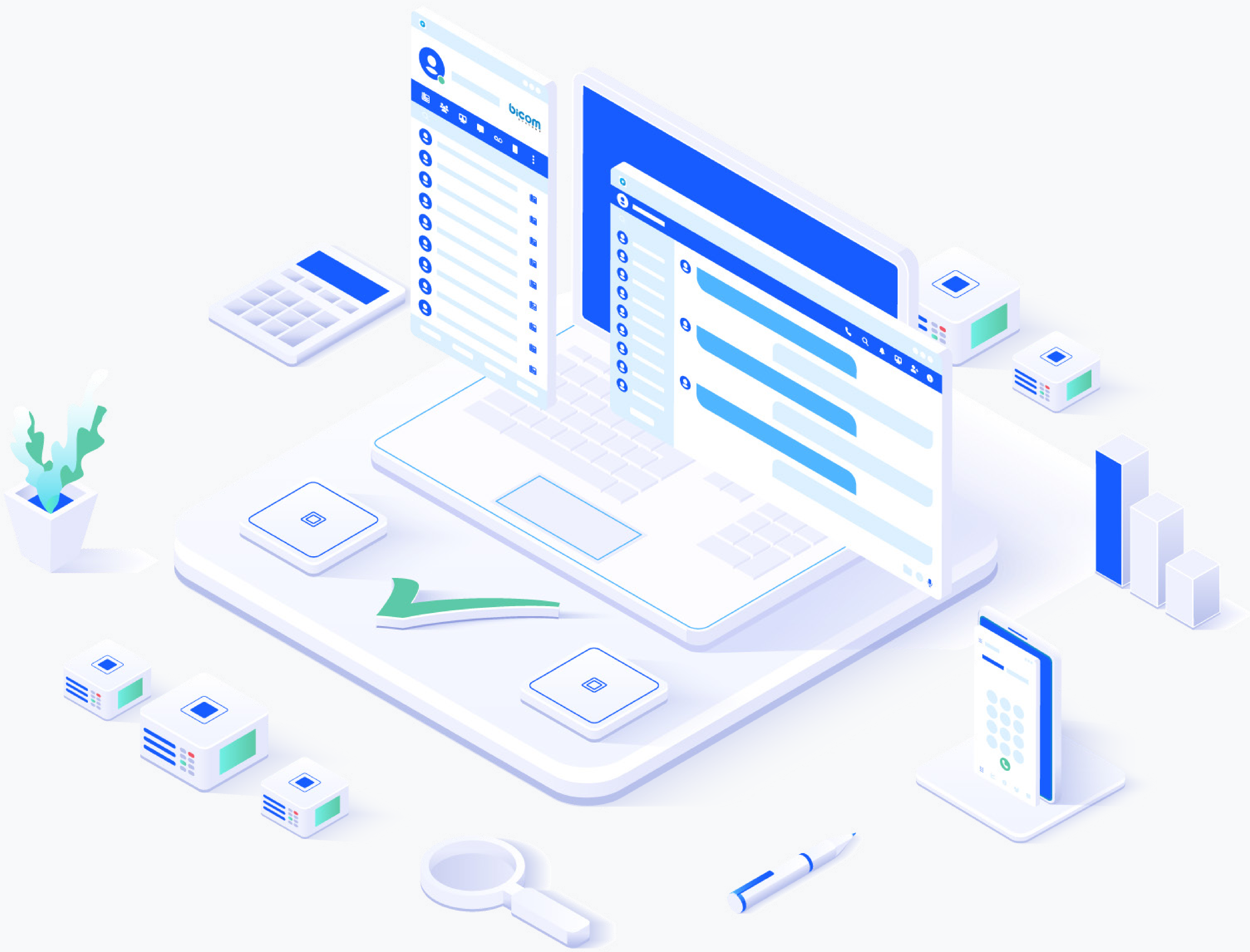


RELEASE NOTES

gloCOM 8.1.0

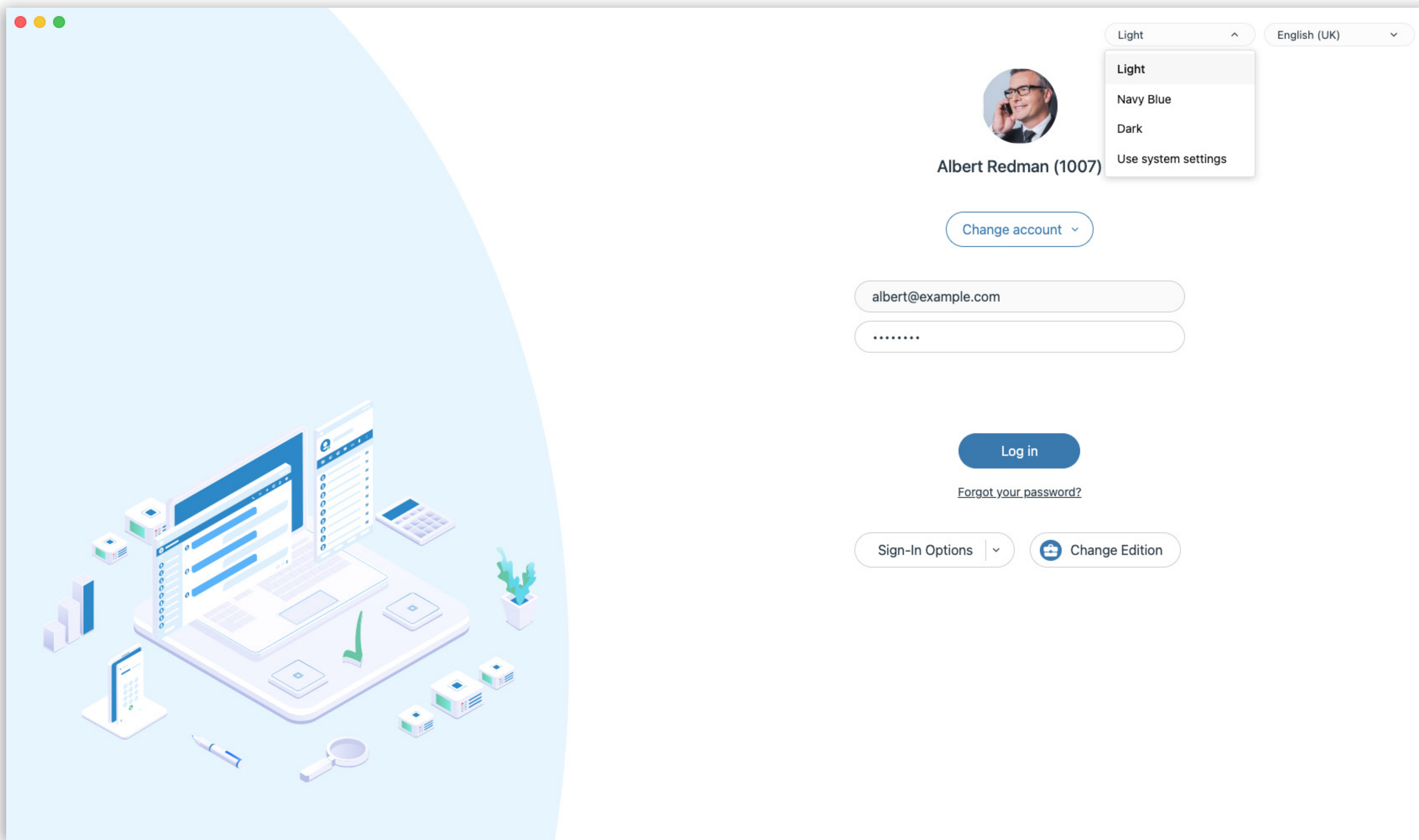
bicom SYSTEMS

wiki.bicomsystems.com

Table of Contents

Login Screen Theme Selection

The theme (*Light*, *Navy Blue*, *Dark*, or *Use System Theme*) can be selected directly on the Login screen using a dropdown next to the language selector. This preference is stored globally, persists across logouts and subsequent logins, and replaces the old per-user theme setting.



MSI Installer for Windows

gloCOM Next desktop application for Windows can also be distributed as an MSI package that supports silent installation and uninstallation, making it suitable for enterprise deployment via *Group Policy* on *Windows Server*. Its public properties (server, credentials, edition, phone modes) can be edited with Orca and saved as a transform (.mst) file, allowing end users to be automatically logged in on first launch with no manual setup – using the same provisioning workflow as gloCOM desktop (classic).

MSIX Installer for Windows

MSIX is a modern way to install desktop applications on Windows. *Windows MSIX installer* provides clean installation and uninstallation, automatic updates, improved security through application containerization, and simplified enterprise deployment.

