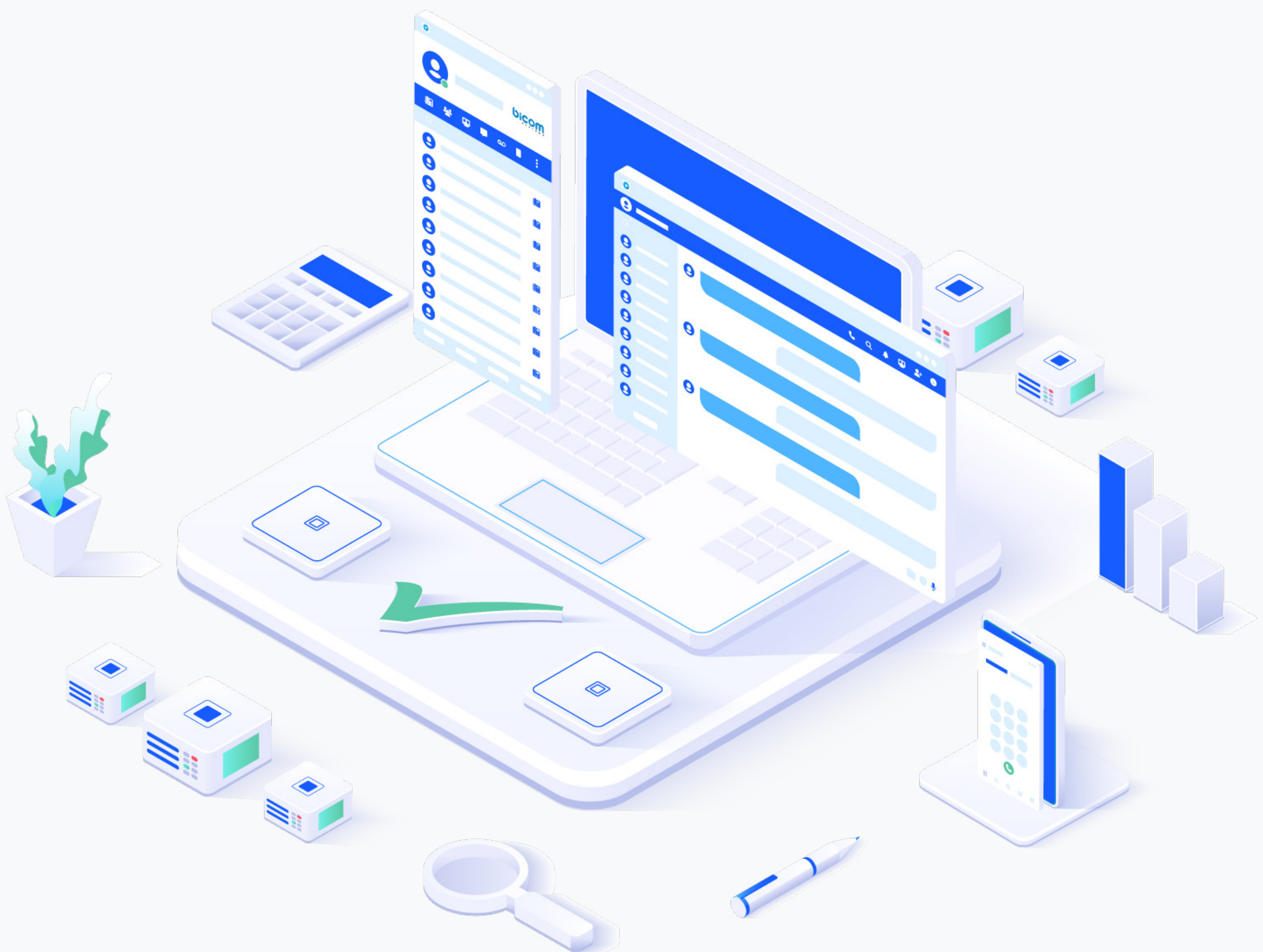




RELEASE NOTES

gloCOM 7.6.0



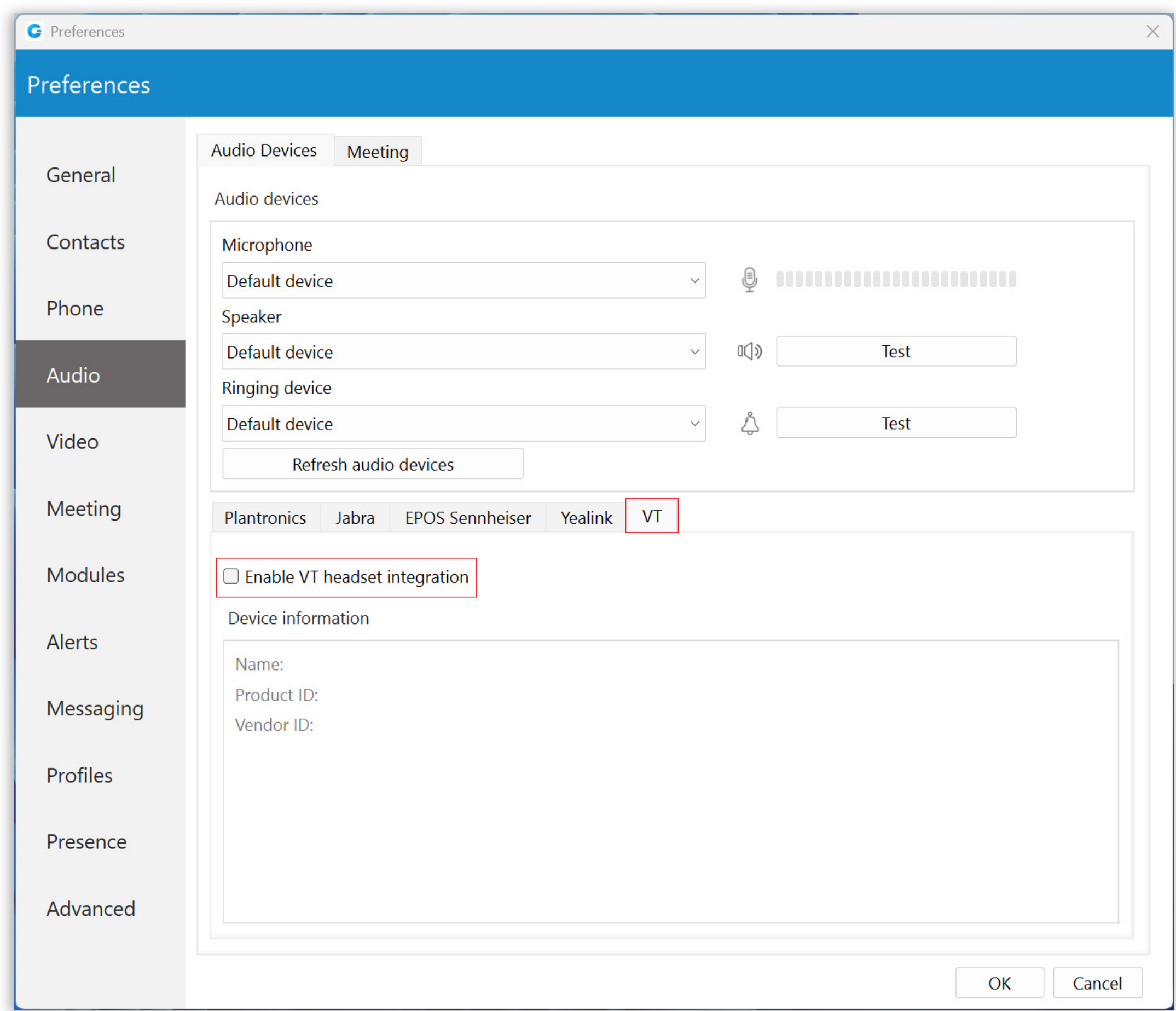
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VT headset integration

The VT headset integration allows users to integrate a VT headset with the gloCOM Desktop application.

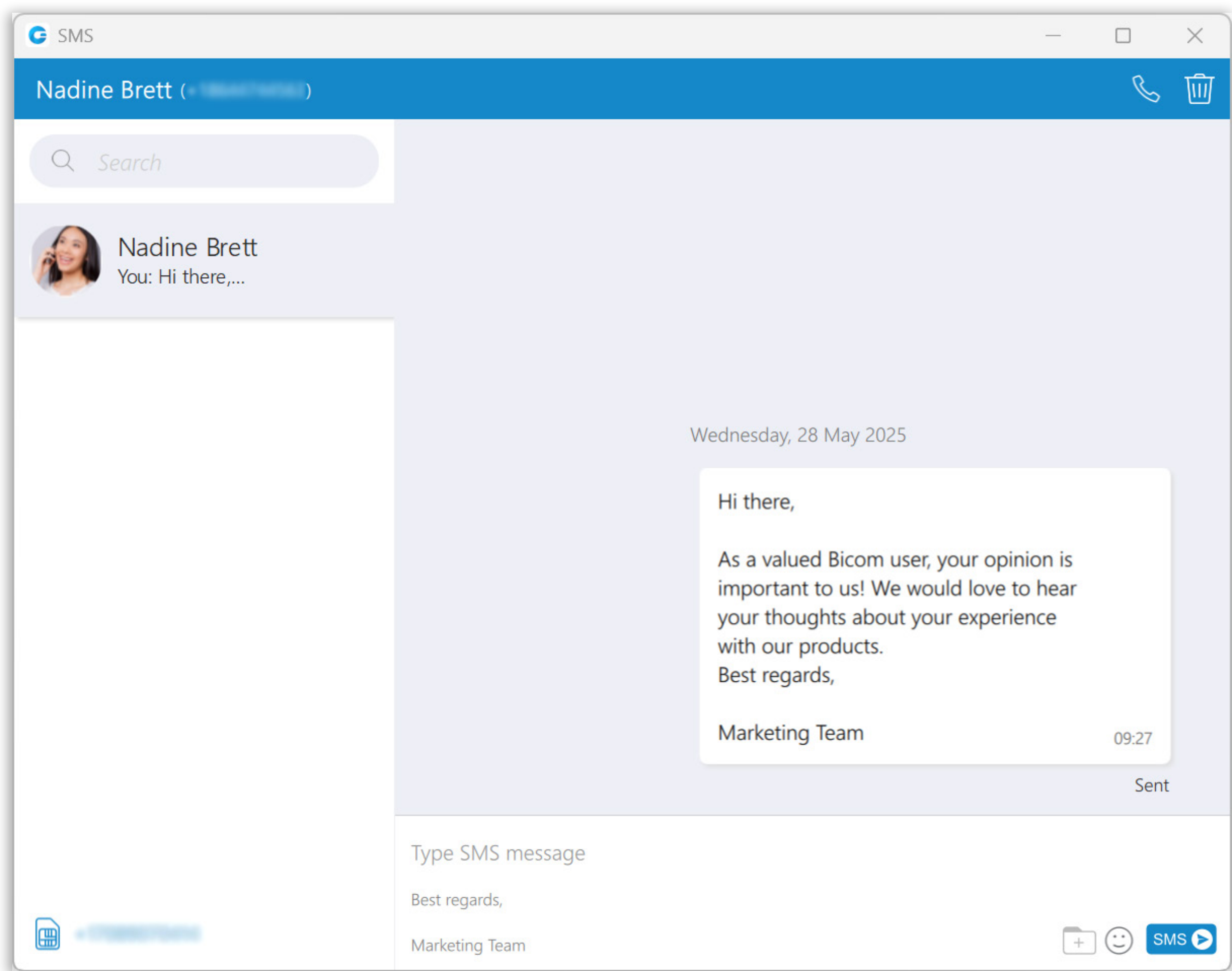


Check the ***Enable VT headset integration*** option to integrate a VT headset with gloCOM. It will enable the VT headset buttons for answering, holding, etc.

