.

Background effects are something we have extensively researched to be sure we can implement while maintaining video quality. They have been in consideration for this year.

Thank you for suggesting these features. It will help us prioritize them.

Q40. When will a gloCOM supervision version be available on a Multi-Tenant edition? If it is not possible to block the sale on the Multi-Tenant edition?

gloCOM supervisor edition will not be available with the Multi-Tenant version of PBXware. It is specially designed to work with the Contact Center edition of PBXware.

Q41. PBXware, can we schedule an update blocking if a call is made?

We would like to get more information about this request to be able to provide an adequate answer. Please leave a comment in Q41 in [MIRO](#) yellow sticky note.

Q42. Could we have a control of the trunks in the graphical interface with the request “ pjsip show registrations ” instead of going in the command line?

We can access asterisk CLI from the GUI interface. We will check if we can add the ability to run “pjsip show ...” commands. I will add it to the feature requests.

Q43. Can we have in PBXware the same graphical interface of sipPROT as SERVERware?

PBXware is often running in a virtual machine, and sipPROT is running on the host, hence this is technically not possible.

Q44. Communicator or gloCOM are not recognized as secure in windows. Can you validate the application?

This will be resolved in the future releases.

Q45. On gloCOM, in the color code, next to the picture, could not we pilot the Enhanced Services (Call Forwarding)?

Can you please provide more information? What color code? Please provide details on Q45 in [MIRO](#).

Q46. Can we imagine a multi-language installation but also plan a simplified and automatic installation (ex 3CX)?

We will think about this in the future

Q47. Can we have a more elaborate Chat on the business side with topic management by group but also the integration of animated gif?

There is a gif support in chat you just need to send the gif file. Gif keyboard is in our backlog but is not on top of our priority list but if more requests come we will move it up. Also need more info about what did customer mean by topic management by group?

Q48. In the DID, we can see to which extension we send the call, but we don't see the user's name.

This is a valid request and it is already added to the backlog.

Q49. When will PBXware and Visio contacts be available in the mobile application?

We have LDAP contacts integration in the backlog if that is what the customer meant by this. This will not be in the near future but we will consider this integration in our backlog for the end of this year or next year.

Q50. Meeting, can we block the microphones by default at the beginning of a meeting?

I am not sure whether you refer to a mode where microphones are blocked (ex. webinar mode) or allowing the host to mute all participants' microphones when they join a meeting. I will comment on both features because they have both been considered.

First, Webinar mode is something we were researching, and the conclusion is that it would be an excellent option for meeting organizers. Since it requires architectural changes to the service, we would like to know how valuable it would be to you. Based on your feedback and feedback from other partners, we would decide whether to prioritize it for this year.

Second, we will prioritize giving more control to meeting hosts to mute/ask to unmute other participants and to mute all participants upon joining the meeting.

Q51. PBXware: Can we imagine clicking on the extension in monitor/ extensions to save time?

Great request. We have added it to the backlog.

Q52. When it will be possible to manage queues through the API.

We are currently investigating integration with Netsuite. We have it in our backlog and will put it on our product board. However, there is no ETA right now.

Q53. What is the backlog?

It is a list of feature requests for future consideration.

Q54. Will we see the list of features added to the backlog somewhere?

We will take all your suggestions from this MIRO board to the corresponding JIRA requests. From there, we will go to the product board to ultimately have insights sessions with the customers to prioritize the list of items we will be working on.

Q55. We are currently testing voice transcription, and we really want to see French Canada as an option for google.

We can confirm with the developers if it's possible to be added. It will be added to the backlog and addressed accordingly.

Q56. On MT: Has it ever been discussed having a central authentication and point between instances of PBXware such that users authenticate to a central point and an API could be used as well. We would like to integrate our portal into a PBXware, but it is not possible at the moment.

We recently got this request via support as well, and we are investigating possibilities to implement such a feature.

Q57. Is there any plan for a chat log on the PBX server instead of local storage only? We need to have the ability to review employee chat history. This feature is the primary reason we haven't switched to Communicator.

All chat messages on gloCOM 6 are stored on the chat server on the PBXware side and synced across all devices. When you log in with an existing extension, all chat messages are synced during the first login so that you can review any user messages.

