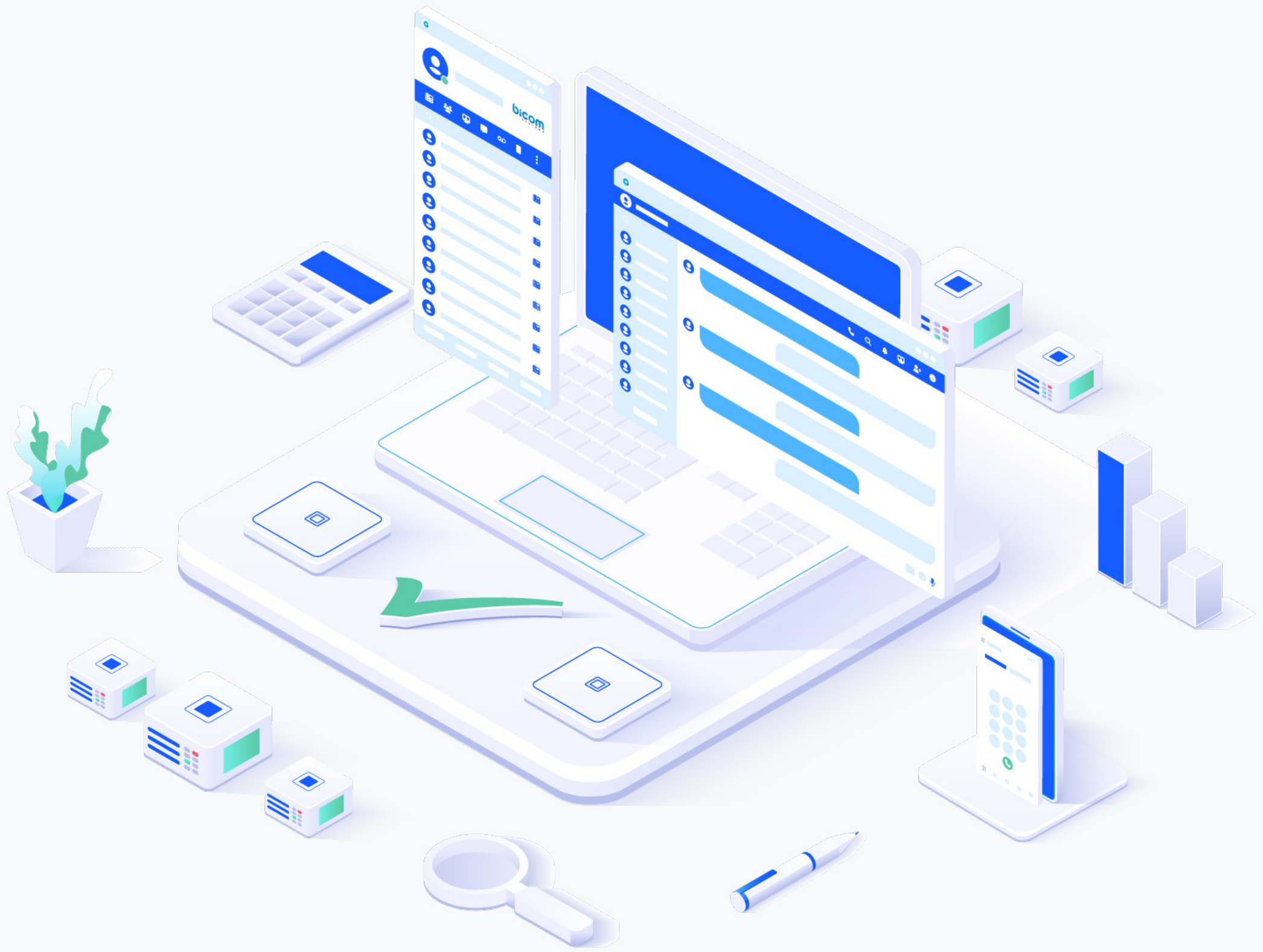


RELEASE NOTES

gloCOM 7.5.0

wiki.bicomsystems.com

Table of Contents

gloCOM Desktop

Edit outgoing text messages 1

Added Single Sign-On (SSO) authentication 2

Chat Topics/Threads 4

gloCOM Web 7

Added Single Sign-On (SSO) authentication 7

Chat Topics/Threads 8

Edit outgoing text messages 11

Avatar editor 12

“System settings” as an option in app themes 12

Meeting integration 13

Invite participants via extension and email 13

Organizer and co-organizer actions 14

Minimize ongoing meetings into a floating Picture-in-Picture (PiP) Window 15

Meeting recording functionality 17

Meeting options 17

Meeting pre-join screen for external participants 19

gloCOM GO

iOS 21

Chat Topics/Threads 21

Single Sign-On (SSO) authentication 23

Edit chat messages 25

Take over active calls from another device 27

Pop-up alert to export SMS history after app upgrade 28

Support for storing and exporting call quality metrics 29

Handle SMS error code for insufficient funds when sending a message..... 30

Android 31

Chat Topics/Threads 31

Single Sign-On (SSO) authentication 33

Edit chat messages 35

Take over active calls from another device 37

Pop-up alert to export SMS history after app upgrade.....38

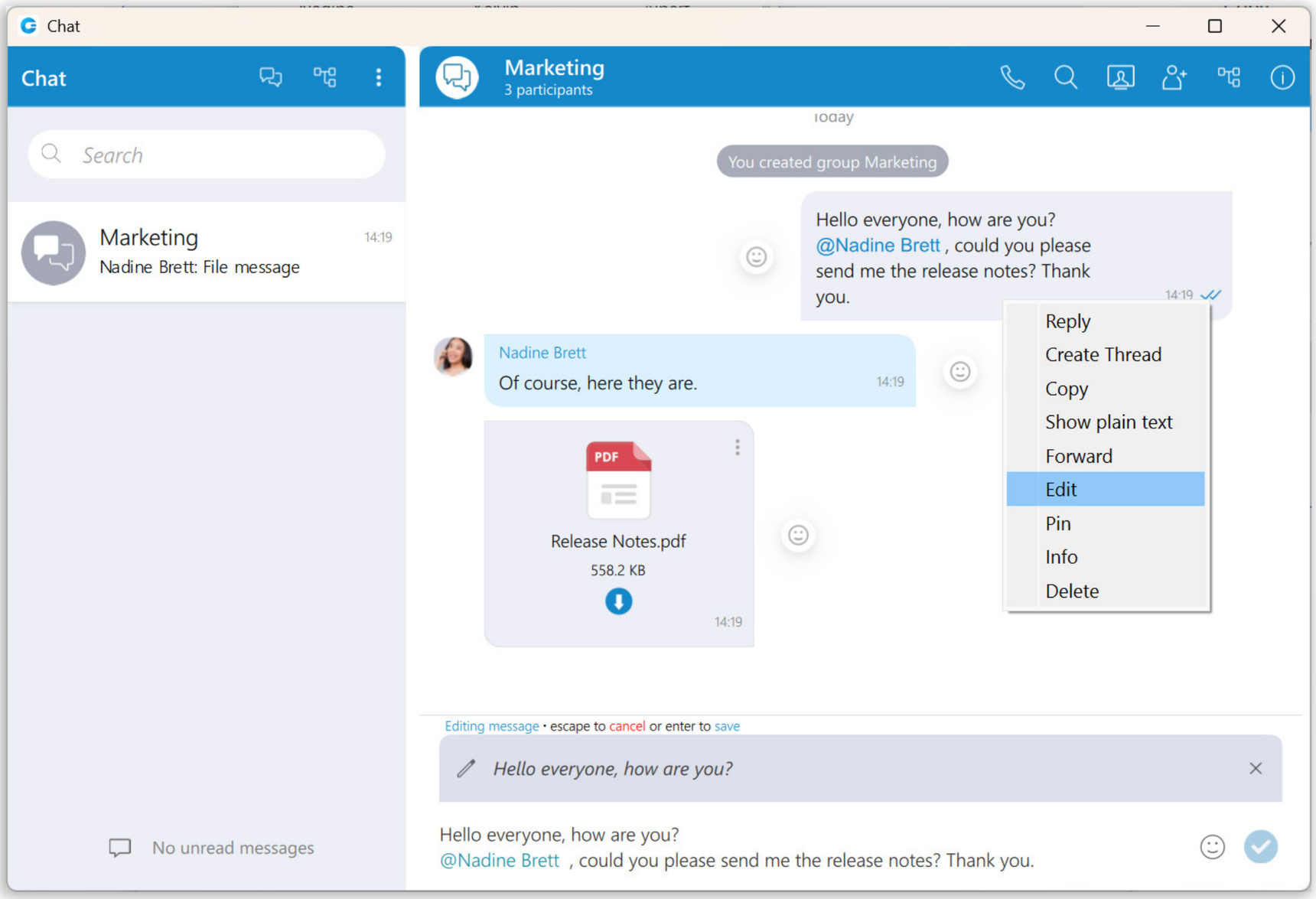
Support for storing and exporting call quality metrics 39

Handle SMS error code for insufficient funds when sending a message.....40

Edit outgoing text messages

The **Edit** option allows users to modify outgoing text messages. To edit a message, right-click on it and select the Edit option from the drop-down menu. The message that the user wants to edit will appear above the input field. By clicking on it, it will take the user to the original message.

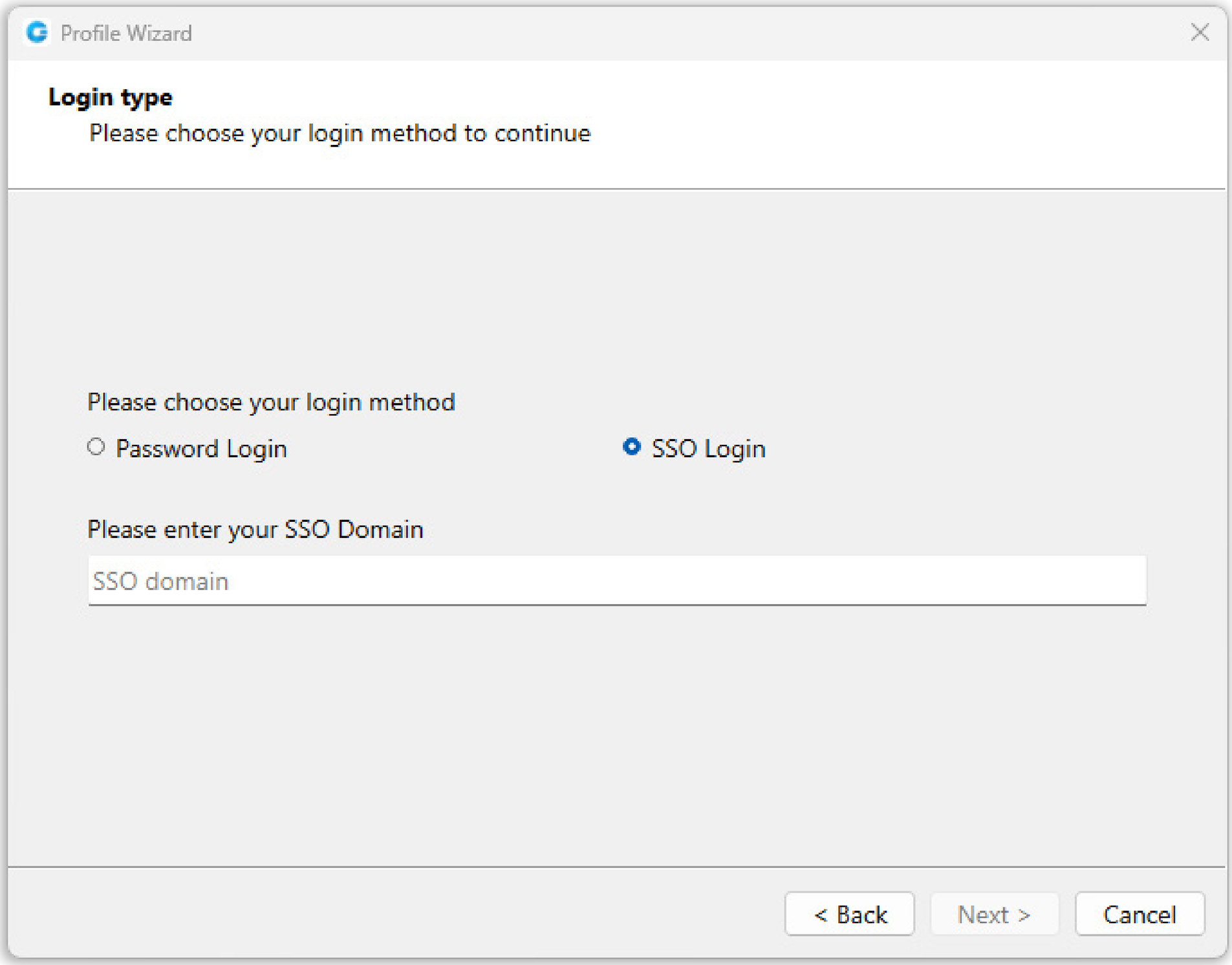
Note: Edited messages will have an Edited indicator displayed inside their bubble.



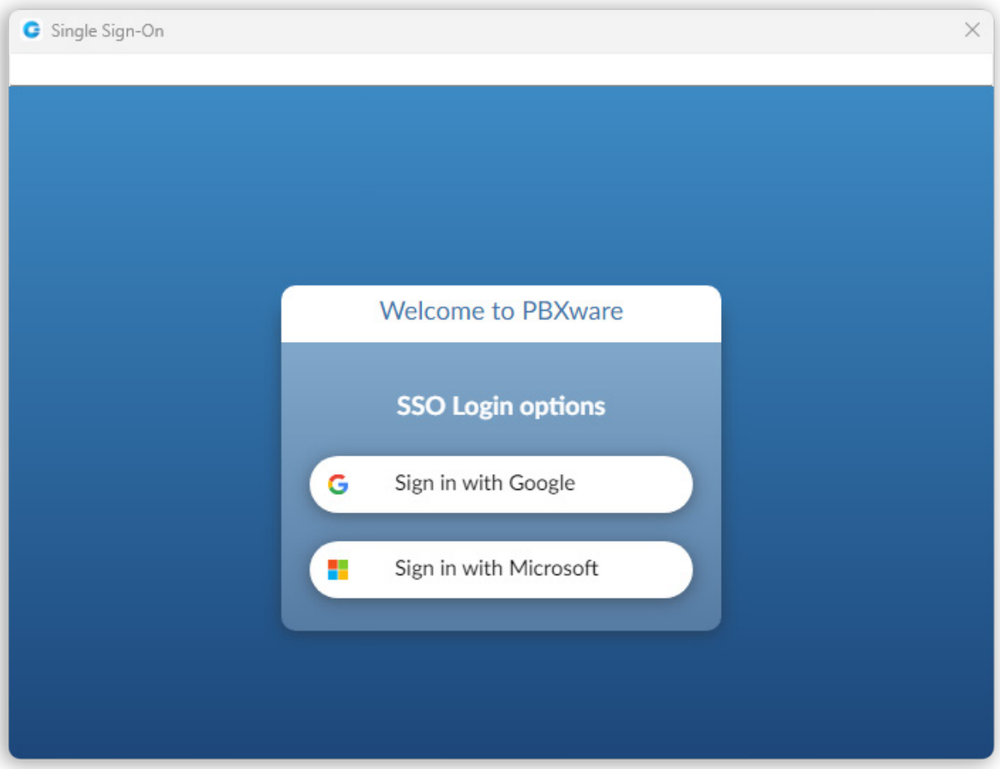
Added Single Sign-On (SSO) authentication

Single Sign-On (SSO) allows users to use one set of credentials to log in to multiple websites and applications.

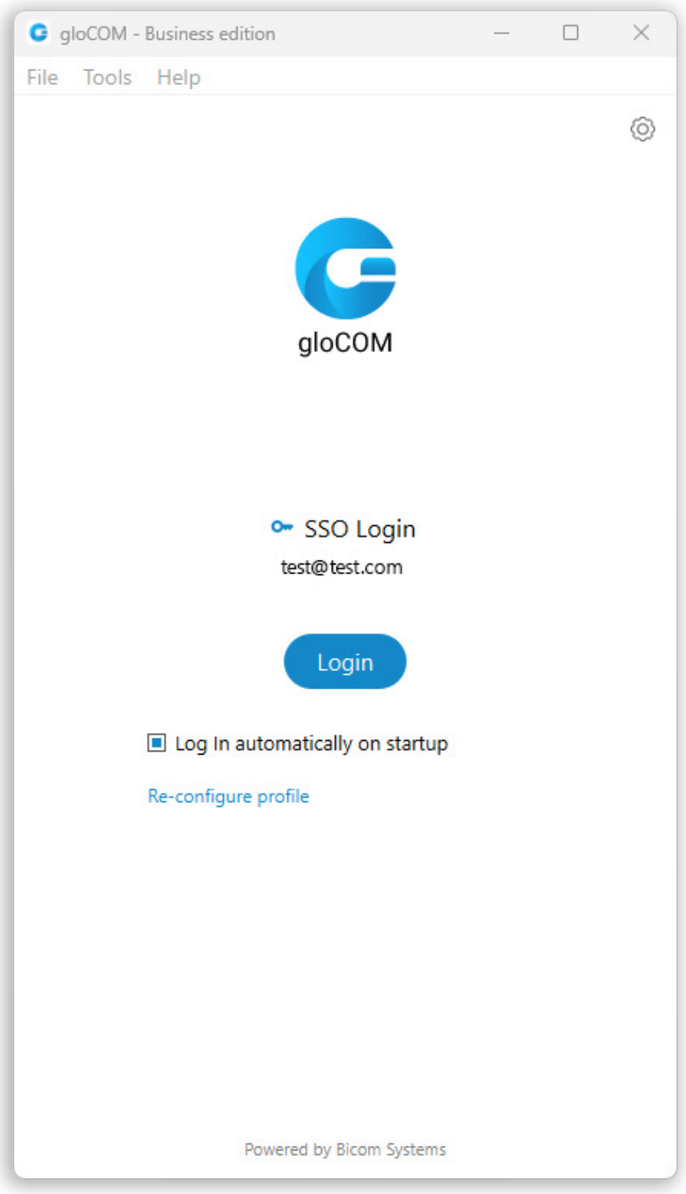
After installing and running the gloCOM app, the **Profile Wizard** will pop up, asking the user to create a gloCOM profile in order to use the app. While creating the profile, users will need to select which login method they want to use.



When selecting the **SSO Login method**, the user will need to provide their **SSO domain**. After providing it and clicking the **Next** button, they will be asked whether they want to use their Google or Microsoft account in order to use the **SSO login method**.



If they select the Password Login method, they will need to use their email and password in order to use the app. However, the SSO Login method can still be configured by clicking on the SSO Login link on the login screen.

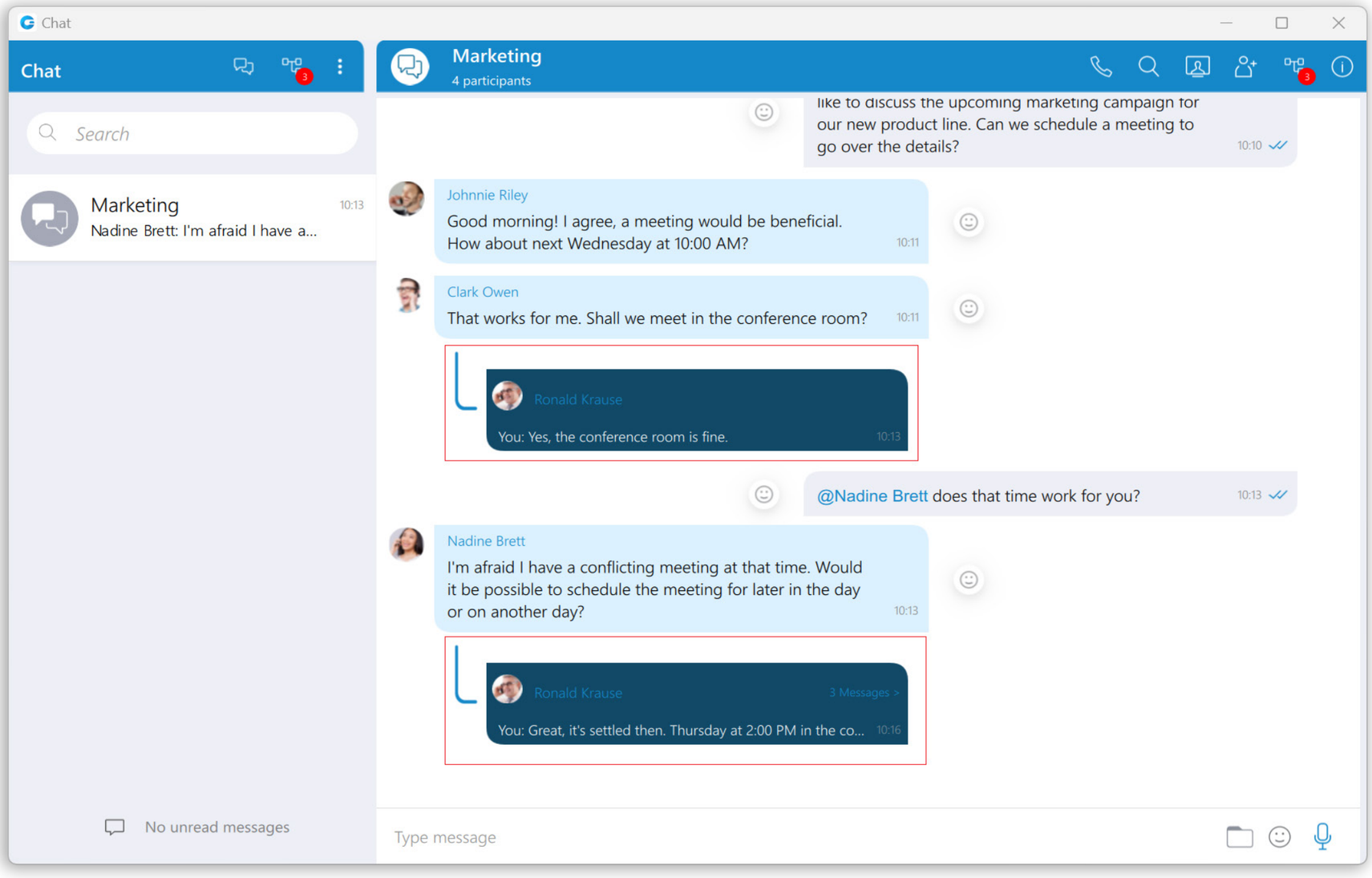


Note: When logging out of the app, users will be asked whether they want to delete the SSO token.

Please note that this feature needs to be enabled in a license and configured on PBXware before it can be used.

Chat Topics/Threads

Threads, as a feature, allow users to start multiple conversations within group chat conversations, enabling parallel discussions within groups.

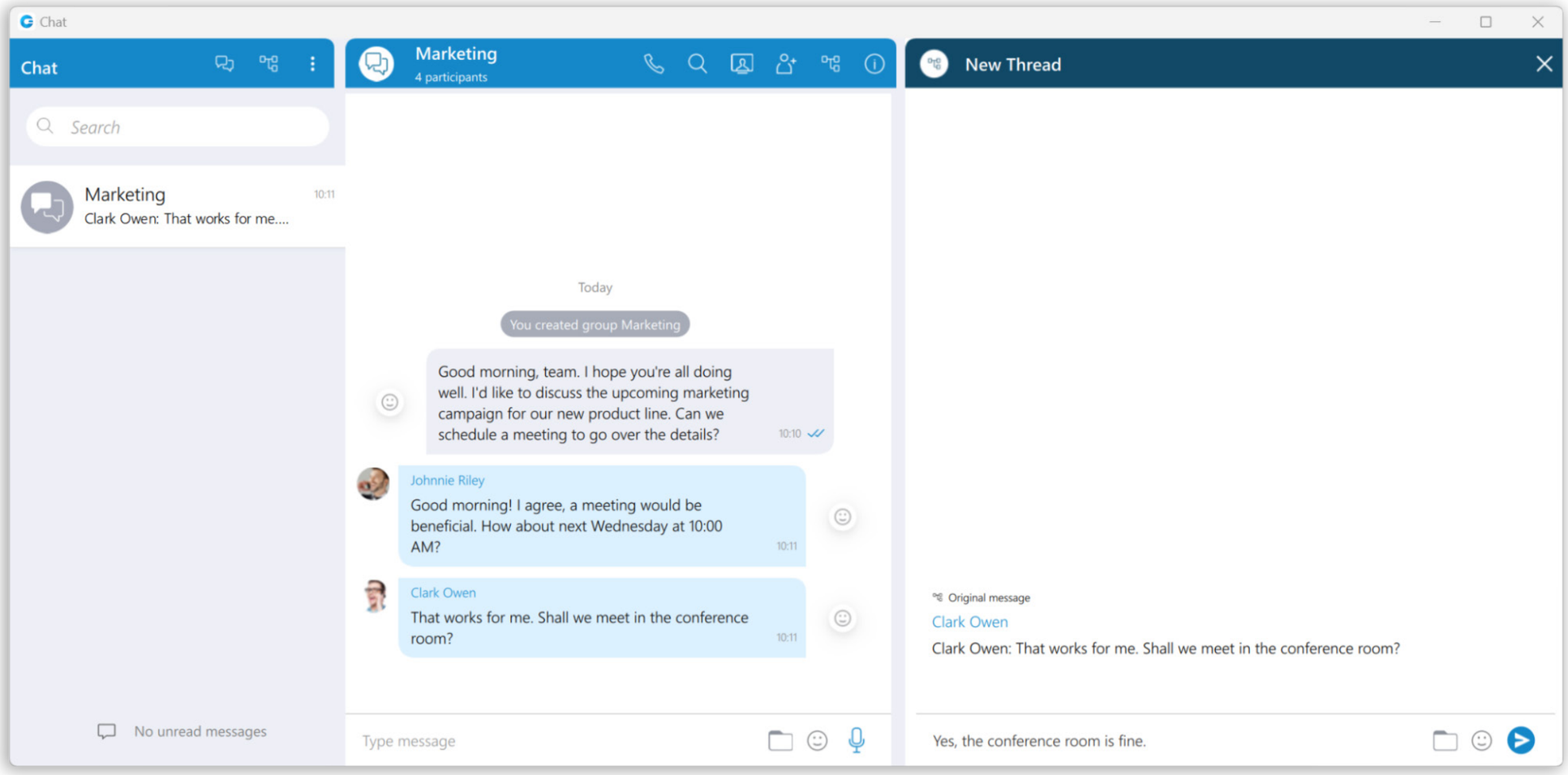


Note: A thread can only be created from text messages.