SMS footer text message

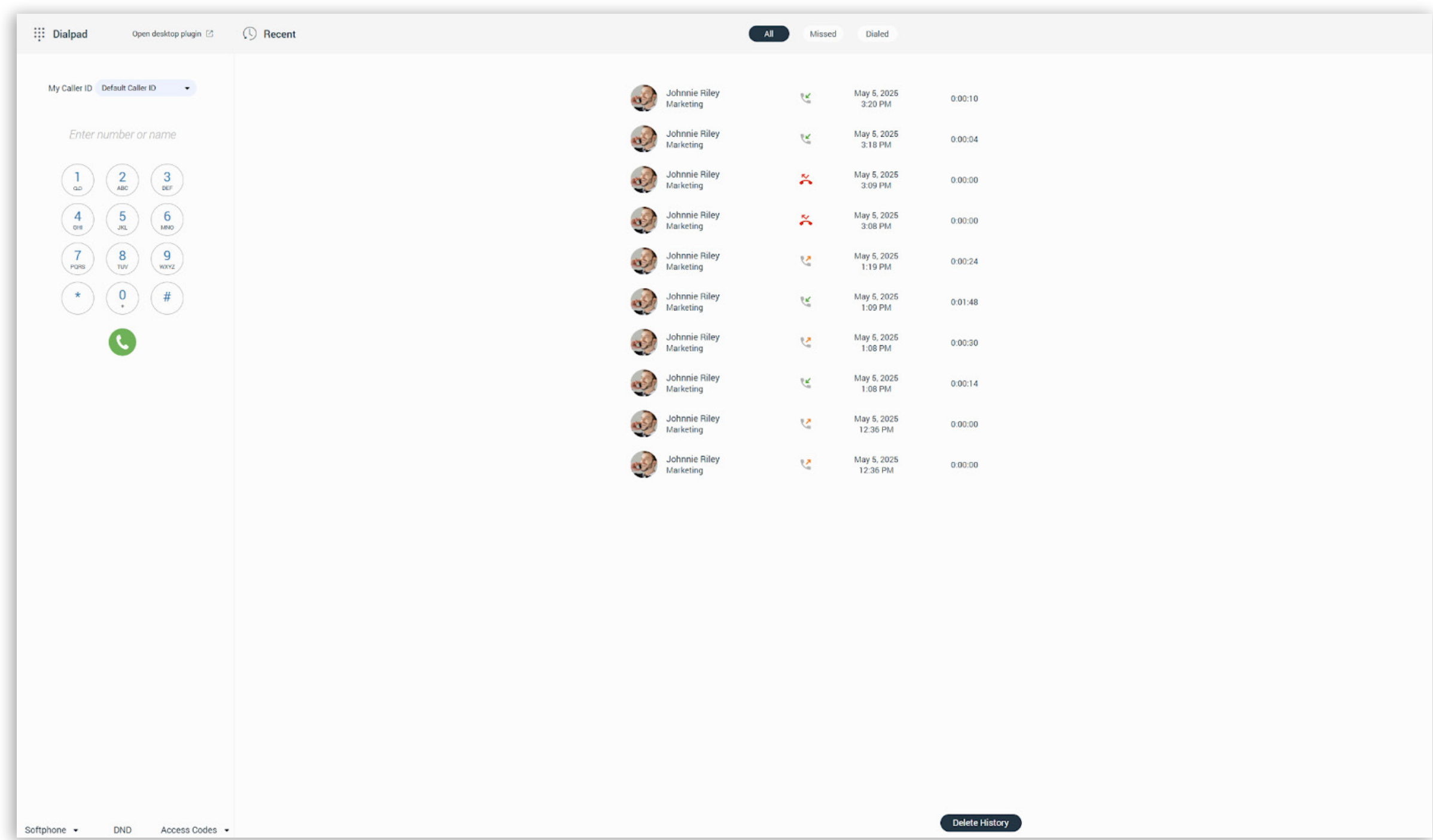
If the administrator turns on *SMS footer messaging* on PBXware, an *SMS footer text* will be displayed at the bottom of the input field. This text will be added at the end of every SMS/MMS message, and its length is included in the length of SMS/MMS messages.

NOTE: *The length of the footer text can be up to 160 characters.*



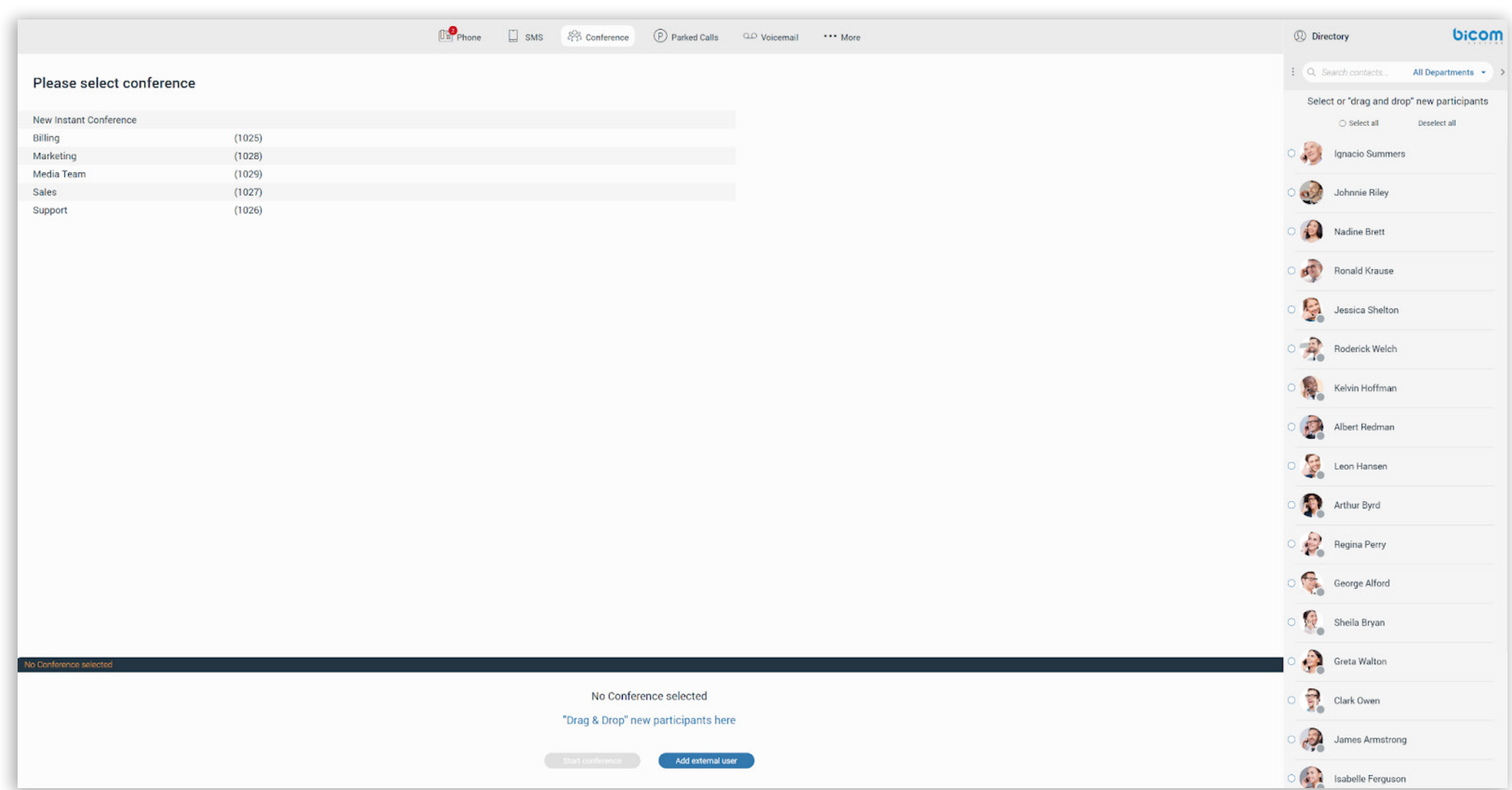
Place/Receive a phone call

Place and receive calls directly within Teams, with access to your recent call history.



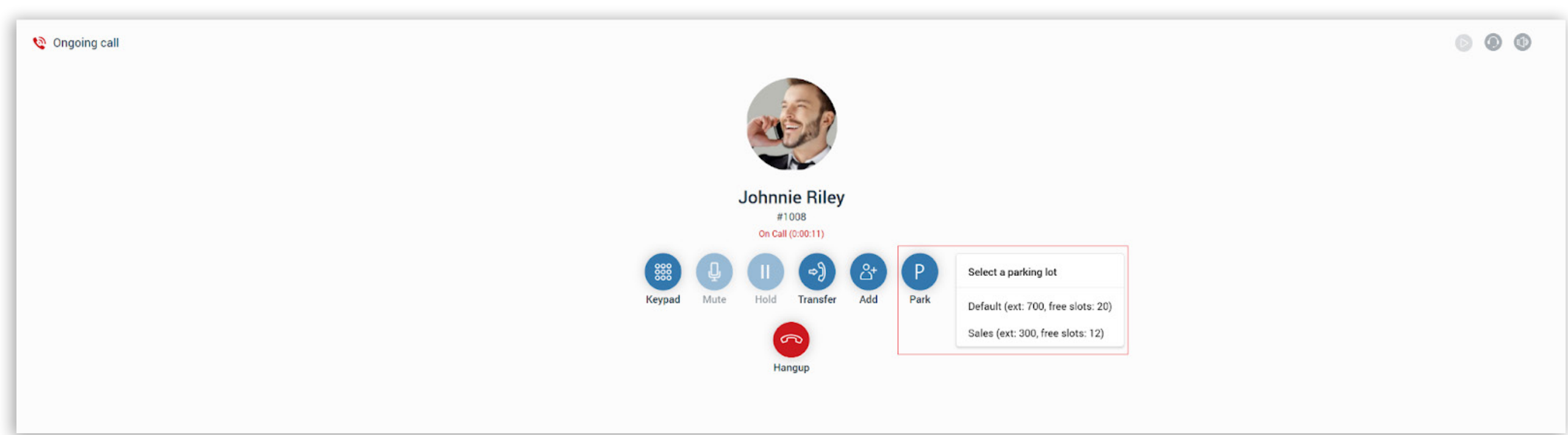
Place/Receive a conference call

The conference is part of *gloCOM for Teams*, where the user can place conference calls with more than one participant (external or internal).



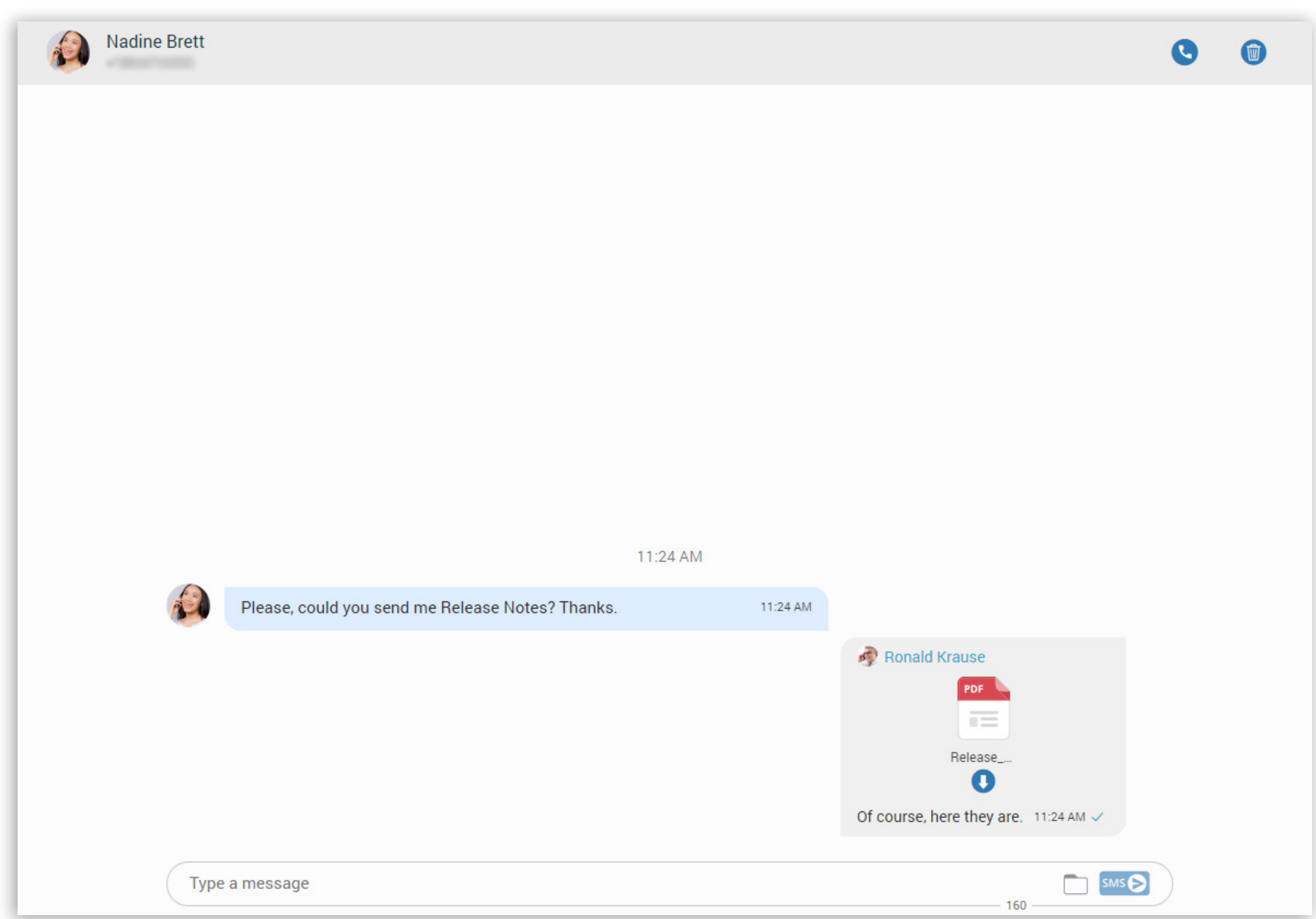
Call Parking

Call Parking allows users to park a call so that someone else can pick it up. The user should click the *Park button* to park a call and choose a parking lot from the available lists.



