Bicom SYSTEMS

PBXware
...Advanced Simplicity

Business edition

BUSINESS EDITION

The Small Medium Business(SMB) Edition offers business class features required by today's demanding communications needs that all businesses face. In addition to the standard features of all New Generation IPPBXs, Bicom System's SMB Edition includes up to 512 extensions, comprehensive enhanced services, telephony applications, system administration, end user applications, customisation, reliability and setup and configuration features.

www.bicomsystems.com

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Fax Over IP (FoIP)
PBXware uses "store and forward" technology to handle faxes over IP networks. This involves receiving fax at one, storing and forwarding a fax as a image file to another PBXware server(s).

Networking and Branch Support
Each PBXware server allocates a number code. PBXware allows users from different servers to join on the same network and to call each other or any number globally.

Firmware Updates
Latest bug fixes, security patches and enhancments to existing features are available for all editions FREE of charge for 3 months from the date of purchase. This service depens on customer obtaining one of support packages.

MultiSite Administration
Authorised users can administer unlimited number of PBXware servers from one interface screen which is a perfect solution for organisations with many locations

Services Permissions
PBXware include a wide range of permissions as standard. Same can be set for local/remote destinations, enhanced serivces or conferences

Go Back

Save

Mobile - Vodafone

Non Geographic - Local Call

Non Geographic- National Call

3G

Easy Mobile

Directory

BICOM SYSTEMS

PBXware
Call Recordings

Call Recording

Call centre allows you to record all incoming and outgoing calls made by any extension or call agent. Calls can be recorded in: gsm, wav, wav49 and ogg audio format; downloaded and played back on your desktop.

The important part of every call recording solution is storage and easy access to historical recordings. PBXware builds your call recordings right into your call reports. By joining 2 major functions such as reporting and call recording gives you the ease of clicking on a queue/agent/caller id and see call by call all your recorded calls. Then simply click to download.

Instant Recording

This service records calls from the point activation code is entered (*159). From that point, call will be recorded until one of the parties hangs up. It is very useful when in need to record parts of an important call.

Call Monitor/Barge

Real time call monitoring allows authorized user to monitor and listen calls of one or more users/agents in real time. It is very useful when needing insight on the quality of the information given by call agents for example.

Phone Number	Ext	Date/Time	End	Start	Status	Count
01890417888	9806	02 Oct 2007 09:40:44	00:00:05		Not Answered	1
06127014789712	9806	02 Oct 2007 09:40:01	00:04:56	00:04:51	Answered	1
61270879913074	9806	02 Oct 2007 09:40:01	00:00:49	00:00:44	Answered	1
06127016242515	9806	02 Oct 2007 09:39:47	00:05:00	00:04:55	Answered	1
06127016351886	9806	02 Oct 2007 09:39:35	00:02:44	00:02:39	Answered	1
1890417888	9806	02 Oct 2007 09:39:07	00:05:24	00:05:19	Answered	1
061272252	9806	02 Oct 2007 09:39:05	00:03:48	00:03:43	Answered	1
	9806	02 Oct 2007 09:38:28	00:00:05		Not Answered	1

PBXware
Enhanced Services

Follow Me
Dials one or more extensions in a sequential order untill someone answers the call.

Group Hunt
Rings a number of extensions at the same time allowing any of those extensions to answer the call.

Call Forwarding
Forwards calls to other destinations depending on the phone status (busy, unavailable, unconditional).

Do Not Disturb
Sends all incoming calls to voicemail or another phone number for a specific time period (0-24 hours).

Caller ID
Sets custom Caller ID information.

Last Caller
Find out the last number that dialed your line.

Call Park
While on a call, user can park the call, move to another location and then continue to talk to the caller from that new location.

Paging/Intercom
Allows one or more phones to automatically answer using thier speakers.

Remote Access
Call PBXware on one of the DIDs and dial any destination for which user normally has priveleges.

Compact Disk (CD)

The CD installation method is used to install PBXware onto a commodity PC/server hardware. The installation process installs the Linux operating system, PBXware and all other necessary applications onto a system hard drive. Installation is easy, fast and includes everything needed to successfully install and operate the system.

Tarball

Tarball is a Linux executable which can be installed on most Linux distributions. This installation method is used where the system already has a Linux operating system installed and possibly other applications are already installed and active, hence an overwrite of the hard disk is not an option.

Appliance

Preconfigured and loaded with the latest firmware images appliances. Our appliances are thoroughly tested for performace and compatibality and are available as:

● ipBOX
● sohoBOX
● officeBOX
● MaxiRACK
● ftRACK
● bladeRACK

SERVERware

SERVERware is solution designed for service provider wishing to offer hosted services like PBXes, soft switches and complete Telco-in-a-box offerings. It has been built with redundancy, scalability, flexibility and very high availability from start up. SERVERware is available in two editions: Server and Network.

PBXware
E n d   U s e r   A p p s

End-user Applications
Are developed for easier PBXware integration with MS Windows Desktop. With their comfortable and functional inteface advanced PBXware options are used easily.
Our end-user applications include:

OPCOM
MS Windows base application designed to play a role of a telephone switchboard, giving user powerful soft-phone tools at hand
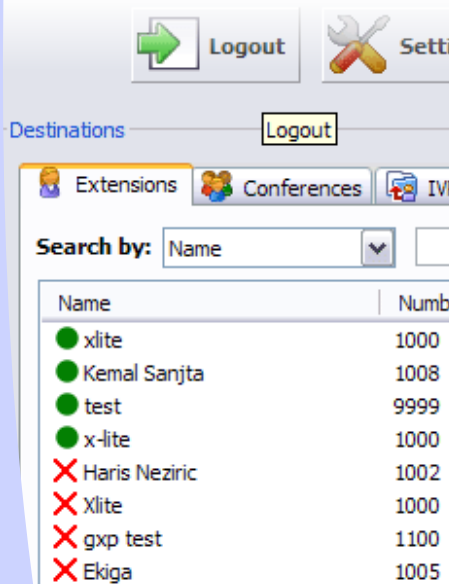
outCALL
Designed for integration with MS Outlook giving users powerful tools at hand for placing and receiving calls.

User Self Care
Extension of administration interface used by the extension owner. Through this interface users can basically manage their own extensions and help themselves when needed.

PBXware
General Features

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Standard Features
- Up to 16 Extension(s)
- PSTN/VoIP Trunks
- IVR Auto Attendants
- Music On Hold
- Instant Messaging Server
- Networking and Branch Support
- Least Cost Routing
- DIDs
- Operation Times
- Name Directory
- Emergency Trunks
- Dynamic IP Support
- Ring Groups

System Administration
- Administration Sessions
- Web Browser Administration
- Role Based Administration

Setup and Configuration
- Unimited Expandability
- System Setup Wizard
- Phones Auto Provisioning
- Trunks Auto Configuration
- System Locality
- Service Providers Templates

Delivery Method(s)
- CD
- Appliance
- Tarball
- SERVERware

End User Applicatons
- Optional Outlook Integration
- User Self Care

Customisation & Reliability
- Services Monitoring
- System Sound Administration
- System Alarms
- System Backup
- Auto Updates
- Powerful Reporting
- Custom Extensions
- File System Rotation

Voicemail - Unified Messaging
- Enhanced Voicemail
- Operator/Exit Digit
- Unified Messaging
- TimeZones Support
- Voicemail Groups

Product/Customer Support
- Optional Customer Support
- Comprehensive Documentation

PBXware
About the Company

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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