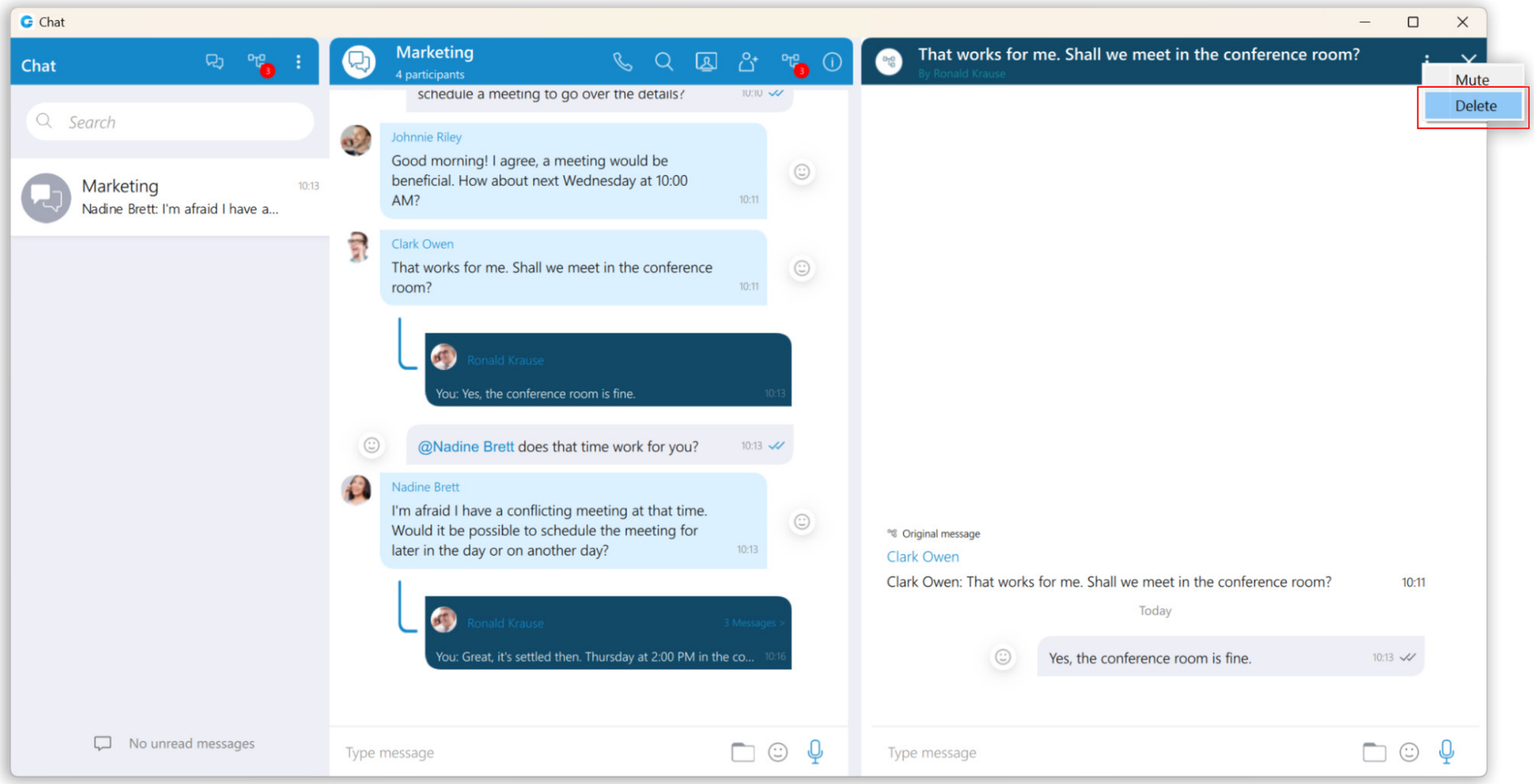
To create a thread, right-click on the text message within the group chat conversation, select the Create Thread option from the drop-down menu, and send a message in order to create a thread. Threads support all message types that are supported in chat conversations.

The thread creator can also specify a Thread Name while creating a thread by entering it in the designated field. If the name is not specified, the thread’s name will be the message from which the thread was created.

Note: The thread name cannot be longer than 100 characters.



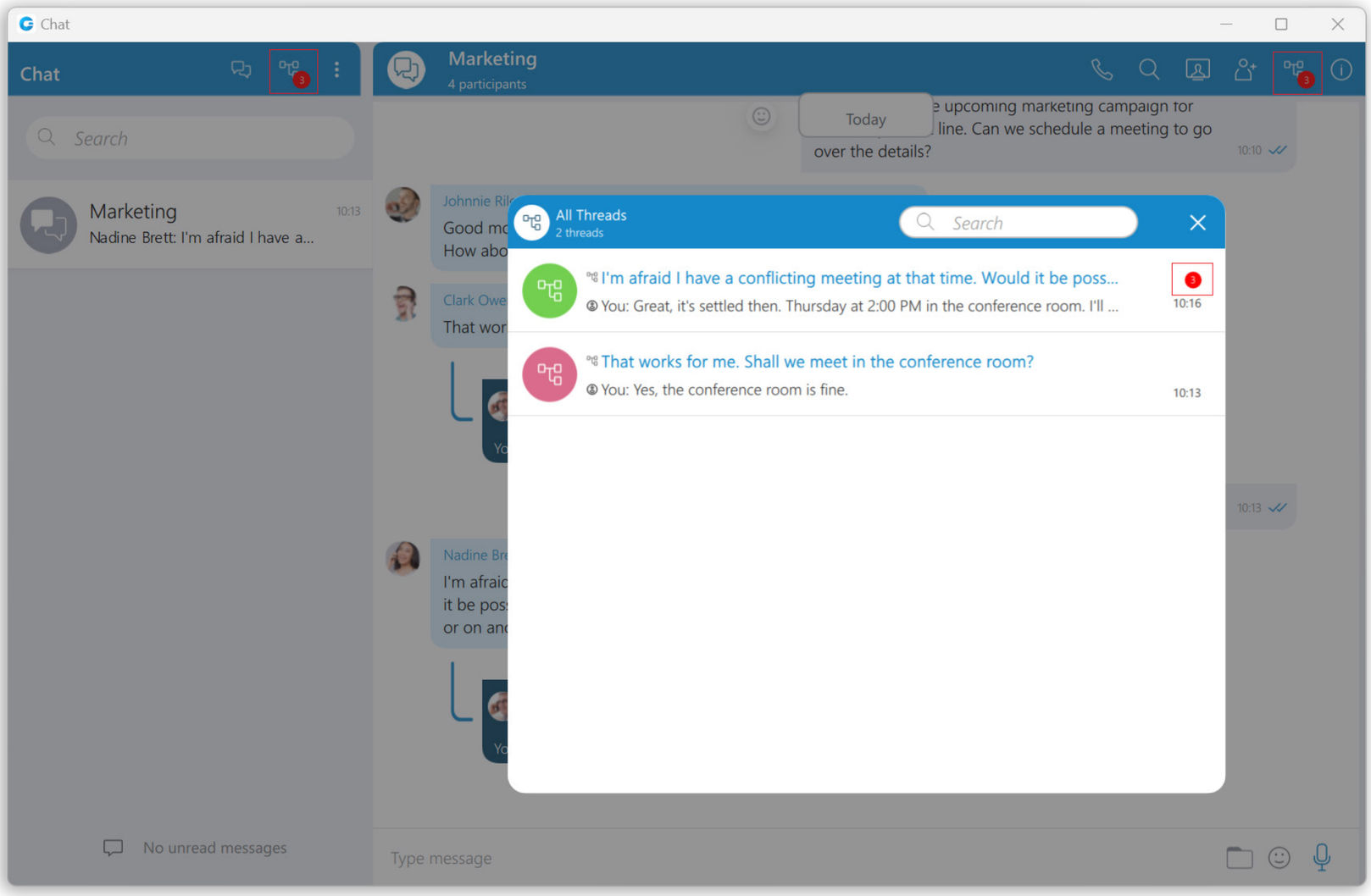
Deleting threads can be done by right-clicking on a thread inside the group chat conversation and selecting the **Delete** option from the drop-down menu. However, in case the user wants to delete a thread that has already been opened, they can click on the three dots (⋮) within the thread panel context bar and select the **Delete** option from the drop-down menu.



Note: Only the group admin can delete a thread.

Notifications for all unread thread messages will be displayed as a red badge with the number that represents the total number of unread messages. Furthermore, notifications for unread thread messages for a single thread will be displayed within the thread list, which can be opened by clicking the **Open all threads** icon.

Open all threads icon



Note: All newly created threads will be muted for all users except the creator until they send a message, unmute it manually, or if another participant mentions them.

Please note that this feature needs to be enabled in a license and configured on PBXware before it can be used.

Added Single Sign-On (SSO) authentication

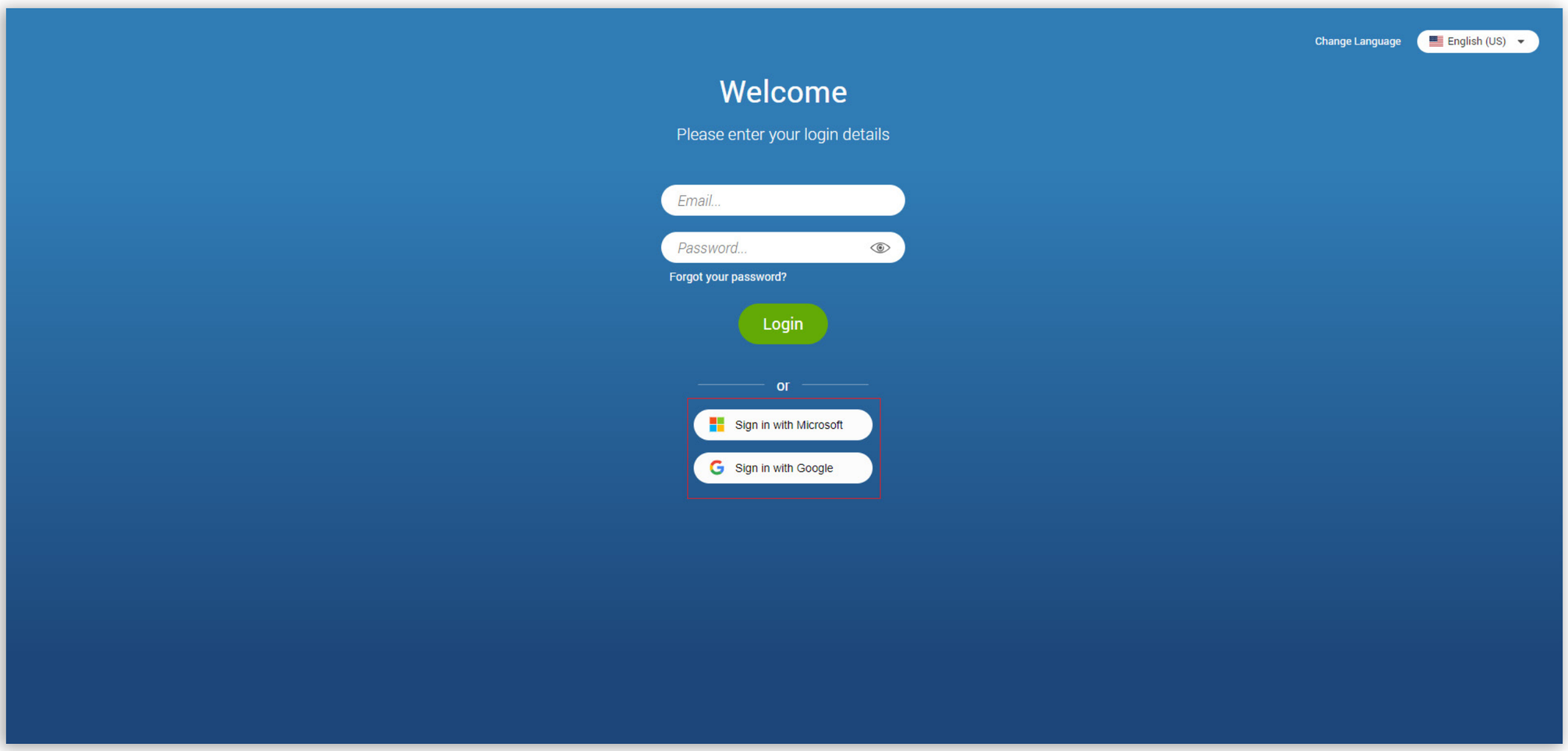
Single Sign-On (SSO) allows users to use one set of credentials to log in to multiple websites and applications.

Before the user starts their work within the gloCOM Web app, they need to point their browser to the appropriate IP address (e.g., http://192.168.1.1/webapp). The browser will automatically redirect to the gloCOM Web login screen. On the login screen, the user can choose whether they want to use the **Password Login method** or the **SSO Login method**.

The **password Login method requires** the user to provide their email and password. Make sure you have received your account details from your system administrator or account manager.

However, the **SSO Login method** allows users to log in to the app using their Google or Microsoft accounts.

Please note that this feature must first be enabled in a license before it can be used.

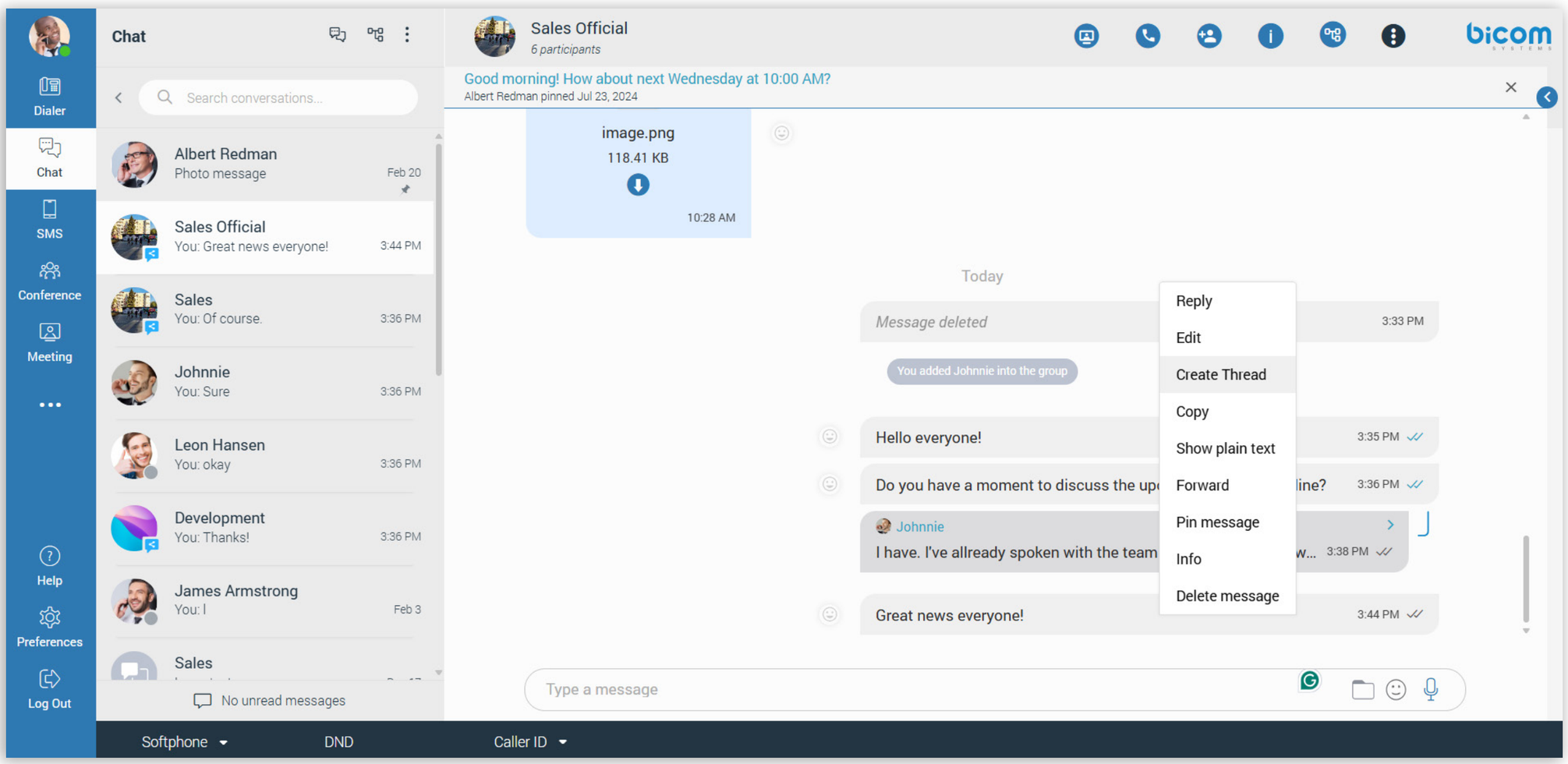


Chat Topics/Threads

Threads allow users to start multiple conversations within group chat conversations, enabling parallel discussions within groups.

Note: A thread can only be created from text messages

To create a thread, right-click on the text message within the group chat conversation, select the ‘Create Thread’ option from the drop-down menu, and send a message to create a thread. Threads support all message types that are supported in chat conversations.

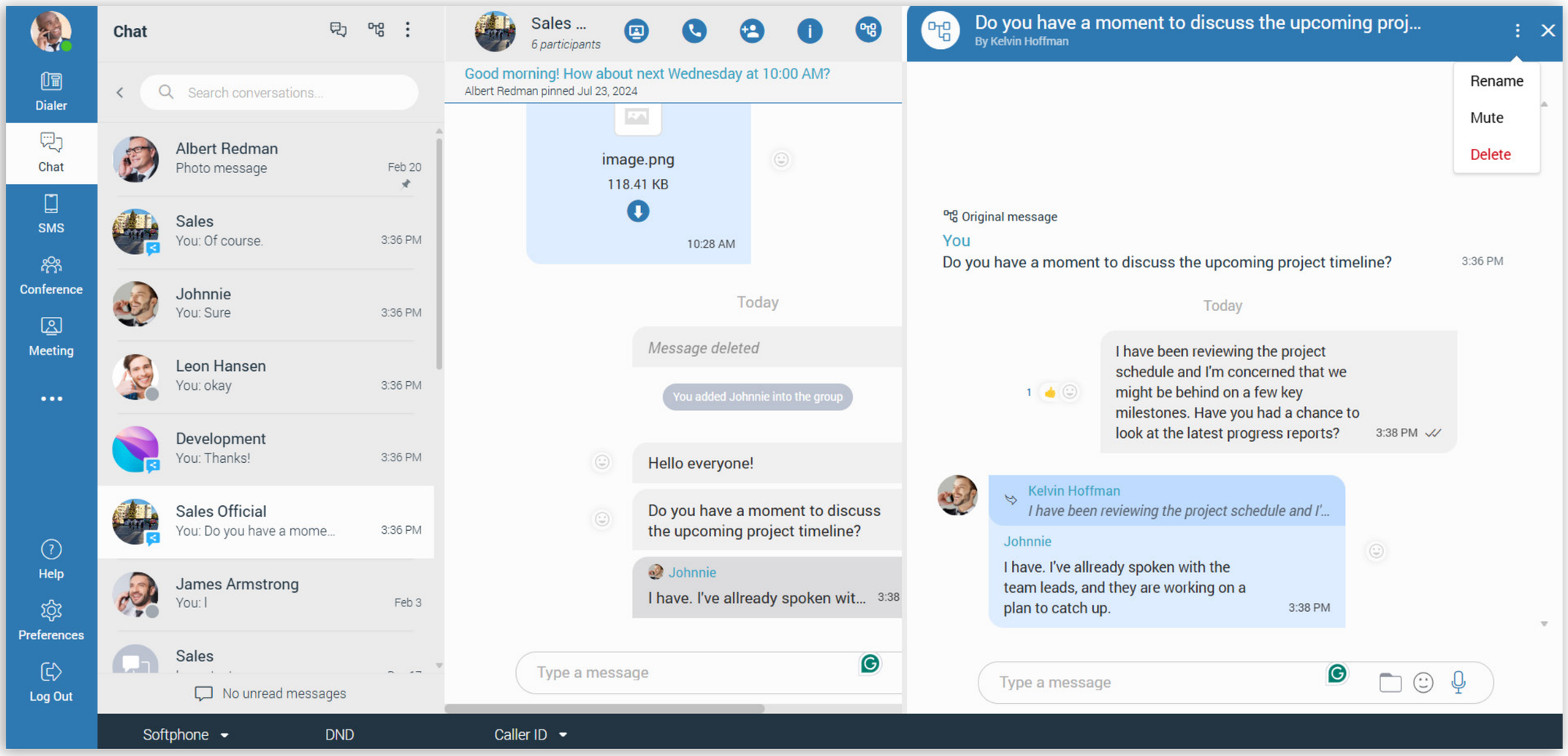


Users can set or rename chat thread names for easier search and identification in the thread list. When creating a thread, the creating user can set an initial name (up to 100 characters).

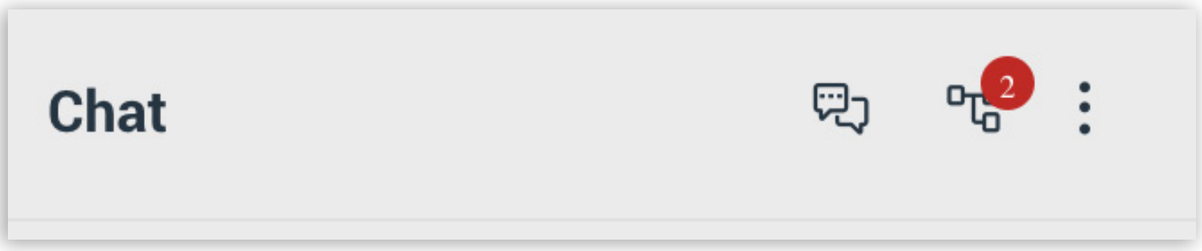
Note: Existing threads can also be renamed by the thread creator or group chat admin.

To delete threads, click on the three dots (⋮) within the thread panel context bar and select the ‘Delete’ option from the drop-down menu.

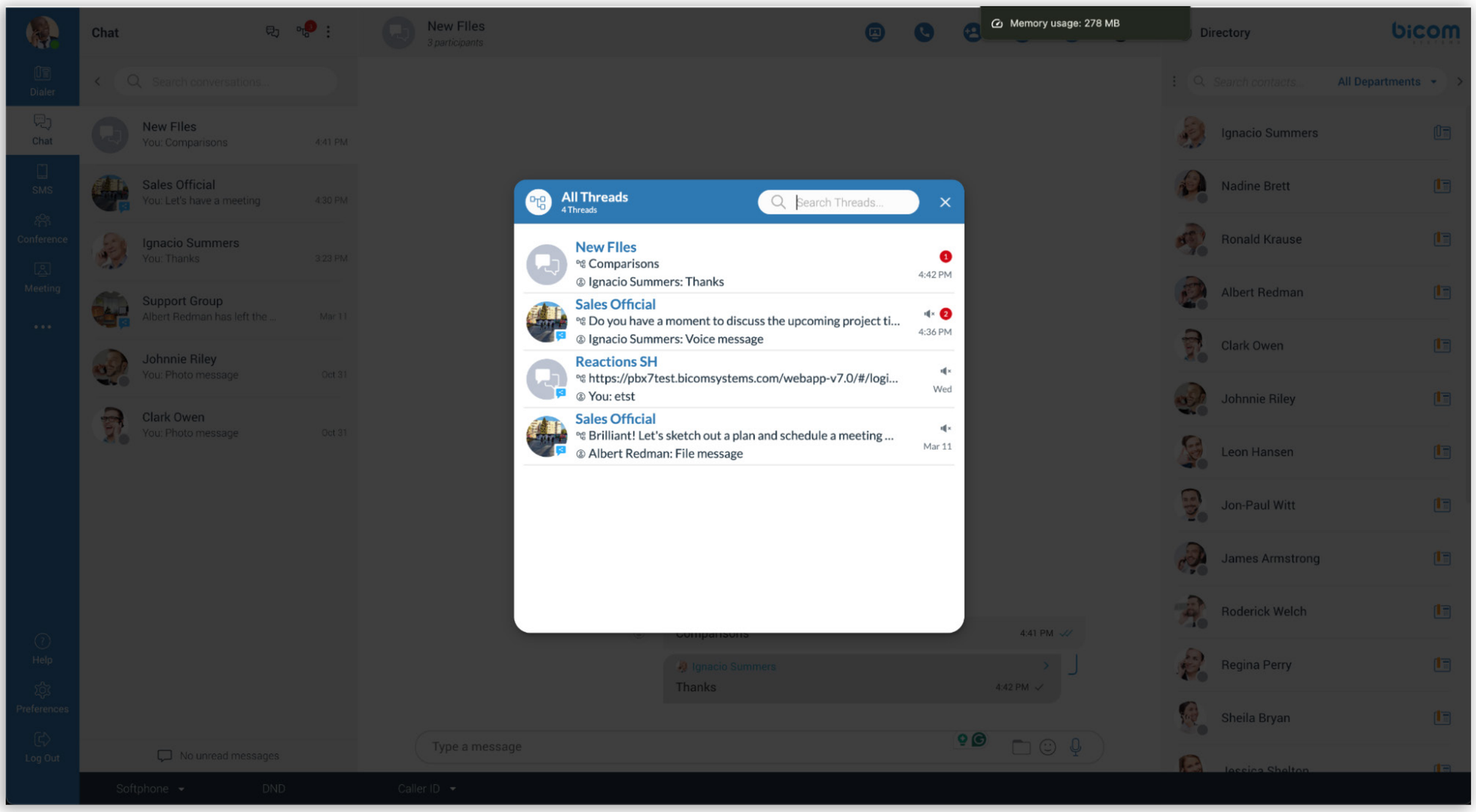
Note: Only the group admin can delete a thread.