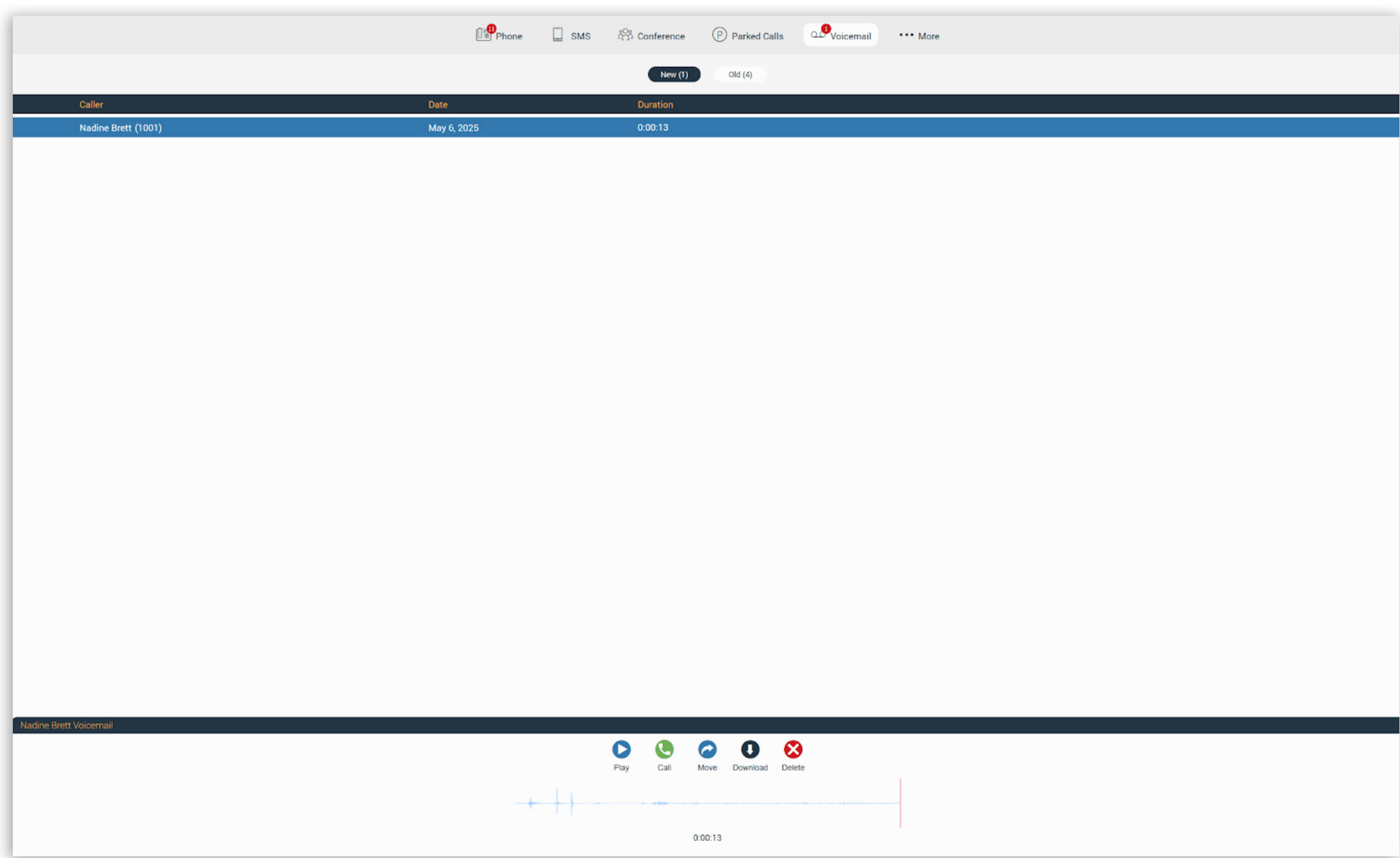
Send and receive SMS/MMS

An SMS feature that allows users to send/receive SMS/MMS messages. The MMS message is an enhancement to the standard SMS message.



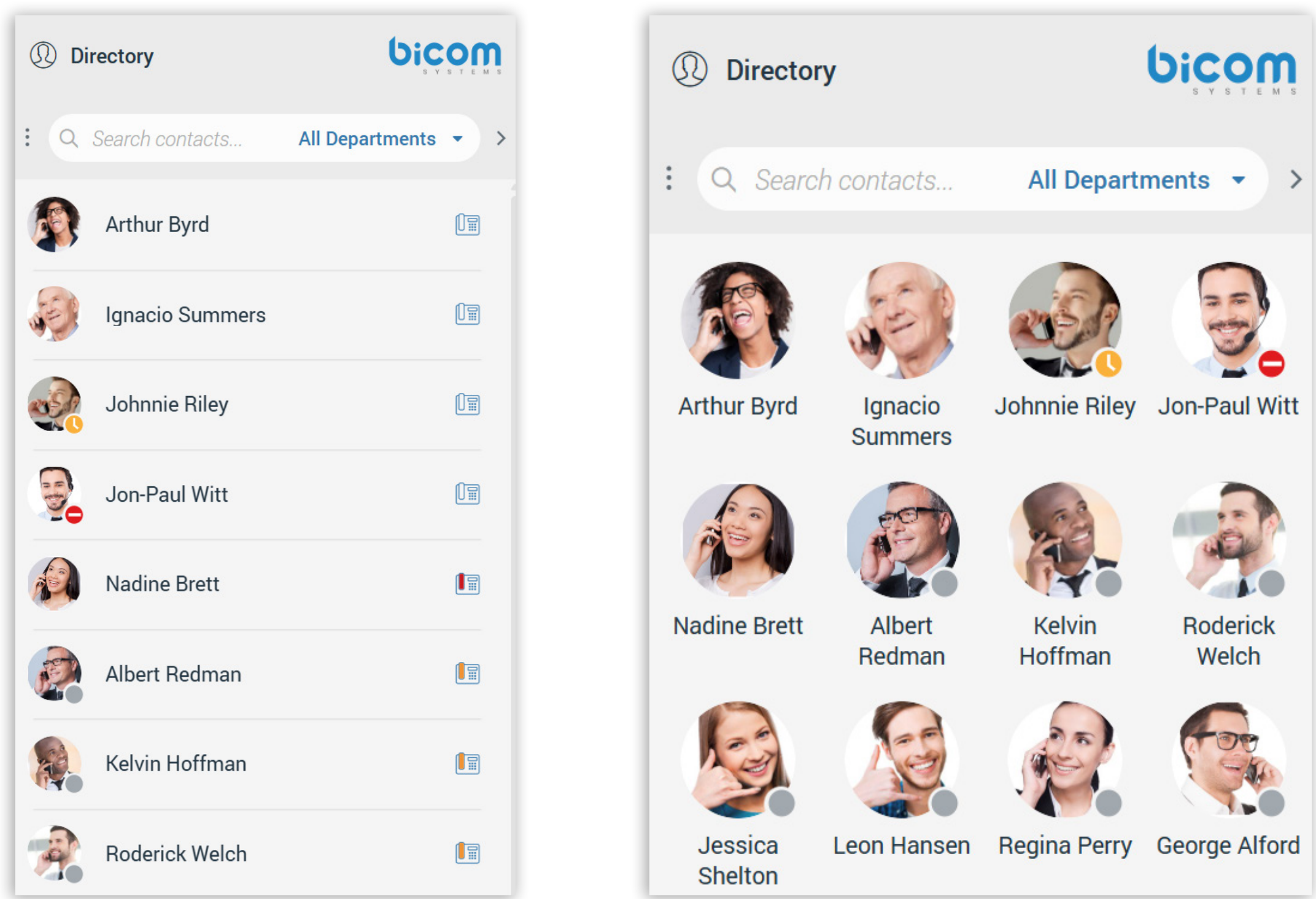
Voicemail

The voicemail section allows users to listen to their voicemail messages. To access it, click on the *Voicemail button* in the navigation bar, which opens the voicemail screen.



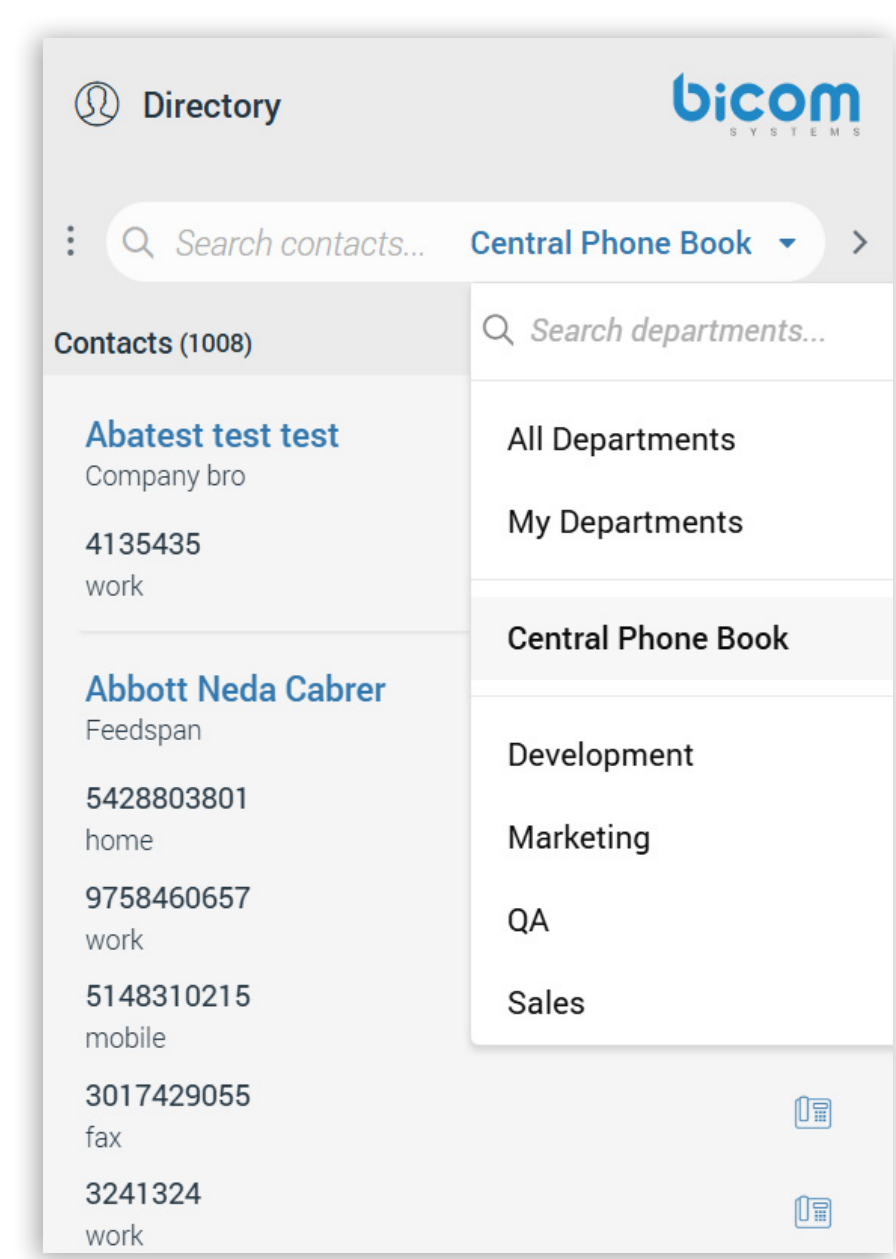
Contacts List

The contact list is located on the right side of the screen. It lets users see which colleagues are available, busy, or away from their desks. The contact list can be displayed in either *List View* or *Grid View*.