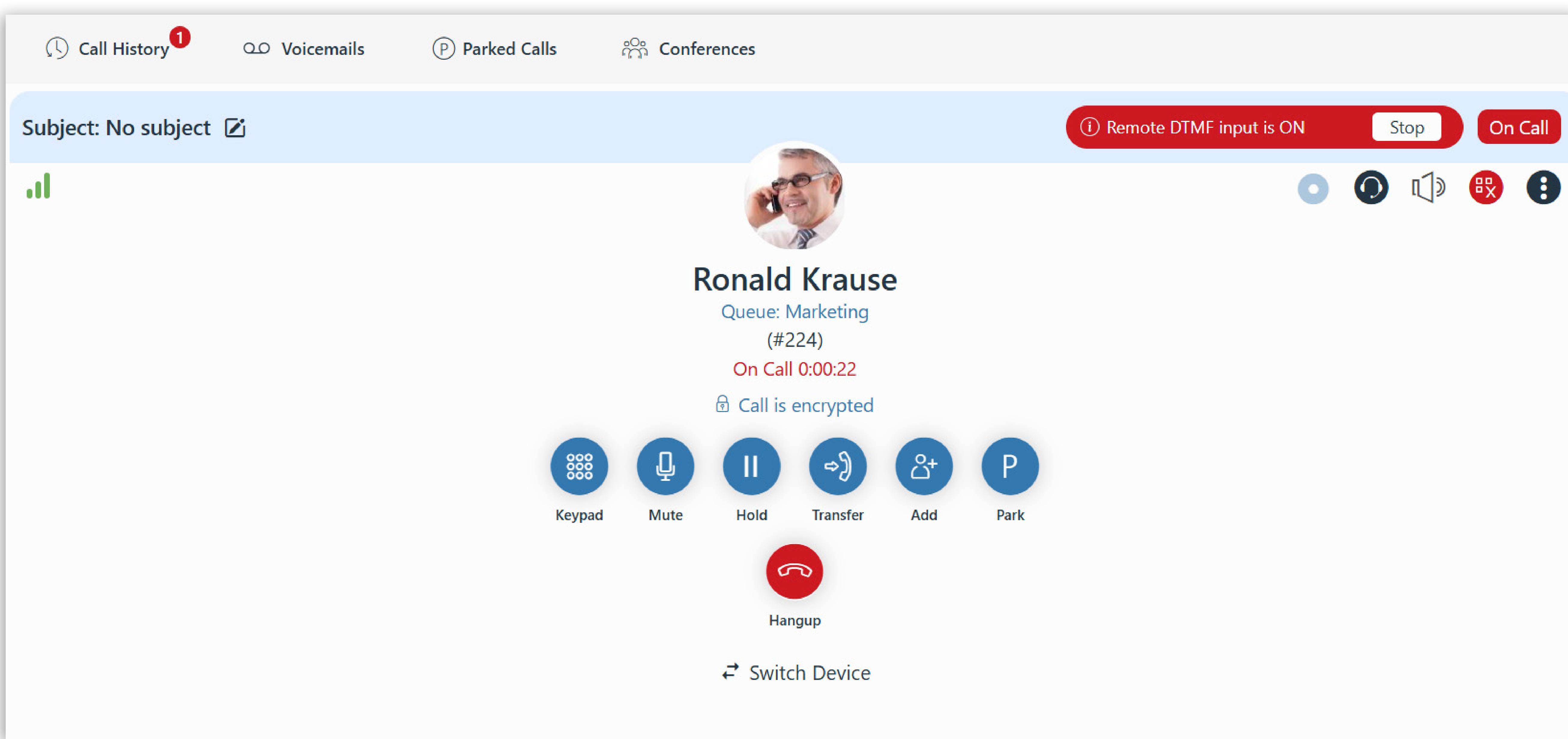
Improved Headset Integration

Enhanced integration for *Plantronics*, *Yealink*, *Jabra*, and *Sennheiser* headsets, resolving previous performance issues and extending compatibility to support newer models. This integration can be enabled in the app under *Settings > Audio*.

Remote DTMF Input (PCI Compliance)

Added *Remote DTMF* input support on the gloCOM Next desktop application (macOS and Windows). When enabled during an active call, incoming *DTMF* digits from the caller are injected directly as keystrokes into the OS-focused field, keeping card digits out of voice recordings. A red banner appears in the call header while the feature is active, and the session clears automatically at the end of the call.

NOTE: *Web and Linux are not supported in this iteration.*



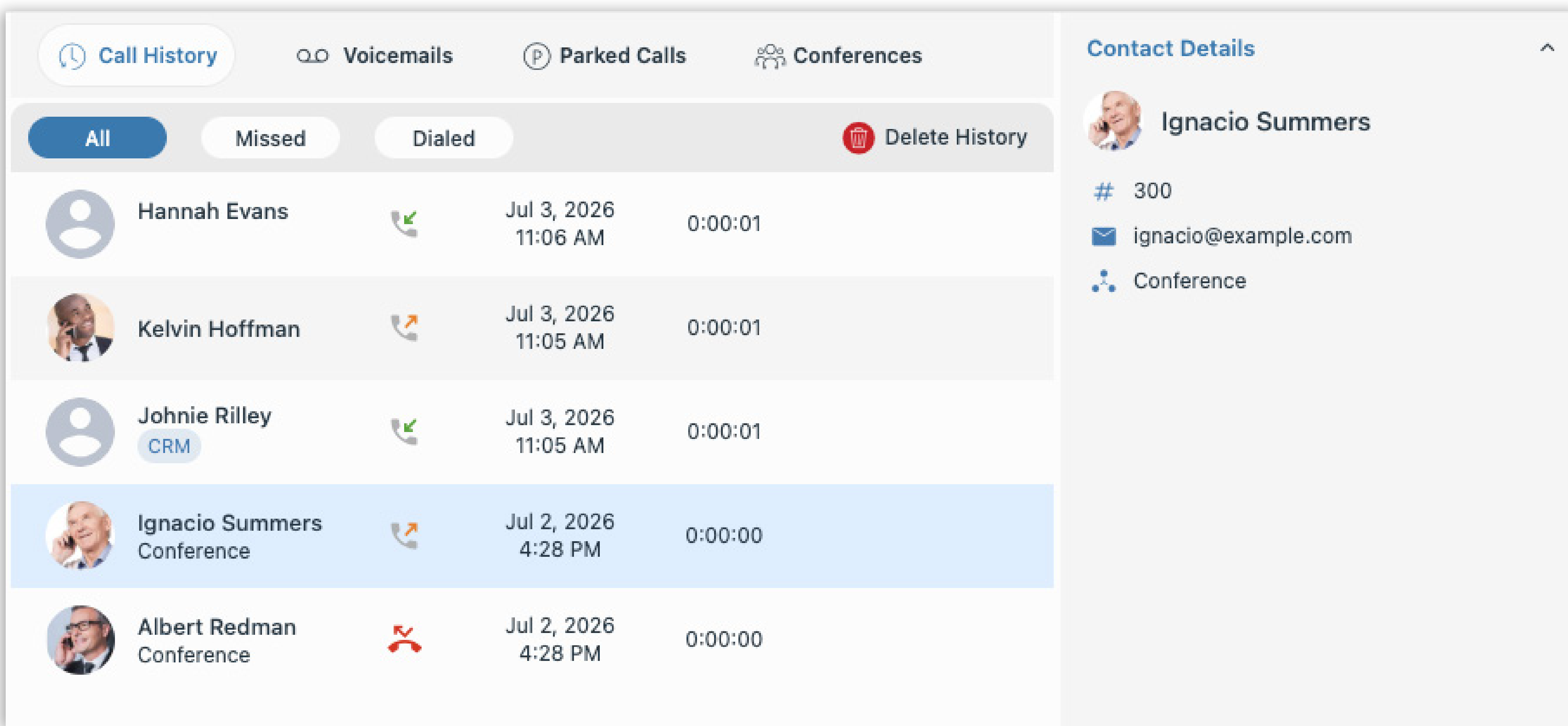
Also, an additional option for *PCI compliance*, *"Pause and Resume Call Recording"*, has been added.

