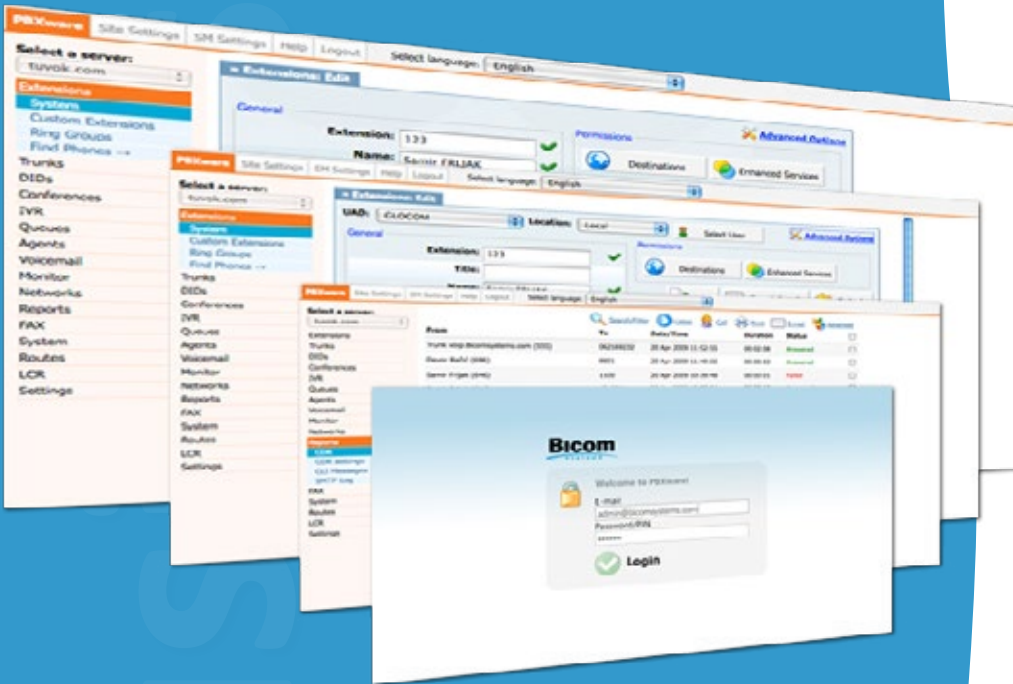


Business
edition



PBXware Business Edition

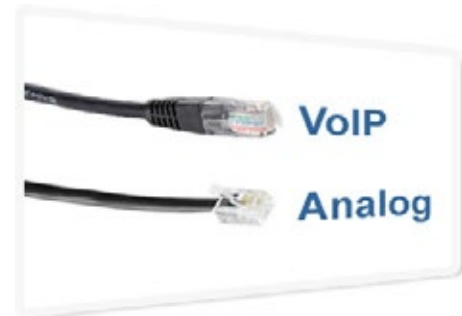
PBXware Business Edition provides the business class with features that meet today's demanding communications needs that all businesses face.

In addition to the standard features of all New Generation IPPBXs, Bicom System's Business Edition includes comprehensive enhanced services, telephony applications, system administration, end user applications, customization, reliability, and setup and configuration features in a truly scalable manner.



VoIP/Analog Phones

PBXware supports VoIP and traditional PSTN telephony technologies.



PSTN, ISDN PRI/BRI

- Digium
- Sangoma

Call Center Communicator

- VoIP Soft Phone
- Instant Messaging Client
- Operator Panel
- Conference Administration
- Call Center Communicator
- Fax Send/Receive
- MS Windows Desktop Application



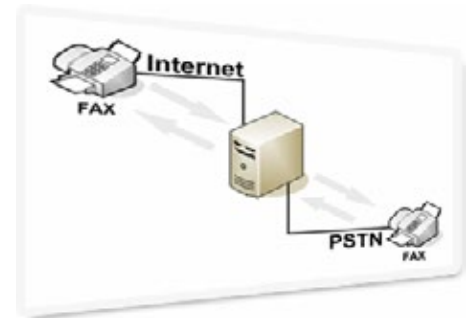
Comprehensive User Features

- | | |
|---------------------------|--------------------------|
| • Group Hunt | • Listen to Recordings |
| • Call Forwarding | • Call Monitoring |
| • Call Park | • Phone Callback |
| • Instant Recording | • Overhead Paging |
| • Call Pickup | • Paging/Intercom |
| • Call Filters & Blocking | • Remote Access |
| • Speakerphone Page | • Personal IVR |
| • Directory / BLF List | • Monitoring Conferences |



Fax Over IP (FoIP)

Fax Over IP and traditional PSTN faxing allows the exchange of fax calls between two fax machines, connected to a network (Internet) or/and to a traditional phone line.



Call Recording And Barging

Real time call monitoring allows authorized users to monitor and listen to 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.



