

Your Ultimate Solution for Seamless Telephony



PRODUCT OVERVIEW
PBXware



wiki.bicomsystems.com

WHAT IS

PBXware?

Welcome to one of the most economic workflow improvements in communication technology. PBXware, one of the world's most mature IP PBX Professional Telephony Platforms, stands as a mighty and innovative tool that has been empowering businesses and governments for over two decades.

This mature and well-established solution has consistently elevated operational efficiency and communication dynamics.



PBXware: Your Ultimate Telephony Solution

Step into a world of unparalleled telephony solutions with PBXware, where seamless communication reigns supreme. PBXware brings two decades of expertise, innovation, and operational efficiency to enhance your communication dynamics.

Tailored Editions for Peak Performance

Unlock the potential of PBXware's Tailored Editions, meticulously crafted to cater to diverse communication needs. These editions are finely tuned to deliver exceptional performance, reliability, and growth, making PBXware the ideal choice for businesses of all sizes. From small and medium-sized enterprises to call and contact centers, PBXware is designed to meet your unique requirements.

Why Opt for PBXware? Key Benefits and Features

Elevate your communication experience with PBXware's user-friendly setup, an intuitive dashboard, unified communications, top-tier security, and seamless integrations. Equip your business for growth with PBXware's all-encompassing features.

Flexible Deployment Options with Our Expertise

With PBXware, you're in control. Choose the hosted solution for a worry-free, hardware-free experience that simplifies expansion. Or, opt for on-premise empowerment to retain command over your servers and data, ensuring enhanced security. No matter your choice, our 24/7 expert support guarantees a seamless implementation and continuous assistance, providing you with ultimate peace of mind.

Curated Editions for Enhanced Performance

PBXware's biggest strength is in its ability to provide service to a wide range of customers with different communication needs through its curated editions.

Each edition resonates with PBXware's commitment to performance, reliability, and growth, catering to diverse business landscapes with enviable efficiency.

Business Edition



Tailored for the needs of small to medium sized businesses, the PBXware Business Edition offers unique deployment options, be they hosted or on-premise softswitch deployments.

Business edition contains some of PBXware's core features that benefit a modern business like hotdesking and data archival, to name a few.

Contact Center Edition

The Contact Center edition focuses on improving workflow in call and contact centers, both for agents and supervisors, which, in turn, will help streamline administrative workload.

All of the important information is laid out neatly and made easy to understand, and the improved management options allow supervisors to better manage call volumes for each individual agent, minimizing customer wait time.

Multi-Tenant Edition

Streamline communication for multiple customers on a single instance. Greatly improve operations and resource utilization while maintaining distinct communication channels for each tenant, enhancing efficiency and reducing costs.

SP Edition

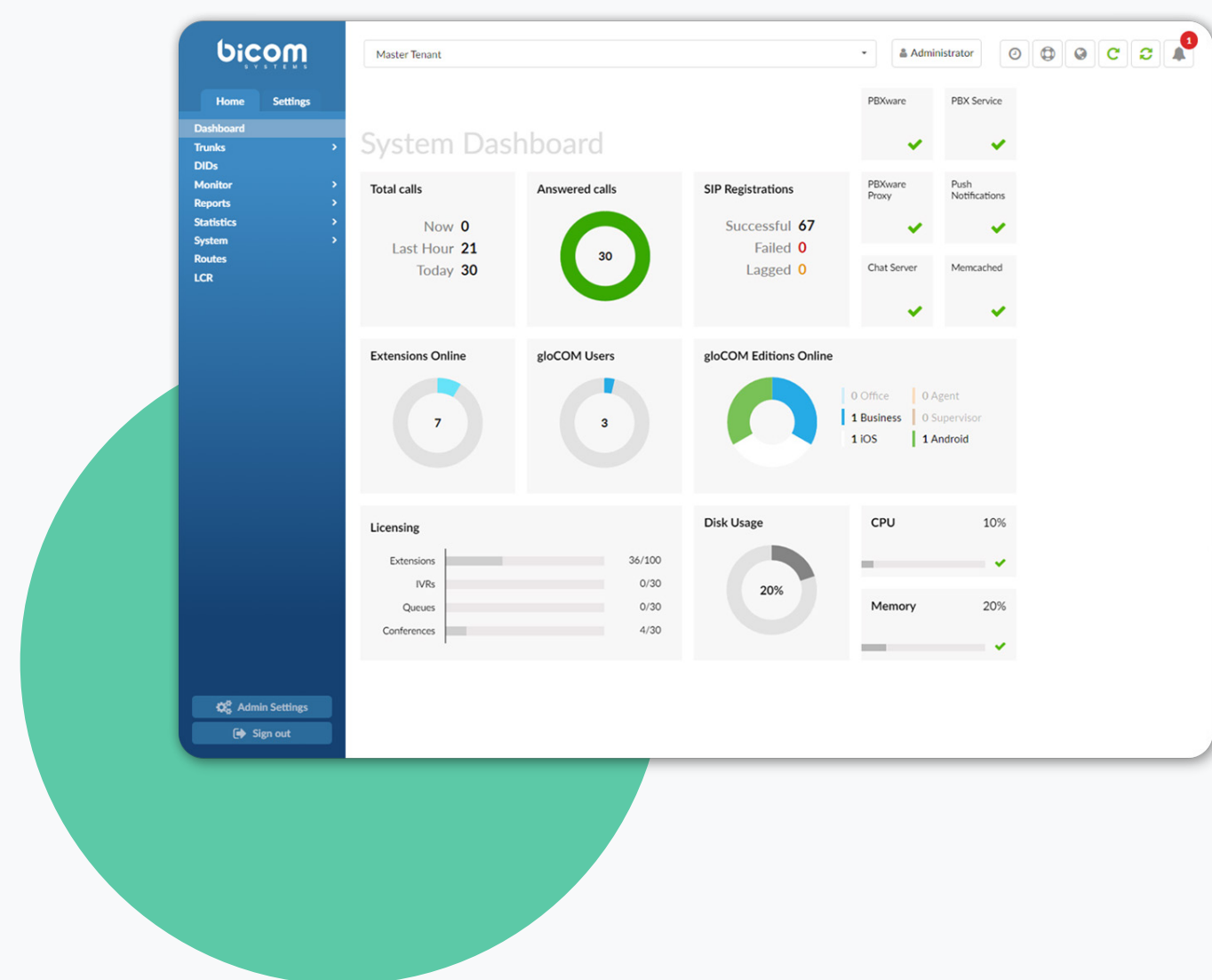
Crafted with service providers in mind, SP Edition helps side-step a businesses scalability issues by allowing multiple MT systems to be administered from a singular interface.