An option that allows customers who have control of their web application to create the possibility that after pressing a certain button, which opens, for example, a screen for data entry, a command to pause call recording is sent automatically to the gloCOM application. When the agent closes the data-entry screen, for example, to enter credit card information, it is possible to send a command again to the gloCOM application to resume call recording.

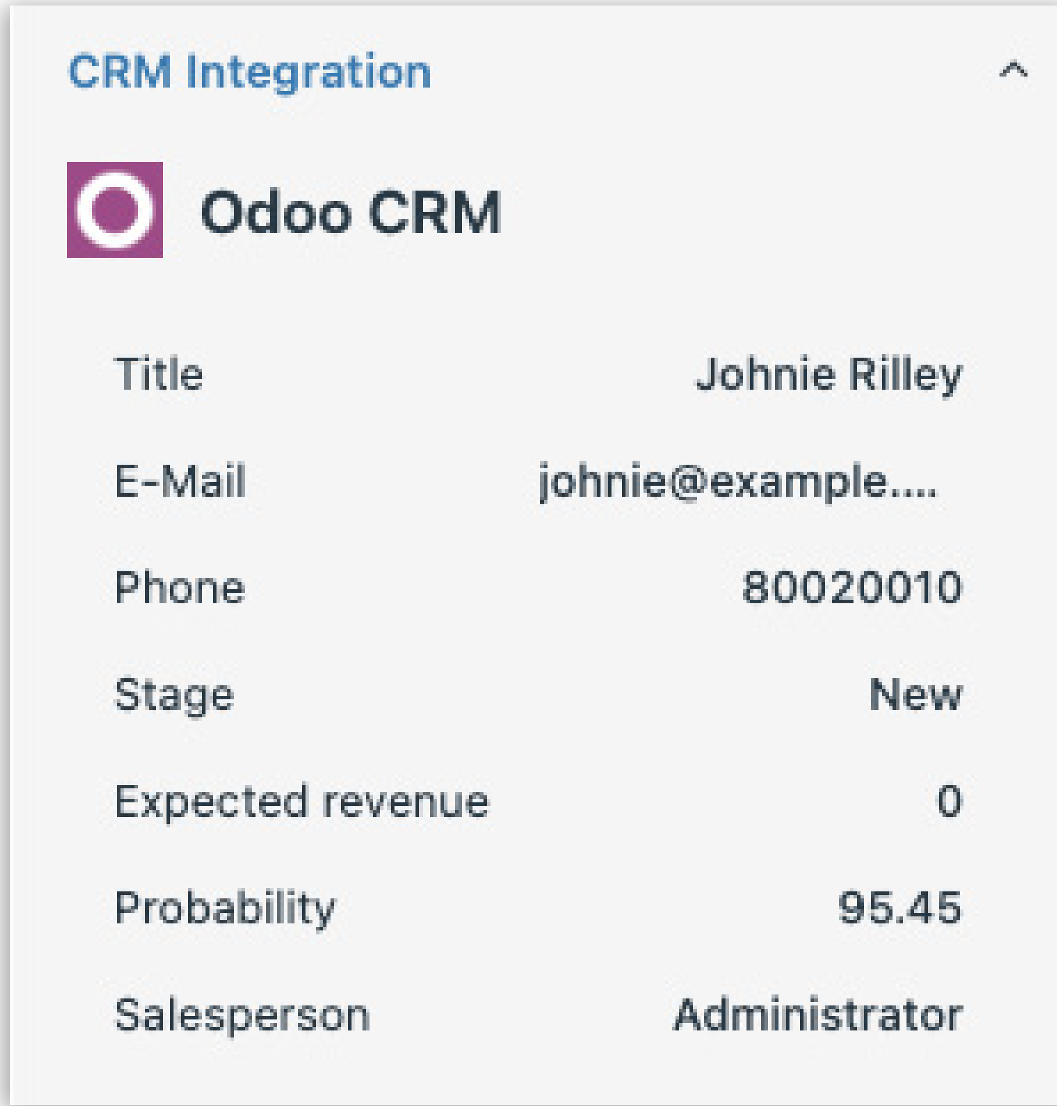
NOTE: *This option requires technical skills or low-code.*

Enhanced Call History Experience

Call History displays the names of internal and external contacts from the *Contacts module* and *CRM integrations*, making it easier to identify callers at a glance.