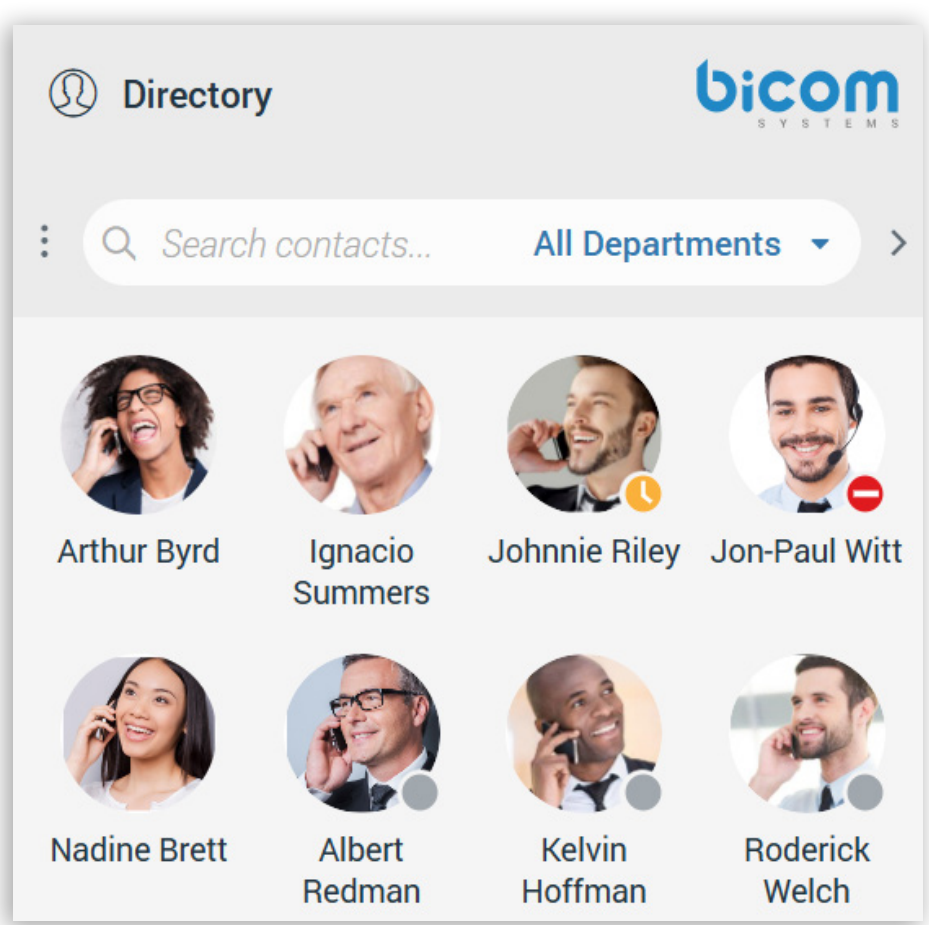
Central Phone Book

The *Central Phone Book* is a centralized list of contacts managed by the PBXware administrator. It is shared among all gloCOM users. To view your *Central Phone Book* contacts, select the *Central Phone Book* option from the drop-down menu above the contact list.



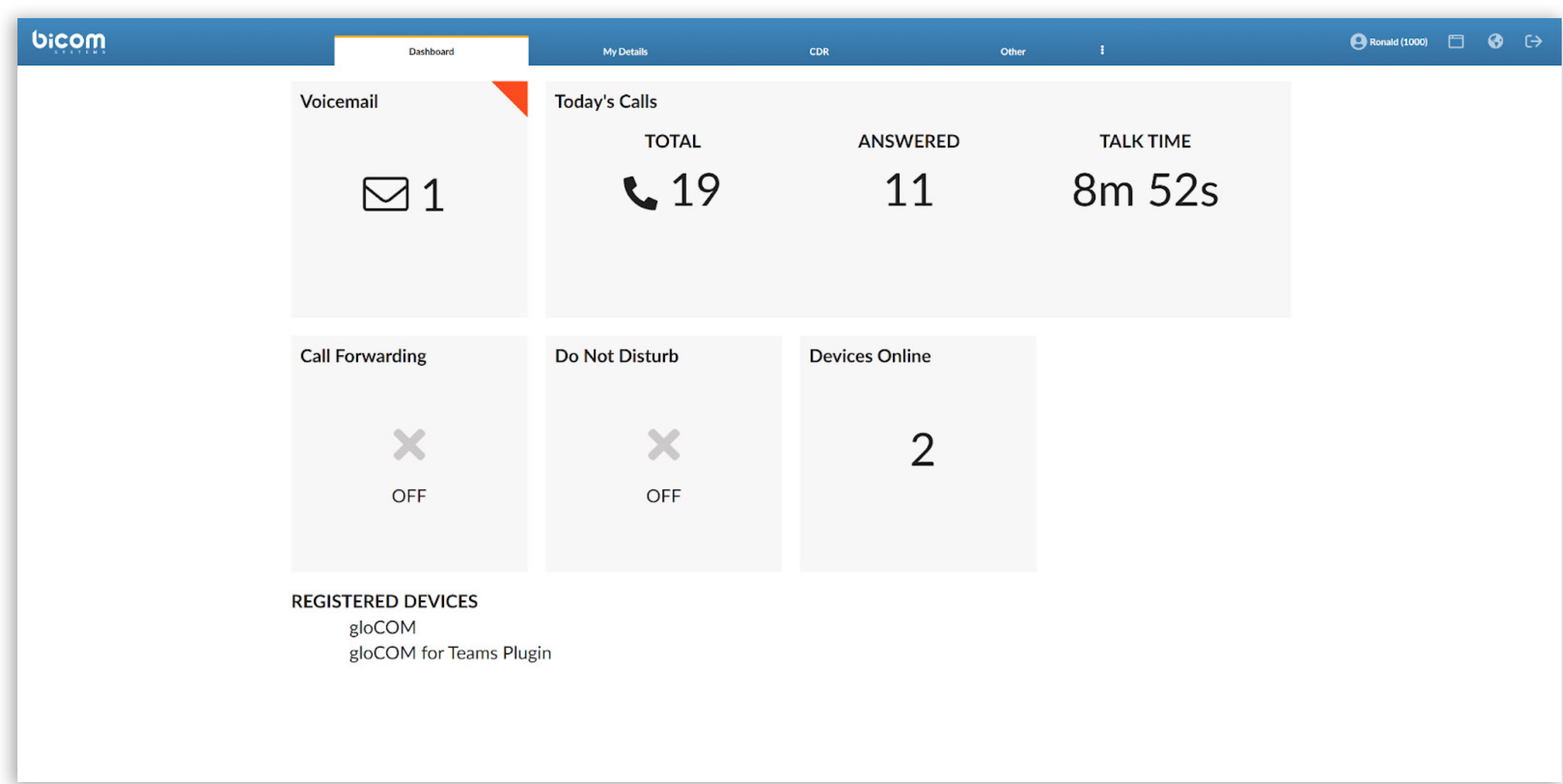
Presence Sync

gloCOM provides a unified presence synced across all user devices, including desktop, mobile, web, and gloCOM for Teams. For online contacts, users can see if they are connected through any of these devices. For offline contacts, users can see when their last activity was to understand their availability better.



Online Self Care

To log in to *Online Self Care*, the user needs to point their browser to `http://$IPADDRESS/` (for example, `http://192.168.1.1/`). To access *OSC via gloCOM for Teams*, users should click the *More button* and select *Online Self-Care* from the drop-down menu.

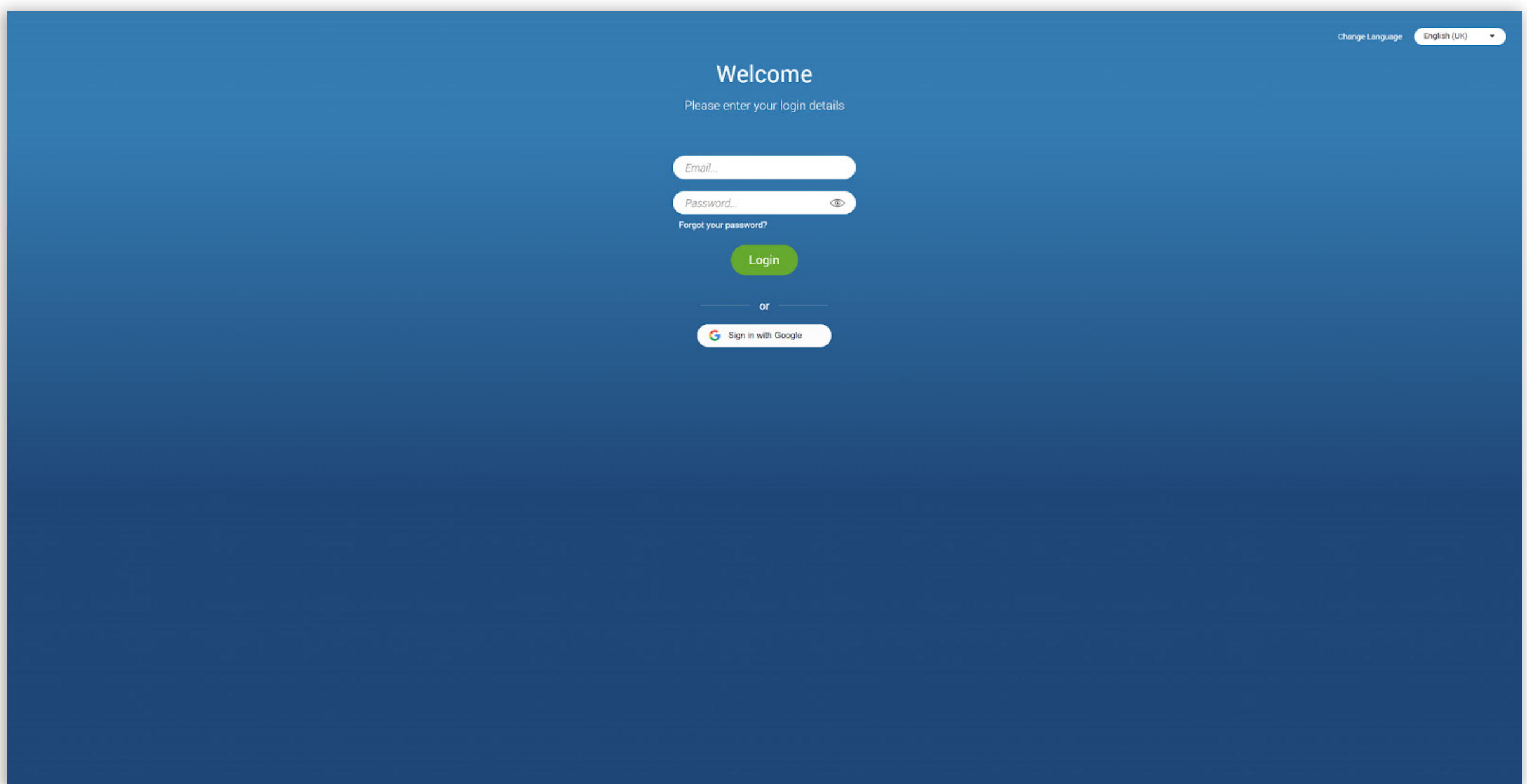


Secure Login - Sign in with password (with optional 2FA) or SSO

To use gloCOM within Teams, users must first log in to Teams using their Microsoft account. Once logged in, click on the gloCOM icon in the navigation bar, which will open the gloCOM login screen, where users can choose between two login methods: *Password Login* or *Single Sign-On (SSO) Login*.

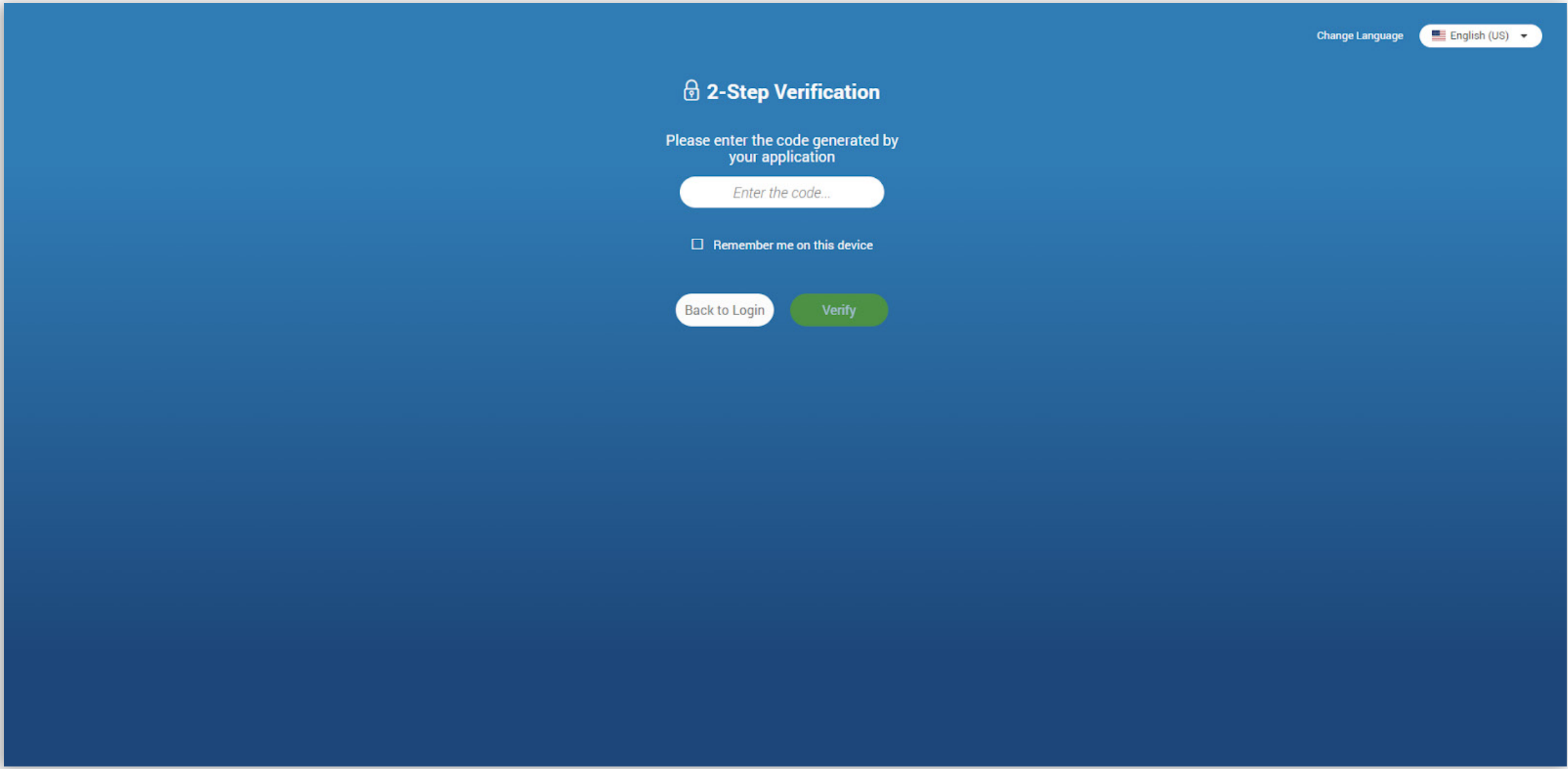
Password Login

When using the *Password Login* method, users are required to enter their email address and password to log in.