Navigate through configurations with ease, ensuring efficient service delivery and swift adjustments to meet dynamic customer requirements.

Essential Unified Communications Features & Benefits

INSIGHTFUL DASHBOARD FOR SEAMLESS NAVIGATION

Navigate effortlessly through a user-centric dashboard that consolidates crucial data. Gain insights into your system's functions, hardware utilization, core service status, call statistics, SIP registrations, and more, all presented intuitively for informed decision-making.

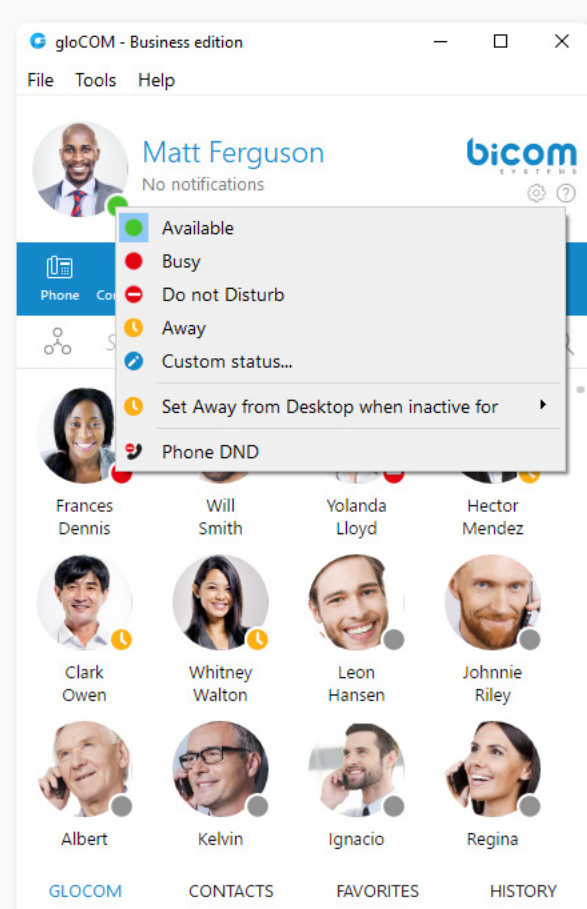


EFFORTLESS SETUP WITH GUIDED PRECISION

Experience a fast and easy system setup with PBXware's streamlined process. Our step-by-step setup wizard ensures a hassle-free installation journey, guiding users with precision and simplicity.

BRANDING: A PERSONAL TOUCH

Empower your brand with PBXware's thoughtfully curated branding package. Every facet, from software to technical documentation, reflects your brand identity, including your logo, company colors, and brand name.



UNIFIED COMMUNICATIONS FOR ENHANCED PRODUCTIVITY

Unify communication features under one interface, eradicating the need for constant tab-switching. By seamlessly integrating functionalities, gloCOM elevates productivity and user experience.

RAY BAUM'S ACT COMPLIANCE IMPLEMENTATION

Ensure your safety with PBXware's Ray Baum's Act compliant feature. Provide users with a list of dispatchable locations they can select from to send to first responders in case of an emergency, minimizing delays caused by miscommunication in a potentially hectic and life-threatening situation. Only available for instances set up in the US.