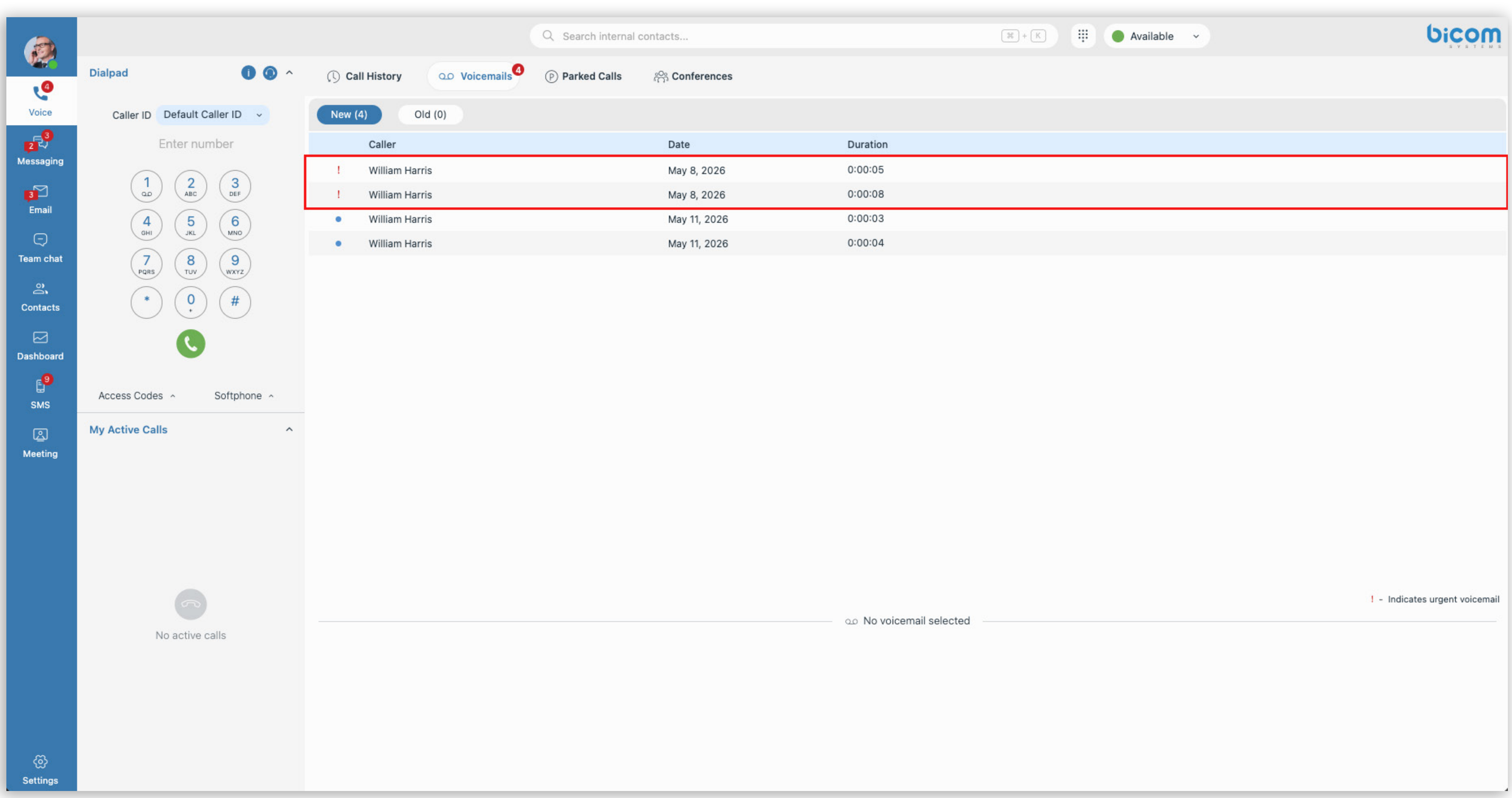
Selecting a call history entry opens a collapsible contact details side pane, where users can view detailed information for internal, external, and *CRM* contacts without leaving the *Call History* view. If a user does not have permission to access a contact's details, the call history entry will still display the contact's name, but the contact details side pane will not show the restricted information.



Users can access contact-specific actions from the context menu by right-clicking a call history entry.

Urgent Voicemails are now flagged in the Voicemail List

The gloCOM Next application now shows which of your voicemails are marked urgent, matching the behavior of the legacy gloCOM desktop. To see it, open the *Voicemail section* of the application.