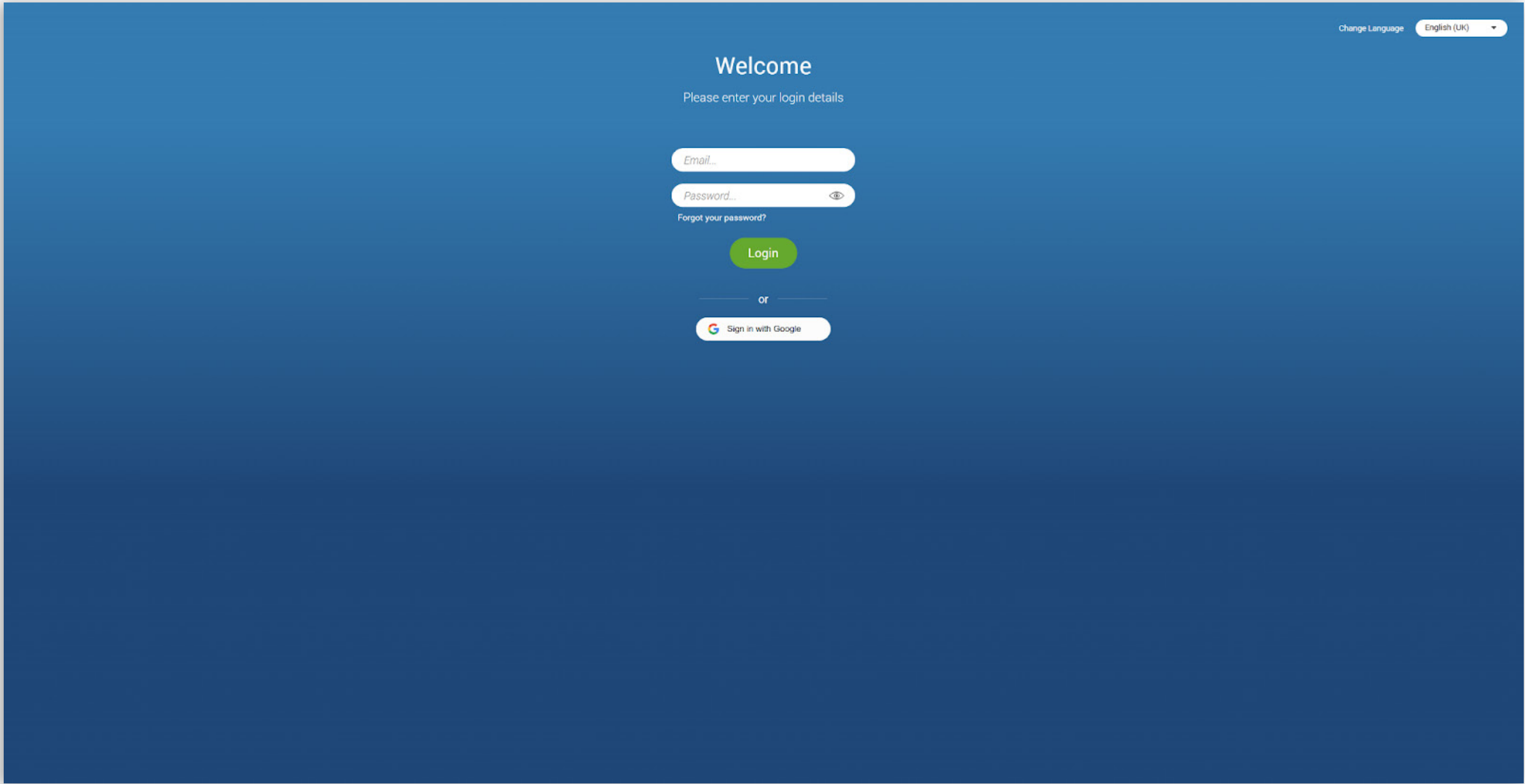
Two-factor authentication (2FA) on Login

Two-factor authentication (2FA) is an additional layer of security designed to verify that users attempting to access an online account are who they claim to be. First, users enter their username and password. Instead of gaining immediate access, they will be prompted to provide a code generated by an authenticator app to proceed with the login.



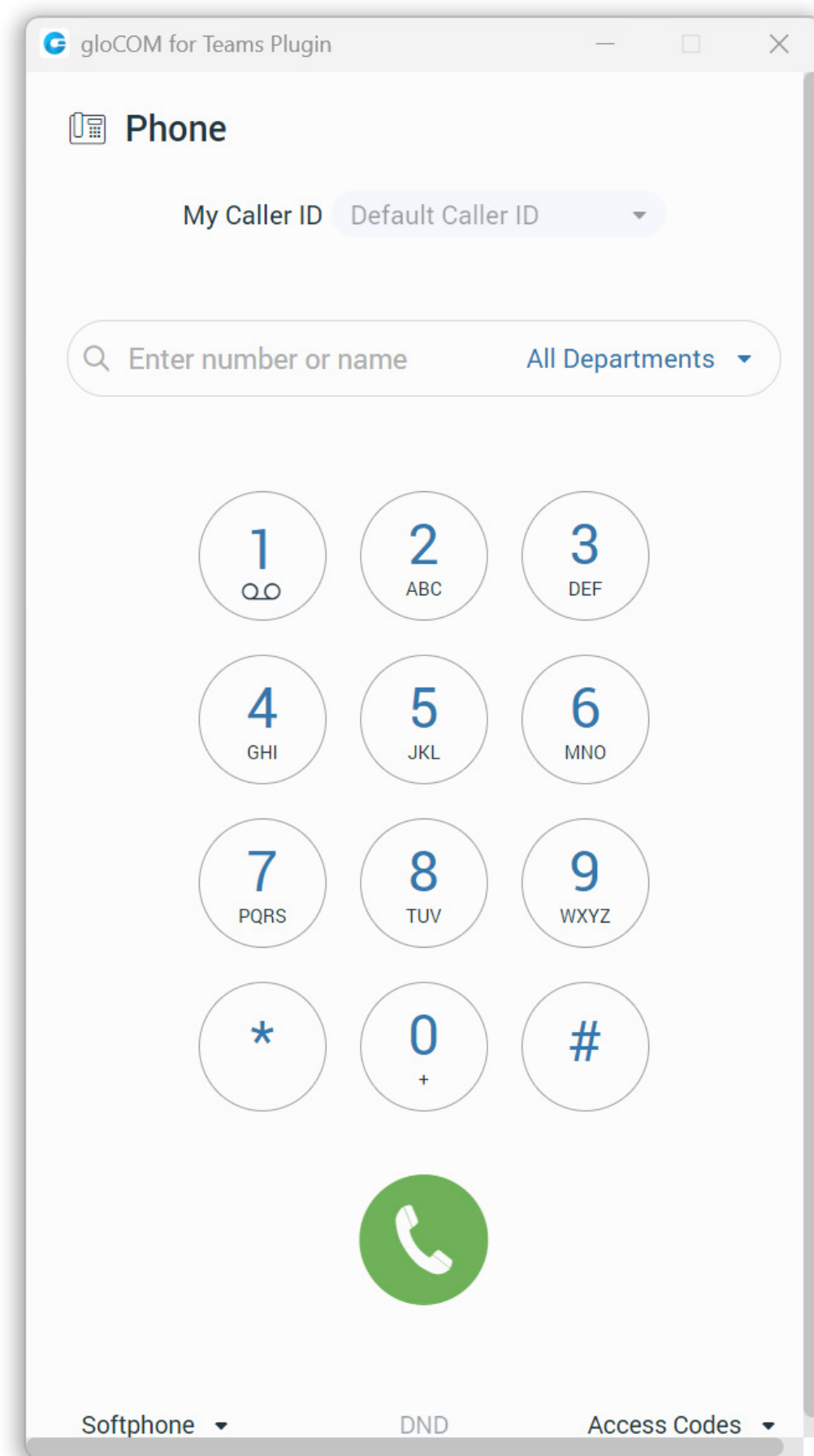
Single Sign-On (SSO) authentication

Single Sign-On (SSO) allows users to access multiple websites and applications using a single set of credentials. While using gloCOM, users can choose whether to log in to the app using their *Google or Microsoft account*.



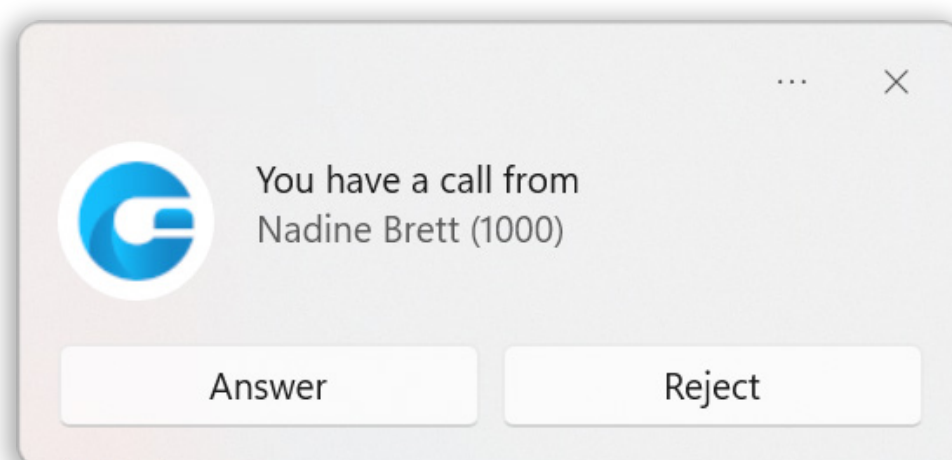
Desktop Plugin

A lightweight desktop plugin ensures reliable call delivery, even if the gloCOM for Teams app is not currently in focus inside Teams.