Dispatchable Location > Edit

General

Label: (CA) SANTA ANA ✓

State: California ✓

City: SANTA ANA ✓

House Number: 1 ✓

Leading Street Direction:

Street Name: FIRST AMERICAN WAY ✓

Street Suffix: #

Validated Street: 1 FIRST AMERICAN WAY ✓

ZIPs: 92707 ✓

ZIP4: 5913 ✓

Floor:

Room:

glocOM Permissions

Everyone: Yes No

Departments: Please select...

Extensions: Please select...

Deskphone Users Configuration

Please insert MAC addresses - XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX

MAC Address Label

Save Go back

ENHANCED SECURITY AND MANAGEMENT WITH ACTIVITY LOGS

Track user activities through comprehensive activity logs. By monitoring access, changes, and file interactions, PBXware optimizes time management, bolsters security, and provides deeper insights into your business operations.

bicom pbxware.local Administrator

Admin Settings

API Key

Action Logs

Asterisk CLI

Branding

Date/Time

Groups

IP Address Restrictions

LDAP

Language

Licensing

SMTP Configuration

Sessions

Site Administrators

Site Users

Updates

20 Apr 2017 00:00:00 - 20 Apr 2017 All All All Search Tenants

Tenant	Date	User	IP Address	Page	Event	Data
1	20 Apr 2018 13:04:22	Administrator (Administrator)	10.1.190.12	Start Page	Login	
1	19 Apr 2018 16:18:13	Administrator (Administrator)	10.1.0.107	Start Page	Login	
1	19 Apr 2018 15:24:50	Administrator (Administrator)	10.1.0.107	Start Page	Logout	
1	19 Apr 2018 14:49:46	Administrator (Administrator)	10.1.0.107	Start Page	Login	
1	16 Apr 2018 11:47:29	Administrator (Administrator)	10.1.190.12	Reports > CDR Settings	Edit	ID 47
201	16 Apr 2018 09:56:23	Administrator (Administrator)	10.1.190.12	IVR	Add	EXT ID 501 1042
1	16 Apr 2018 09:27:56	Administrator (Administrator)	10.1.190.12	Start Page	Login	
1	09 Apr 2018 14:35:08	Administrator (Administrator)	10.1.0.107	Start Page	Login	
1	06 Apr 2018 13:55:55	Administrator (Administrator)	10.1.0.107	Start Page	Login	
201	06 Apr 2018 11:53:14	Administrator (Administrator)	10.1.0.107	Reports > CDR	Listen	ID 507
201	06 Apr 2018 11:51:43	Administrator (Administrator)	10.1.0.107	Reports > CDR	Listen	ID 505

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PBXware Settings Sign out

EFFICIENT ONBOARDING WITH EMBEDDED DOCUMENTATION

Accelerate onboarding with concise, feature-specific documentation available within PBXware's interface. Users can swiftly familiarize themselves with the software's functionalities, greatly reducing learning curves.

bicom 400 - 1600 Administrator Embedded Documentation

Home Settings

Dashboard

Extensions

System

Feature Groups

Departments

Hot Deskings

PIN Based Devices

Call ID List

SMS

DDIs

Conferences

Ring Groups

IVR

Queues

VoiceMail

Monitor

Reports

Statistics

Fax

CRM

System

LCR

Apps

Admin Settings Sign out

Extensions > Edit Show Advanced Options

General

Extension Number: 111 ✓

Name: Reception ✓

E-mail: reception@testing.com ✓

Department: None x

Authentication

Username: 400111 ✓

Secret: AX_S0U1aWfVnQ31 ✓

User Password: %2Fur3N64w60-5C ✓

PIN: 2080 ✓

Permissions

Destinations

Enhanced Services

Notes

Editors & Modules

Save Save & E-mail Copy As New Go back

Embedded Documentation

Username

Description

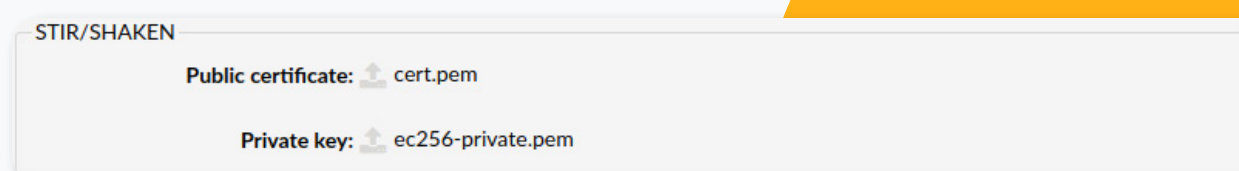
Username used by the UAD/Phone for the registration with the 'testName.MT'. By default, this field is the Extension network number prefixed with tenant code and cannot be changed.

Example

If the extension number is 1238 and tenant code is 300, then the Username will be "3001238".