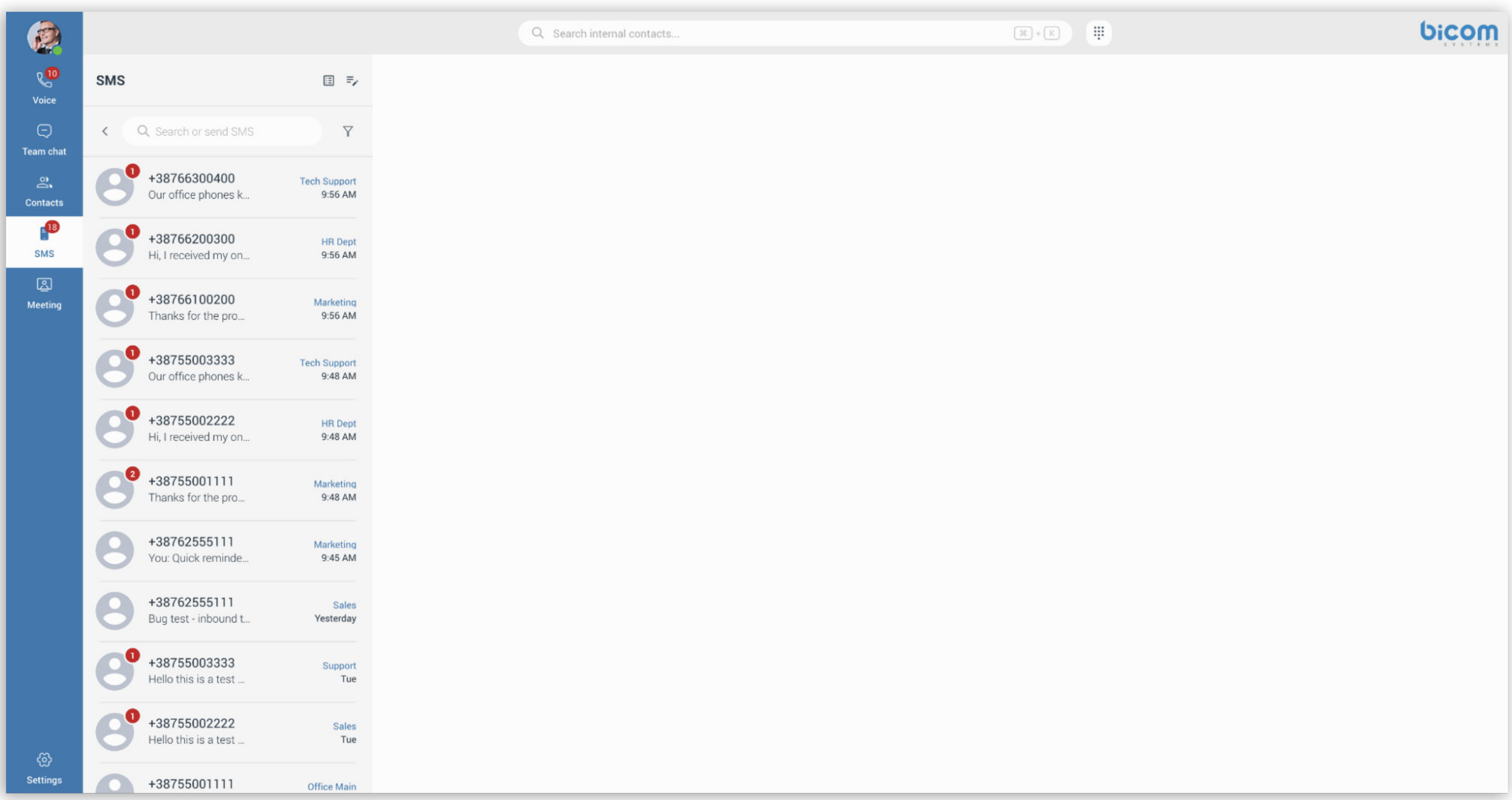


Voicemails marked urgent are displayed with a red exclamation-mark icon and are always shown at the top of the *New voicemails list*, so the most important messages stand out immediately. Urgent voicemails can be moved to *Old* like any other message; if an urgent voicemail is later moved back to *New*, it is no longer marked as urgent.

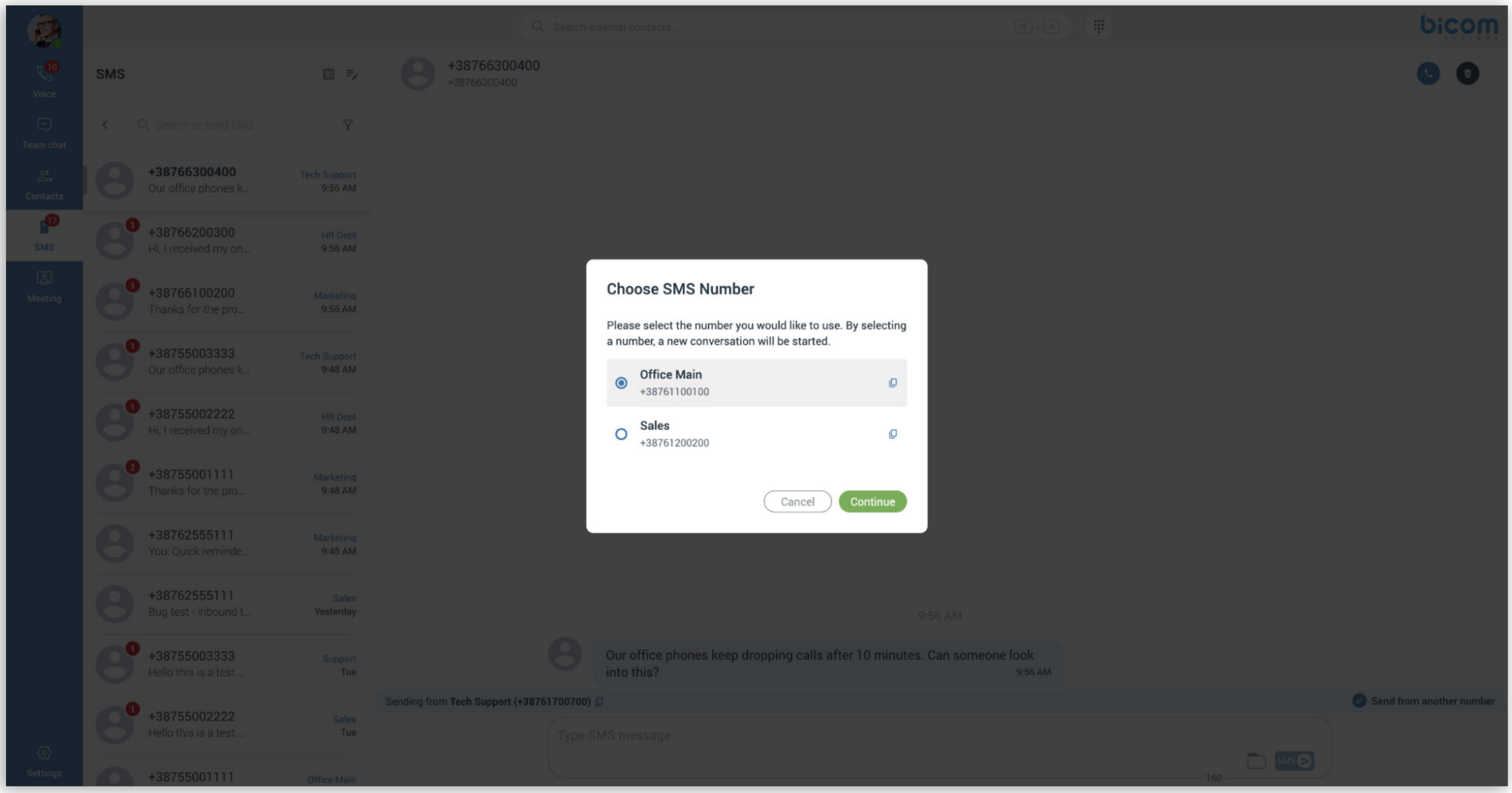
Send and manage SMS across multiple numbers (DIDs)

When your extension has more than one *SMS-enabled number (DID)* assigned, the SMS area now makes it clear which number each conversation belongs to and lets you control which number you send from. To use it, open the gloCOM Next application and go to the *Messaging (SMS) section*.