Unified Messaging Support

- Voicemail
- Instant Messaging Chat,
- Faxing (PSTN, FoIP, FoE)
- SMS



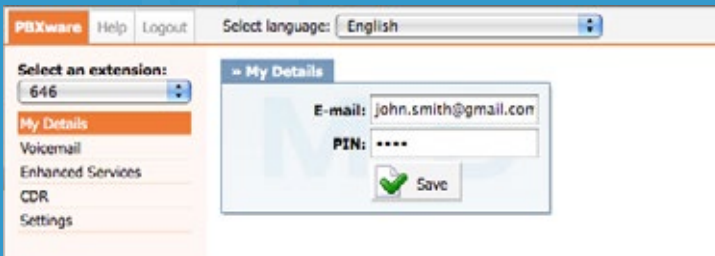
Call Routing Support (LCR)

Define a preferred VoIP or PSTN provider for specific destinations.

USA	Primary	Secondary
Destination Group	Wpeer.RS	Epeer-in.R
Special Service	Wpeer.RS	Epeer-in.R
All States	Wpeer.RS	Epeer-in.R
Toll Free	Wpeer.RS	Epeer-in.R
Alaska	Wpeer.RS	Epeer-in.R
Hawaii	Wpeer.RS	Epeer-in.R

Web User Self Care

This features management and administration of:
 User E-mail address and PIN



Voicemail

MSG	Caller	Date	Duration	Type
0000	"John Smith" <696>	Thu Jul 30 14:48:57 2009	00:07	wav49 (9.9k)
0001	"David Pedroni" <696>	Thu Jul 30 14:50:00 2009	00:06	wav49 (9.26k)
0002	"Ivan Nordheim" <696>	Thu Jul 30 14:51:19 2009	00:06	wav49 (8.56k)
0003	"Kevin Graham" <696>	Thu Jul 30 14:51:59 2009	00:13	wav49 (19.86k)

Enhanced Services

» Enhanced Services (sorted by priority)	
01	Caller ID Edit
02	Call Pickup Edit
03	Instant Recording [*159] Edit
04	Remote Access Edit

CDR (Call Details Records)

From	To	Date/Time	Duration	Status
Volk Johntra (646)	421584	30 Jul 2009 11:46:41	00:00:38	Not Answered
Volk Johntra (646)	8869	30 Jul 2009 10:30:19	00:00:01	Failed
Volk Johntra (646)	Volk Johntra (646)	29 Jul 2009 15:27:33	00:00:00	Answered
Volk Johntra (646)	8899	28 Jul 2009 15:55:40	00:00:01	Failed
Volk Johntra (646)	065024477	28 Jul 2009 08:55:06	00:00:35	Answered
Volk Johntra (646)	065024477	28 Jul 2009 08:53:42	00:00:17	Not Answered
Volk Johntra (646)	061189817	28 Jul 2009 07:54:36	00:01:31	Answered
Volk Johntra (646)	061189817	28 Jul 2009 07:46:48	00:00:43	Not Answered
Volk Johntra (646)	032440070	27 Jul 2009 16:53:26	00:00:48	Answered
Volk Johntra (646)	032444520	27 Jul 2009 15:51:59	00:00:36	Answered
Volk Johntra (646)	032444520	27 Jul 2009 15:47:03	00:00:07	Not Answered

From	To	Date/Time	Duration	Billing	Cost
John Smith (8864)	John Smith (8864)	19 Feb 2013 15:05:31	00:06:17	00:06:12	
John Smith (8864)	0038761853715	19 Feb 2013 15:05:31	00:00:05	0	
John Smith (8864)	Samir Frljak gloCOM (8865)	19 Feb 2013 15:05:31	00:00:05	0	
John Smith (8864)	07886369476	19 Feb 2013 13:31:25	00:05:55	00:05:48	0.361
John Smith (8864)	07886369476	19 Feb 2013 13:30:33	00:00:45	00:00:37	0.043
John Smith (8864)	John Smith (8864)	19 Feb 2013 13:29:47	00:00:38	00:00:23	

Select an extension:

8864

My Details

Voicemail

CDR

Settings

Destinations →

Sound Converter

- Sound Converter Wizard
- Audio formats supported .gms, .ulaw, .alaw and .sln
- Files Automatically Upload

outCALL

- MS Outlook Integration
- Click To Call
- Real-Time Popup Call Notification
- Unlimited Language Support

Presence Panel

- Monitor Extensions
- Extension Status
- Click To Call
- Color Coded

Softphone / Webphone

- Live Interaction
- Calling Using PC and VoIP



Lower Costs PBXware supports PSTN and/or VoIP technologies which, together and with included least cost routing, lowers total communication costs.

Easy Moves Should the system need to be moved to another physical location, there is no need for rewiring since it uses the existing data network.

Higher Productivity Remote working features, remote access, and remote extensions are included, resulting in higher productivity for your employees.

Reduced Maintenance Costs PBXware includes a simple to use, yet very advanced web administration interface. It allows your organization to delegate system administration to the appropriate personnel. This, in turn, reduces system maintenance costs.