STIR/SHAKEN CALL SIGNING

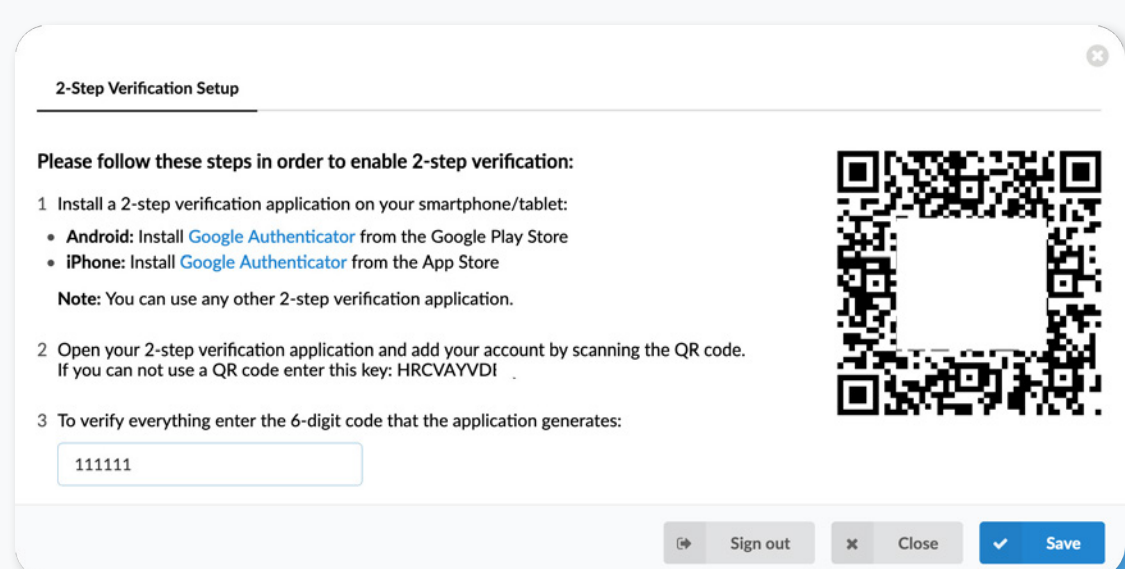
PBXware makes sure that all calls are made securely by implementing the STIR/SHAKEN protocol suite which allows signing and validating calls with certified signatures that customers own, ensuring the utmost authenticity in communication.



STIR/SHAKEN

Public certificate: cert.pem

Private key: ec256-private.pem



2-Step Verification Setup

Please follow these steps in order to enable 2-step verification:

- 1 Install a 2-step verification application on your smartphone/tablet:
 - Android: Install [Google Authenticator](#) from the Google Play Store
 - iPhone: Install [Google Authenticator](#) from the App Store

Note: You can use any other 2-step verification application.
- 2 Open your 2-step verification application and add your account by scanning the QR code.
If you can not use a QR code enter this key: HRCVAYVDI
- 3 To verify everything enter the 6-digit code that the application generates:

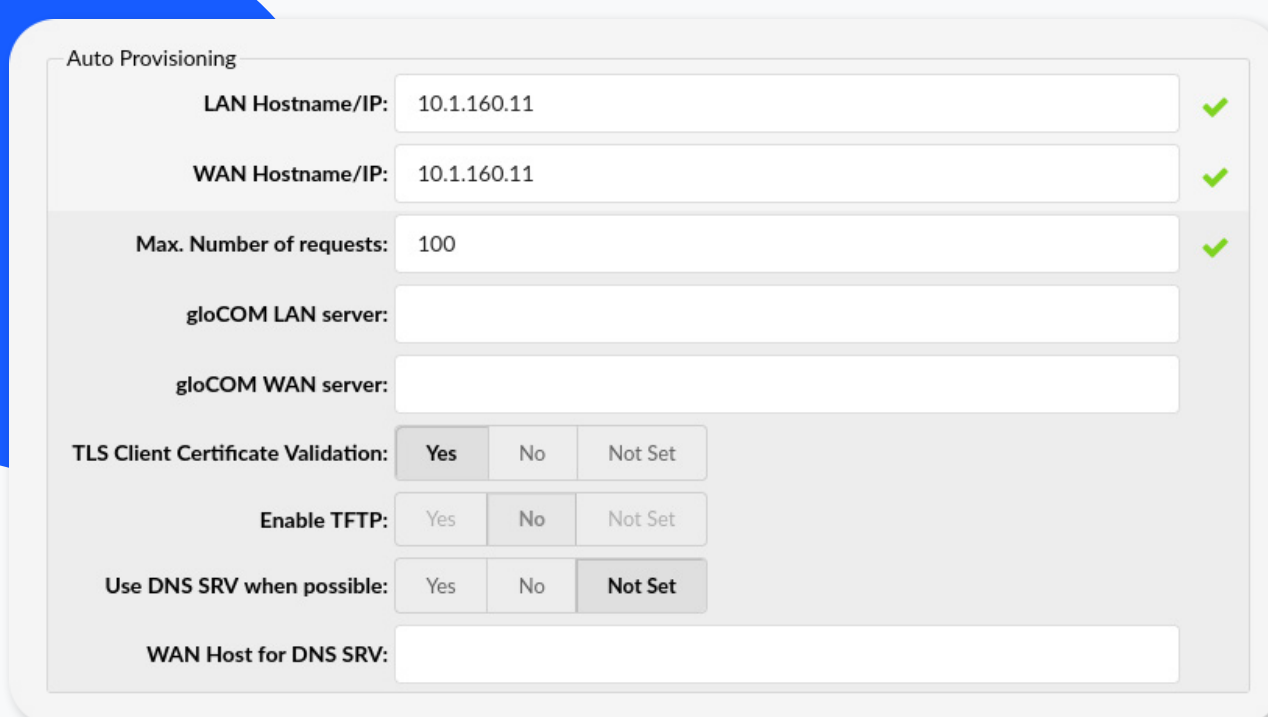
[Sign out](#) [Close](#) [Save](#)