Each conversation in the list shows a DID badge — the number's label, or the number itself if no label is configured — so you can tell at a glance which of your numbers a message was received on. Opening a conversation displays a "*Sending from*" bar beneath the header, showing the number that conversation uses; a copy icon lets you copy that number, with an on-screen confirmation.



Choosing which number to send from: Your default SMS number is used to start all new conversations. To set the default, click the *Manage SMS Numbers* icon in the SMS header, select a number, and click *Continue* - that number becomes the default for future new conversations (existing conversations are unaffected). An administrator can also set the default in PBXware; if neither you nor the admin chooses one, your first assigned number is used. When starting a new message, you can pick any assigned number, and when replying, you can click *Send from another number* to respond from a different DID. Note that each conversation is tied to a single sending number, so choosing a different number opens a new conversation with that contact rather than switching the number on the existing one.



A filter icon next to the search bar lets you show only conversations on selected numbers; active filters appear as removable chips above the list.

If one of your numbers is later unassigned, its conversations remain visible (greyed out) so you can still read the history, but a banner notes that the number is no longer assigned to you and offers a *Start New Conversation button* to continue from one of your current numbers. If all numbers are unassigned, all conversations remain visible (greyed out), with a message that you no longer have assigned SMS numbers to start any conversations.

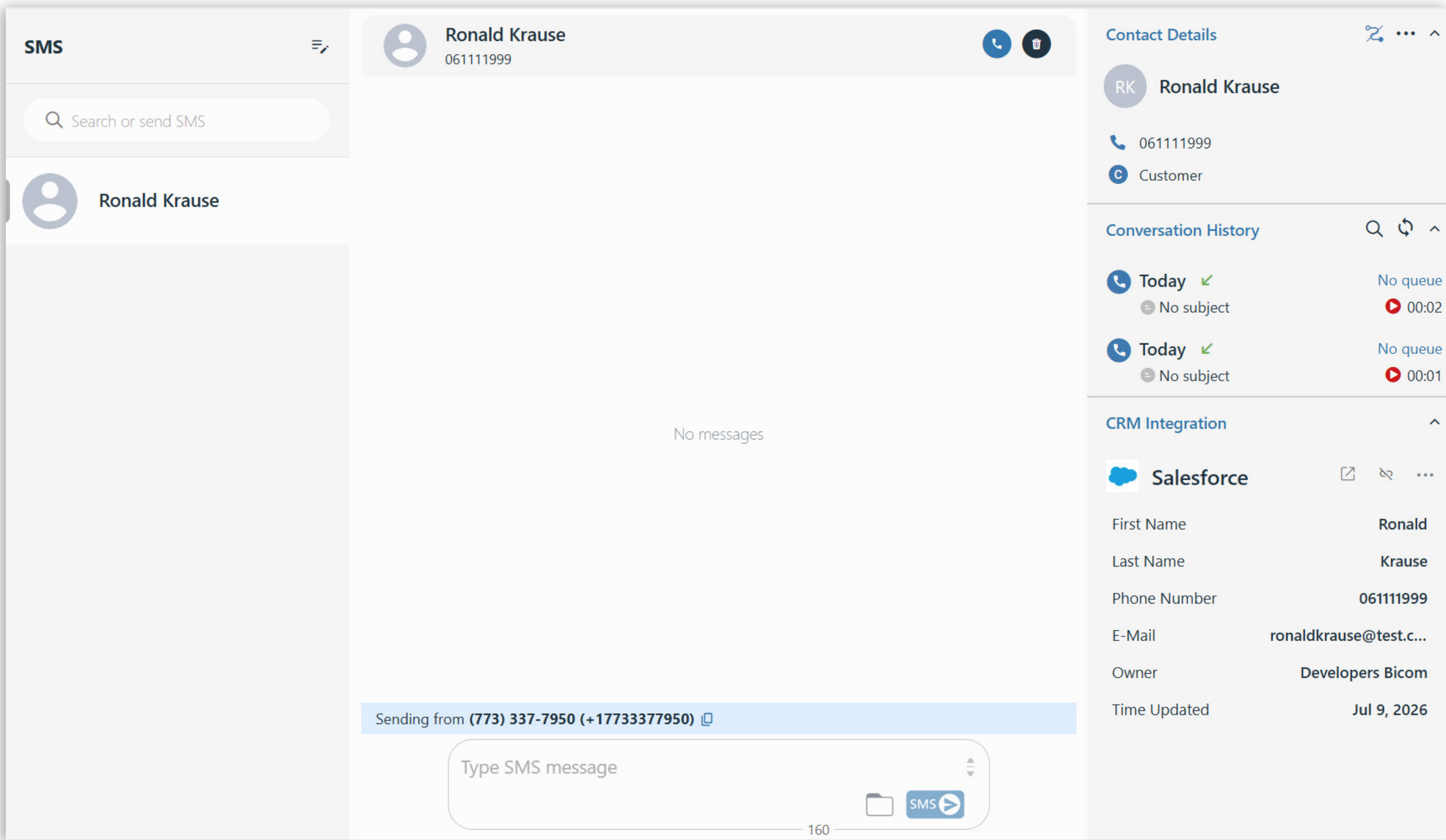
Your assigned SMS numbers also appear on a contact's information screen, and an optional *SMS Number column* can be enabled on the *Internal Contacts tab* to display assigned SMS numbers, support filtering, and let users start an SMS conversation by clicking a number. For contacts with multiple numbers, the first number is shown with a (+N) option to view the rest.