Windows Toast Notifications for incoming calls

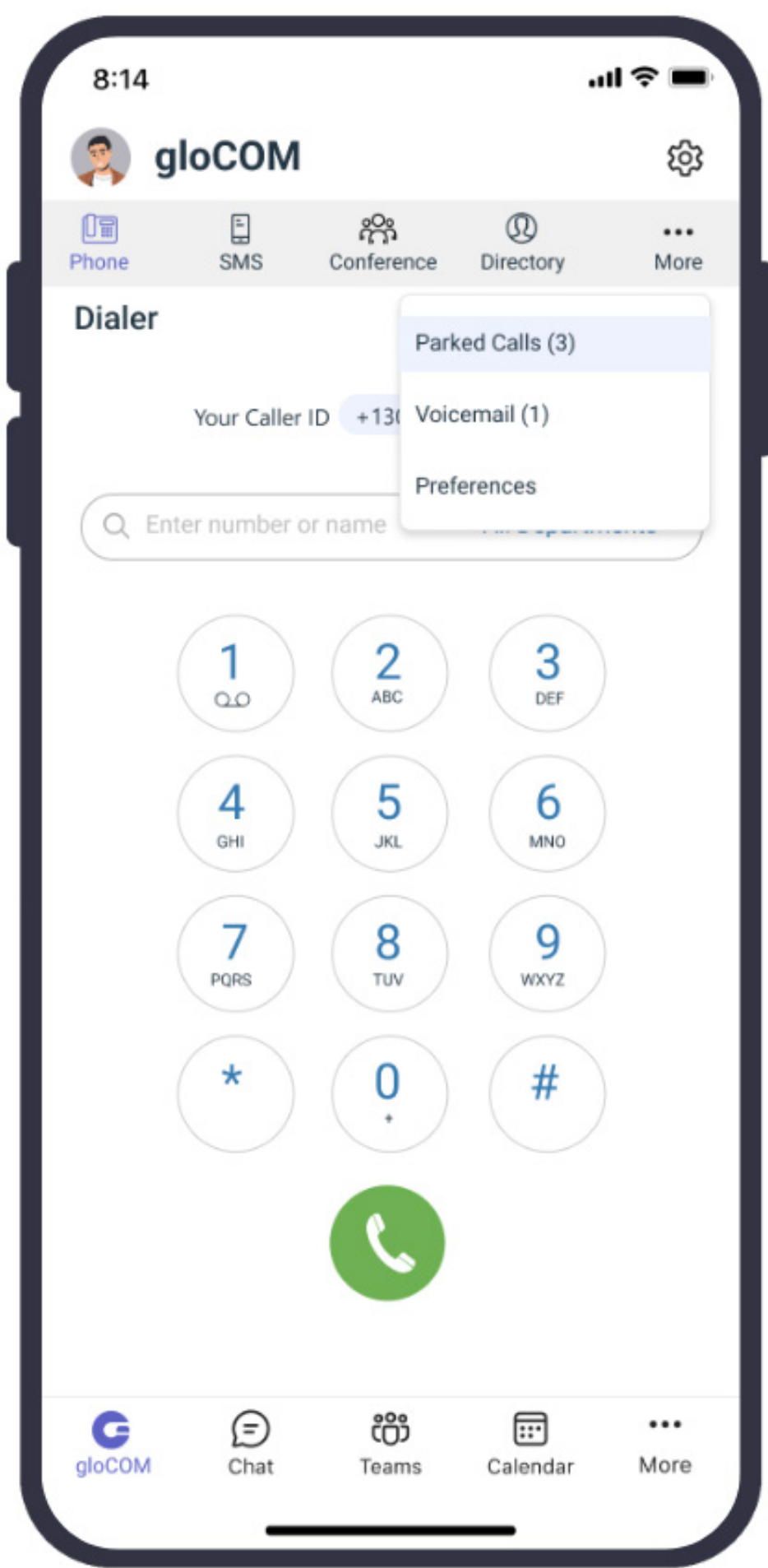
A Windows toast notification will appear for every incoming call. The notification will display two action buttons: Answer and Reject, along with the caller's name and a brand logo.



By default, it is turned on. To turn it off, navigate to Preferences → Plugin and uncheck the checkbox next to the “Notify me when I receive a phone call” option.

Implemented mobile support for Teams integration

The Teams integration is now available on mobile devices (iOS and Android).



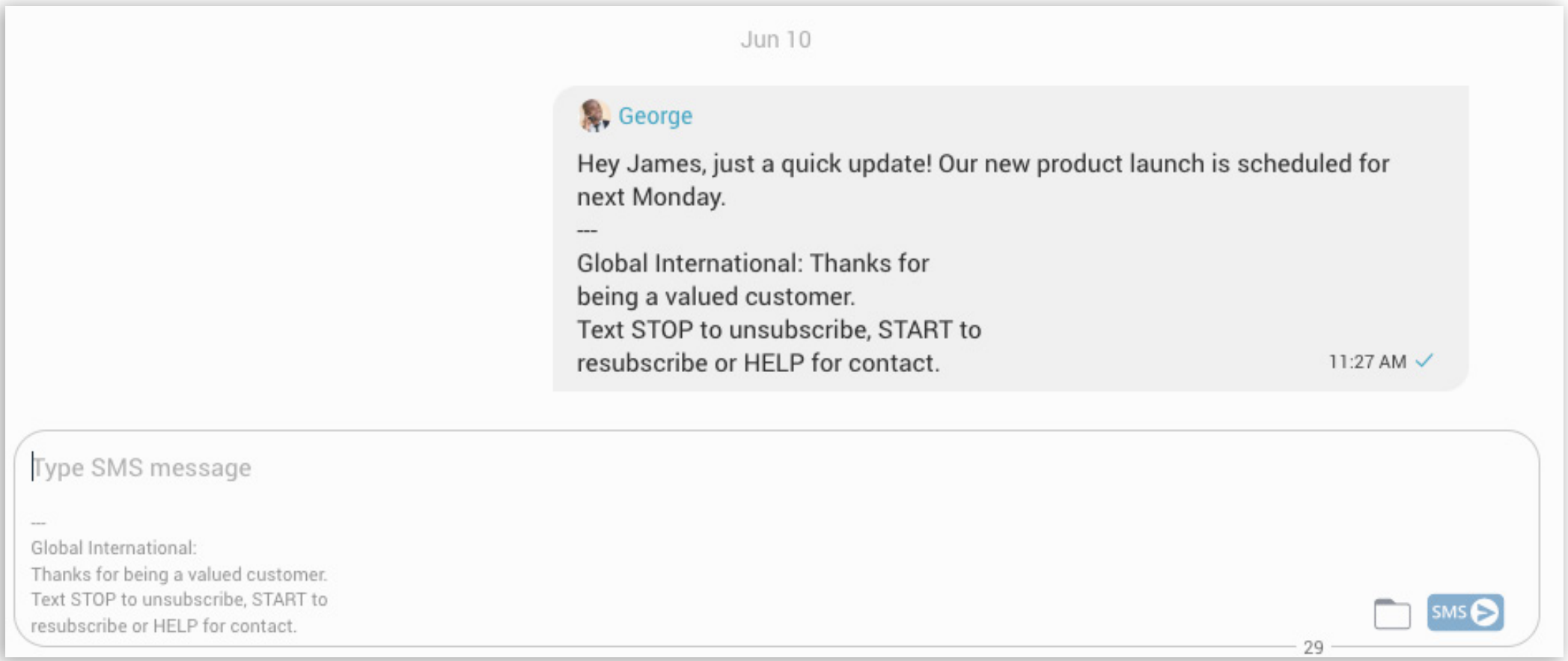
Added call functionality via gloCOM GO

Users can place and manage Teams calls directly from the app, providing a consistent and seamless experience across desktop and mobile.

Display SMS footer text

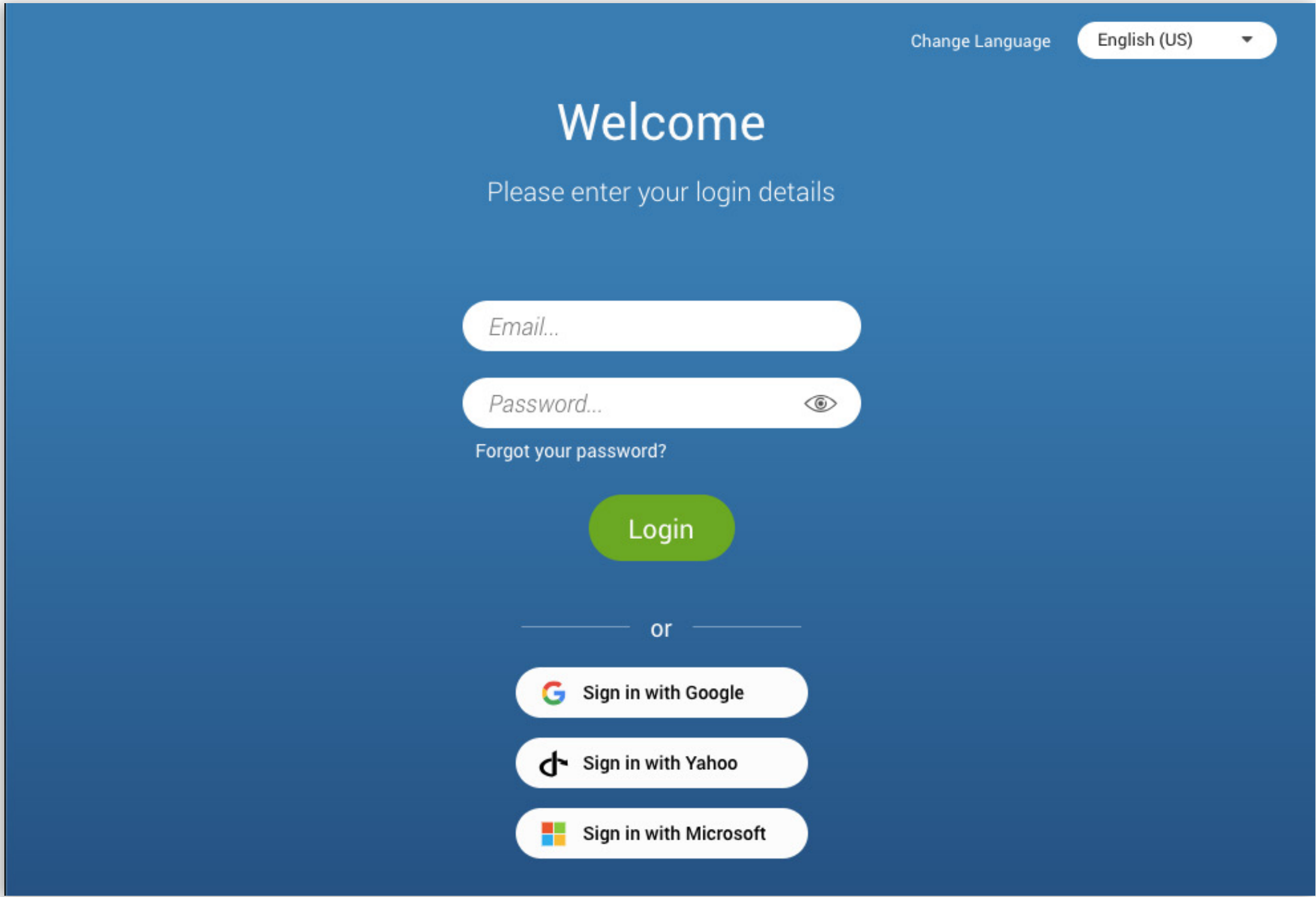
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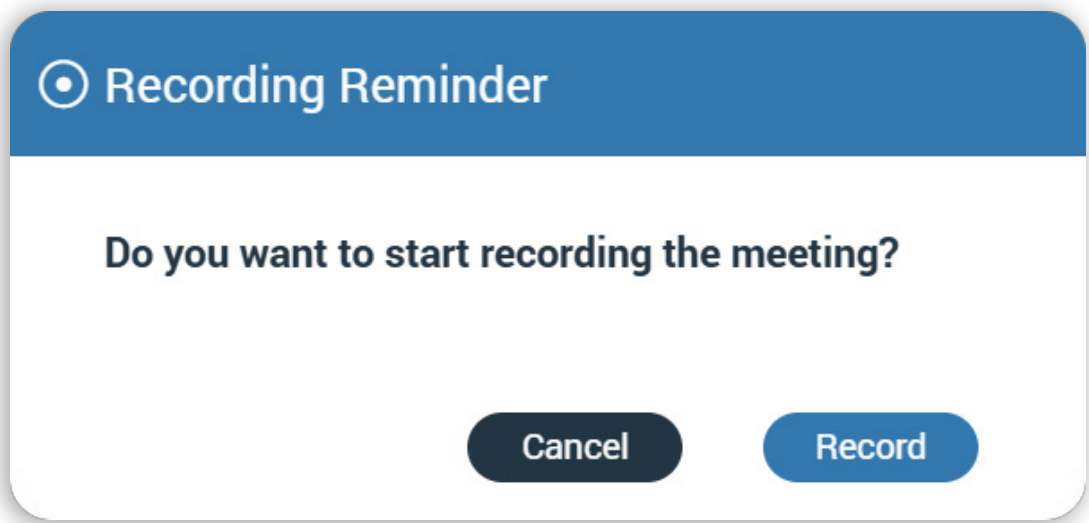
Expanded SSO Provider Support

The gloCOM Web app now supports any SSO provider configured on the PBXware. This provides administrators with maximum flexibility to integrate the Web app with their organization’s chosen Identity. Previously, only Google and Microsoft were supported.