SAFEGUARDING FROM UNWANTED INTRUSION WITH 2FA

Offer an extra layer of business security with 2-Factor Authentication. Users can set it up with ease and thus further shore up their accounts from potential breaches by adding an Authenticator check as an extra layer of protection.

ENHANCED DEVICE CERTIFICATE VALIDATION

Elevate security measures with PBXware's mTLS implementation. Trust client certificates through manufacturer root CA validation, fortifying server-side authentication.



Auto Provisioning

LAN Hostname/IP: 10.1.160.11 ✓

WAN Hostname/IP: 10.1.160.11 ✓

Max. Number of requests: 100 ✓

gloCOM LAN server:

gloCOM WAN server:

TLS Client Certificate Validation: Yes No Not Set

Enable TFTP: Yes No Not Set

Use DNS SRV when possible: Yes No Not Set

WAN Host for DNS SRV:

PREVENTING FRAUD AND ENSURING EFFECTIVE CALL ROUTING WITH E.164 FORMAT

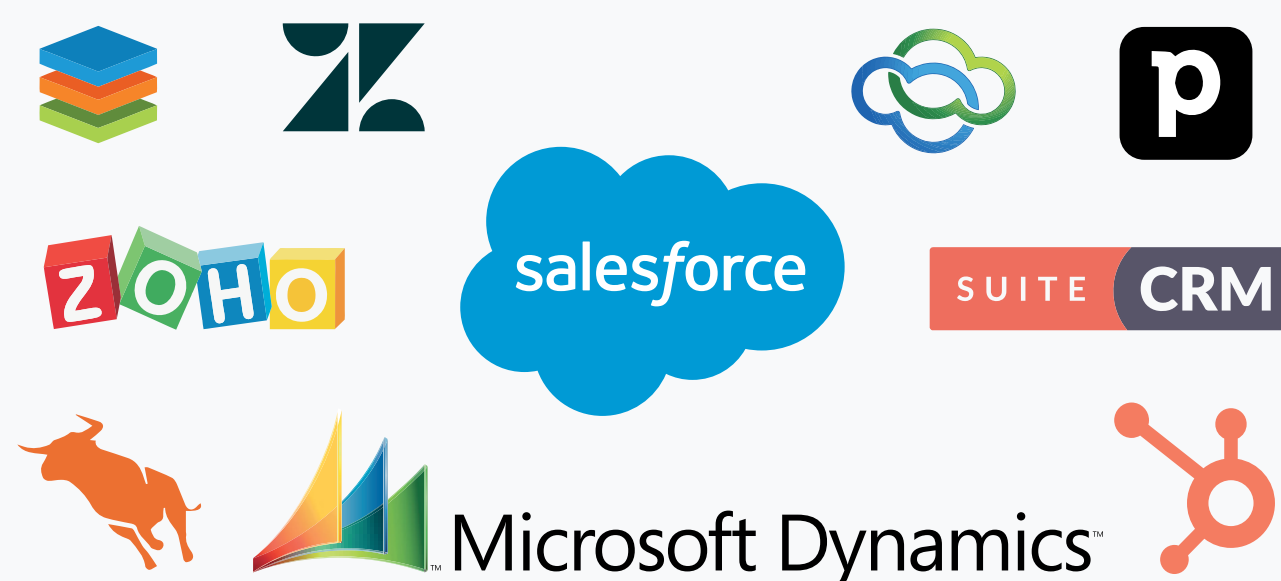
Create more efficient, and fraud-resistant communication for UK clients with PBXware's new "Force E.164 Caller ID" option. Convert all incoming calls into E.164 format to allow users to more easily differentiate between legitimate callers and malicious actors.

SEAMLESS CRM INTEGRATIONS

PBXware seamlessly integrates with a great number of vital business applications like Salesforce, SugarCRM, Zendesk, ZOHO, MS Dynamics, and more. Bridge communication gaps with ease and streamline operations.

SEAMLESS CALL RECORDINGS PLAYBACK

Access call recordings directly from your browser with PBXware's integrated playback interface. Effortlessly navigate recordings and gain valuable insights with a simple click.