Notifications for all unread thread messages will be displayed as a red badge with a number representing the total number of unread messages.



Furthermore, notifications for unread thread messages for a single thread will be displayed within the thread list, which can be opened by clicking the thread icon.



There is also an option that integrates the thread unread count into the main unread count. This ensures that users are promptly notified of all unread messages, whether in the main chat or in threads, thus improving user experience and message visibility.

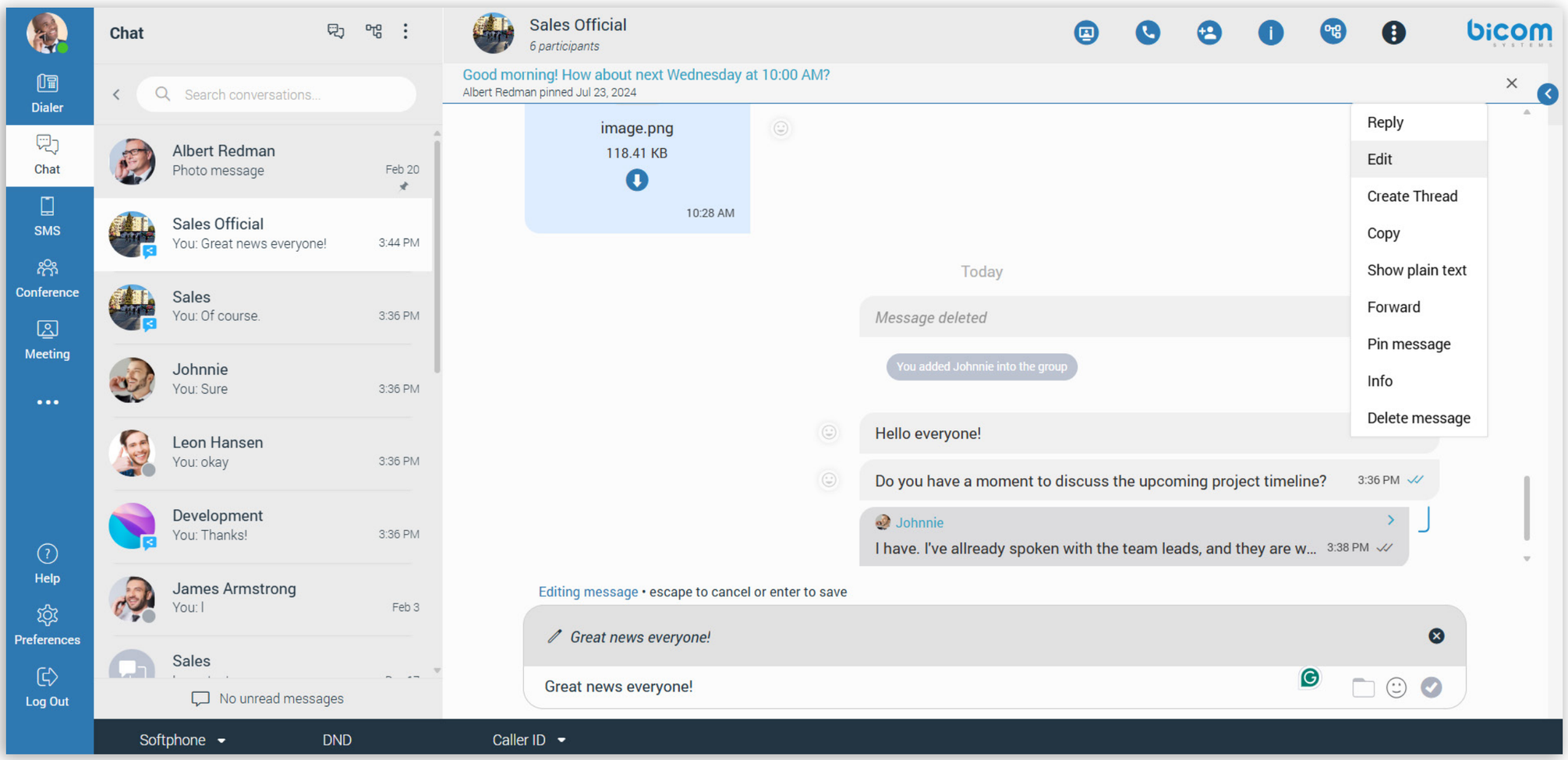
Note: The Include thread unread count in total unread count option can be enabled by navigating to the Messaging tab within Preferences.

Note: All newly created threads will be muted for all users except the creator until they send a message, unmute it manually, or if another participant mentions them.

Please note that this feature must first be enabled in a license before it can be used.

Edit outgoing text messages

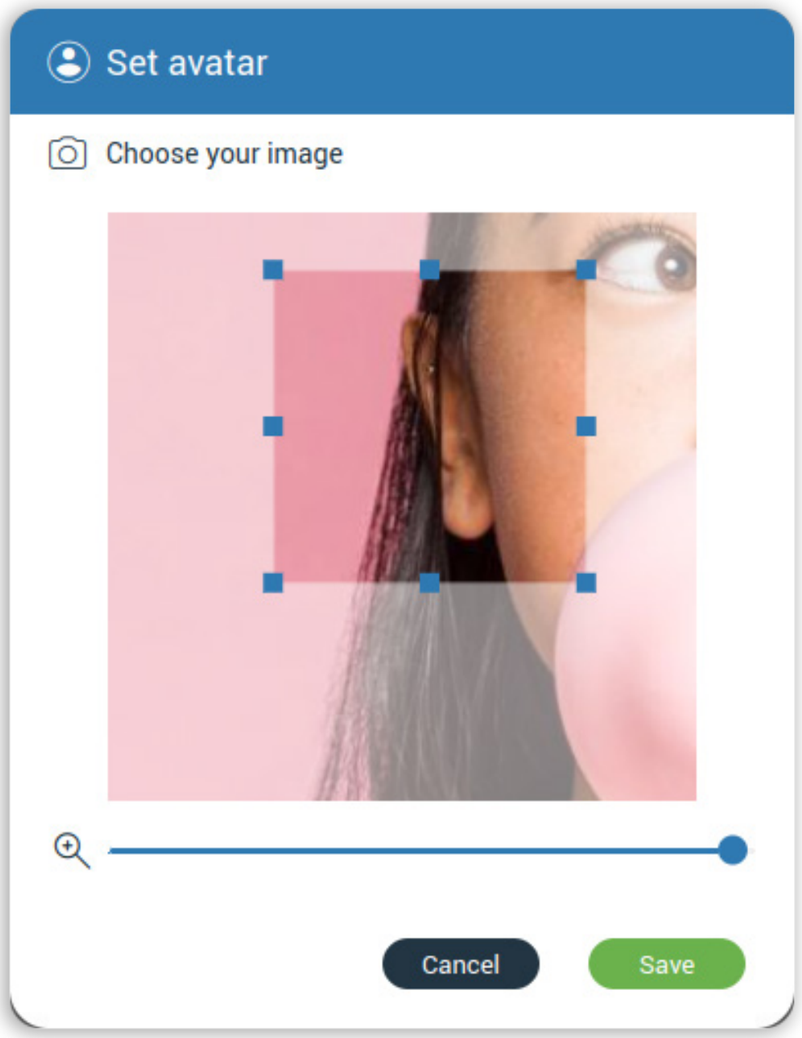
The **Edit** option allows users to modify outgoing text messages. To edit a message, right-click on it and select the **Edit** option from the drop-down menu. The message that the user wants to edit will appear above the input field. By clicking on it, the user will be taken to the original message.



Note: Edited messages will have an “Edited” indicator displayed inside their bubble.

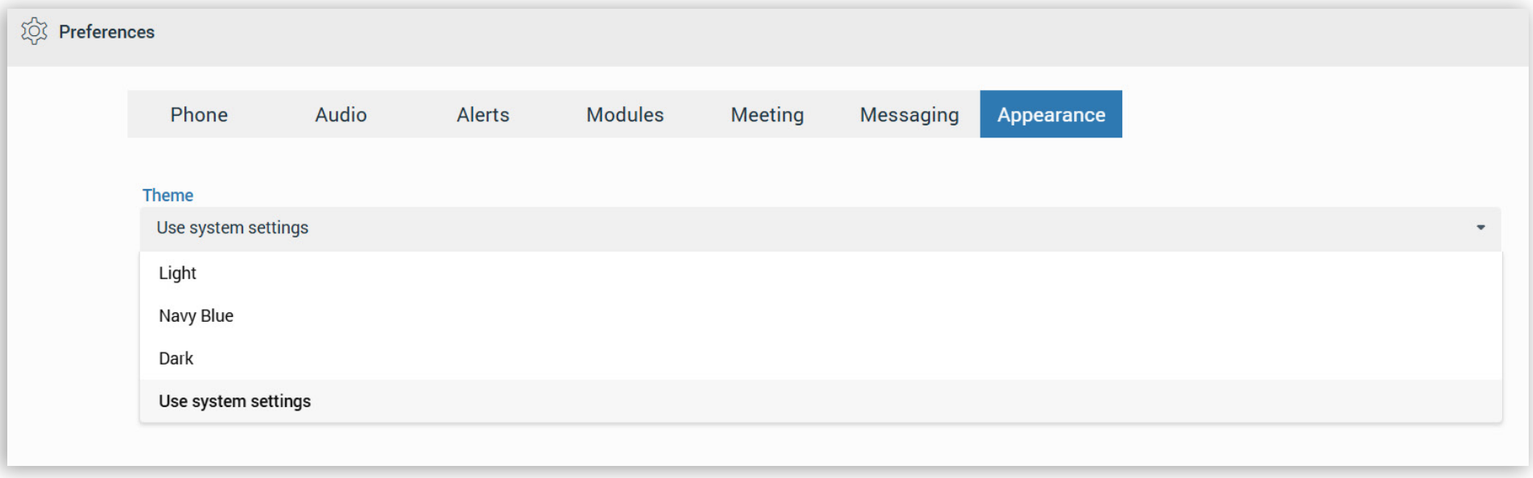
Avatar editor

The avatar upload feature allows users to crop and zoom their image when setting a new avatar, ensuring better control over how their avatar appears.



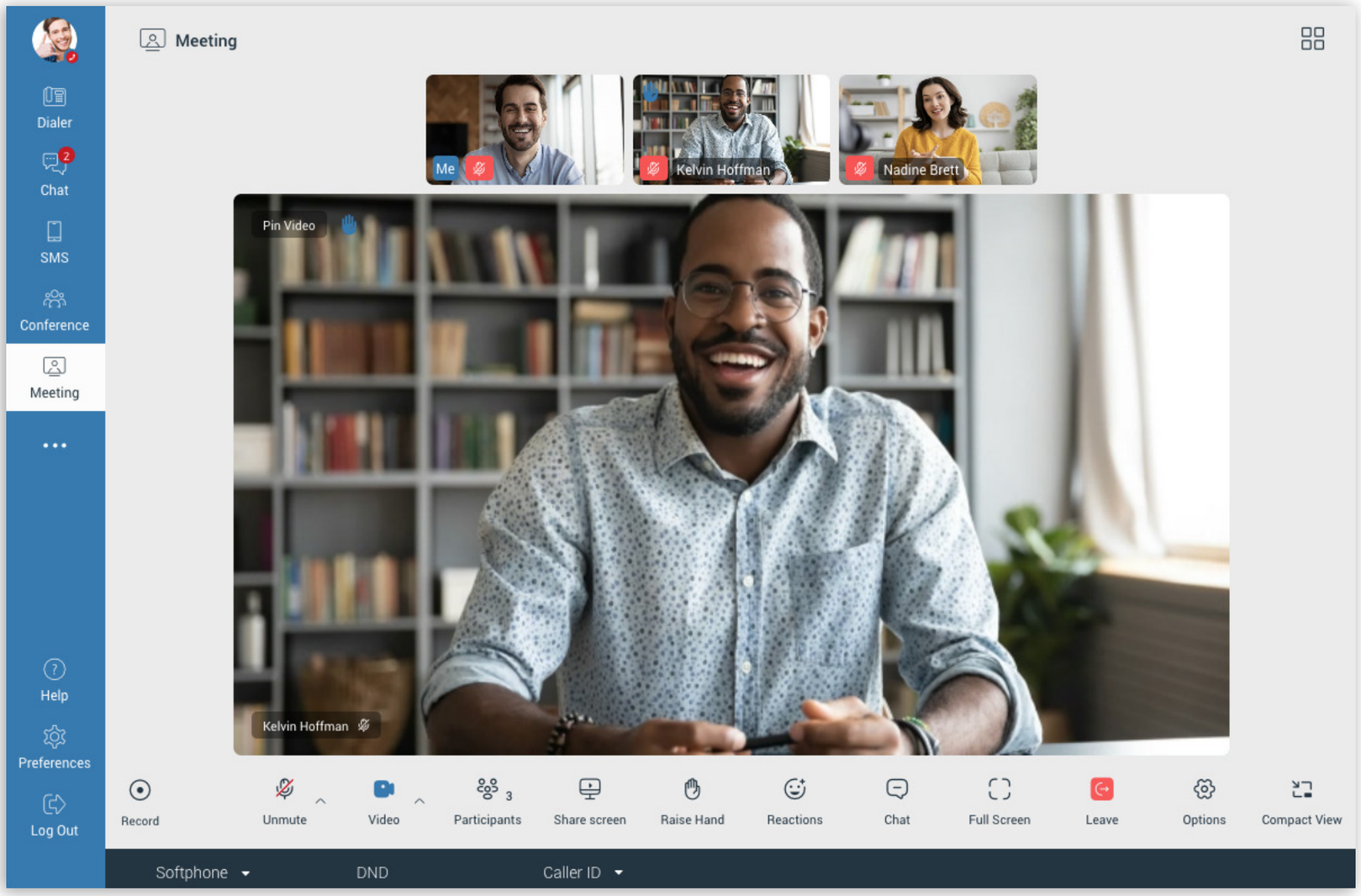
“System settings” as an option in app themes

gloCOM Web now supports a **System Theme** option, allowing the application to automatically match the **operating system’s theme** (light or dark). This option is available alongside existing **Light**, **Navy Blue** and **Dark** theme options.



Meeting integration

The Meeting Integration brings gloCOM Meeting Web seamlessly into the gloCOM Web app. When a user starts or joins a meeting from the gloCOM Web app, the meeting screen now opens directly in the Meeting tab within the gloCOM Web App. This redesigned interface retains all the functionalities of the standalone gloCOM Meeting app while introducing a few additional enhancements for a more integrated experience.



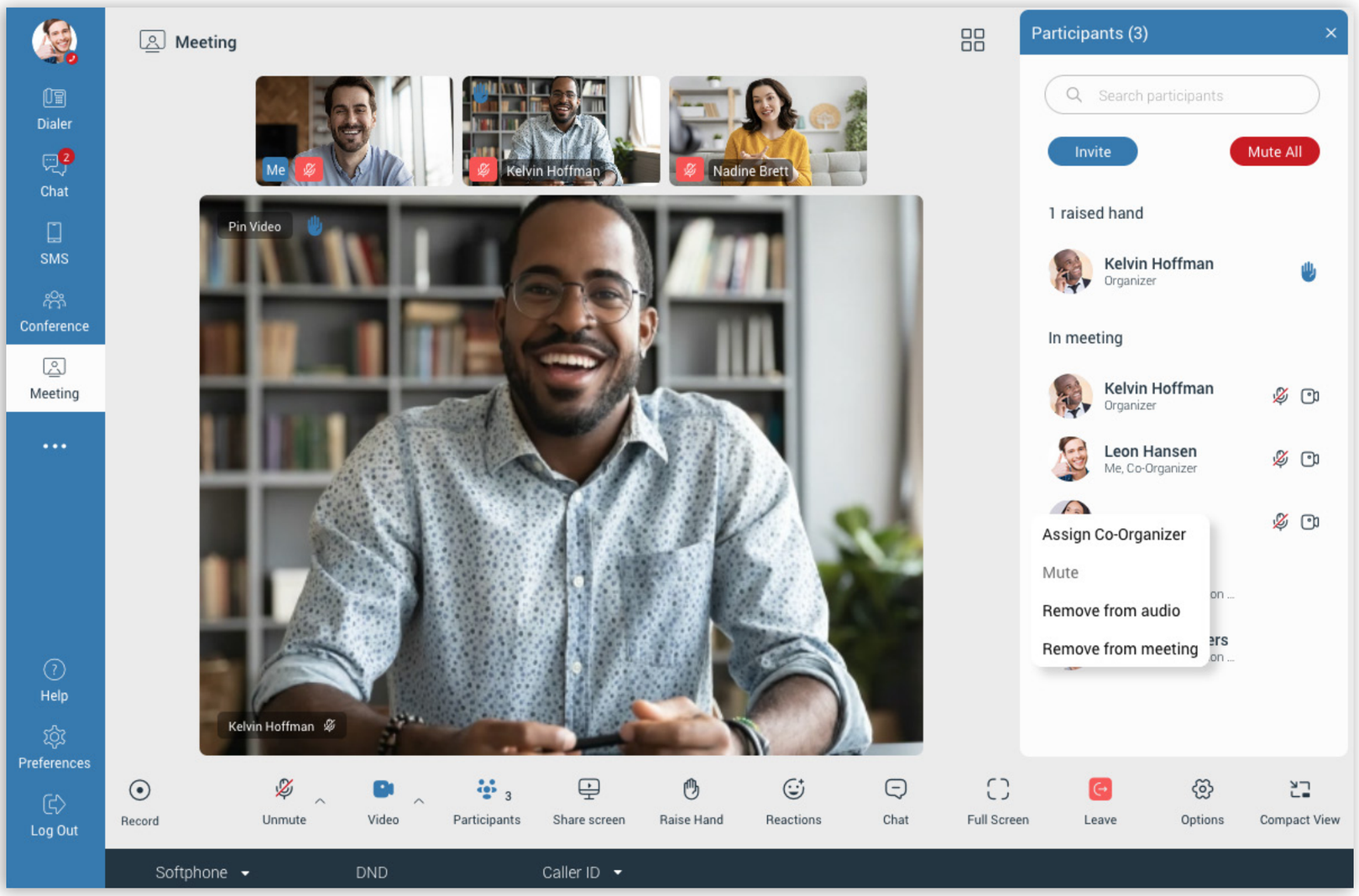
Invite participants via extension and email

The Invite option allows users to add other participants to the meeting. Participants can be added via:

- Contacts (Extension): Select contacts directly from the contact list.
- Email: Invite participants by entering their email addresses.

Organizer and co-organizer actions

Organizers and co-organizers have special controls to manage participants' presence and audio settings. These actions are accessible by hovering over a participant's name in the Participants List and clicking on the "Additional Options" button to reveal the dropdown menu.



These controls include:

- Mute All - This option Mutes All participants at once. It is located under the Search participants field, next to the Invite button.
- Lower hand - Lower a participant's raised hand. This option is available by clicking the raised hand icon next to the participant's name in the Raised Hand list.
- Assign/Unassign Co-Organizer - Promote or revoke co-organizer privileges.
- Mute - Mute an individual participant.
- Remove from Audio - Disconnect a participant from the audio session.
- Remove from Meeting - Remove a participant from the meeting entirely.

Available actions will change depending on the user's role and the role of the participant they click on.

Minimize ongoing meetings into a floating Picture-in-Picture (PiP) Window

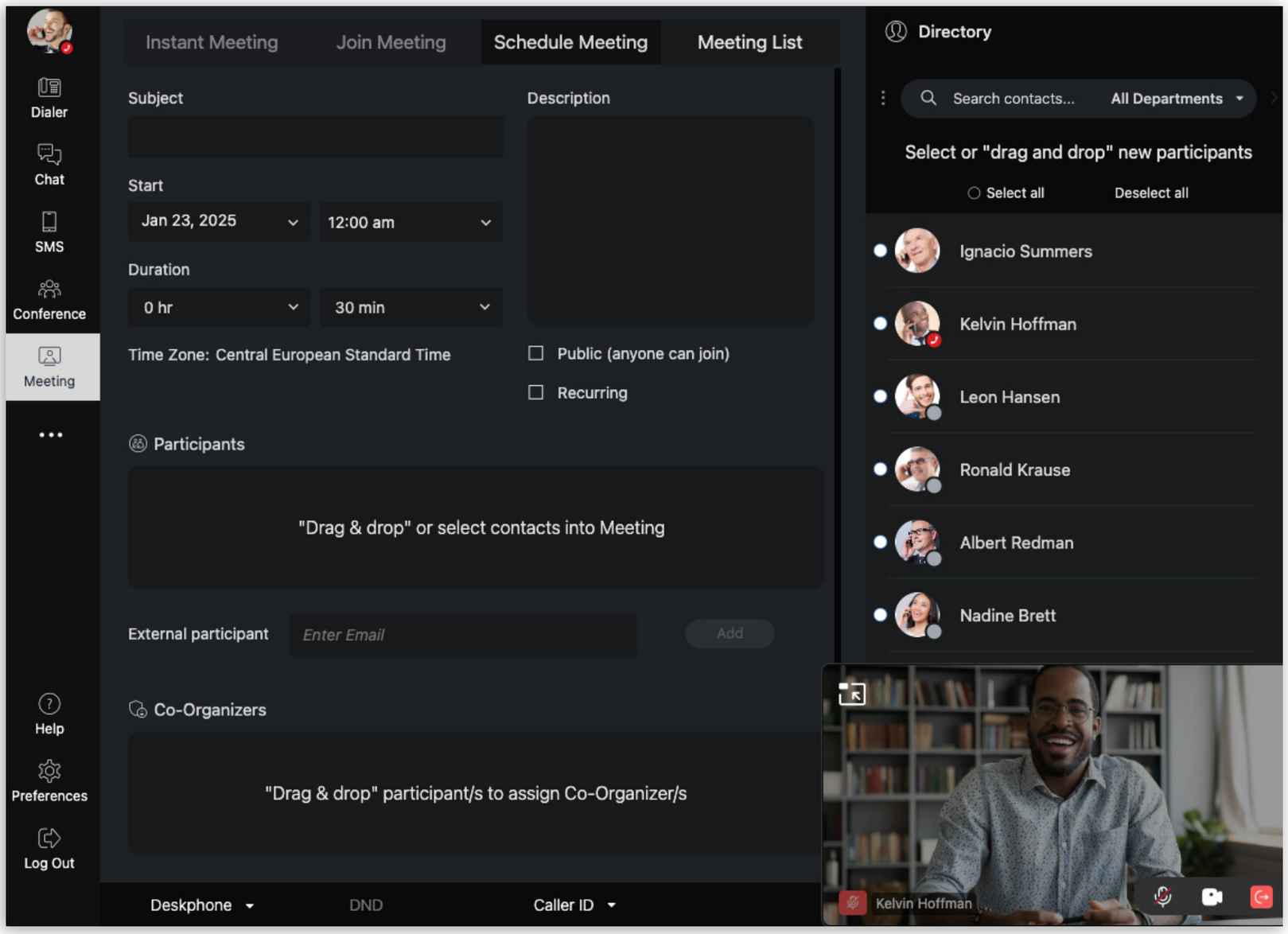
The Picture-in-Picture (PiP) mode allows users to minimize the current meeting into a smaller, movable window for convenience. This feature is activated either manually or automatically based on user actions.

How to Enable PiP Mode:

- Manually: Click the Compact View button in the bottom-right corner of the meeting window.
- Automatically: The meeting will switch to PiP mode when navigating to other parts of the app (e.g. Dialer, Chat, etc.).

Features of the PiP Window:

- Controls:
  - Mute/Unmute microphone.
  - Turn video on/off.
  - End/Leave meeting.
- Speakers Label: This label displays the active speaker’s name and avatar, video stream, or screen sharing, depending on the current activity in the meeting.
- Movable Window: The PiP window can be moved freely within the app window but cannot overlap with sidebar navigation.
- Maximize/Switch Button: Return to the full meeting view by clicking the maximize button within the PiP window.



Behavior in PiP Mode:

- Upon activation, the app automatically:
  - Switches to the Meeting List tab.
  - Disables the Instant Meeting and Join Meeting tabs until the current meeting ends.
  - Deactivates the Join Meeting button for all meetings listed in the Meeting List tab
- The PiP layout remains intact even when resizing the app window.

Meeting recording functionality

The recording feature allows users to **record a meeting session**, capturing **audio, video, and screen sharing** (if available). Recordings are stored locally in the designated **recordings folder**.

Users can **start, stop, pause, and resume** recordings as needed. If a user **leaves the meeting**, the recording automatically **stops and is saved**.

If no audio is connected, a **modal prompts** the user to either continue recording without audio or cancel.

