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TELCO-in-a-BOX

Growth

TELCO-in-a-BOX

The latest project of Bicom Systems providing a turnkey multi tenant system to start-ups and estabilished providers.

Package Contents:

- **Bicom Systems Certified miniRACK Appliance**
  fully working telephony system which is
  out of the box plug and talk ready.
- **PBXware Multi Tenant**
  a powerful platform to serve the IP-PBX market.
- **TELCOware Billing Platform**
  fully featured telecom billing solution.
- **gloCOM SoftPhone**
  desktop communicator application.

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S Y S T E M S

Complete service platform for today's modern Telecom/ISP

Distributed, redundant scaling solution to an unlimited number of extensions and trunks in a compact form factor.

Standard System Features

CPU	**2x Intel Xeon E5504 Quad-Core 2.00GHz, 4MB Cache, 4.8GT/s QPI**
Memory	**6GB (6 x 1GB) Operating at 1333MHz Max (DDR3-1333 ECC Unbuffered DIMMs)**
Chasis	• **Form Factor: 2U rackmount chassis** • **Height: 88 mm, 3.47"** • **Width: 438 mm, 17.25"** • **Depth: 724 mm, 28.5"** • **Weight: 43 lbs / 68 lbs pkg weight**
SATA	**6x SATA 3.0 (6Gbps) with RAID 0, 1**
IPMI	• **Support for Intelligent Platform Management Interface v.2.0** • **IPMI 2.0 with virtual media over LAN and KVM-over-LAN support** • **Winbond® WPCM450 BMC**
Network controlers	• **Intel® 82576 Gigabit Ethernet Controller** • **Supports 10BASE-T, 100BASE-TX, and 1000BASE-T, RJ45 output** • **Intel® I/OAT 3 support** • **VMDq support** • **1 Realtek RTL8201N PHY (dedicated IPMI)**
Graphics	**Matrox G200eW**
Input/Output	• **2 RJ45 LAN ports** • **1 RJ45 Dedicated IPMI LAN port** • **4x USB 2.0 ports (2 rear, 2 via header)** • **1x VGA port** • **1 x PCIe 2.0 x16** • **Slim External DVD Writer USB w/ AC Power**
Rail Kit	• **Quick-Release Rail Kit for Square Holes, 19 - 26.6 inches**
InfiniBand	• **Infinihost III InfiniBand with CX4 connector** • **OR ConnectX DDR InfiniBand with QSFP connector** • **OR ConnectX QDR InfiniBand with QSFP connector**

Environment

Temperature I/0	**Working: 10°C to +35°C** **Storage: -40°C to +70°C**
Power supply	• **Redundant 1400W high efficiency power supply with PMBus** • **80 PLUS Gold Certified**
AC Input	• **1100W: 100 – 140V, 50 – 60Hz, 9.5 – 13.5 Amp** • **1400W: 180 – 240V, 50 – 60Hz, 7.0 – 9.5 Amp**
Power Supply Safety	• **USA – UL listed, FCC** • **Canada – CUL listed** • **CCC Certification** • **EN 60950 / IEC 60950 Compliant Europe / CE Mark** • **Germany – TUV Certified**

To read detailed specifications visit Bicom Systems official web site.

Unlimited Tenant Companies

PBXware Multi-tenant Edition offers an unlimited number of tenant companies, resellers, and extensions, allowing hosted IP-PBX services.

Real-time Telephony Billing

Real-time telephony billing supporting inbound/outbound industry standards. Features included:

- Unlimited service plans with inclusive minutes
- Connection, minimum charge
- Grace periods
- Enhanced services and calling features packages per subscriber
- Calling destination permissions
- Subscribers balances administration
- Charge periods (per second, per minute, 6/6, 6/30, 30/30, 30/60)
- Support for master/slave subscribers
- Subscriber credit limit
- Email reminder balance

Comprehensive Role Based Administration

System administrators are able to create groups and users permissions in order to delegate the administration of PBXware. Users are grouped by: Administrator, Site Admin, Operator, Supervisor, Manager, and Other Custom Groups...

System Availability 99.999%

Our clients' businesses depend on the highest availability which is why we provide the highest level of system availability possible.

API

Allows third parties to create software to inter-act with PBXware in order to manage Extensions, Trunks, DIDs, IVRs, CDRs, Routes, and Tenants using HTTP protocol.