VERSATILE BRANDING OPTIONS

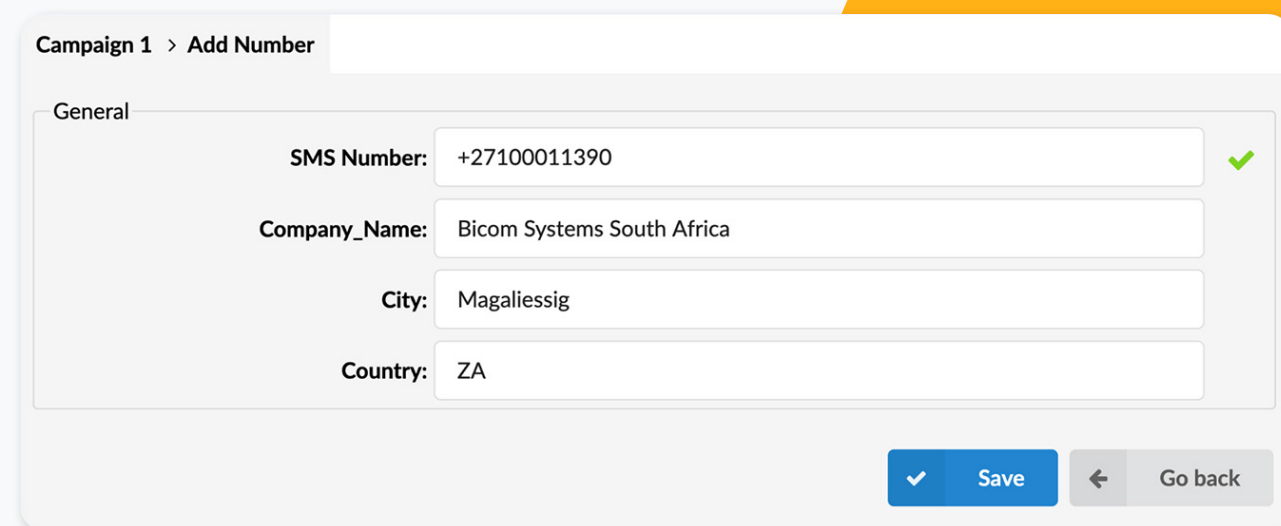
Elevate your market presence with PBXware's versatile branding options. Stand out from the competition, bolster brand recognition, and attract new customers effortlessly.

SCALABILITY FOR EVOLVING DEMANDS

Align your PBXware edition with your company's growth trajectory. While scalability has its limits, PBXware keeps pace to accommodate the ever-evolving demands of SMBs.

NEW CONNECTIONS WITH SMS CONNECTORS

Gain the ability to develop custom SMS trunks that can enable compatibility between your PBXware instance and a currently unsupported SMS provider, opening up a whole new avenue of communication for the business.