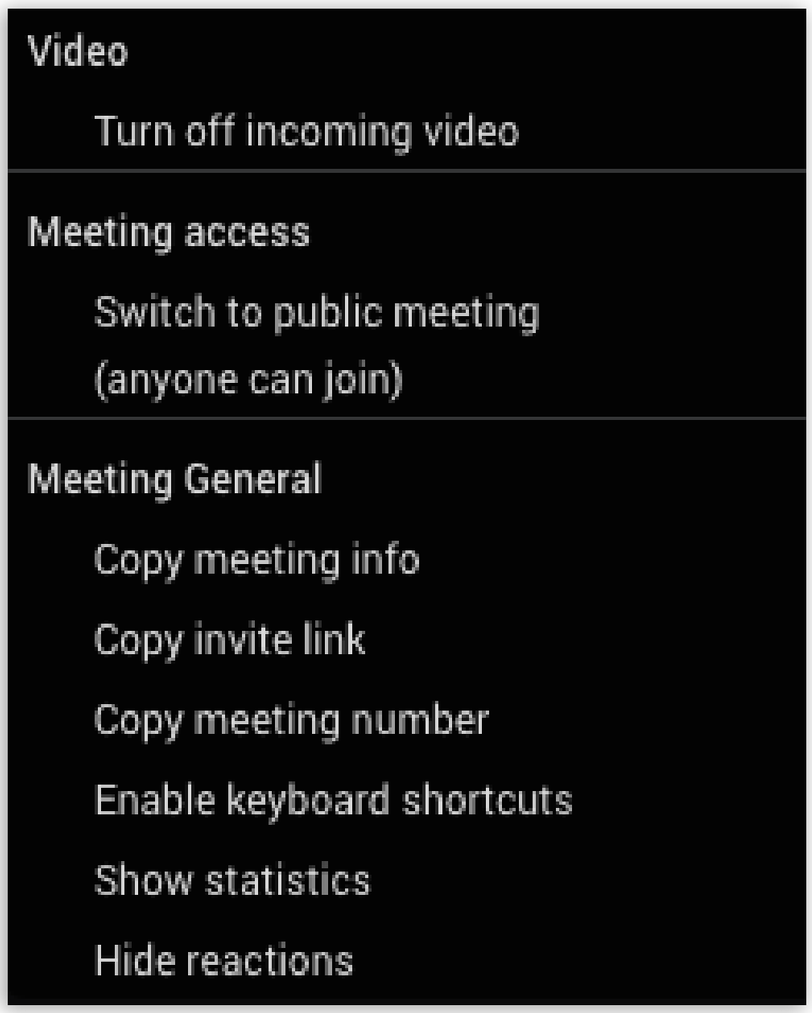
When a recording starts:

- A **recording indicator** appears next to the user's name in the **participants list**.
- A **global recording indicator** is shown in the **main meeting view**, displaying the number of active recordings.

Note: External users cannot start recordings and will receive an appropriate message.

Meeting options

Clicking the **Options** button in the meeting toolbar opens the options menu.



Turn Off Incoming Video

This option disables all active video streams from other participants.

Switch to Public/Private Meeting

Toggle between making the meeting public or private:

- Public Meeting: Anyone with the meeting link can join.
- Private Meeting: Access is restricted to invited participants.

Copy Meeting Info

Copies the meeting details to the clipboard, including:

- Subject: The meeting subject.
- Time: The scheduled time of the meeting, including the time zone.
- Join Meeting Link: A URL to join the meeting.
- Meeting Number: The unique identifier for the meeting.
- Dial: Additional information for joining the meeting via phone (if applicable).

Copy Invite Link

Copies the meeting join link to the user’s clipboard.

Copy Meeting Number

Copies the meeting number to the clipboard.

Enable Keyboard Shortcuts

Users can enable keyboard shortcuts by selecting this option under the Options menu. Once enabled, shortcuts will be displayed when hovering over buttons in the control bar.

Statistics

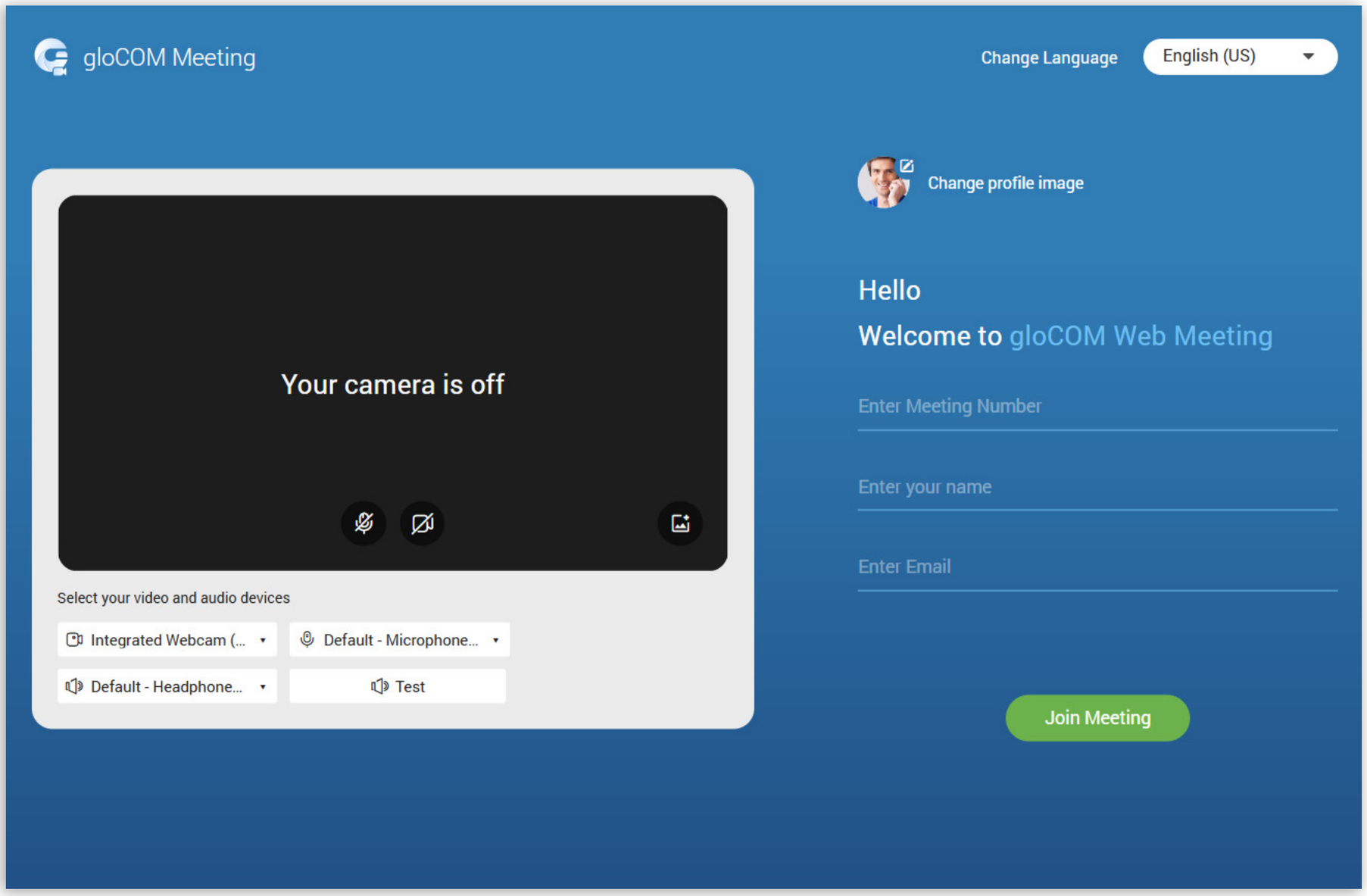
Displays the network connection quality.

Hide/Show reactions

Hides/Shows reactions from other participants. By default, reactions are enabled.

Meeting pre-join screen for external participants

External participants can join a meeting using the gloCOM Meeting Web application.



Audio and video settings

On the left side of the pre-join screen, users can configure **audio** and **video settings** before joining. The selected settings will apply upon entry

- **Mute/Unmute Microphone** Enables or disables the user's microphone.
- **Enable/Disable Camera** Turns the user's camera on or off.
- **Choose Video Device** Selects the preferred camera for the meeting.
- **Choose Audio Input Device** Selects the microphone to use.
- **Choose Audio Output Device** Selects the speaker or headset for audio output.
- **Background Effects** Allows users to mask or blur their video background.

Login Data

On the **right side** of the pre-join screen, users must enter the following details:

- **Meeting number** Provided by the meeting organizer.
- **Name** Displayed in the meeting.
- **Email** Used for authentication.

Meeting authorization depends on the meeting type:

- **Private meetings** require an invitation (email must match the invite).
- **Public meetings** allow any user to join with any email.

After filling in the fields with the required information, the user can also change their avatar (profile image) if desired. This can be done by clicking on the **Change profile image** button, which allows the user to upload a photo from their device.

Joining the Meeting

Clicking the **Join Meeting** button submits the login data for authorization.

- If the meeting exists and the authorization is **successful**, the user joins automatically, along with all meeting services.
- If the authorization **fails**, the user is redirected back to the pre-join screen with an error message indicating incorrect join details.

iOS

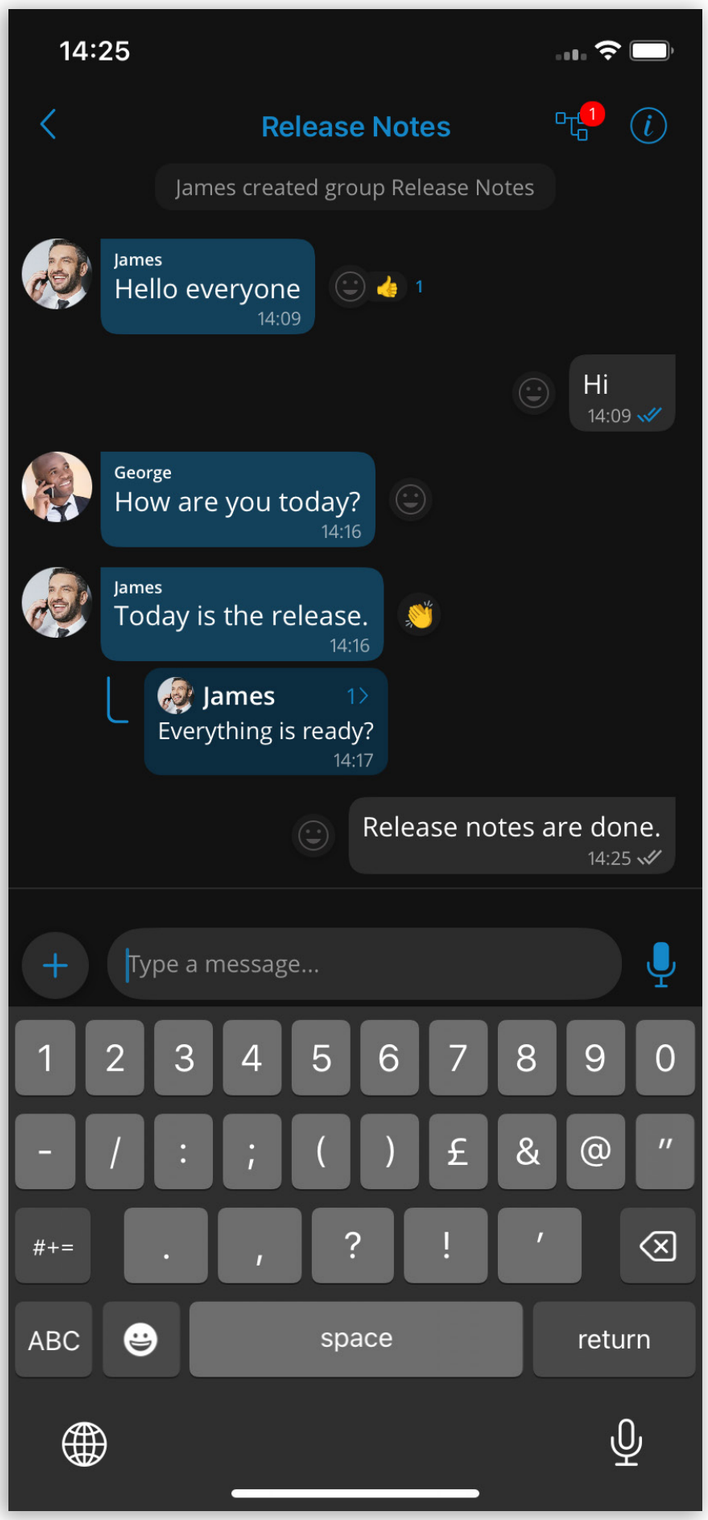
Chat Topics/Threads

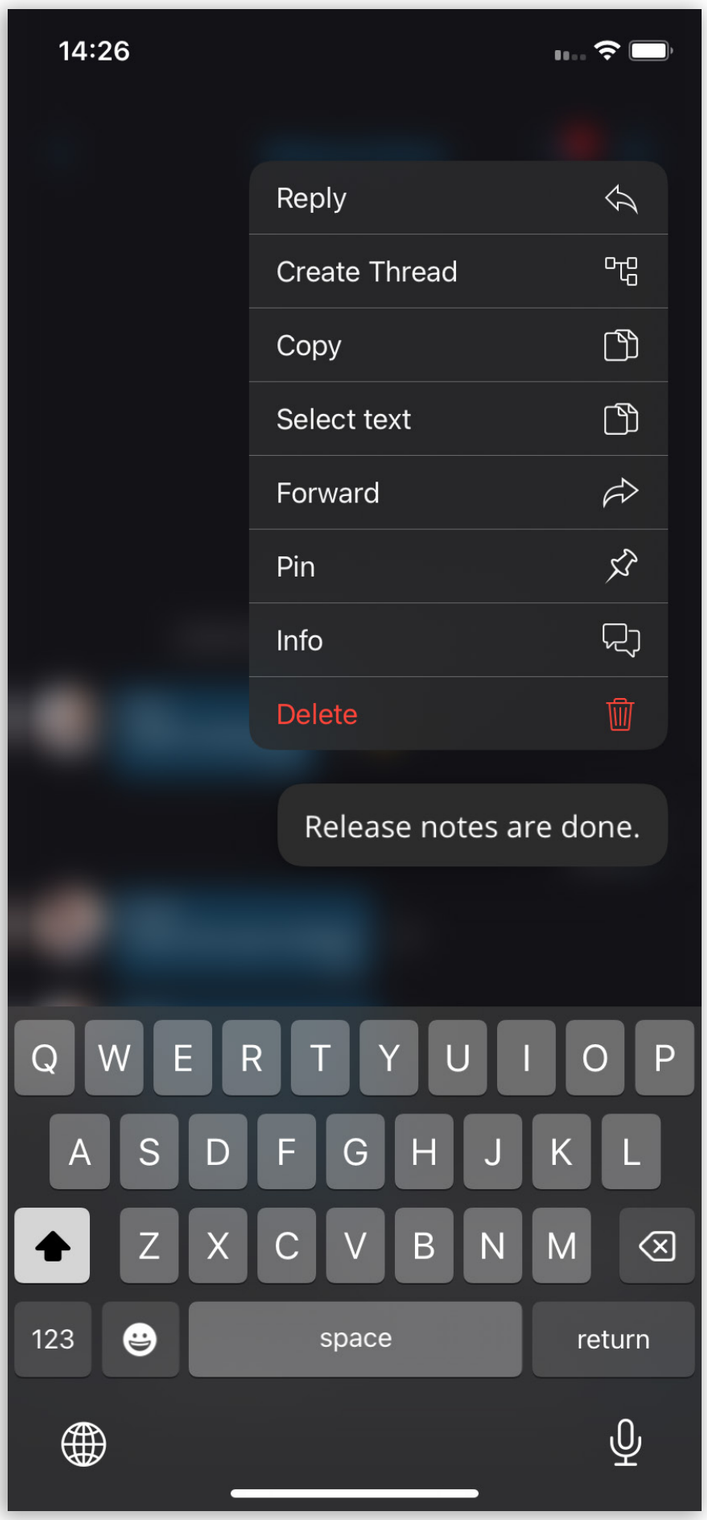
Our latest feature, Chat Topics/Threads, allows users to start multiple conversations within a single group chat, enabling parallel discussions without creating new chat groups.

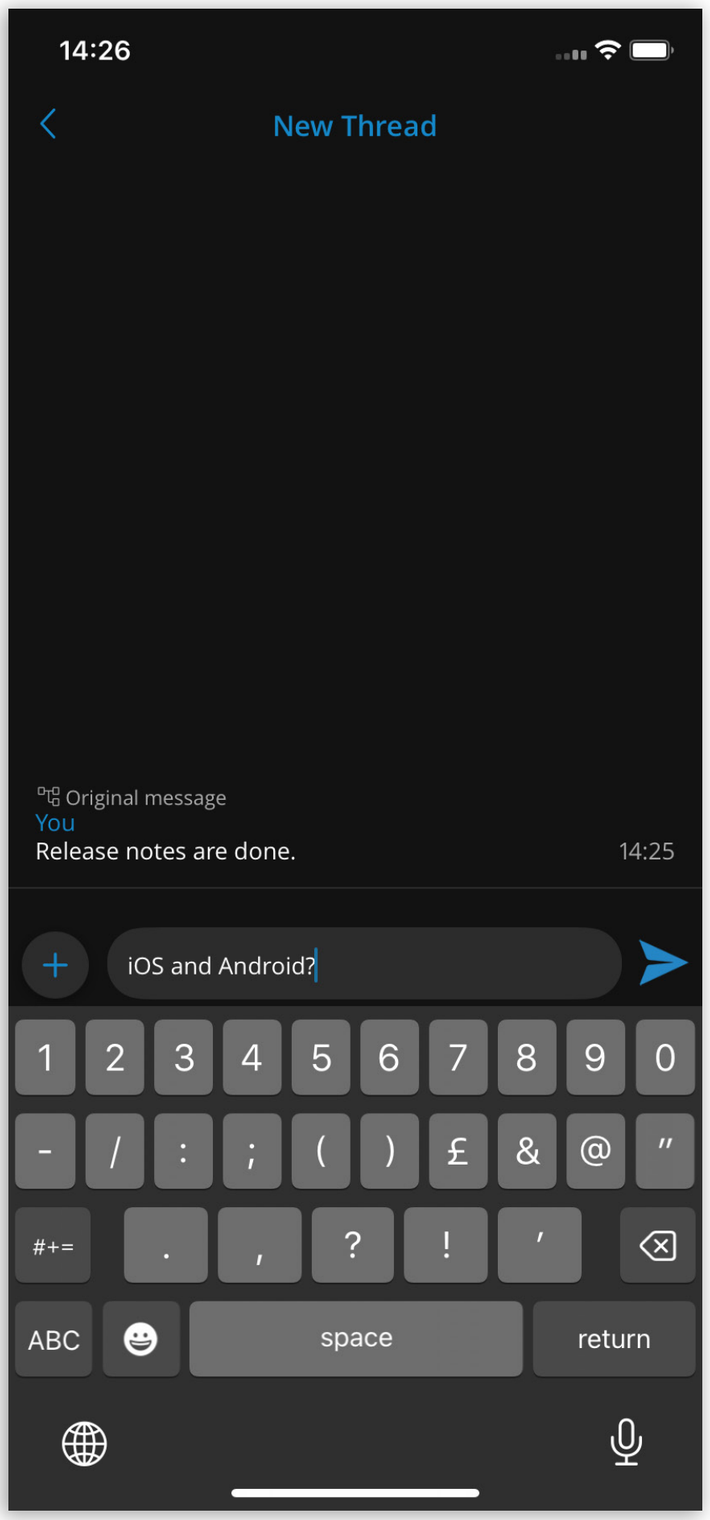
To create a thread, the user should long-press the selected text message in the group chat, select the ‘Create Thread’ option, and send a message in the newly created thread.

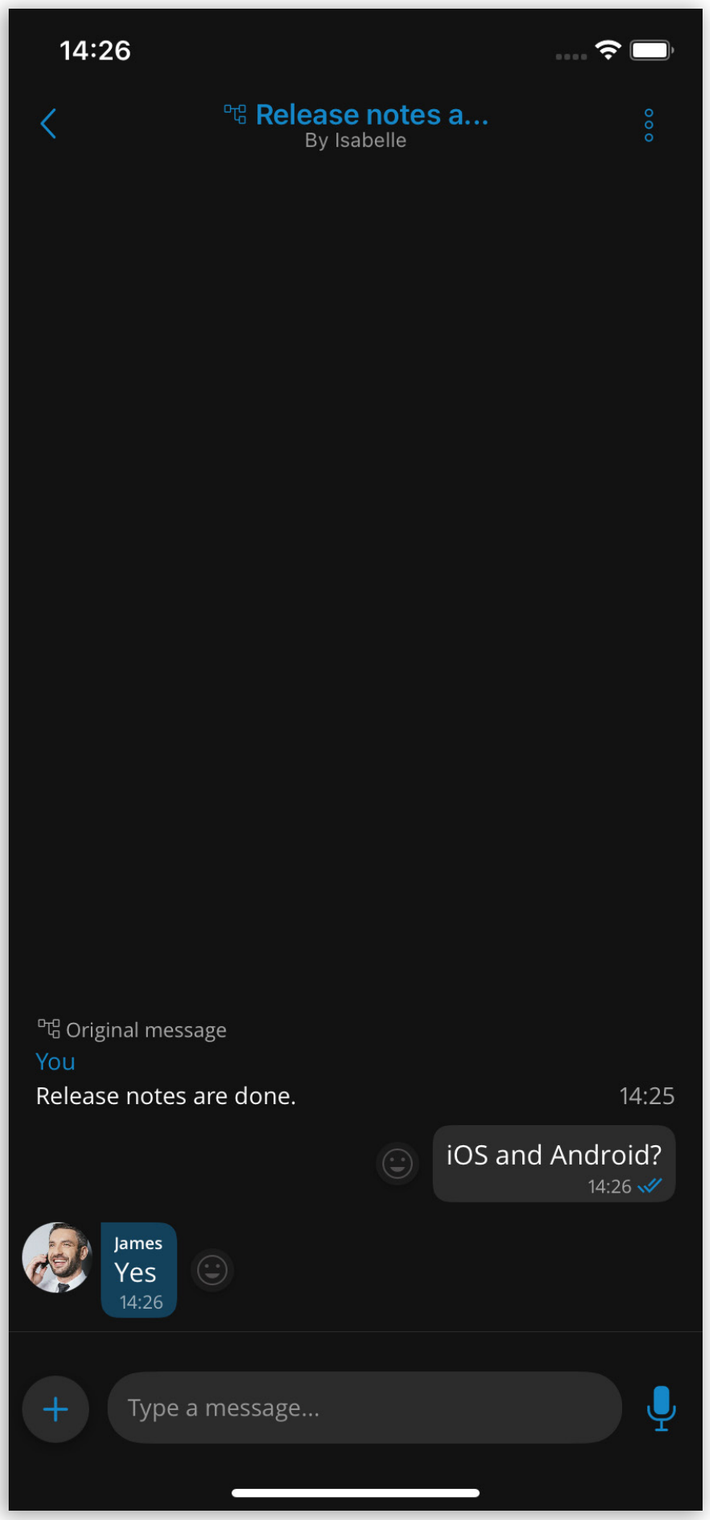
The thread creator can also specify a **Thread Name** while creating a thread by entering it in the designated field. If the name is not specified, the thread’s name will be the message from which the thread was created.

Note: The thread name cannot be longer than 100 characters.









Threads can only be created within group chats.
Please note that this feature must first be enabled in the license before it can be used.

Single Sign-On (SSO) authentication

In addition to the standard email address and password login method, gloCOM GO 7 supports Single Sign-On (SSO) integration. SSO enables users to authenticate themselves across multiple applications or websites using just one set of login credentials. This integration streamlines the authentication process, enhancing user experience and security.

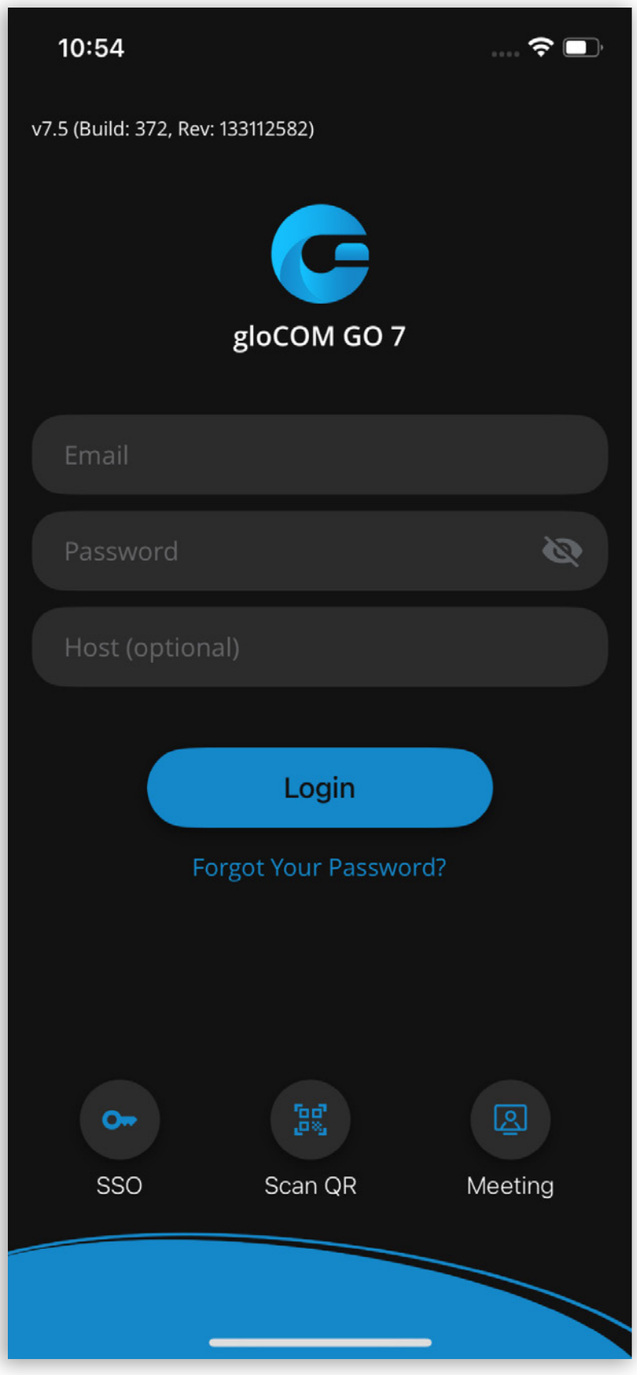
With SSO, users can log in to gloCOM GO 7 using their existing credentials from a centralized identity provider (IdP) such as Google or Microsoft Azure Active Directory. Once authenticated by the IdP, users can access gloCOM GO 7 without entering separate login credentials.

