

HSB IPBX Licensing and Upgrades

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Every HSB IPBX model has every feature; the license only sets capacity and extras. Registration is free, upgrades are a key entered on the License page, and software updates install with one click.

Models and limits

Model	Extensions	SIP trunks	Call center agents	Extras
Not registered	2	1	0	—
HSB IPBX-20 (free)	20	4	5	—
HSB IPBX-50	50	8	15	Cloud remote access, integrations (coming soon), priority support
HSB IPBX-100	100	16	30	Cloud remote access, integrations (coming soon), priority support
HSB IPBX-200	200	32	60	Cloud remote access, integrations (coming soon), priority support

Call center agents count both queue agents and HSB-Call Wave agent logins. You see your current model and usage under **Maintenance → License**.

Get your free license

A new installation starts **not registered** (2 extensions, 1 trunk) and shows a yellow bar until you activate a key.

1. Open **Maintenance → License** (or click **Register free** in the yellow bar).
2. Enter company name, contact name, email and phone → **Get my free license key**.

3. The key arrives by email from license@hiddensystemssecurity.com. Not there? Check spam, or click **Send it again**.
4. Enter the key (XXXXX-XXXXX-XXXXX-XXXXX) → **Activate**.

The model changes to **HSB IPBX-20** immediately. The PBX needs internet access to register, activate and check in.

Upgrade to more users

1. On **Maintenance → License**, click **Request upgrade**. An email opens to license@hiddensystemssecurity.com with your company name, **Device ID** and current model filled in — add the model you need and send it.
2. You receive an upgrade key by email. It is issued for your PBX only.
3. On the License page, enter it under **Upgrade key → Activate**.

The new limits apply at once. Extensions, trunks, queues and all other settings stay exactly as they are — no reinstall, no restart.

Reinstalling or moving to new hardware

A license key belongs to one PBX, identified by its **Device ID**. A reinstall or a new server gets a new Device ID, so the old key won't activate there by itself.

1. Before you start, make a backup under **Maintenance → Backup** and note the Device ID on the License page.
2. Install the new system.
3. Email license@hiddensystemssecurity.com with your company name, the old Device ID and the new one (shown on the new License page). We release your key so it can be activated again.
4. Activate the key on the new system, then restore your backup.

Software updates

Updates are free for every model and install from **Maintenance → Upgrade**.

1. Click **Check for updates**. If a newer version exists, the page shows its number and what's new.

2. Choose a quiet moment — the web service restarts and calls in progress may drop — then click **Install update**.
3. Watch **Update status**: checking the package → backing up → installing → restarting → **Completed**. The page reloads; sign in again if asked.

Safety built in: before installing, the PBX backs up its software, settings and phone system configuration, and checks the download is genuine. If the new version doesn't start, it restores the previous version by itself.

Roll back last update restores the software *and settings* from just before the last update — changes made since then are undone. Use it only if an update causes a problem.

No internet on the PBX? Ask support for the update file, then use **Install from file** on the same page.

Messages explained

Message	Meaning and what to do
This PBX is not registered yet	Register on the License page to unlock HSB IPBX-20 for free
Enter the free license key we emailed you	Registration is done; activate the key from the email
Your license allows N extension(s) / trunk(s) / agent(s)	You've reached your model's limit; request an upgrade
Cloud remote access is included in HSB IPBX-50 and above	Cloud mode needs a paid model
This license key is not valid	Check the key for typing errors; copy it straight from the email
This license key was issued for another PBX	The key is tied to a different Device ID; contact us
This license key is already activated on another PBX	Common after a reinstall; ask us to release it
Could not reach the HSB license service	The PBX has no internet access; check gateway and DNS
You are running the latest version	No update needed

Licensing questions: license@hiddensystemssecurity.com · technical help: support@hiddensystemssecurity.com · +973 16609158