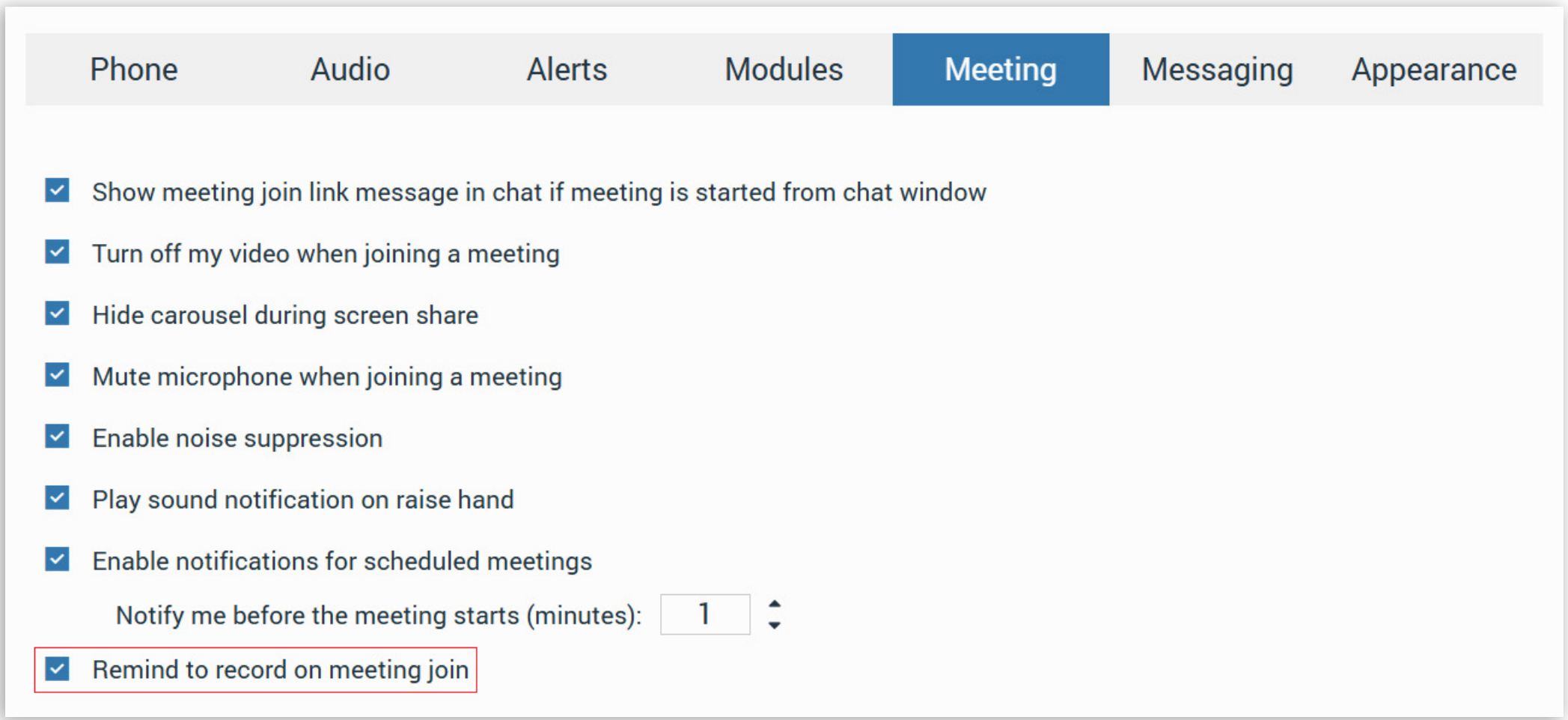


Remind to record on meeting join

The ***Remind to record on meeting join*** option, when turned on, brings up a pop-up window when joining a meeting, asking the user if they want to record the meeting. By default, this option is turned off.



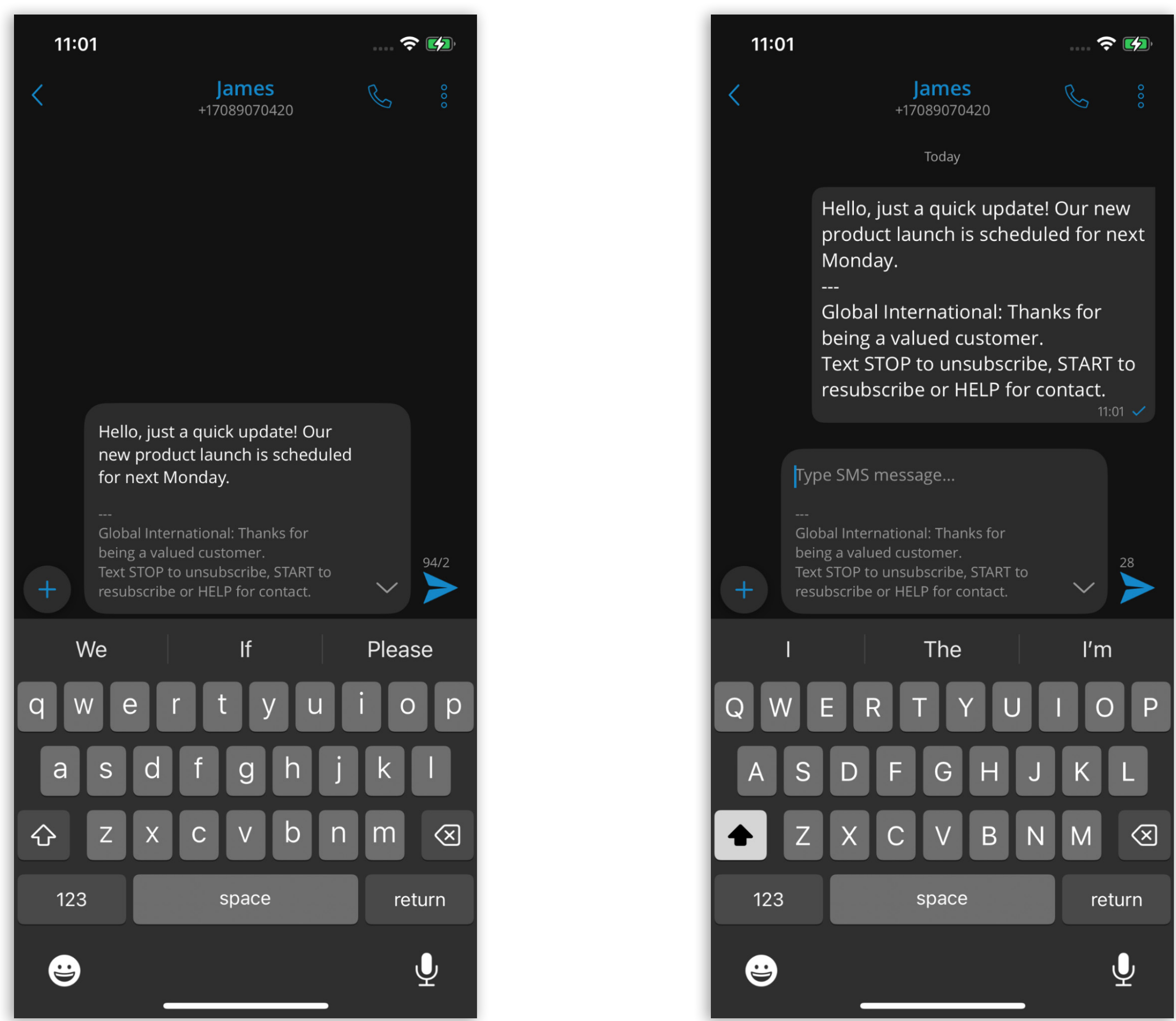
To turn it on, please navigate to the **Preferences → Meeting** and check the box next to the **Remind to record on meeting join** option.



The purpose of this feature is to remind the user to record an important meeting, as this is often forgotten and only later enabled when someone reminds or remembers.

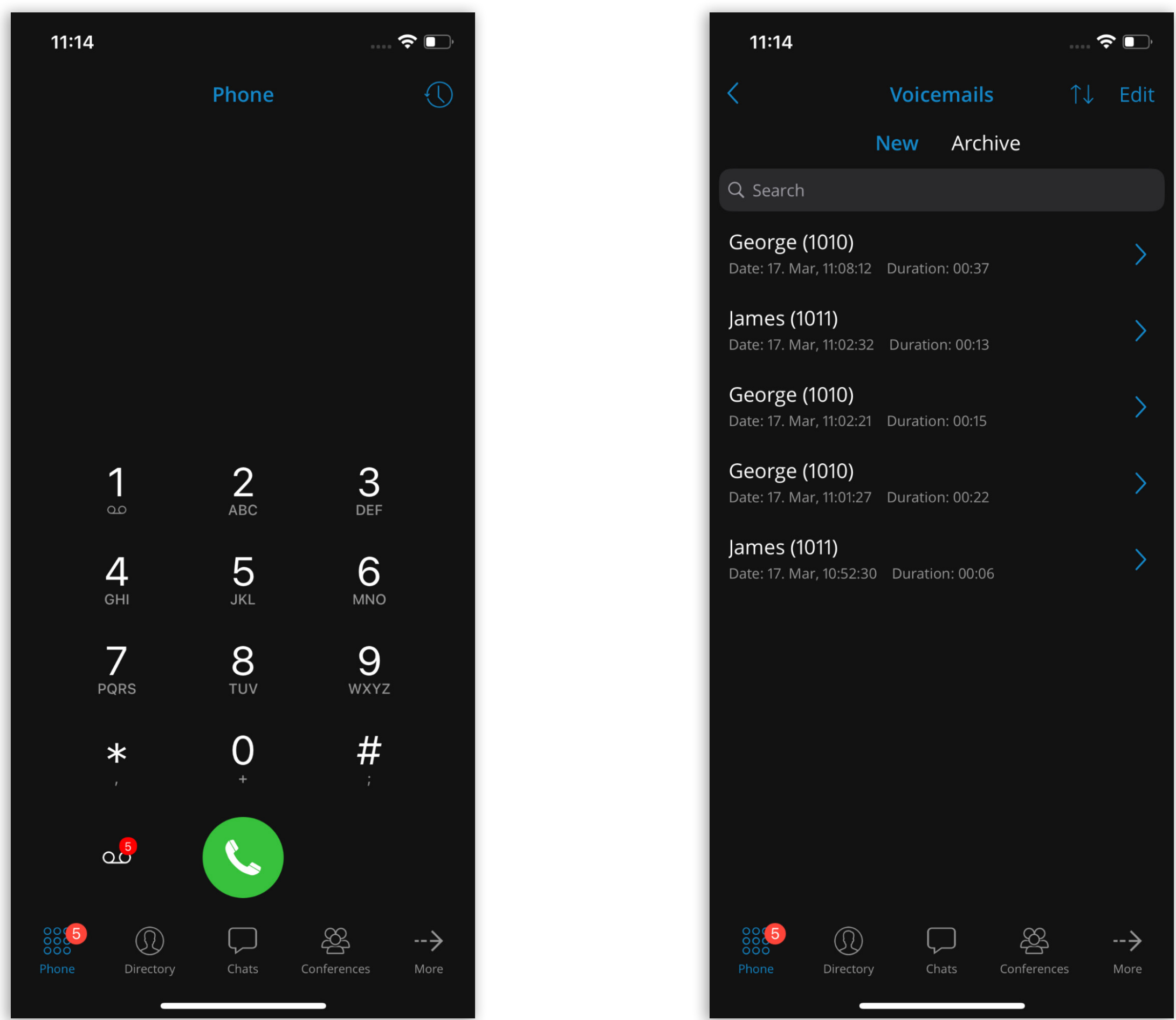
Display SMS footer on SMS screen

This feature allows clients to configure and manage consistent SMS footers across all outbound messaging campaigns. It is designed to ensure compliance with 10DLC (10-Digit Long Code) regulations and minimize the risk of message blocking by carriers.