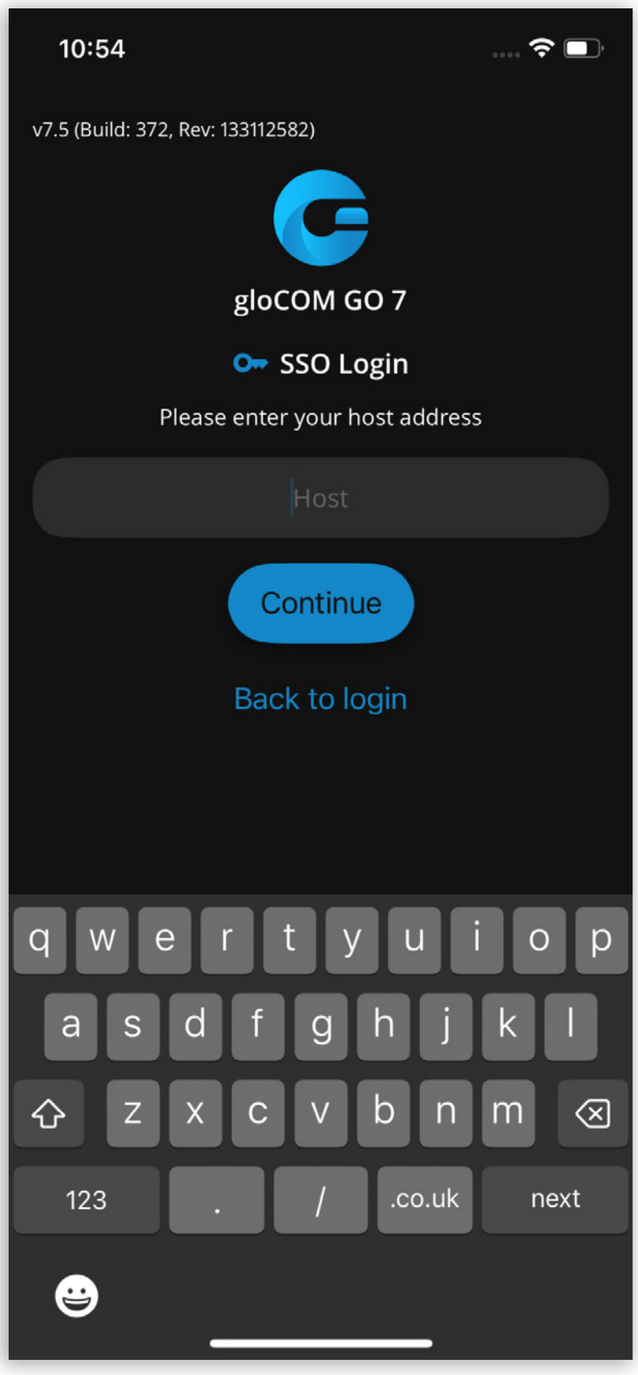
To enable the SSO login method in gloCOM GO 7, it has to first be configured on the PBX side.

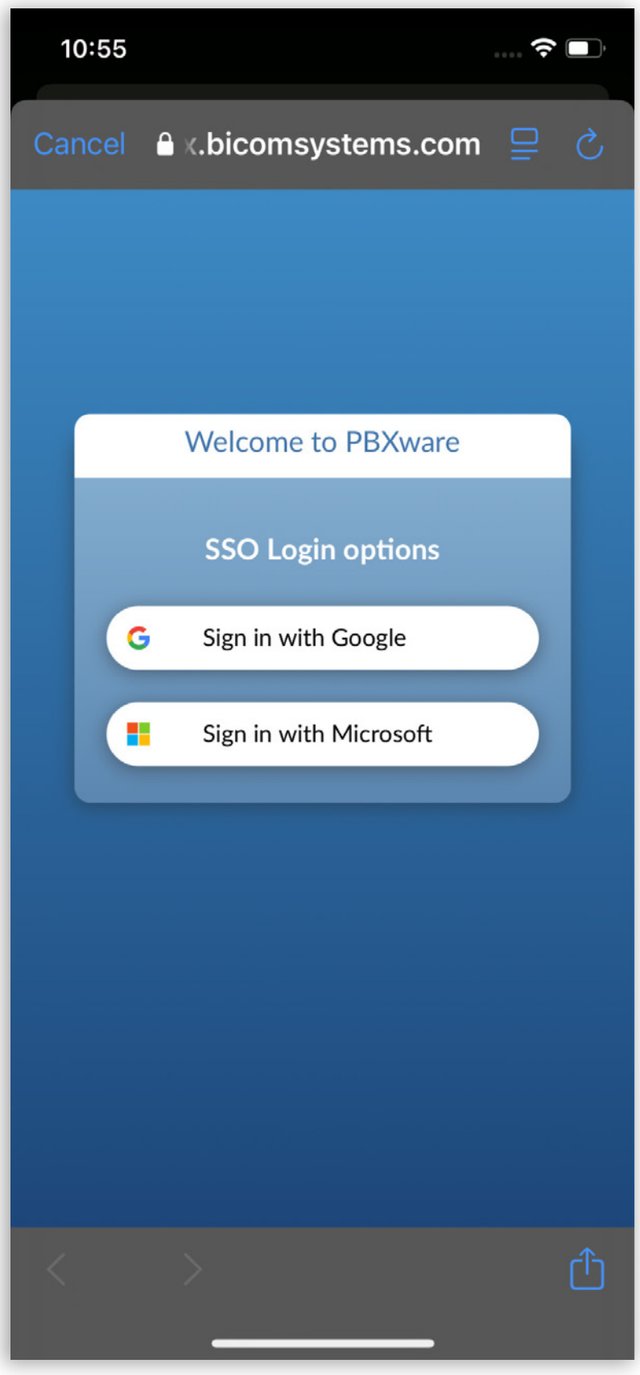
The user must enter the host address after selecting the SSO Login button on the Login screen. If the provided address is correct and SSO is configured on the server, upon pressing ‘Continue,’ the user may be presented with the SSO login options screen, which offers one or two login options depending on the configuration on the PBX side.

- Sign in with Google
- Sign in with Microsoft

The SSO authentication screen will open if the user scans the SSO QR code generated from the gloCOM Desktop app.







After successful authentication, users will be granted access to gloCOM GO 7.

Please note that this feature must first be enabled in a license before it can be used.

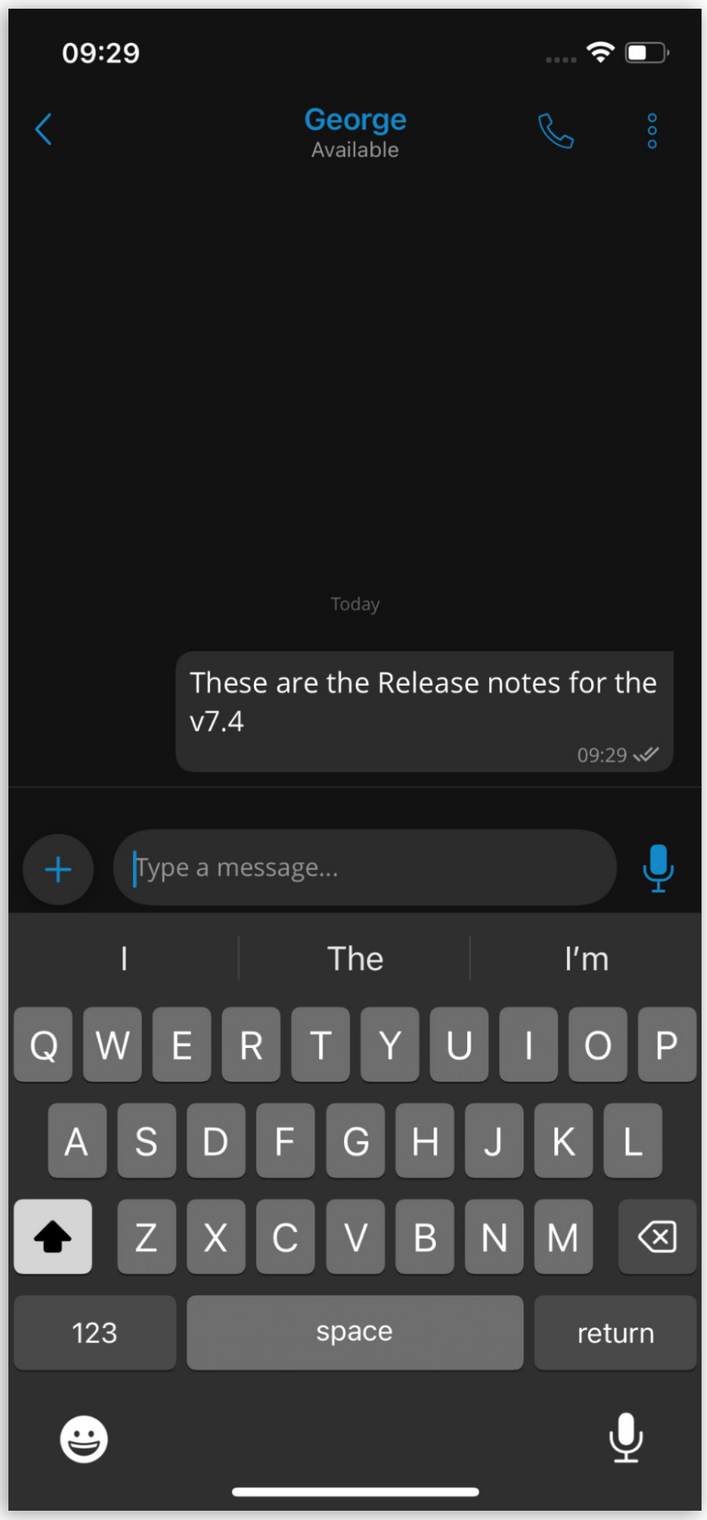
Edit chat messages

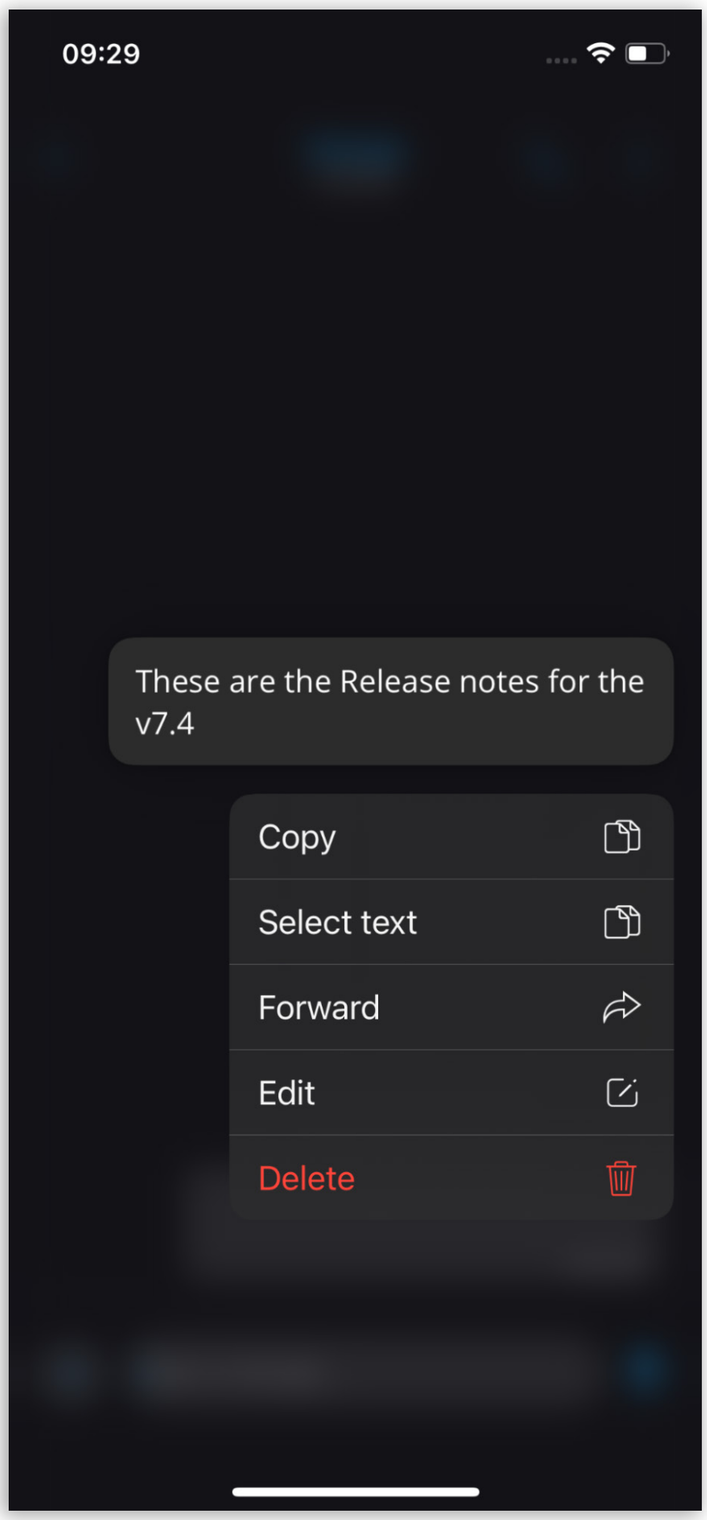
The Edit chat message feature enables users to modify an existing message they have sent in a group or one-on-one chat. This functionality allows users to fix typos, clarify information, or make necessary adjustments to their messages without sending an additional message.

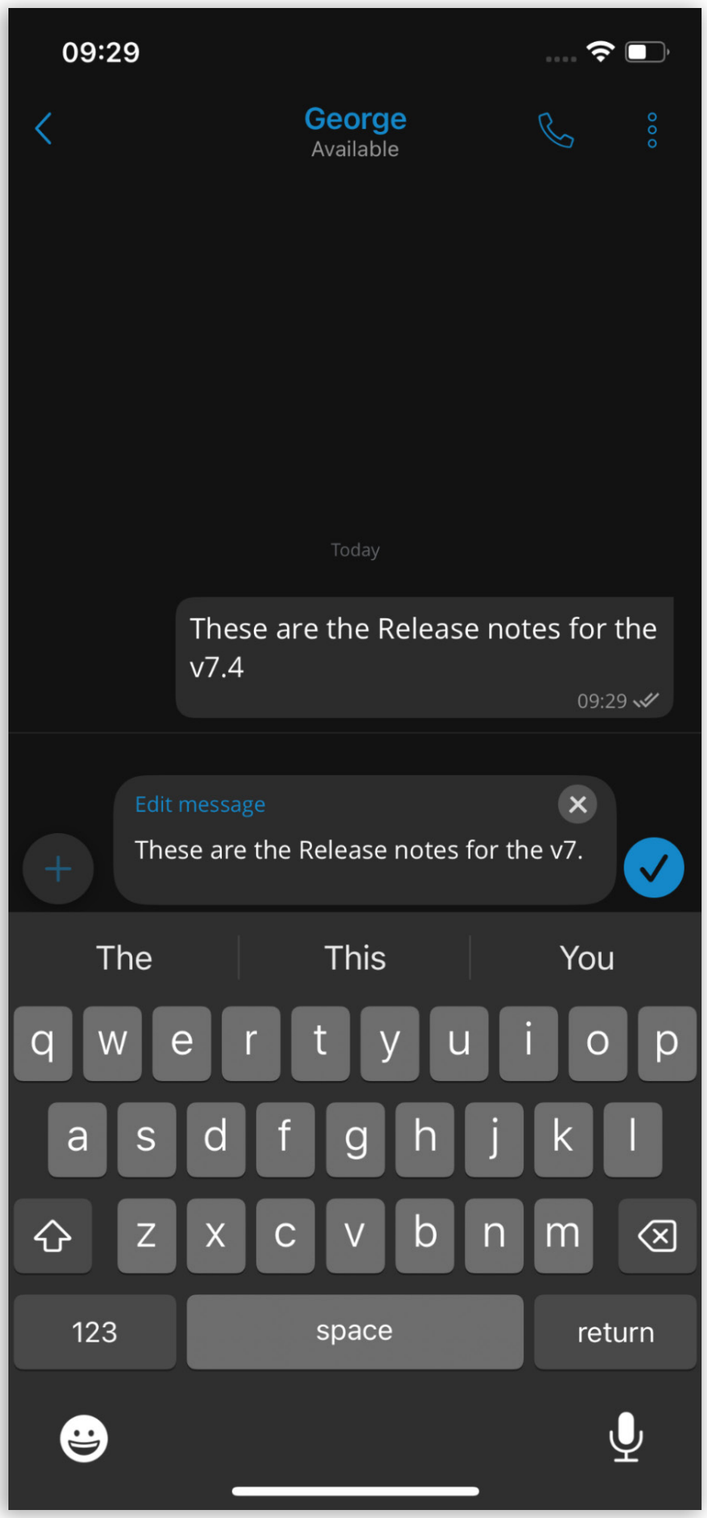
When users long-press the message they want to edit, the context menu with the new option Edit appears.

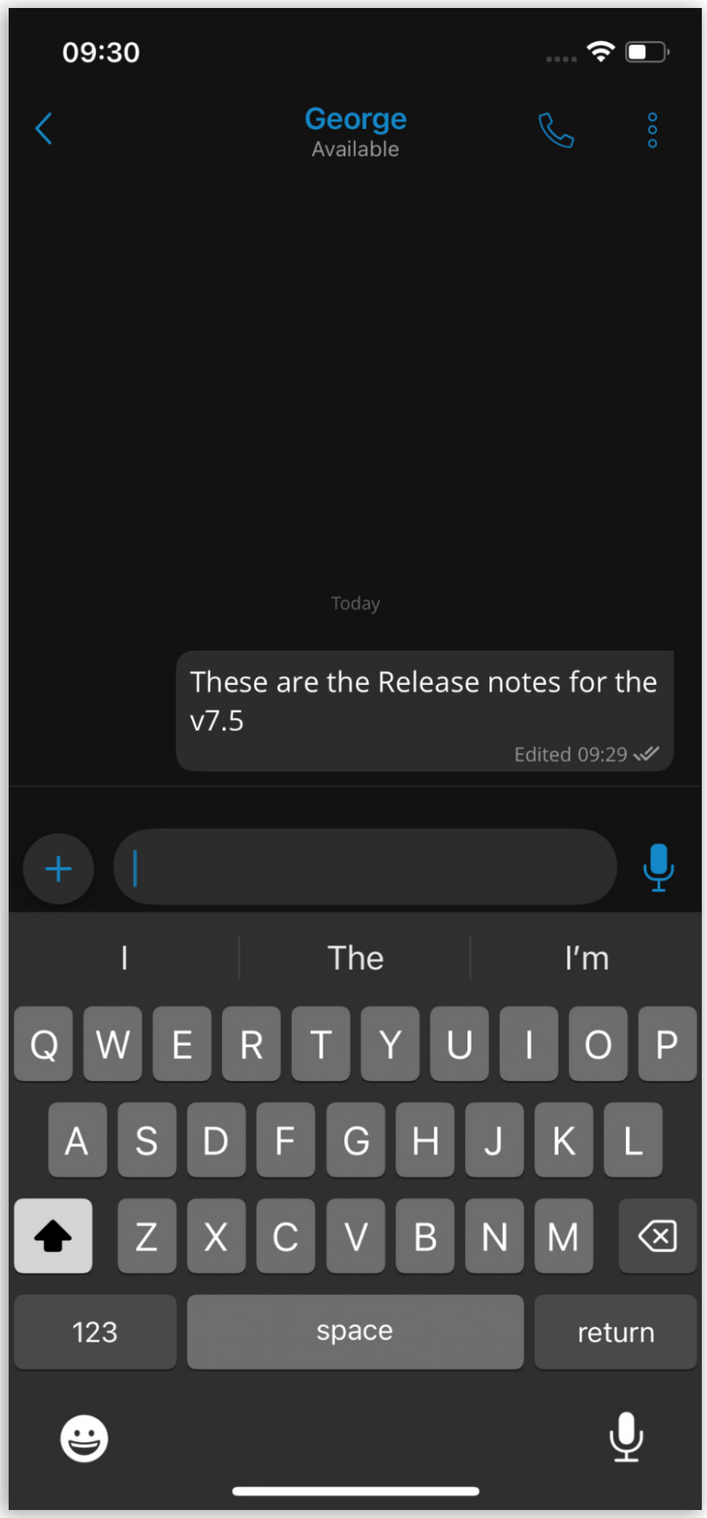
After selecting Edit, the content of the message becomes editable.

When message editing is done, the user presses the confirm button, and the edited message is updated in the chat with an Edited label next to it to inform participants of the modification.






09:29
George
Available
Today
These are the Release notes for the v7.4
09:29
Edit message
These are the Release notes for the v7.
The
This
You
q w e r t y u i o p
a s d f g h j k l
z x c v b n m
123
space
return


09:30
George
Available
Today
These are the Release notes for the v7.5
Edited 09:29
I
The
I'm
Q W E R T Y U I O P
A S D F G H J K L
Z X C V B N M
123
space
return

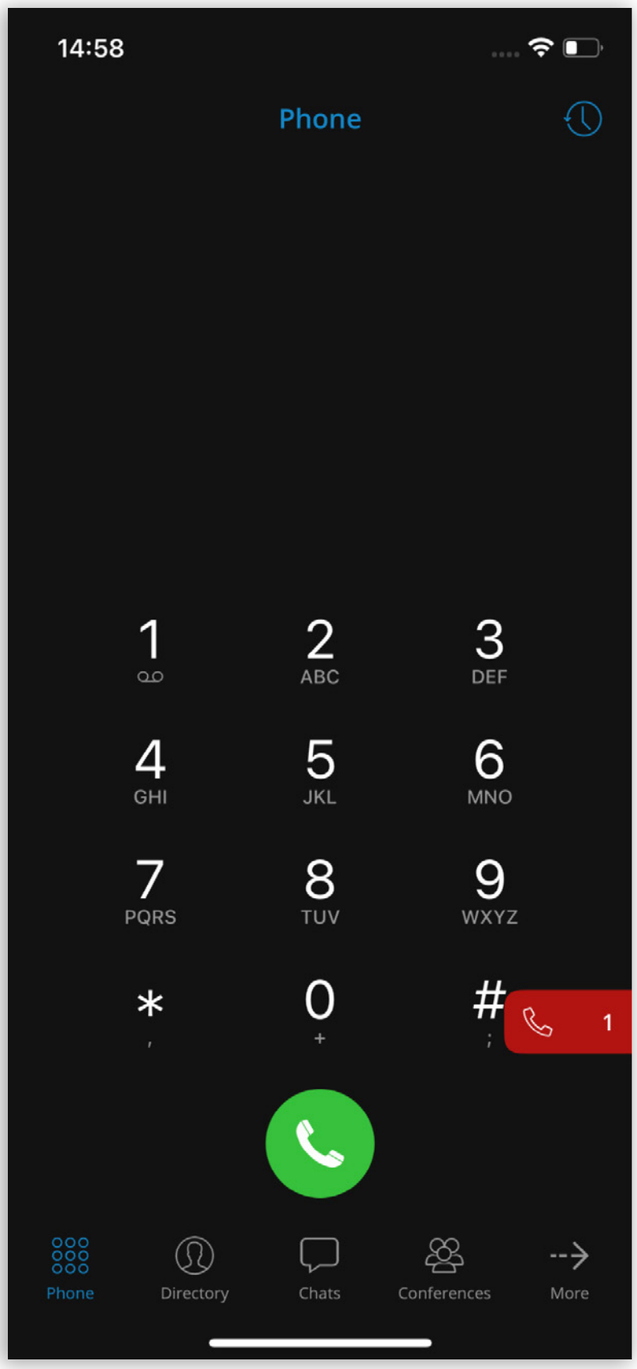
Take over active calls from another device

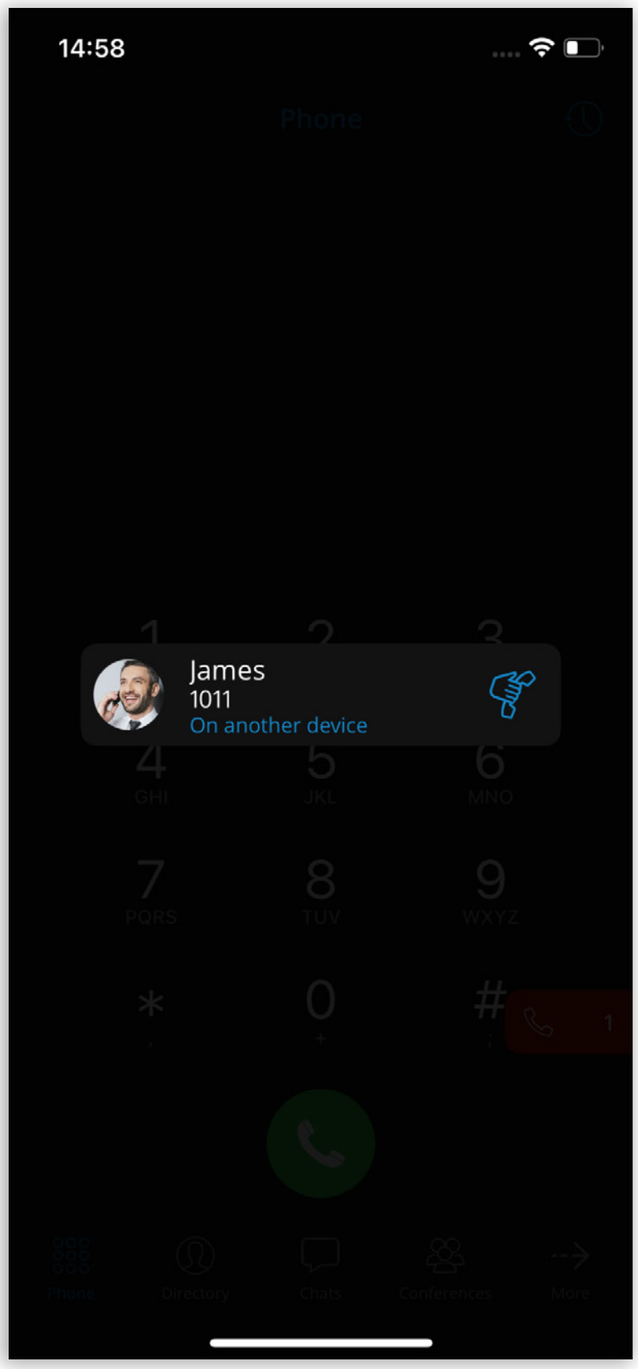
gloCOM GO users can use the mobile app to take over a call active on another device (desktop, web or mobile).