Scalable Proven Solution PBXware has had many thousands of installs that have helped build a thoroughly tested product

Wide range of supported handsets! PBXware supports a wide variety of handsets: Snom, Sipura, Grandstream, Cisco, Lynksys, Polycom & Aastra are some of the supported manufacturers. Each handset has its own set-up guide, full install guide, and most are auto provisioned.

Legacy Compatibility PBXware supports traditional PSTN technology



Standard System Features

Tenant(s)/Resellers(s)	1
Multiple Languages	•
Standard or E164 Routing mode	•
Conferences Permissions	•
Remote Mobile/Cell Extension	•
Astmanproxy/Asterisk manager	•
CDR Search	•
Extension(s)	1000
PSTN/VoIP Trunks	∞
IVR Auto Attendants	∞
Conferencing	∞
Enhanced ACD Queues	
Music On Hold	•
FAX over IP (FoIP) with T.38 technology	•
Instant Messaging Server	•
Networking and Branch Support	•
Least Cost Routing	•
Ring Groups	•
Call Recording	∞
Call Monitor	∞
Fax Files Removal	•
Queue statistic enhance filtering	•
OSC Destinations	•
OSC Enhanced Services availability	•
Channel(s) Limit Warning	•
IVR/Queues Custom Ring Tones	•
Monitor E-mail Template	•
Call Recordings Auto Mailing	•
RAM Disk	•
Operation Times Access Code	•
Queues Operation Times	•
Fax Exists Icon	•
MOH Download	•
Reboot Snom Phones	•
Caller ID From Group Hunt Over Trunk	•
CALLER ID = DNIS	•
Operation Times ON/OFF	•
Monitor Announcement	•
Extension Notes	•
DID Do Not Show	•

Standard System Features

Extension Search By Default	•
Search Extension By MAC	•
Trunk Number	•
Support For Modal Dialogs	•
HTTP Only Mode	•
DID To ES/CID	•
Check if outgoing number	•
System Wide/Per Extension On/Off	•
User Label	•
Polycom Phone Directory	•
Call Parking Time and Return Extension	•
Call Remote Extension to DID	•
Encrypted SIP signaling	•
Encrypted audio	•
QoS audio packets tagging	•
Microsoft Lync compatible	•
BLF parking slots monitoring	•

Delivery Method(s)

CD	•
Appliances	•
SERVERware	•

Call Center Applications

AQMON	
AgentCOM	
Queues Callback	
Call Agents	
Skills Based Routing	
Queue and Agent Statistics	
Real Time Queue - Agents Monitoring	

Billing

CDRs	•
Real Time Telephony Billing	0

LEGEND

Yes	•	Optional	0
Unlimited	∞	Not Available	

System Administration

Web Browser Administration	●
Role Based Administration	●
Multi Site Administration	●

Setup And Configuration

Unlimited Expandability	●
System Setup Wizard	●
Phones Auto Configuration/Provisioning	●
Trunks Auto Configuration	●
Service Providers Templates	●

Enhanced Services

Follow Me	●
Group Hunt	●
Call Forwarding	●
Do Not Disturb	●
Caller ID	●
Last Caller	●
Call Park	●
Instant Recording	●
Call Pickup	●
Call Filters & Blocking	●
Speakerphone Page	●
Directory/BFL List	●
Speed Dial	●
Monitor Queues	●
Web Callback	●
Delete Recordings	●
Listen To Recordings	●
Call Monitoring	●
Phone Callback	●
Monitoring Conferences	●
Overhead Paging	●
Paging/Intercom	●
Remote Access	●
Personal IVR	●
Online User Directory	●

Enhanced Services

Operation Times ON/OFF from a Phone	●
Pause/Unpause Recording	●

System Customization & Reliability

Services Monitoring	●
System Backup	●
Powerful Reporting	●
Custom Extensions	●

Voicemail

Enhanced Voicemail	●
Operator / Exit Digit	●
Unified Messaging	●
Time Zones Support	●
Voicemail Groups	●

Product / Customer Support

Firmware Updates	●
Customer Support	
<i>Standard</i>	●
<i>Enhanced</i>	●
<i>Emergency</i>	●
Comprehensive Documentation	●

Desktop / Web User Applications

gloCOM	●
Sound Converter	●
outCALL	○
User Self Care	●
Presence Panel	●

CRM / CTI Integration On Request

SugarCRM	●
Sales Force	●

LEGEND

Yes	●	Optional	○
Unlimited	∞	Not Available	

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.

Bicom Systems (USA)
3901 S OCEAN DR Suite 9E
Hollywood
Florida
33019
United States
Tel: 1-954-278-8470
Fax: 1-954-278-8471
sales@bicomsystems.com

Bicom Systems (UK)
Rockware Business Centre
5 Rockware Avenue
Greenford
London
UB6 0AA
United Kingdom
Tel: +44 (0)20 3399 8800
Fax: +44 (0)20 3399 8801
sales@bicomsystems.com

Bicom Systems (France)
188 Route de Blessy
St. Quentin
Aire-sur-la-Lys
62120
France
Tel: +33 3 61 08 01 32
Fax: +44 20 33 99 88 99
sales@bicomsystems.com

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