Move the voicemail button to the phone screen

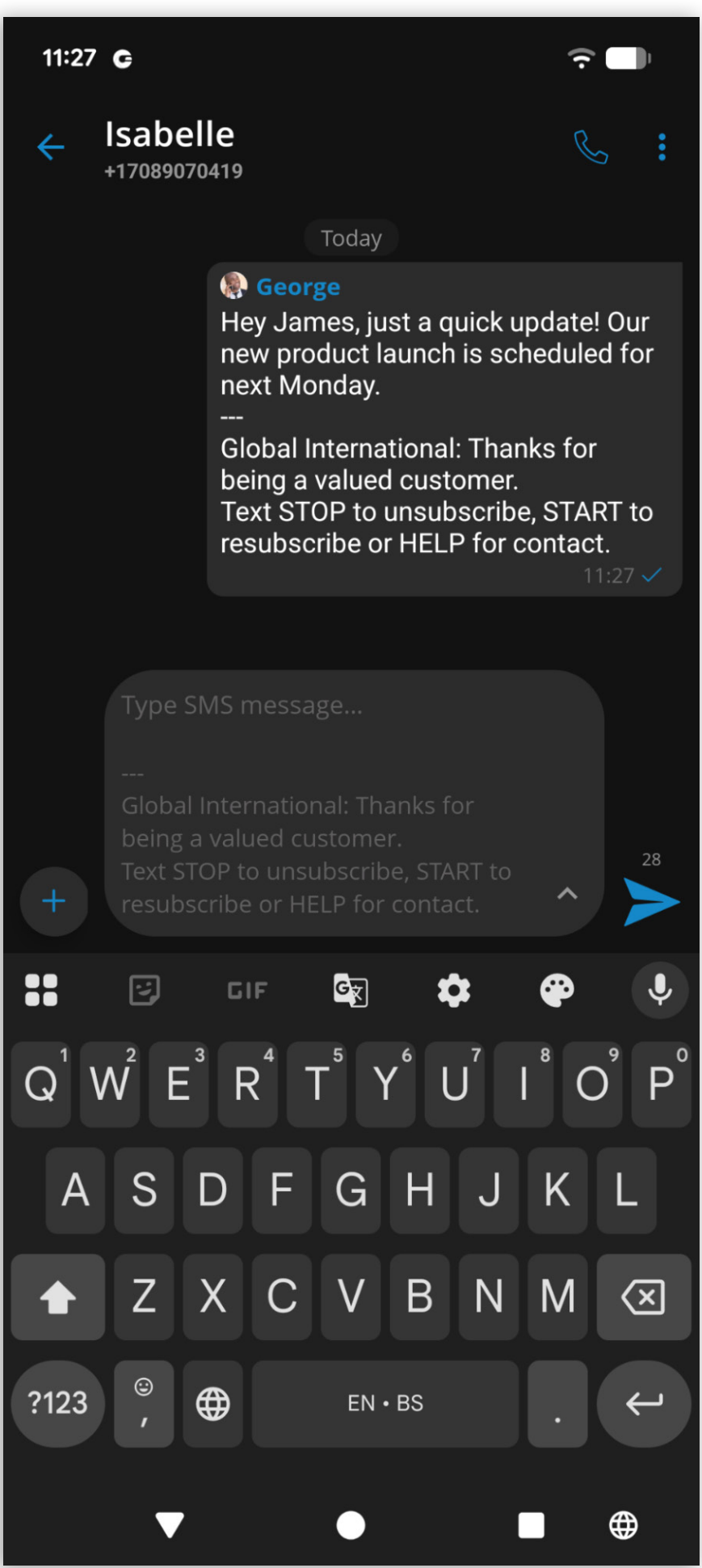
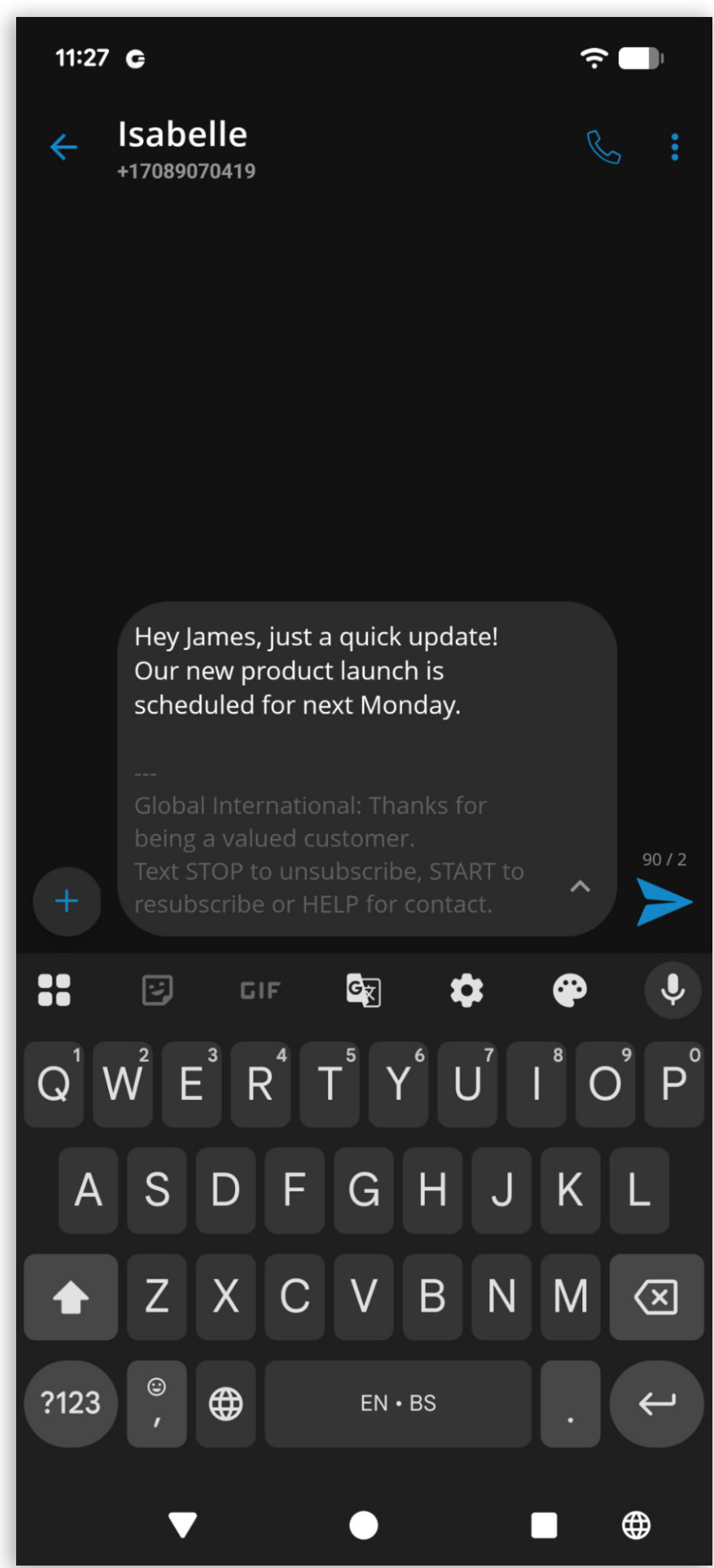
The voicemail button has been added to the phone screen, making it easier for users to access voicemail features without navigating through multiple menus.



Android

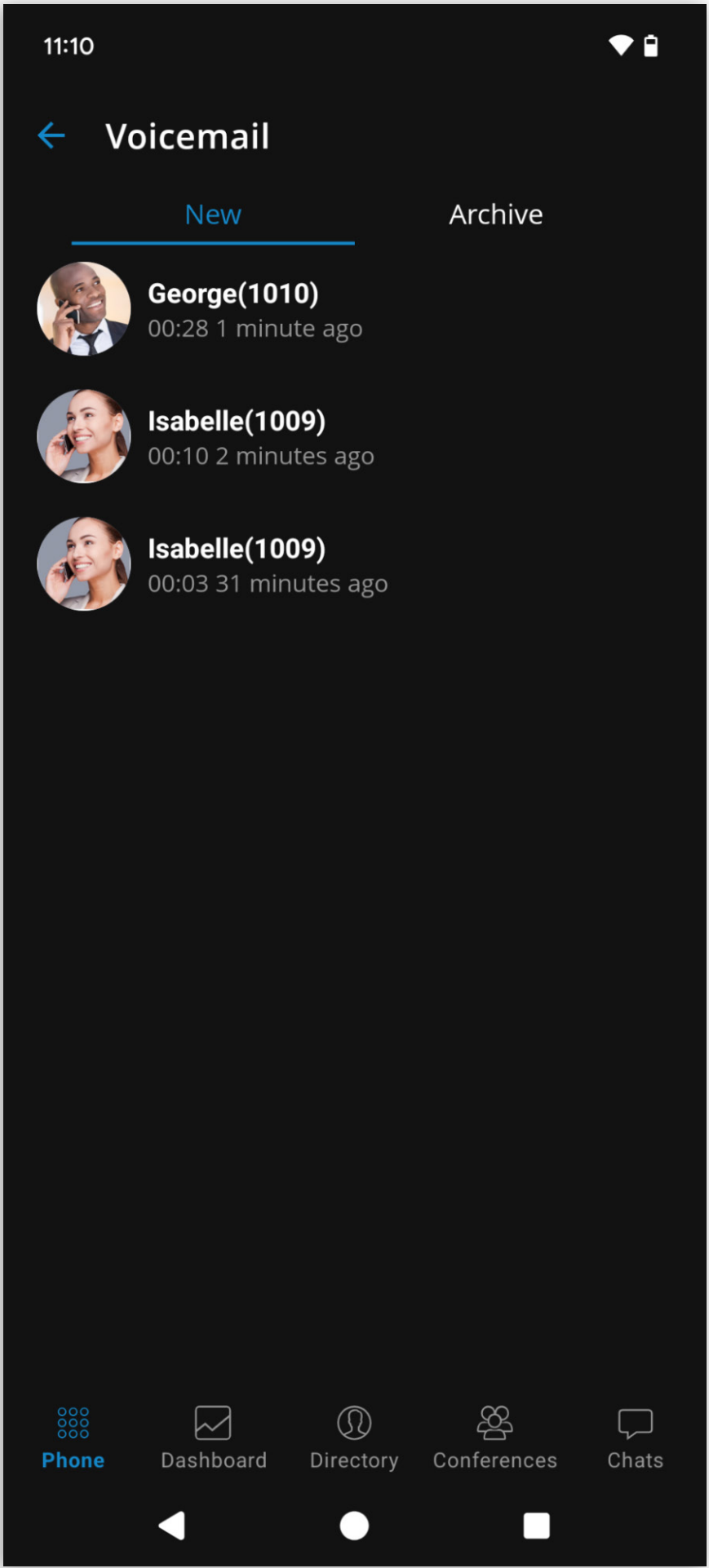
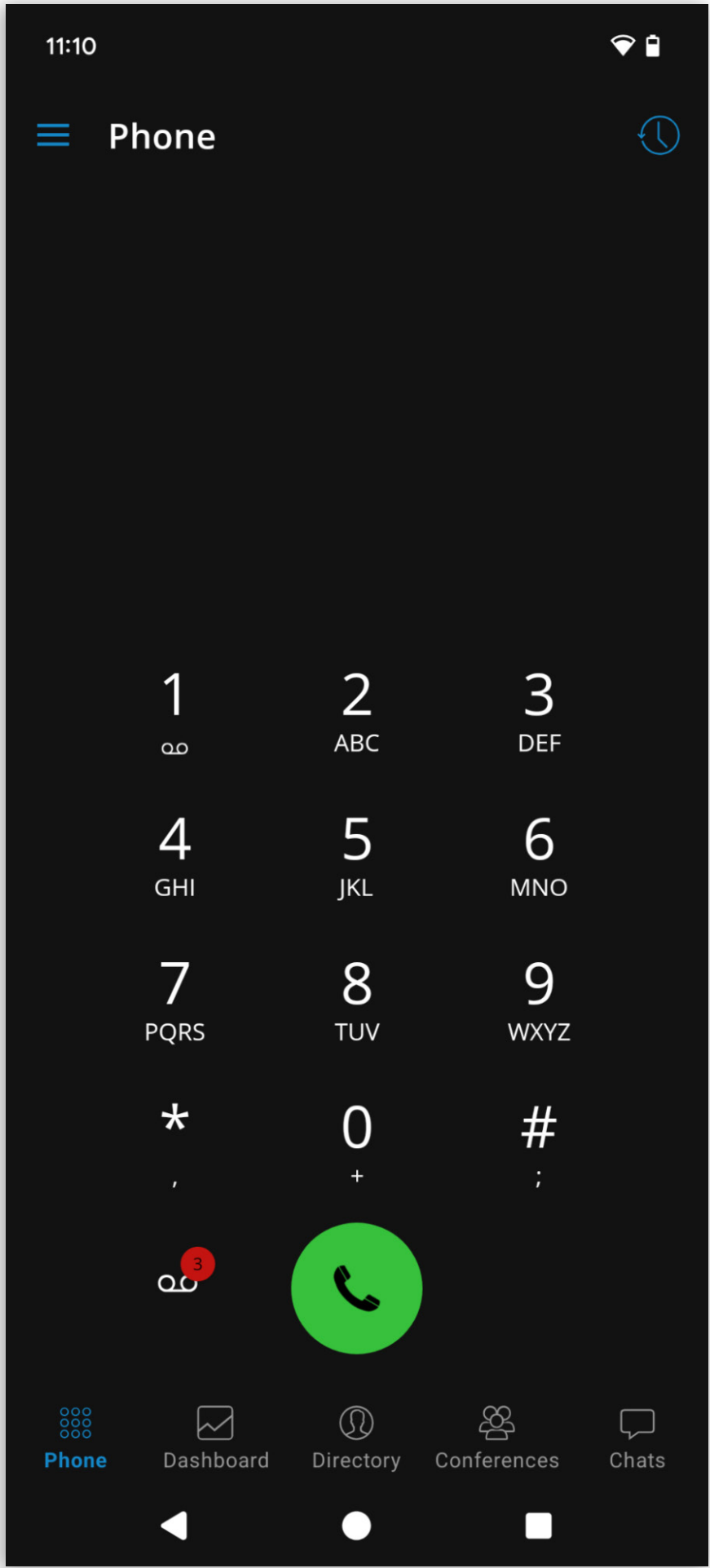
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