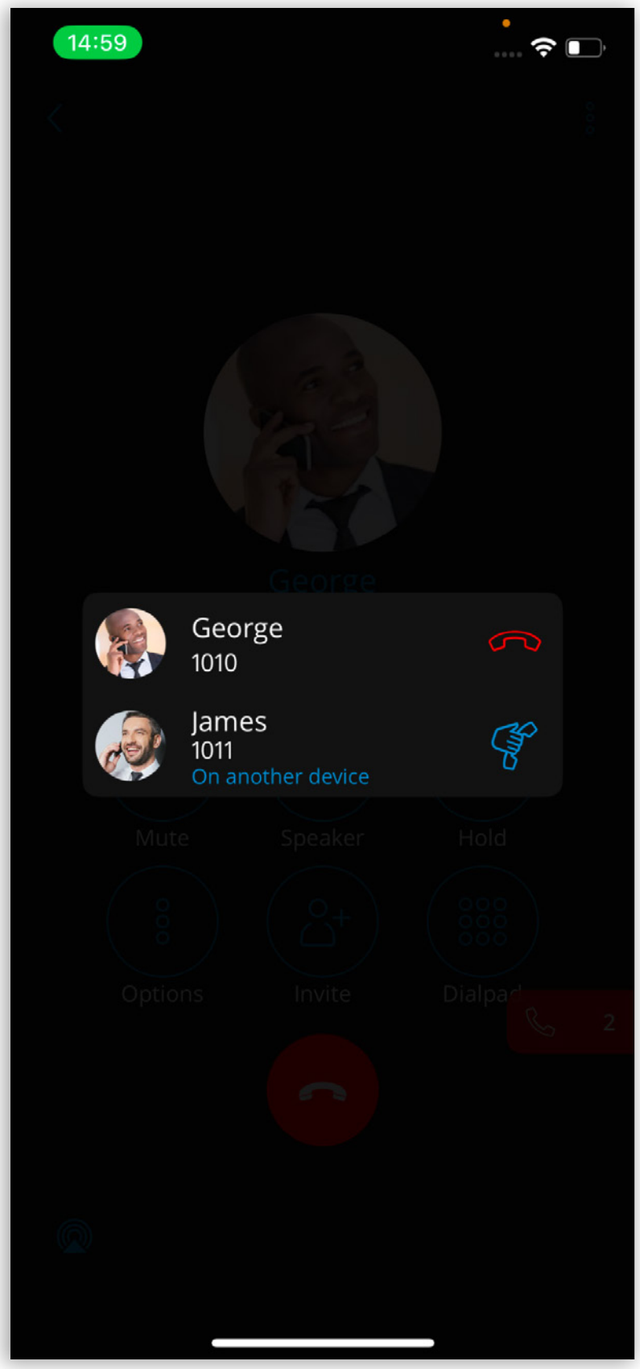
The mobile app displays the status of all active calls for the user's extension, regardless of the device being used.

If a call is active on another device, tapping the active calls floating button opens the active calls list.

After tapping the call takeover icon, the call on the other device ends, and the mobile app receives the incoming call. Once answered, gloCOM GO takes over the active call.



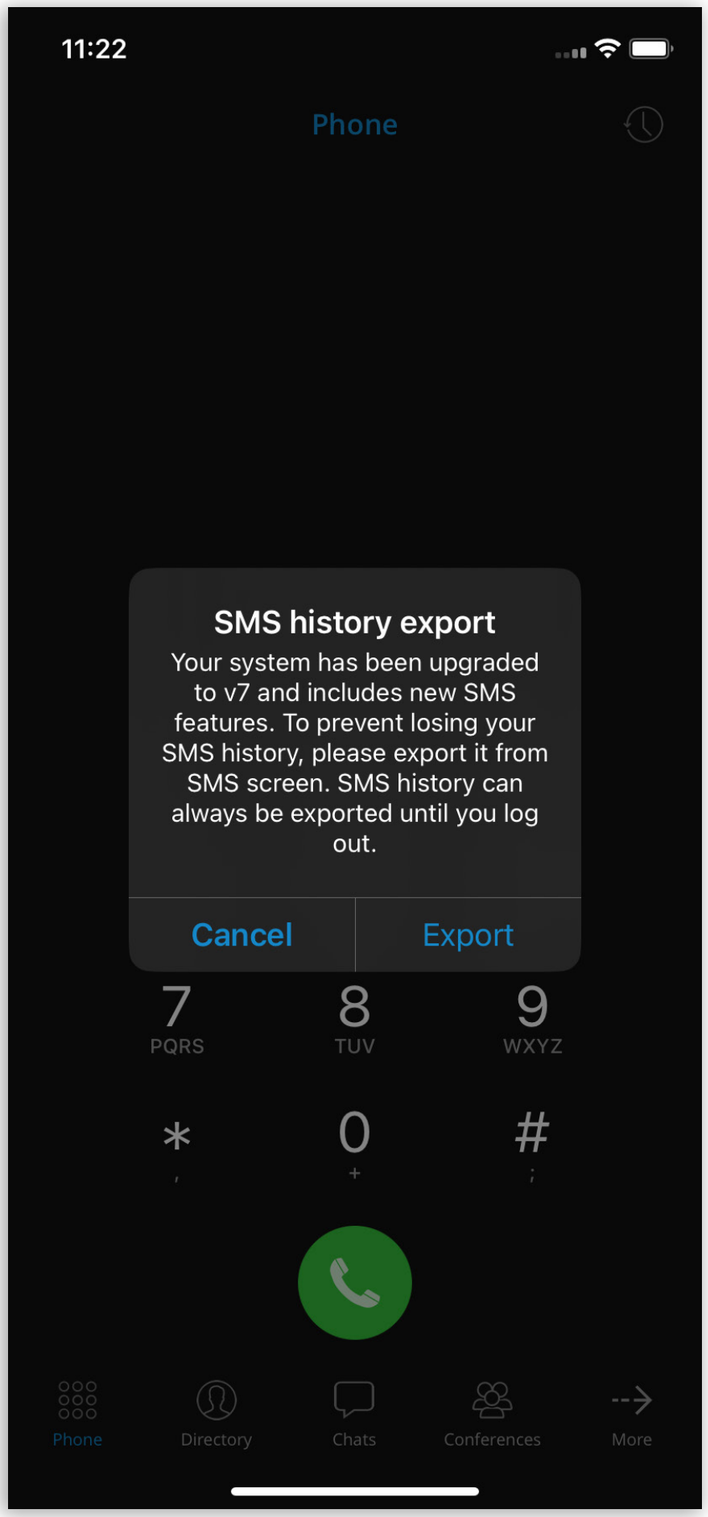




Pop-up alert to export SMS history after app upgrade

After the update from gloCOM GO 6 to gloCOM GO 7, users can export their old locally stored SMS conversations created while using the gloCOM GO app on the v6 system.

When opening the app for the first time after the system update, a pop-up notification prompts users to export their SMS history.

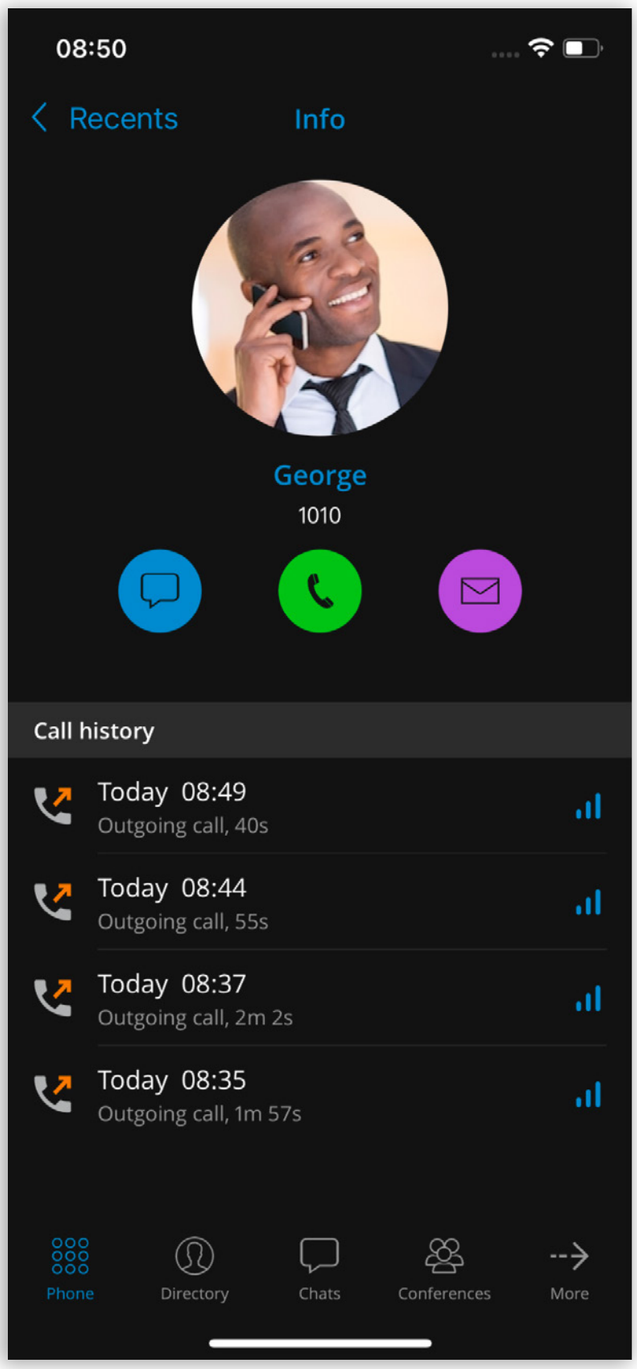


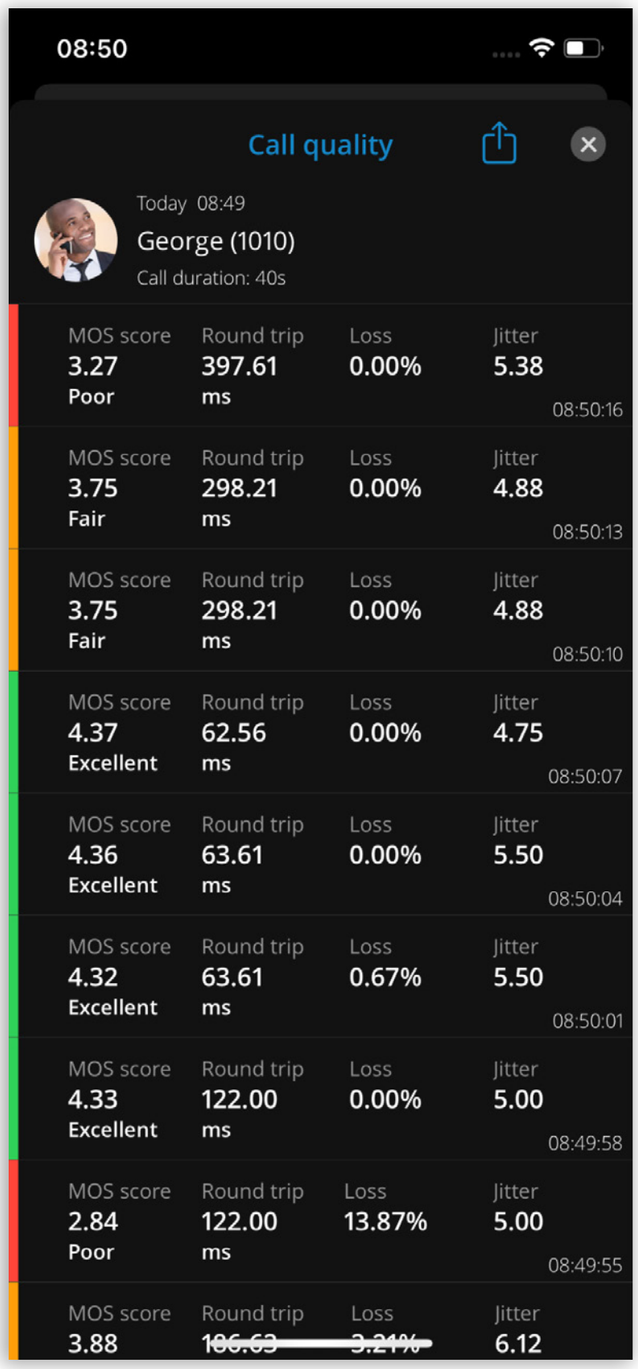
Support for storing and exporting call quality metrics

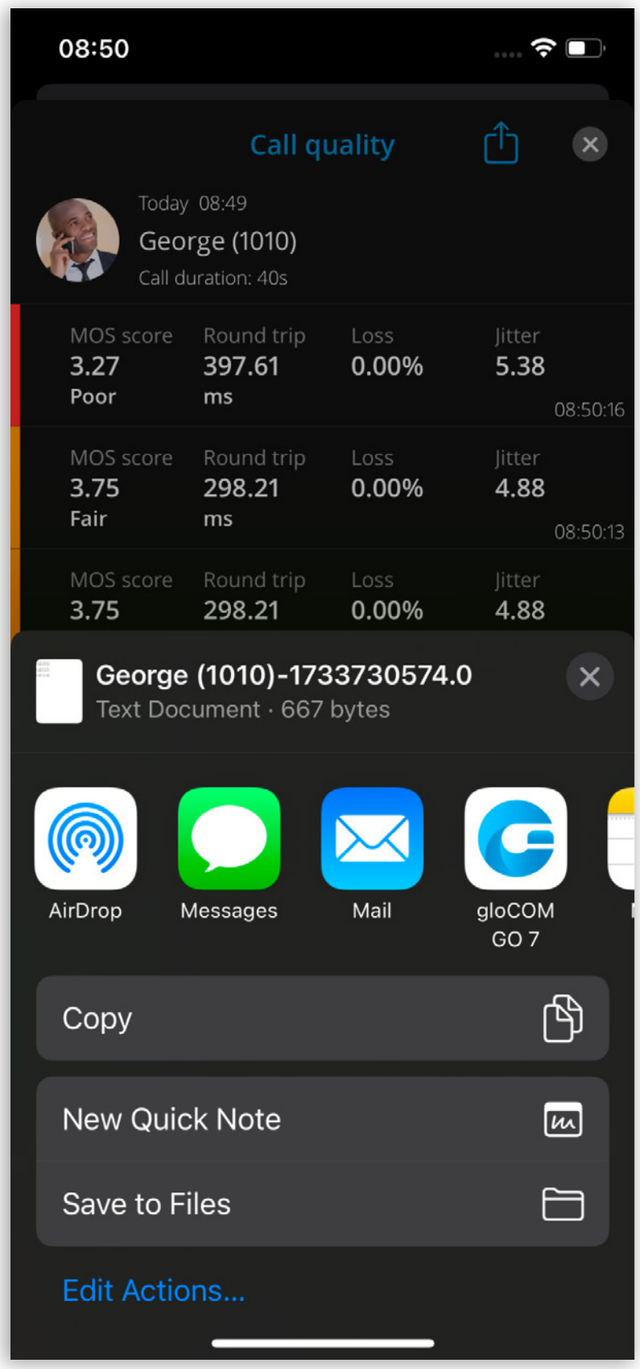
This feature allows users to view and export call quality metrics for recent calls directly from their devices. It provides detailed metrics and an easy export option to help users efficiently diagnose and address call quality issues.

To access this information, users can navigate to the Recents screen, select a call to open its Call Details, tap the call quality information button, and view detailed metrics for the selected call.

Call quality metrics can be exported in a standardized file format, such as CSV, to share with support teams or save for future reference.



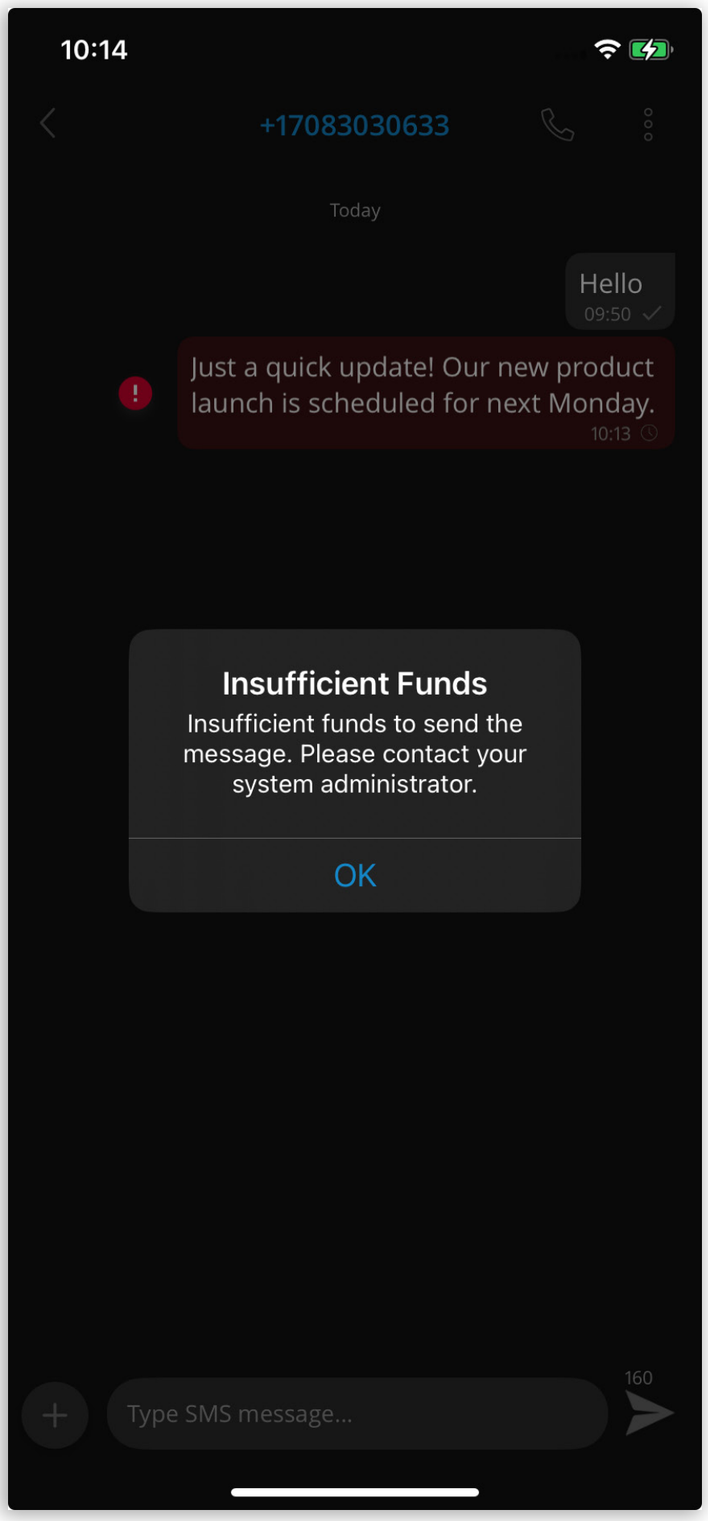




Handle SMS error code for insufficient funds when sending a message

When a user attempts to send an SMS or MMS message but has insufficient funds on their extension, the message will not be sent, and an alert dialogue will appear with the following message:

“Insufficient funds to send the message. Please contact your system administrator.”



Android

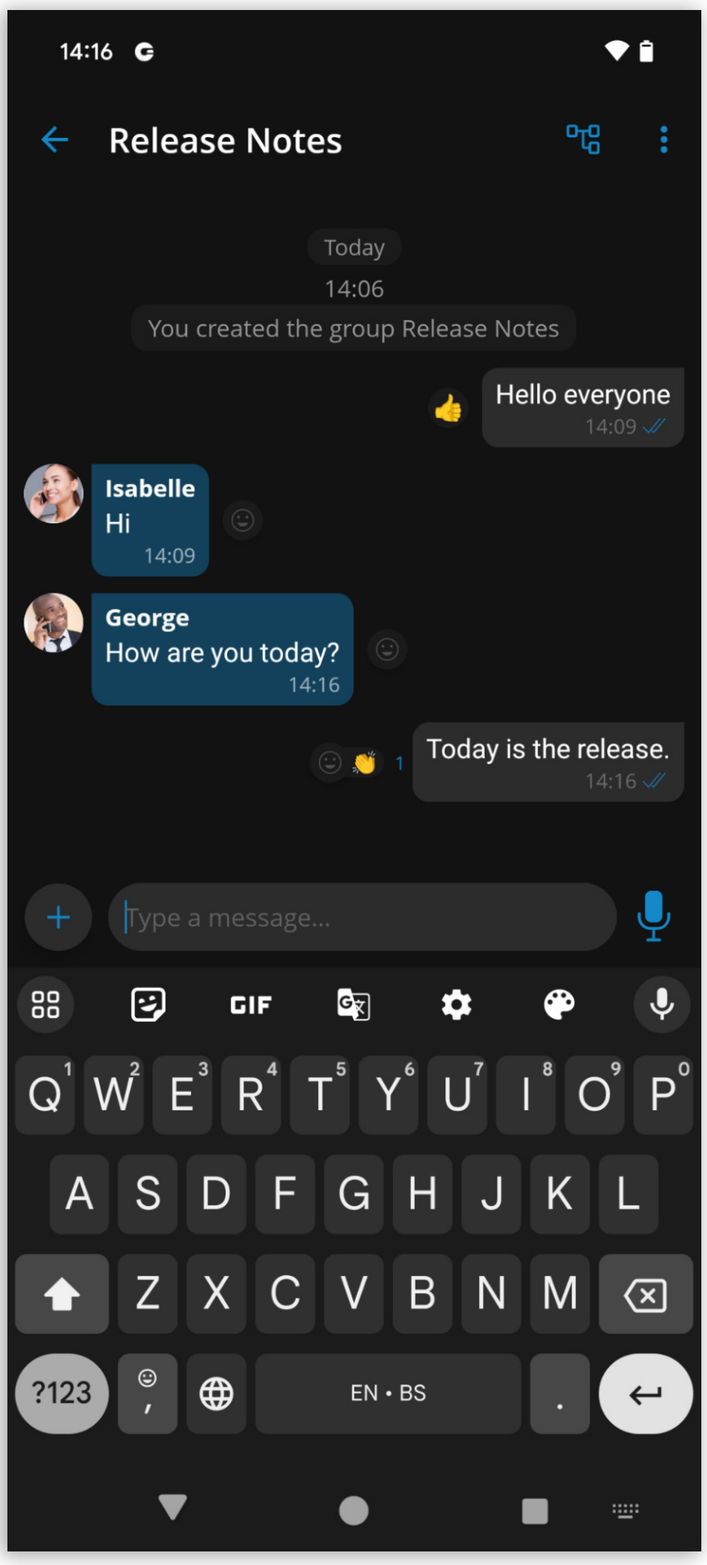
Chat Topics/Threads

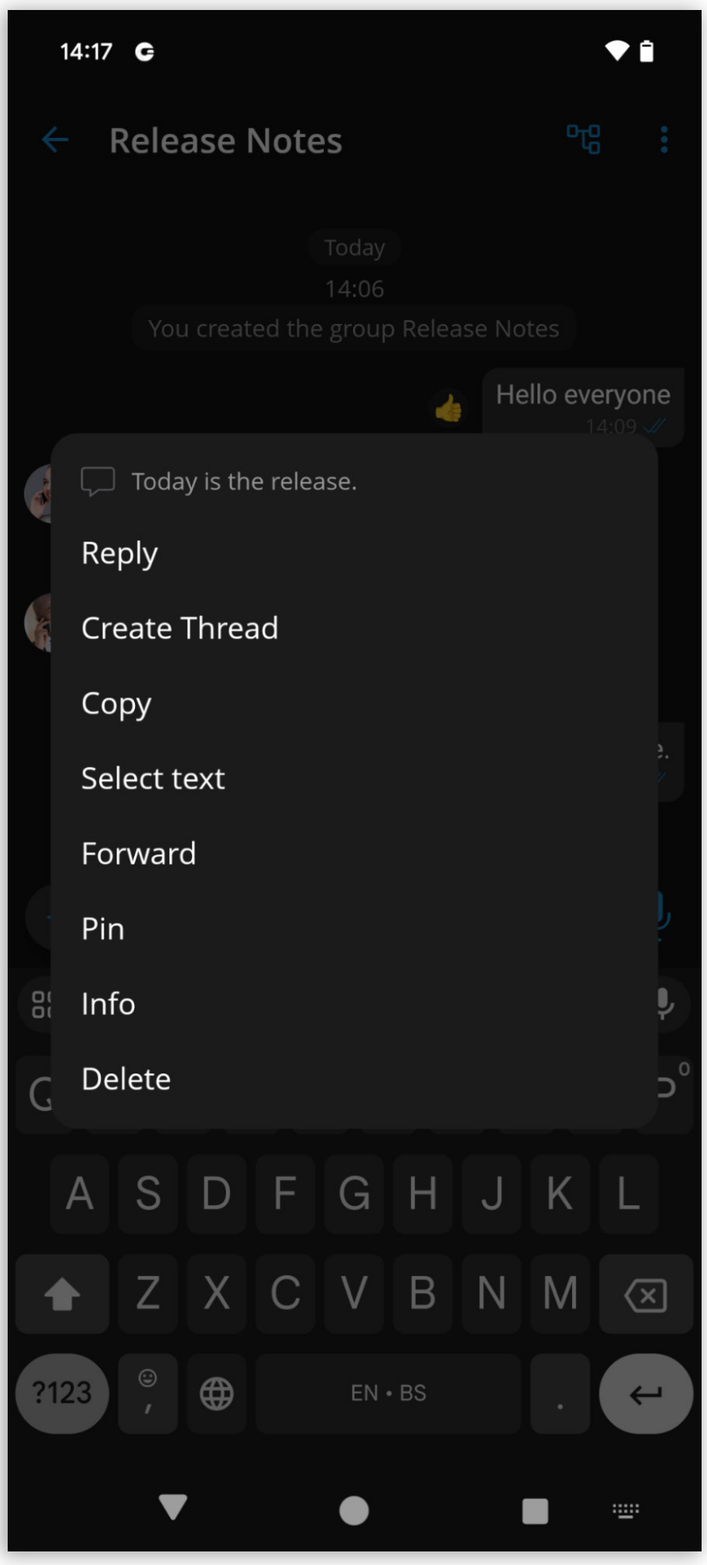
Our latest feature, Chat Topics/Threads, allows users to start multiple conversations within a single group chat, enabling parallel discussions without creating new chat groups.