Campaign 1 > Add Number

General

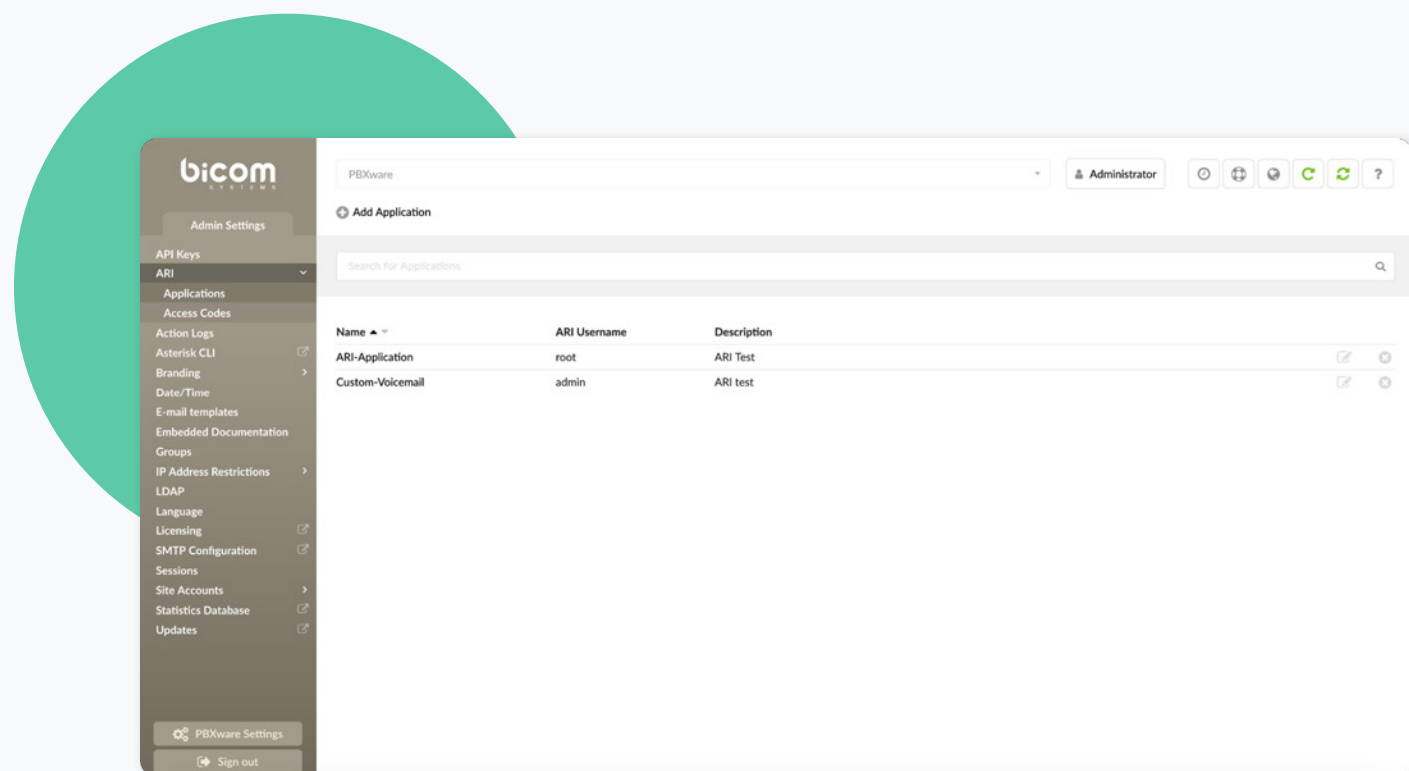
SMS Number: +27100011390 ✓

Company Name: Bicom Systems South Africa

City: Magaliesig

Country: ZA

Save Go back



ARI APPLICATION REGISTRATION

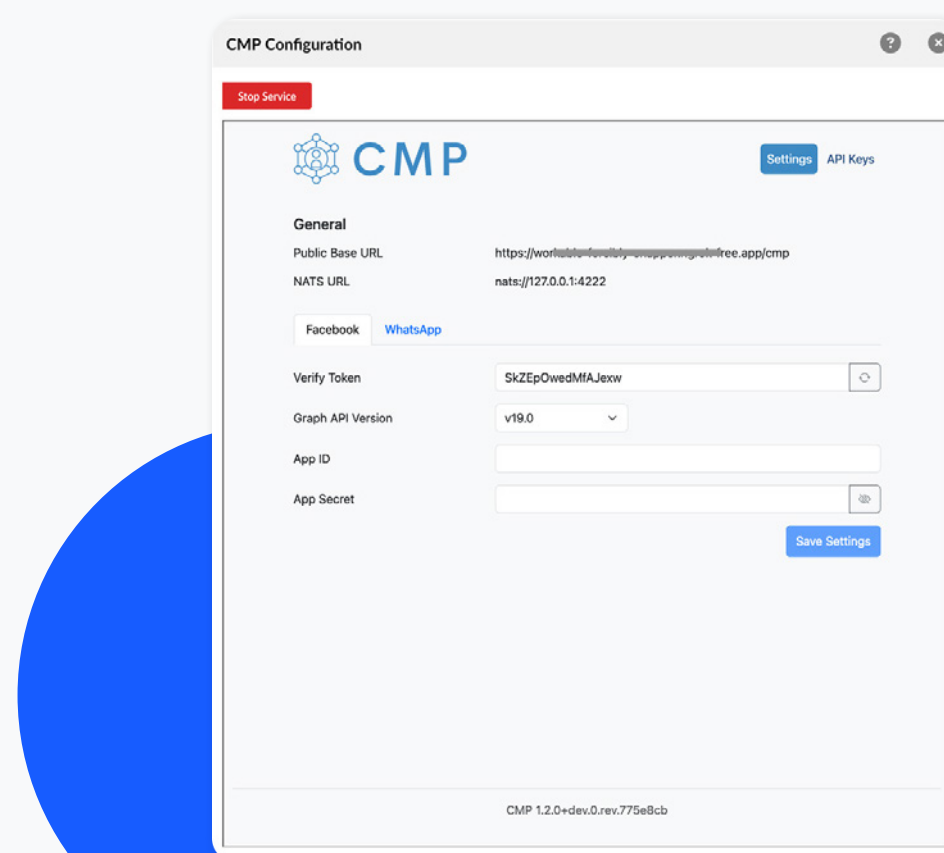
Create an even more intricate call network than vanilla PBXware currently allows by registering external ARI applications to PBXware, further enhancing its capabilities.

CMP DEPLOYMENT INTO PBXware

Starting from the 7.4 version, the CMP service will be integrated into the PBXware system with all of the necessary configurations pre-set. This means users do not need additional or dedicated servers to deploy the CMP service. With an Omnichannel license, the system is ready for integration with Facebook and WhatsApp, requiring a few adjustments through the graphical user interface (GUI).

CMP DEPLOYMENT INTO PBXware

The CMP Service is integrated directly into the PBXware system, allowing users to forgo deployment of additional servers in order to deploy the CMP service.