Comprehensive User Features

- Group Hunt
- Call Forwarding
- Call Park
- Instant Recording
- Call Pickup
- Call Filters & Blocking
- Speakerphone Page
- Directory / BLF List

- Listen to Recordings
- Call Monitoring
- Phone Callback
- Monitoring Conferences
- Overhead Paging
- Paging/Intercom
- Remote Access
- Personal IVR

High Performance Cluster Ready

- Optional realtime cluster
- Optional SIP proxy
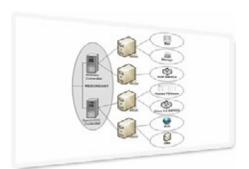- Optional Network Database/File System

outCALL

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

Presence Panel

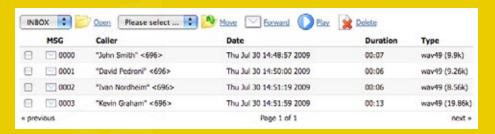- Monitor Extensions
- Extension Status
- Click To Call
- Color Coded

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Web User Self Care

This features management and administration of:

User E-mail address and PIN

Voicemail

Enhanced Services

CDR (Call Details Records)

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	00:00:00	0
John Smith (8864)	Samir Frijak gloCOM (8865)	19 Feb 2013 15:05:31	00:00:05	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	

Search/Filter · Call · Print

Select an extension: 8864
- My Details
- Voicemail
- CDR
- Settings
- Destinations →

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gloCOM Softphone

gloCOM is a desktop and mobile application that brings communications into the whole new dimension. It is designed to enhance and simplify day-to-day communication experience.

Main features

- Available on all Desktop platforms
  Windows, Apple & Ubuntu Linux
- Audio calls via VoIP or PSTN
- HQ Video calls
- Voice & Video Conferencing
- Instant messaging
- File transfer & Screen sharing
- Automatic provisioning
- Integrated billing
- Browser integration
- Contacts integration
- Faxing via default system client
- CRM integrations
- Outlook integration
- Google contacts integration
- Online self care
- Presence panel
- Status messages
- Drag & Drop actions
- Deskphone integration

- Available in Free & Business Edition
  Features depending of Edition.

To read detailed specifications visit Bicom Systems official web site.

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TELCOware

TELCOware is fully featured telecom billing solution designed for native integration with Bicom Systems PBXware telephony switch.

TELCOware comes in two editions:

• SERVER
Server Edition of TELCOware is designed for integration with one PBXware telephony switch.

• NETWORK
Network Edition of TELCOware is designed for unlimited integration with PBXware telephony soft switches spread geographically.

Main features
- Recurrent Invoices
- Unlimited Packages & Service Plans
- Custom Invoices
- Outstanding Balances
- CDR Mediation
- Customer Subscriptions
- Unlimited Projects, Tasks, Tickets & Prices
- Web Based or Email Client Customer Ticketing
- Unlimited Categories and Items
- Time and Quantity Based Discounts
- Unlimited Website Pages with CMS
- Display Modes and Publishing Option
- Item Add-ons
- System to Account(s) Messages
- Call Spend and Call Billed View

To read detailed specifications visit Bicom Systems official web site.

Standard System Features

Feature	
Tenant(s)/Resellers(s)	∞
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

Feature	
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)

Method	
CD	●
Appliances	●
SERVERware	●

Call Center Applications

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

Billing

Item	
CDRs	●
Real Time Telephony Billing	O

LEGEND

Yes	●	Optional	O
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

Standard	●
Enhanced	●
Emergency	●
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*	O
Unlimited	∞	*Not Available*	

How to become an ITSP?

Are you starting or expanding an Internet Telephony Service Provider?

We are here to help you. We draw from years of real-life experience across the industry and around the world. Our whitepaper '*How to Start an ITSP*' outlines the process to start and run an ITSP. Simply follow the steps we've prepared and you will be making sales in no time!

Contact one of our *Account Managers* to get your FREE copy of 'How to Start an ITSP' and we'll help you get started today!

What Kind of Business do You Run or Want to Run?

Our whitepaper contains relevant and money-making ideas that will give you the jumpstart you've been waiting for, regardless of what type of business you run or want to start.

Once you're ready, we have *packages for everyone* from Incumbent Service Providers to CLECs, from ISPs to VARs and phone system dealers, for VoIP Entrepreneurs and everyone else that is 'like a telephony provider'. Simply choose your package and watch the pieces fall into place today!

Our *Case Studies* provide a glimpse at what PBXware, SERVERware, and TELCOware can do for your company or organization. They are the success stories of companies that chose Bicom Systems and quickly experienced growth and improvement.

What are you waiting for? Contact Bicom Systems today and let's get started!

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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.

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