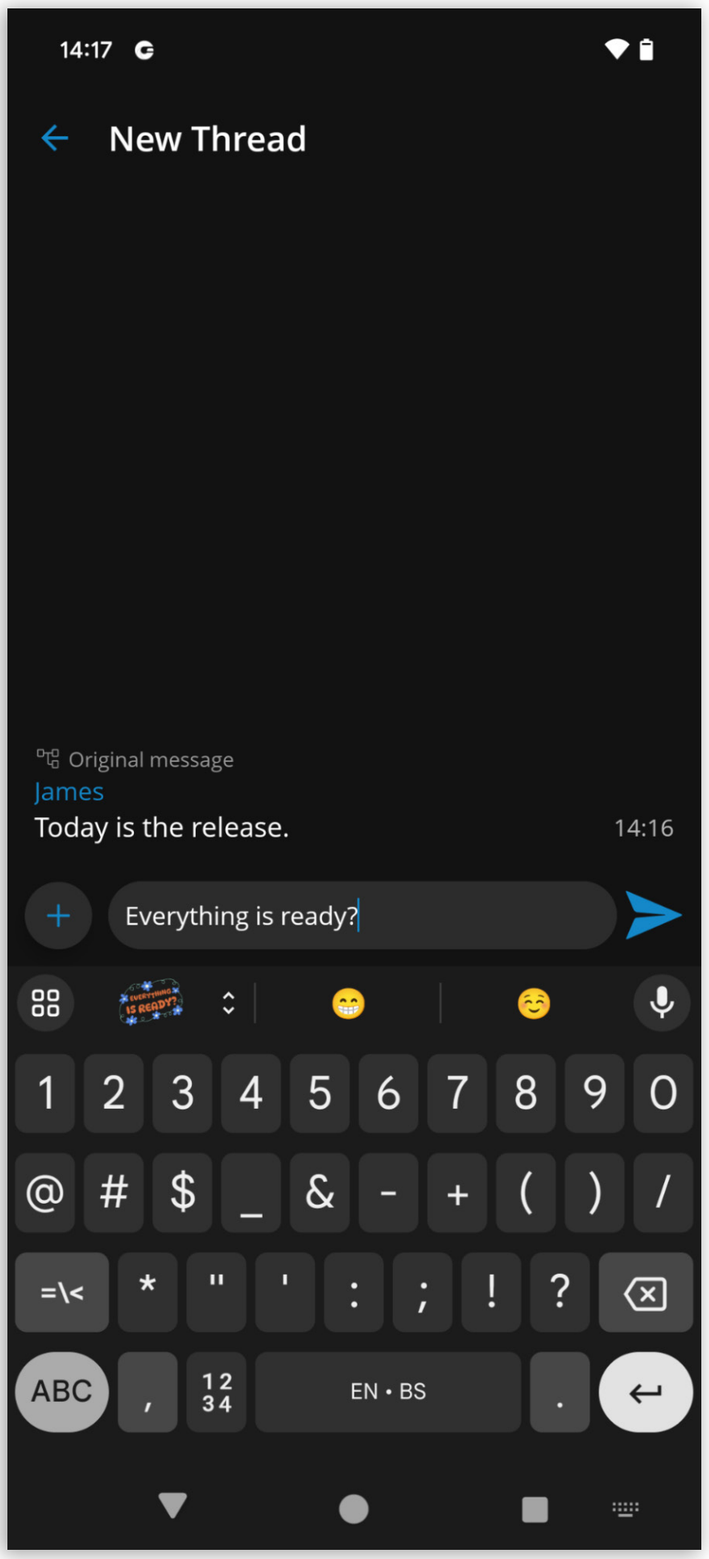
To create a thread, the user should long-press the selected text message in the group chat, select the ‘Create Thread’ option, and send a message in the newly created thread.

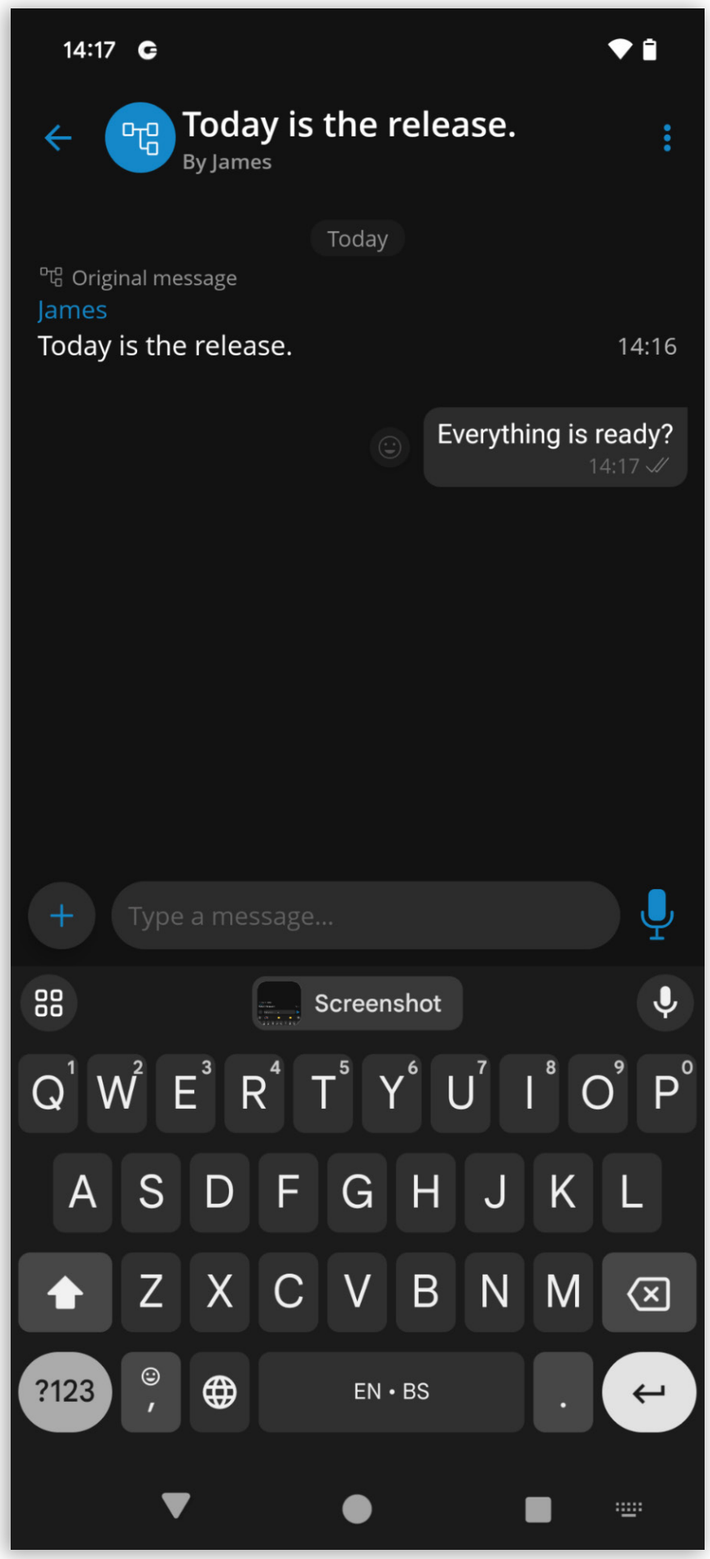
The thread creator can also specify a **Thread Name** while creating a thread by entering it in the designated field. If the name is not specified, the thread’s name will be the message from which the thread was created.

Note: The thread name cannot be longer than 100 characters.









Threads can only be created within group chats.

Please note that this feature must first be enabled in the license before it can be used.

Single Sign-On (SSO) authentication

In addition to the standard email address and password login method, gloCOM GO 7 supports Single Sign-On (SSO) integration. SSO enables users to authenticate themselves across multiple applications or websites using just one set of login credentials. This integration streamlines the authentication process, enhancing user experience and security.

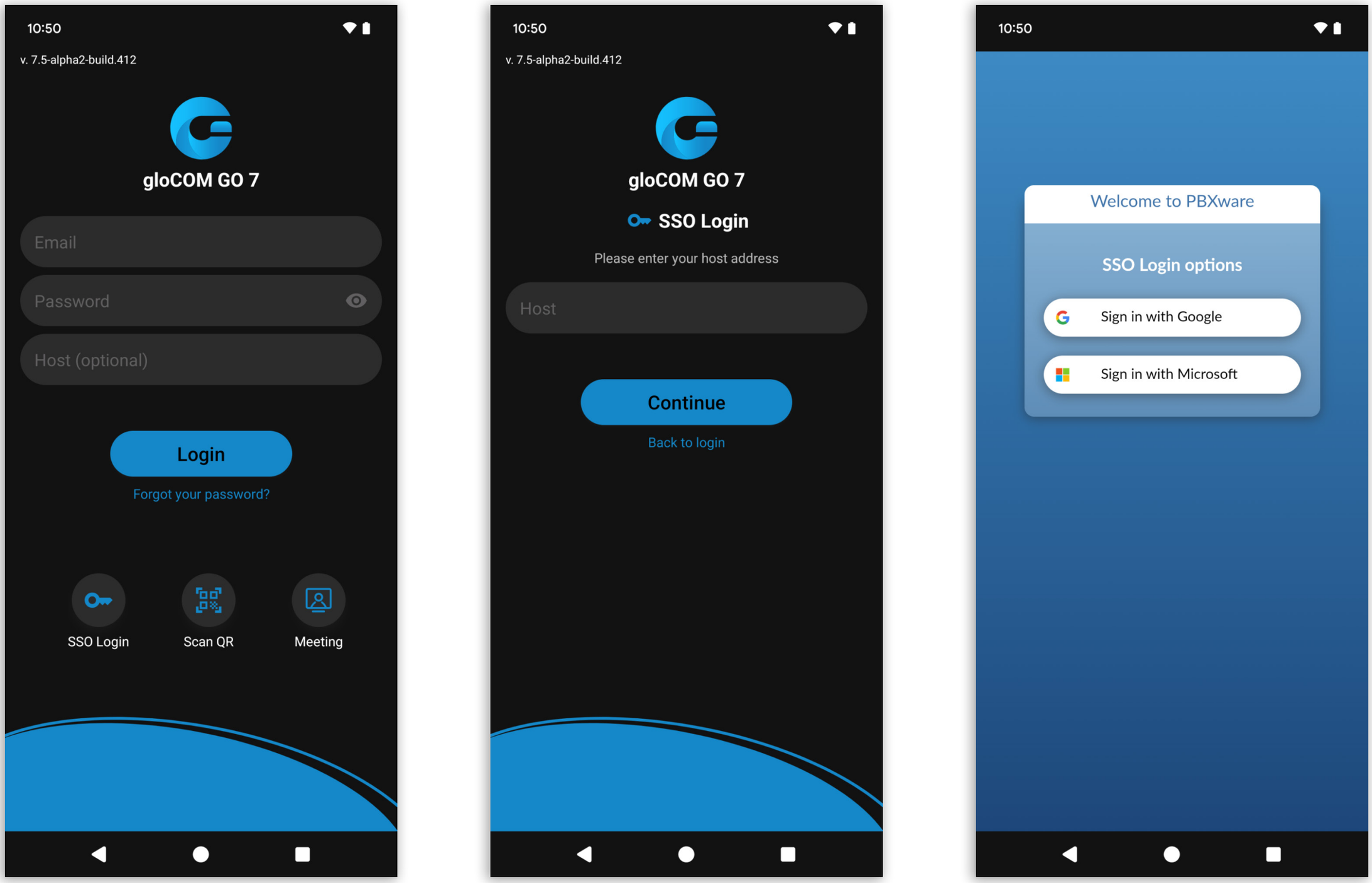
With SSO, users can log in to gloCOM GO 7 using their existing credentials from a centralized identity provider (IdP) such as Google or Microsoft Azure Active Directory. Once authenticated by the IdP, users can access gloCOM GO 7 without entering separate login credentials.

To enable the SSO login method in gloCOM GO 7, it has to first be configured on the PBX side.

The user must enter the host address after selecting the SSO Login button on the Login screen. If the provided address is correct and if the SSO is configured on the server, upon pressing ‘Continue,’ the user will be presented with the SSO login options screen, which offers one or two login options depending on the configuration on the PBX side:

- Sign in with Google
- Sign in with Microsoft

The SSO authentication screen will open if the user scans the SSO QR code generated from the gloCOM Desktop app.



After successful authentication, users will be granted access to gloCOM GO 7.

Please note that this feature must first be enabled in a license before it can be used.

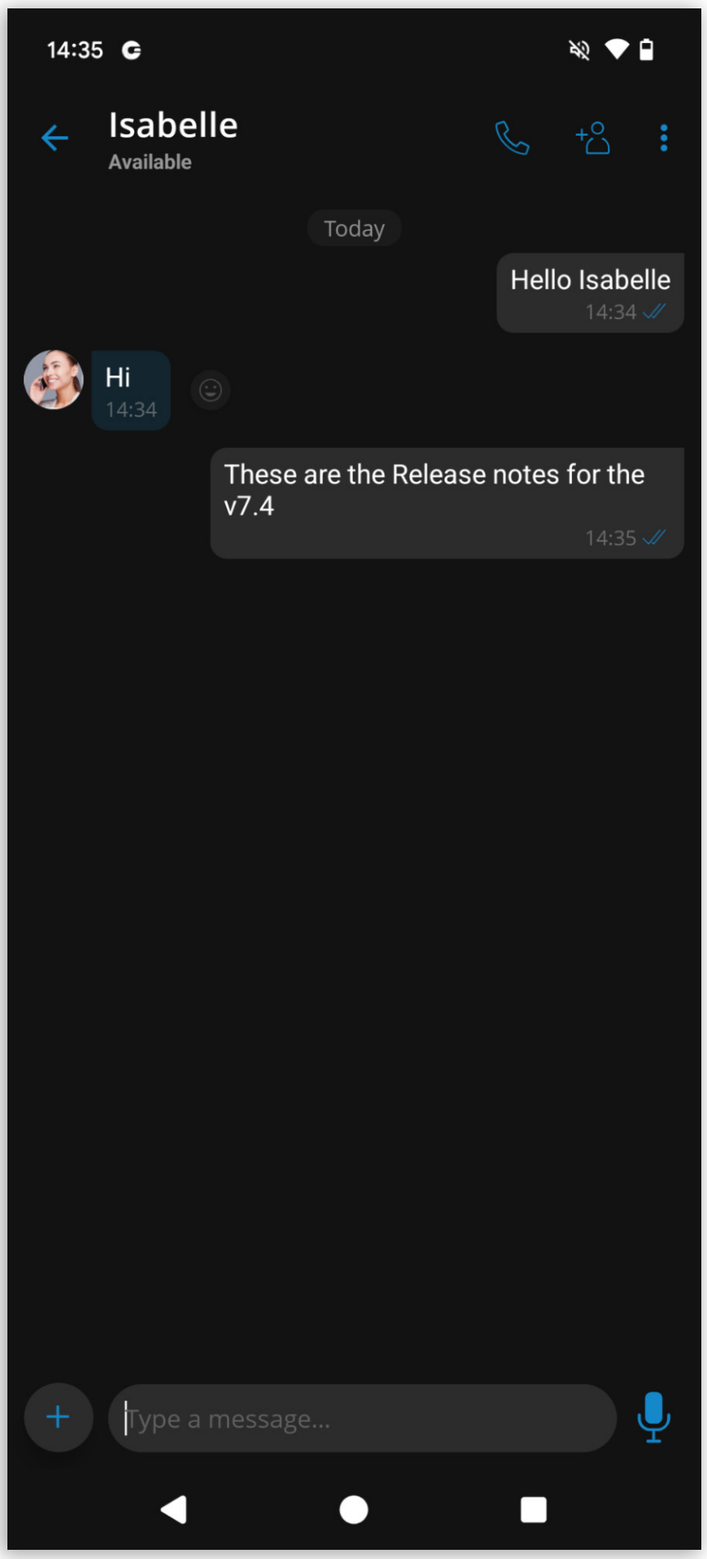
Edit chat messages

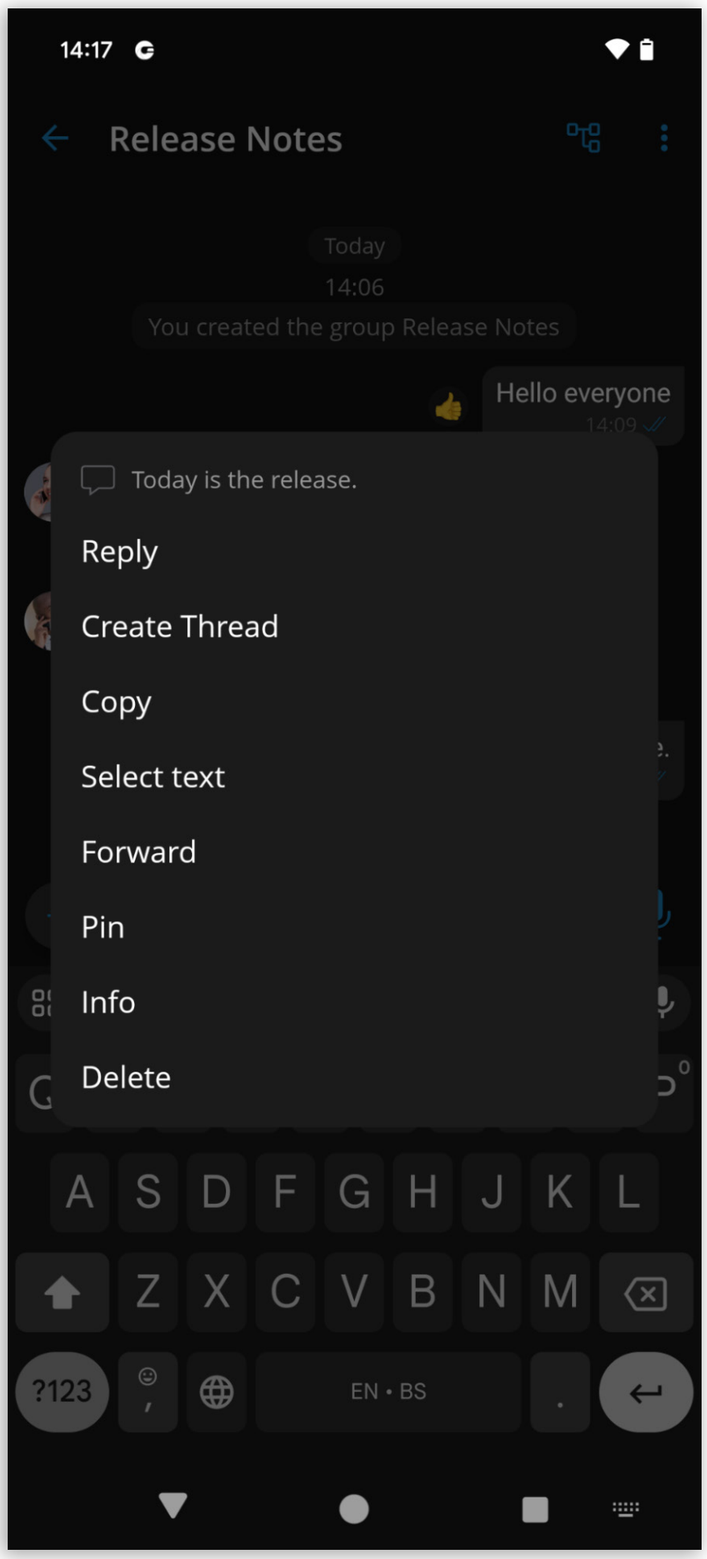
The Edit chat message feature enables users to modify an existing message they have sent in a group or one-on-one chat. This functionality allows users to fix typos, clarify information, or make necessary adjustments to their messages without sending an additional message.

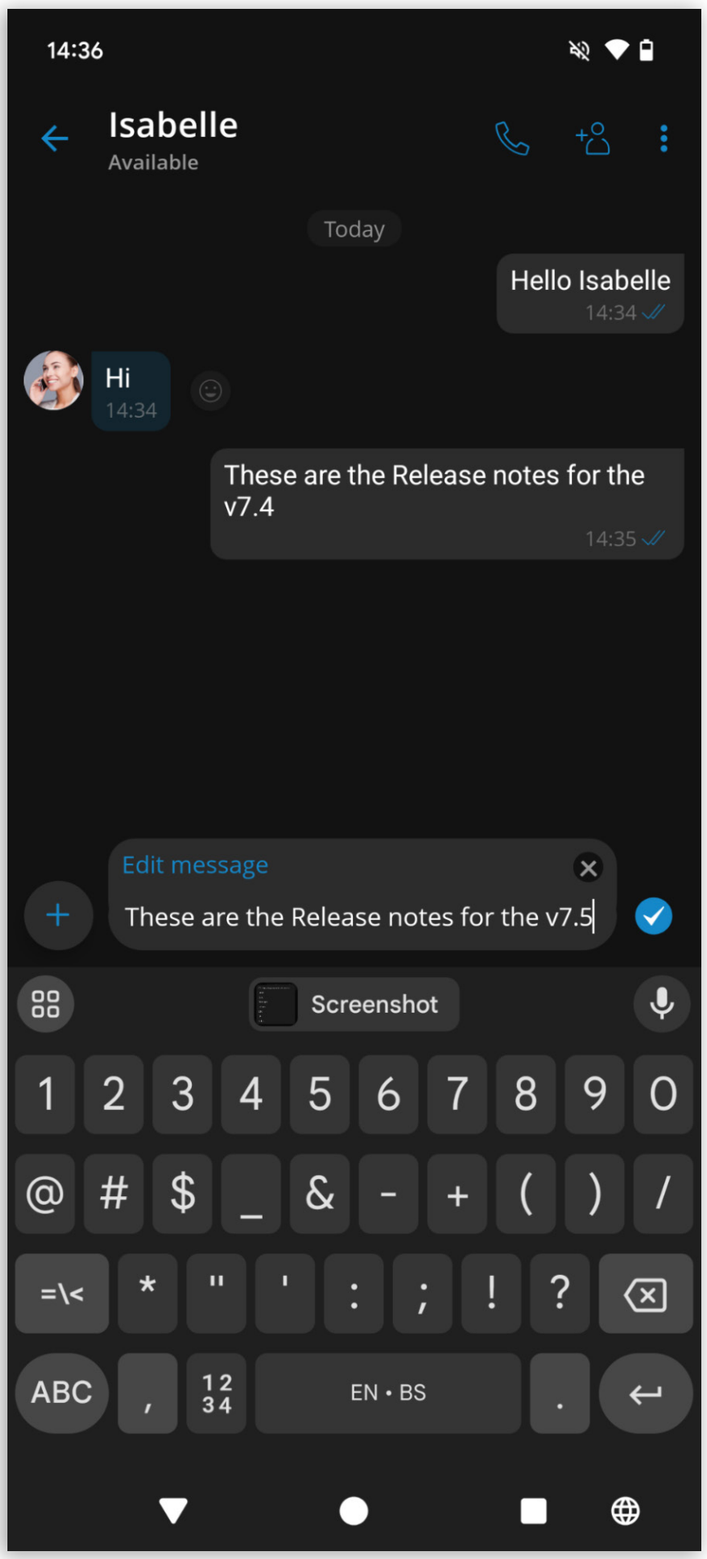
When users long-press the message they want to edit, the context menu with the new option Edit appears.