CMP Configuration

Stop Service

CMP

Settings API Keys

General

Public Base URL: https://worldwideconnectivity.com/app/magali/tee.app/cmp

NATS URL: nats://127.0.0.1:4222

Facebook WhatsApp

Verify Token: SkZEPOwedMIAJezw

Graph API Version: v19.0

App ID

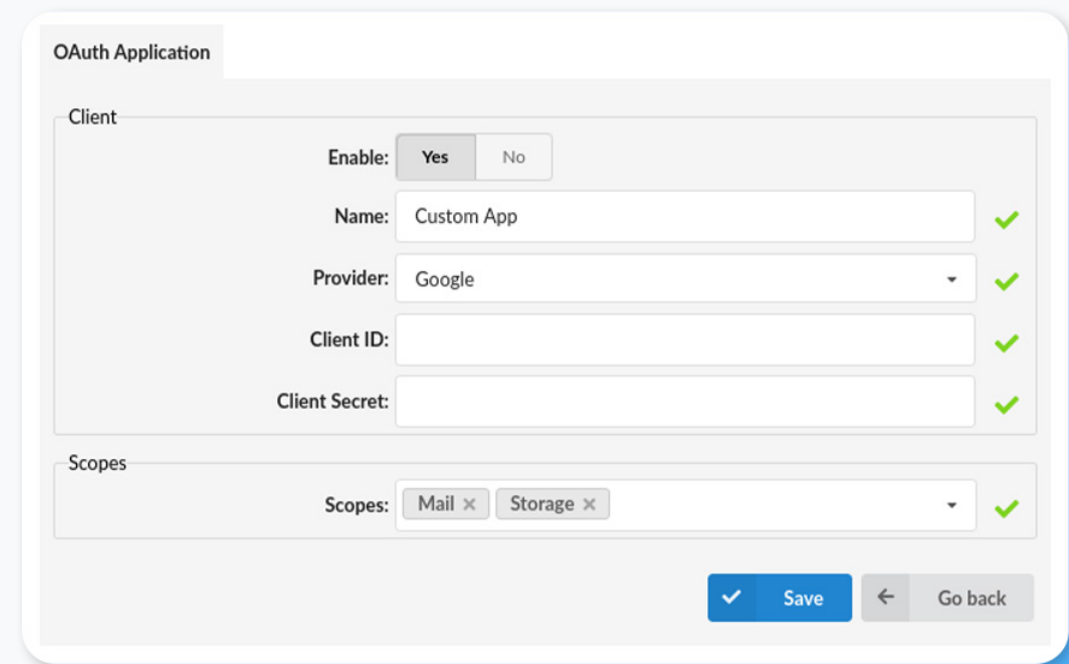
App Secret

Save Settings

CMP 1.2.0+dev.0.rev.775e8cb

OAuth2

Enable customers to add their own OAuth apps that can be used to both create and manage multiple credentials per app which can currently be used for SMTP and Fax2Email functionalities.



The screenshot shows the 'OAuth Application' configuration page. It is divided into two main sections: 'Client' and 'Scopes'. The 'Client' section includes an 'Enable' toggle set to 'Yes', a 'Name' field with 'Custom App', a 'Provider' dropdown menu set to 'Google', and empty fields for 'Client ID' and 'Client Secret'. Each of these four fields has a green checkmark to its right. The 'Scopes' section includes a 'Scopes' field with 'Mail' and 'Storage' selected, also marked with a green checkmark. At the bottom right, there are two buttons: a blue 'Save' button with a checkmark icon and a grey 'Go back' button with a left arrow icon.

Hosted or On-Premise: Your Choice, Our Expertise

Experience the freedom of choice with PBXware's deployment options:

Hosted Solution: Simplify, Expand, Thrive

Opt for the hosted deployment and unburden yourself from hardware worries. We handle the infrastructure, allowing you to focus on growth. Adding users becomes a breeze, and all at cost-effective rates. Embrace simplicity without compromise.

On-Premise Empowerment: Total Control, Strong Security

Choose the on-premise solution and retain complete control over your servers and data. Enjoy enhanced security, bespoke customer templates, and the confidence of managing your communication ecosystem in-house. It's data management at its finest.

Whichever path you choose, our expertise is at your service, ensuring seamless implementation and continuous support throughout your journey.



Expert Support at Your Fingertips

Our highly trained experts are always available to address any PBX system-related queries, ensuring seamless operations and peace of mind.



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
sales@bicomsystems.com



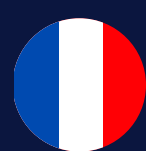
Bicom Systems (CAN)

Hilyard Place
B-125
Saint John, New Brunswick
E2K 1J5
Canada
Tel: +1 (647) 313 1515
Tel: +1 (506) 635 1135
sales@bicomsystems.com



Bicom Systems (UK)

Unit 5 Rockware BC
5 Rockware Avenue
Greenford
UB6 0AA
United Kingdom
Tel: +44 (0) 20 33 99 88 00
sales@bicomsystems.com



Bicom Systems (FRA)

c/o Athena Global Services
Telecom
229 rue Saint-Honoré – 75001
Paris
Tel : +33 (0) 185 001 000
www.bicomsystems.fr
sales@bicomsystems.fr



Bicom Systems (ITA)

Via Marie Curie 3
50051 Castelfiorentino
Firenze
Italy
Tel: +39 0571 1661119
sales@bicomsystems.it



Bicom Systems (RSA)

12 Houtkapper Street
Magaliessig
2067
South Africa
Tel: +27 (10) 0011390
sales@bicomsystems.com

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www.bicomsystems.com