Q58. Going on the question above, will there be an ability to set chat history retention on the back end? Example: If management wants to delete all chat messages for all users every night.

We will consider implementing this feature as well. Thank you for the idea.

Q59. Can you explain more about the MS Team integration and when will it be available?

We are finalizing the marketing documentation and promotion of this integration. Patrice, Business Success Manager, informed that if a customer needs this integration urgently, they can contact the business success team to get the integration by email at business-success@bicomsystems.com.

Q60. Annotation on shared screen

We would have to gauge what is preferred among our partners, but this is a good suggestion.

Q61. IVR: Text to speech. To easily create IVR may be using the Google API.

Great idea. We will add it to the backlog. Before giving more info, we have to research to identify possible technical restrictions.

Q62. Are there any substantial updates to the API? It is very limited currently.

We are continuously working on the API, and we would like to hear from you if there are some specific API actions needed.

Q63. Are you all ready, or when will you be doing PBXware upgrades from 5x to 6x for Call Center VPSs?

We started with CC upgrades to V6 a couple of months ago.

Q64. Any plans on integrating a voice-activated IVR? i.e. say the word "Sales" to route to a specific option?

Great feature suggestion. We have it in our backlog. We are currently investigating technical restrictions.

Q65. Will there be any improvements on routes & destinations? I need an easier way to update these. CSV upload / download.

We have plans to make route uploading easier as a part of LCR improvement.

Q66. Will PBXware support more SMS carriers like Bandwidth.com? Or a generic SMS API?

Currently, we are in communication with Bandwidth to confirm integration possibilities. Each SMS provider has its own API, so it is impossible to develop generic integration to support multiple SMS providers.

Q67. Will the Teams integration be released on the 21st of April with v6.3?

We will send communications about this integration in early April, but if you need it urgently, you can email business-success@bicomsystems.com to enquire about this service.

Q68. When will we get the programmable voice in PBXware?

Great feature request. We will add it to the backlog.

Q69. Where can we provide the services for applications based on Windows or Mobile operating systems?

Can you please clarify this question, what kind of services are you looking for?

Q70. Add API calls for license information for PBX and gloCOM.

If the question is regarding receiving all license information by API, this request is doable and added to the backlog.

Q71. Can we get better call flow maps? When a call comes in, it is routed to X, Y, Z in a concise manner instead of CLIR.

We have this in our backlog, but we have some technical difficulties. We could provide this request for some basic scenarios but not the complex ones, including transfers.

Q72. On MT, would it be possible to add a feature to export DIDs on a tenant level? Currently this can only be done from the Master tenant

Unfortunately, this is not possible since part of the DID configuration is on Master Tenant.

Q73. What new CRM integrations are coming in v 6.3?

No new CRM integrations are coming in v6.3, but we are currently researching possibilities to add NetSuite CRM integration.

Q74. SMS Sync between devices. Does this mean SMS is coming to Mobile?

SMS is coming to mobile and desktop with the 6.3 release. The only limitation is that the first app that comes online for one extension will receive the incoming SMS messages in the queue. However, you will be able to send and receive SMS from mobile and desktop.

Q75. Will the Communicator Go application work with iPad os?

It can already be installed on iPads as an iPhone app, but we will look into adding the full support for layouts to be adapted to iPad screen dimensions.

Q76. Add support for Opus codec on gloCOM Desktop?

This request is near the top of our backlog and will probably be done in Q2 of 2021.

Q77. Will there be support in PBXware for video calling via SIP between PBX that support video in gloCOM?

We did not consider that at the moment because of the ongoing Meeting improvements but will add it to our backlog.

Q78. The ability to forward SMS messages to multiple users would be helpful. Like a ring group for SMS.

We already have this in our backlog for additional SMS features.

Q79. Filter on IP in the Monitor Tab.

In this page we already have IPs listed, therefore it should be possible to add filters per IP. It looks like a really useful option. I will add this to the PBXware backlog, but we cannot provide any ETA for this one right now.

Q80. Is there a way we can know the user permissions: read only, create, edit extensions, etc. We need to restructure the site user programing, it should be predefined to be able to track the level of access, users logs and so on.

This part of GUI is currently not exposed in API, but we have plans to do so. We would be glad to hear more about this request so we can better plan API development for user permissions.