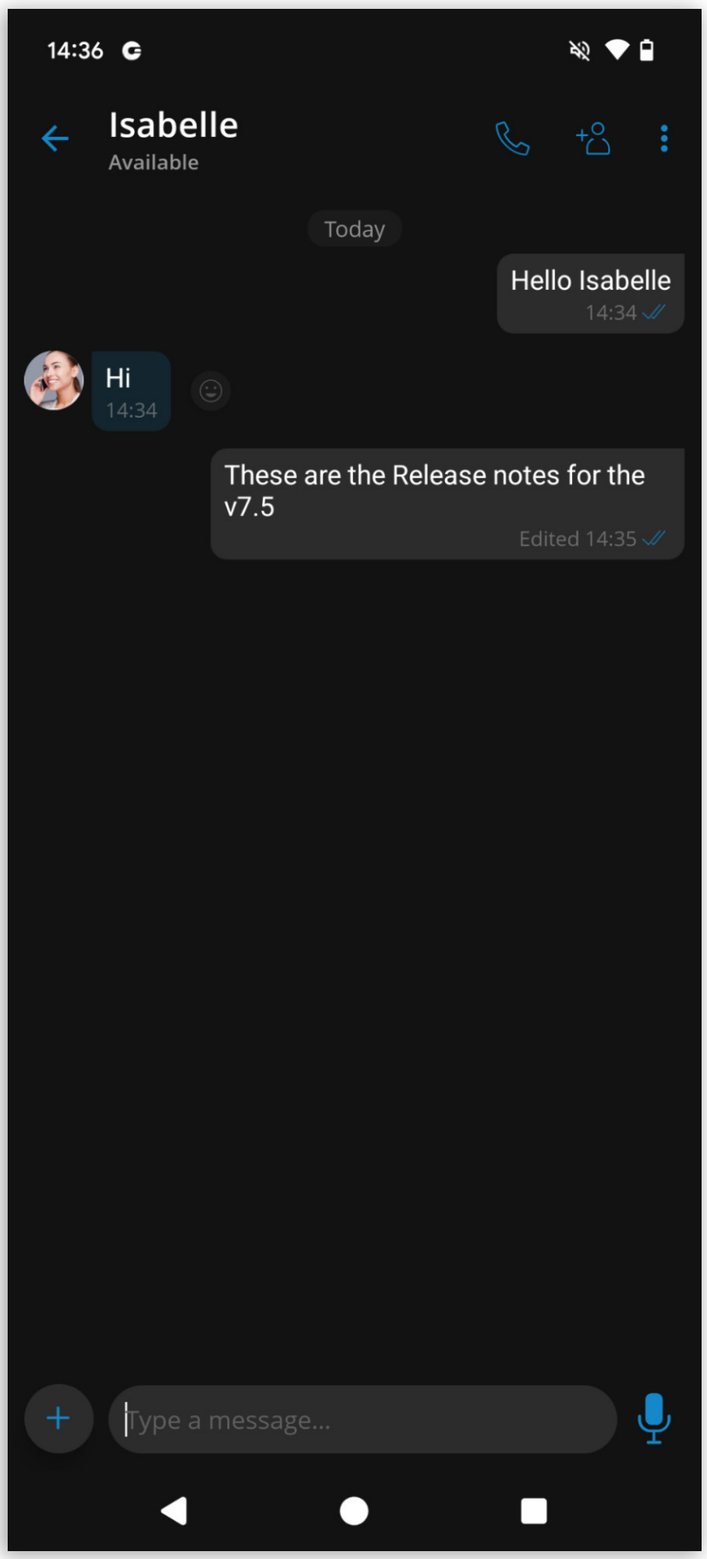
After selecting Edit, the content of the message becomes editable.

When message editing is done, the user presses the confirm button, and the edited message is updated in the chat with an Edited label next to it to inform participants of the modification.






14:36
Isabelle
Available
Today
Hello Isabelle
14:34
Hi
14:34
These are the Release notes for the v7.4
14:35
Edit message
These are the Release notes for the v7.5
Screenshot
1 2 3 4 5 6 7 8 9 0
@ # $ _ & - + ( ) /
=\< * " ' : ; ! ?
ABC , 12 34 EN • BS .


14:36
Isabelle
Available
Today
Hello Isabelle
14:34
Hi
14:34
These are the Release notes for the v7.5
Edited 14:35
Type a message...

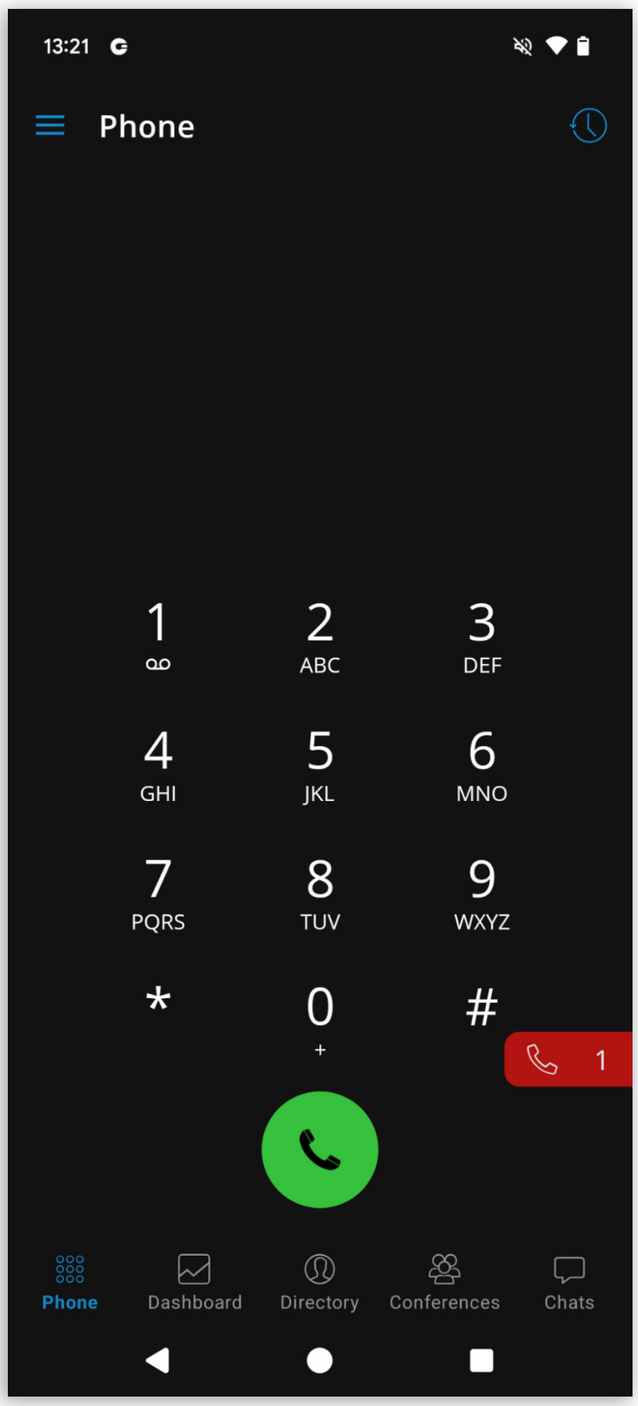
Take over active calls from another device

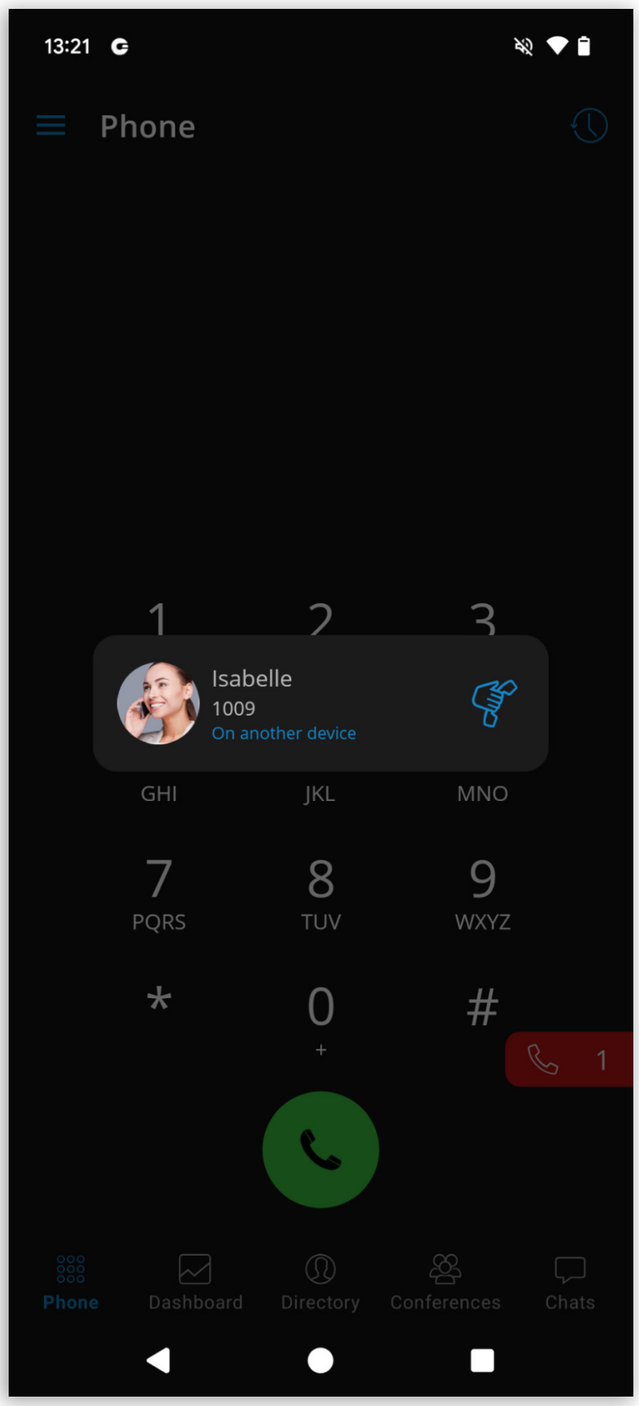
gloCOM GO users can use the mobile app to take over a call active on another device (desktop, web or mobile).

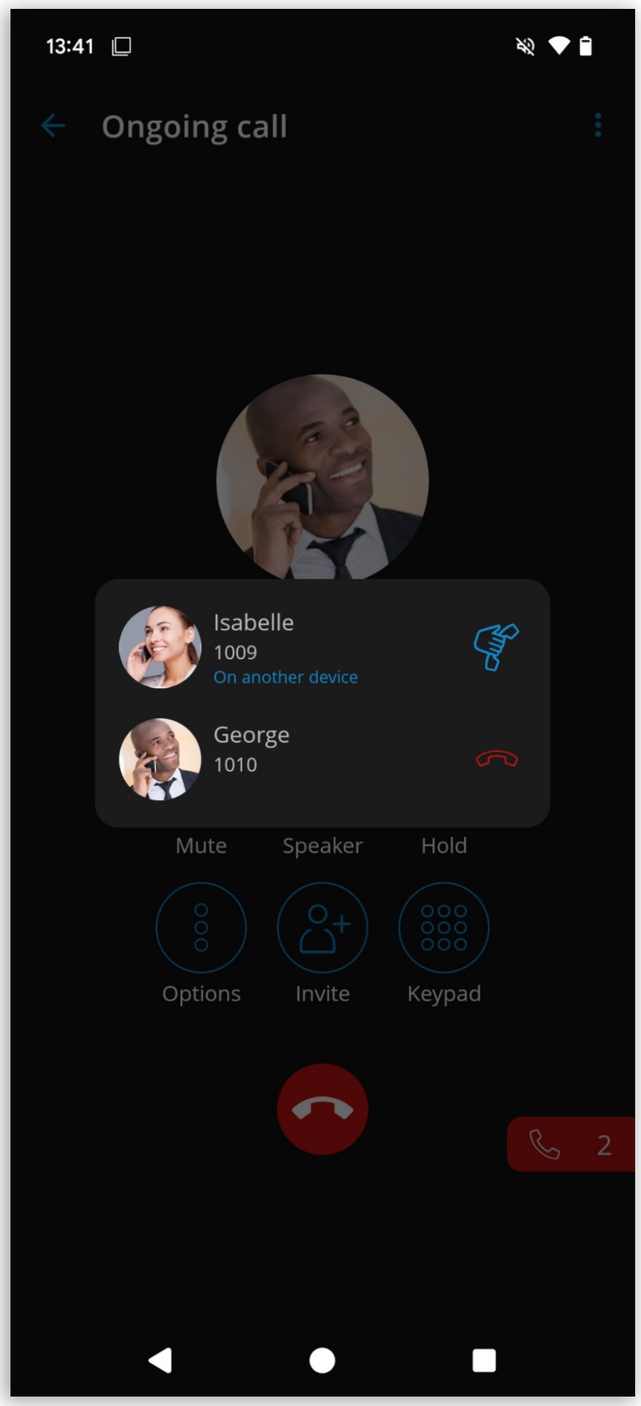
The mobile app displays the status of all active calls for the user's extension, regardless of the device being used.

If a call is active on another device, tapping the active calls floating button opens the active calls list.

After tapping the call takeover icon, the call on the other device ends, and the mobile app receives the incoming call. Once answered, gloCOM GO takes over the active call.



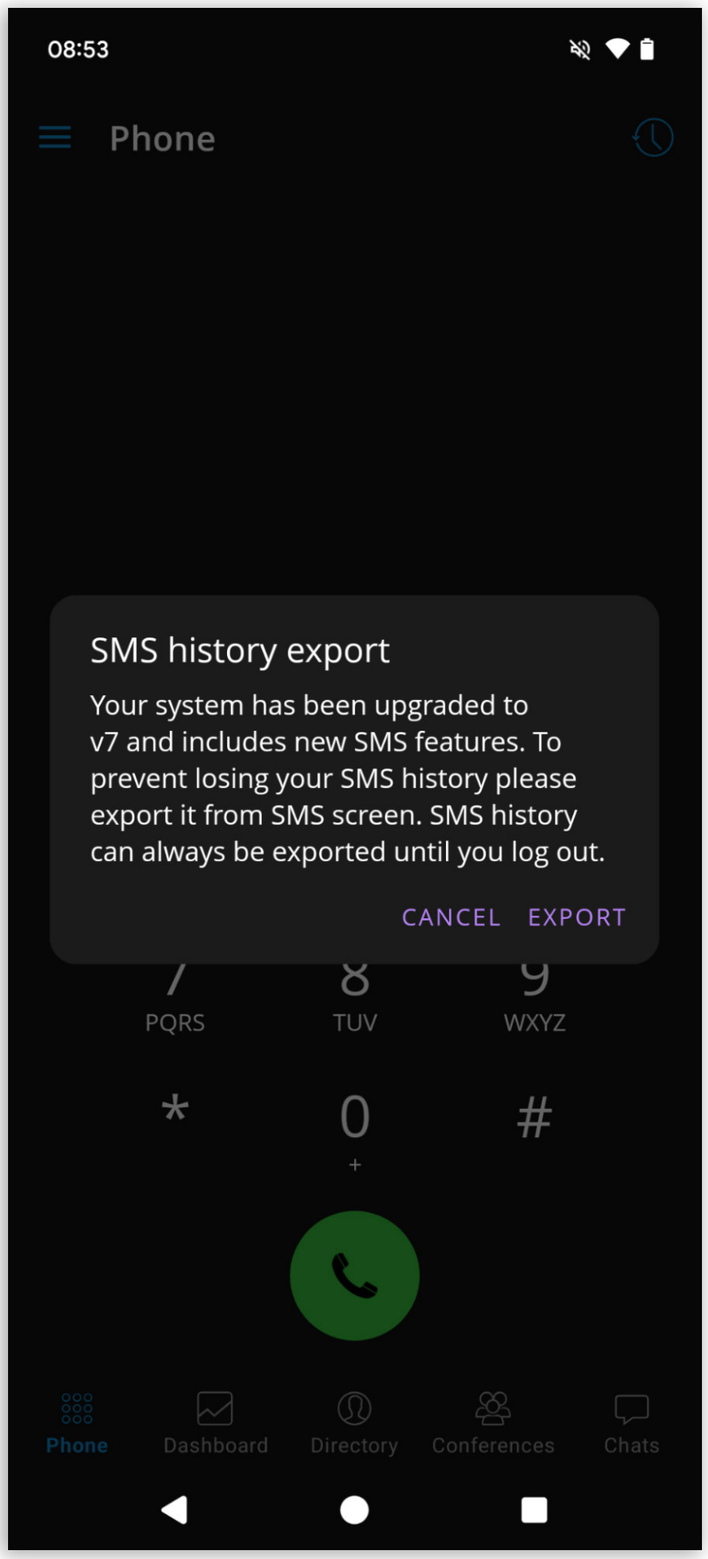




Pop-up alert to export SMS history after app upgrade

After the update from gloCOM GO 6 to gloCOM GO 7, users can export their old locally stored SMS conversations created while using the gloCOM GO app on the v6 system.

When opening the app for the first time after the system update, a pop-up notification prompts users to export their SMS history.

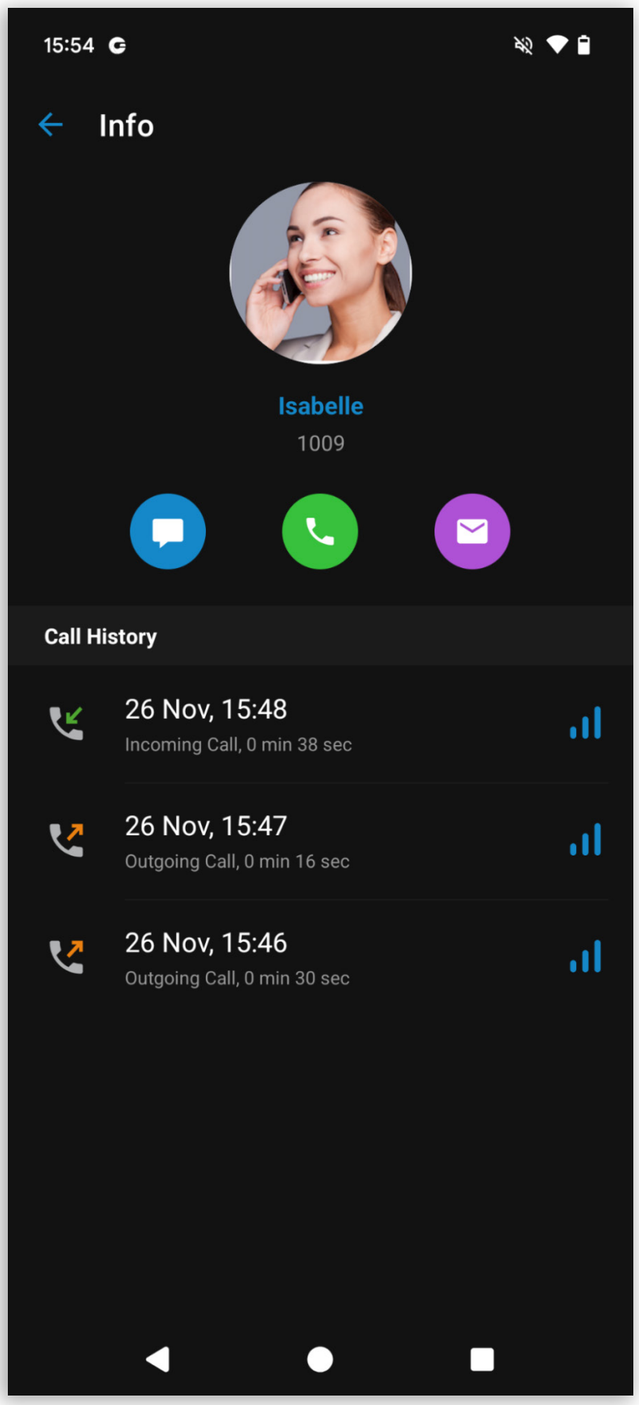


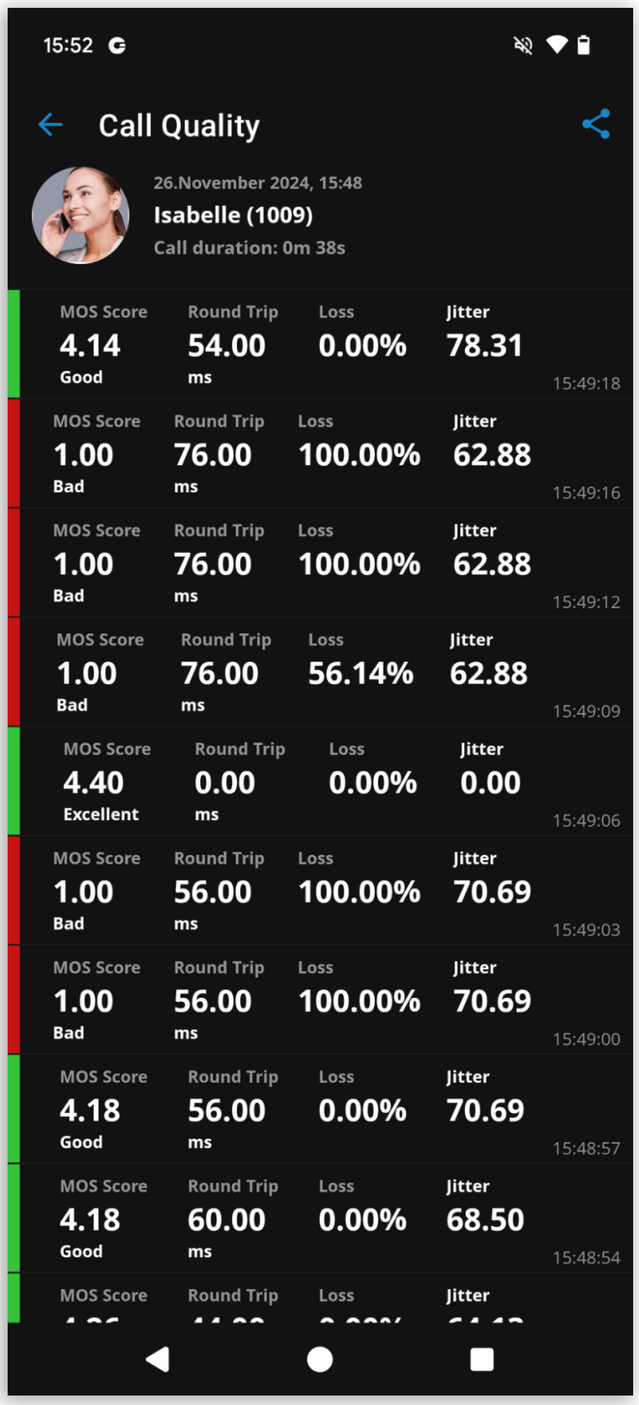
Support for storing and exporting call quality metrics

This feature allows users to view and export call quality metrics for recent calls directly from their devices. It provides detailed metrics and an easy export option to help users efficiently diagnose and address call quality issues.

To access this information, users can navigate to the Recents screen, select a call to open its Call Details, tap the call quality information button, and view detailed metrics for the selected call.

Call quality metrics can be exported in a standardized file format, such as CSV, to share with support teams or save for future reference.

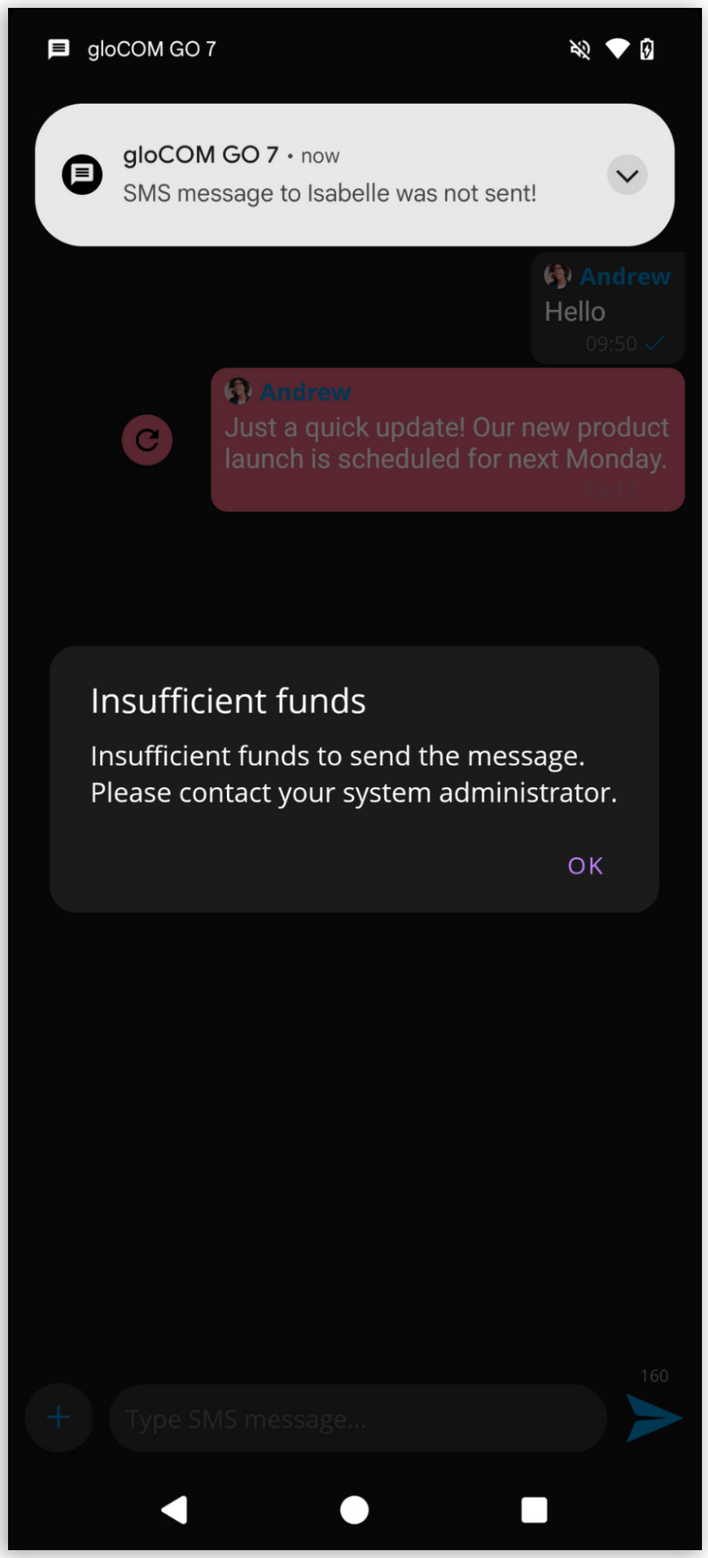




Handle SMS error code for insufficient funds when sending a message

When a user attempts to send an SMS or MMS message but has insufficient funds on their extension, the message will not be sent, and an alert dialogue will appear with the following message:

“Insufficient funds to send the message. Please contact your system administrator.”



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

Follow us

www.bicomsystems.com

Copyright Bicom Systems 2025