SERVERware & Cloud Services

Q1. Need to be able to brand SERVERware.

This is being planned and is to be worked on. We cannot provide an ETA at this stage because we as a company are preparing the branding options package, and once that is confirmed, we will work on the technical functionality for SERVERware.

Q2. Need to be able to brand your new sipMON when it comes out

sipMON has reached its End of Life and is not sold anymore. However, in version 4.1, if you will be using the Geo Replication, Site availability monitoring and automatic takeover feature can be of help to you. We plan to do integration with some external monitoring softwares.

Q3. If you can have country based black listing would be nice!

This is a great request and it is already in the backlog, but at the moment we cannot provide the ETA.

Q4. When building a host, you can't see all IP addresses in the network, but they are listed under settings networking.

The IP address is set on the host when configuring it in the install wizard and it is rebooted with this IP address. That is why the IP address is not available in the drop down when building a host.

Q5. Are you going to support SERVERware on any Public Clouds?

There are no such plans at this time. SERVERware is virtualization software.

Q6. Geo DR is good but why DR implemented with Manual intervention, when do you think we can expect fully automated Failover to DR?

This will be released with version 4.1 under the Site availability monitoring and automatic takeover feature

Q7. Do you support text alter for SW3?

Can you please provide more information on which text you would like to alter?

Q8. We currently have PBXware only running on a VPS. If we move to SERVERware, can the existing VPS be moved into SERVERware easily? Also, with SERVERware can you spin up unlimited PBXware instances, or would you still need to buy additional PBXware licenses if for example we wanted to push past the existing 2000 user limit we have on the single license?

SERVERware needs to be deployed from scratch in this case, but PBXware can be moved to it then (in most cases moving PBXware is very easy and simple). Yes, you would still need to buy additional PBXware licenses, in case you are using SERVERware.

If I can add, yes Standalone PBXwares can be moved into SERVERware VPSes. As far as VPS limit per SERVERware, yes there is a limit. You cannot add unlimited PBXwares in SERVERware, both licensing and resource wise.

Q9. Will SERVERware 4 Require new hardware or can it be upgraded from existing hardware?

You can use the existing hardware for SERVERware v4. However, if you will also be using the Geo-Replication, you will need additional hardware to support the additional SERVERware(s).

Q10. Are there any plans to release a PBXware/SERVERware image that can be used alongside AWS or Azure?

Regarding SERVERware, there are no such plans at this time. SERVERware is virtualization software.

Q11. Syncing of sipPROT white/black/dynamic blacklists (and configuration) across sites. Multiple mirror editions and multiple cluster editions.

Thank you for this request. We will investigate the technical feasibility of having a sipPROT managing all sites and get back to you on this.

Q12. Having SERVERware being the place where Admin and Site Users are created per VPS. We have 20+ VPSs and every time we onboard/offboard a new tech, it takes a long time to create each new account for each VPS.

Thank you for this request. We will investigate the technical feasibility of creating PBXware users from SERVERware and get back to you on this.

For future contact:

For technical support please contact: support@bicomsystems.com

For licensing enquiries please contact: sales@bicomsystems.com

Link to MIRO Board with all Q&As: https://miro.com/app/board/o9J_IN_0aGM=/

CONTACT BICOM SYSTEMS TODAY

to find out more about our services

Bicom Systems (USA)

2719 Hollywood Blvd
B-128
Hollywood, Florida
33020-4821
United States

Tel: +1 (954) 278 8470
Tel: +1 (619) 760 7777
Fax: +1 (954) 278 8471

Bicom Systems (CAN)

Hilyard Place
B-125
Saint John, New Brunswick
E2K 1J5
Canada

Tel: +1 (647) 313 1515
Tel: +1 (506) 635 1135

Bicom Systems (UK)

Unit 5 Rockware BC
5 Rockware Avenue
Greenford
UB6 0AA
United Kingdom

Tel: +44 (0) 20 33 99 88 00
Fax: +44 (0) 20 33 99 88 01

Bicom Systems (FRA)

188 Route de Blessy
St. Quentin
Aire-sur-la-Lys
62120
France

Tel: +33 (0) 3 60 85 08 56

email: sales@bicomsystems.com

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