Extensions with a single SMS number see no change — the Manage, filter, and badge controls are hidden, and the "*Sending from*" bar simply shows that one number.

For the full application experience, it is highly recommended to assign labels to SMS numbers in PBXware.

Contacts Module on SMS

The SMS interface includes the Contact Details sidebar widget, which matches the Voice, Email, and Messaging experiences. The widget auto-matches contacts, allows manual resolution of multiple matches, and supports linking or creating new records directly. Newly updated contact info reflects immediately across the SMS interface.



Note: *Cross-channel conversation history is available inside the widget exclusively for CC users.*

Additionally, the "*Create new SMS*" search has been upgraded with "*All*", "*Internal*", and "*External*" filter tabs.

CRM Widget in SMS

The *CRM widget* in the *SMS tab* allows users to view, link to, and manage *CRM* records directly from an SMS conversation, just as it does in the *Voice*, *Email*, and *Messaging* tabs. The widget is displayed only for conversations with external contacts; it is hidden for internal contacts and shared *DIDs*.

Widget States

Depending on the user's *CRM* configuration and authentication status, the widget will display one of the following states:

- **No integrations:** Displayed when no *CRM* integrations are configured for the user.
- **Connect to a CRM:** Displayed when a *CRM* integration exists, but the user is not authenticated. A login option will be presented.
- **No matches found:** Displayed when the contact's number does not match any existing *CRM* records. The user is presented with the option to create a new record or search for an existing one to link to.
- **Single match found:** Key information about the matched record is displayed in the widget. The matched contact's name also appears in the SMS conversation header and in the SMS conversation list on the left sidebar.
- **Multiple matches found:** A list of candidate records is displayed along with the match count. The user can select the correct record to link it, search for an existing record, or create a new one. Once linked, the widget transitions to the linked state, and the contact name is reflected in the conversation header and list.

Exact Match in Team Chat Search

Wrapping search terms in double quotes (e.g., "error 500") now triggers a strict, sequential search to find exact phrases rather than messages containing the words scattered throughout.

Inviting External Participants to a Meeting via External Contacts

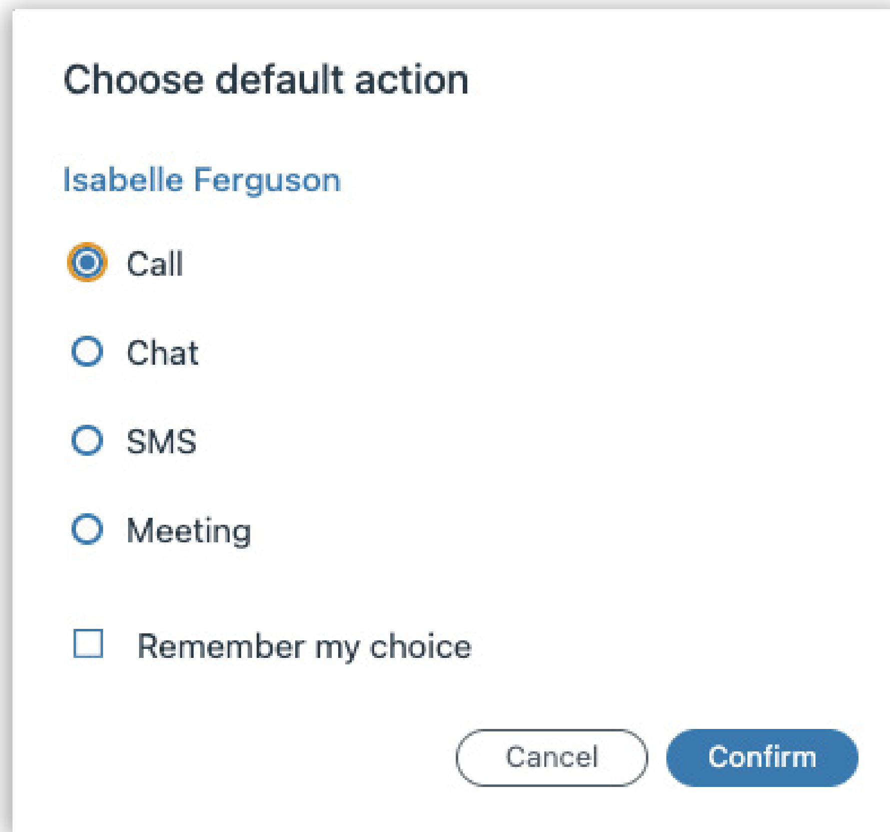
This feature allows users to invite external participants to a meeting by selecting them from the *External Contacts* list. *External Contacts* are sourced from the *Contacts module* and are invited via their registered email address.

To browse external contacts, open the dropdown and select *External Contacts*.

Once *External Contacts* is selected, the list populates with available contacts. Each contact entry displays the contact's name, company, email address, and email type (e.g., business, other). Contacts without a registered email address are shown with a "*No email registered*" notice and cannot be selected.

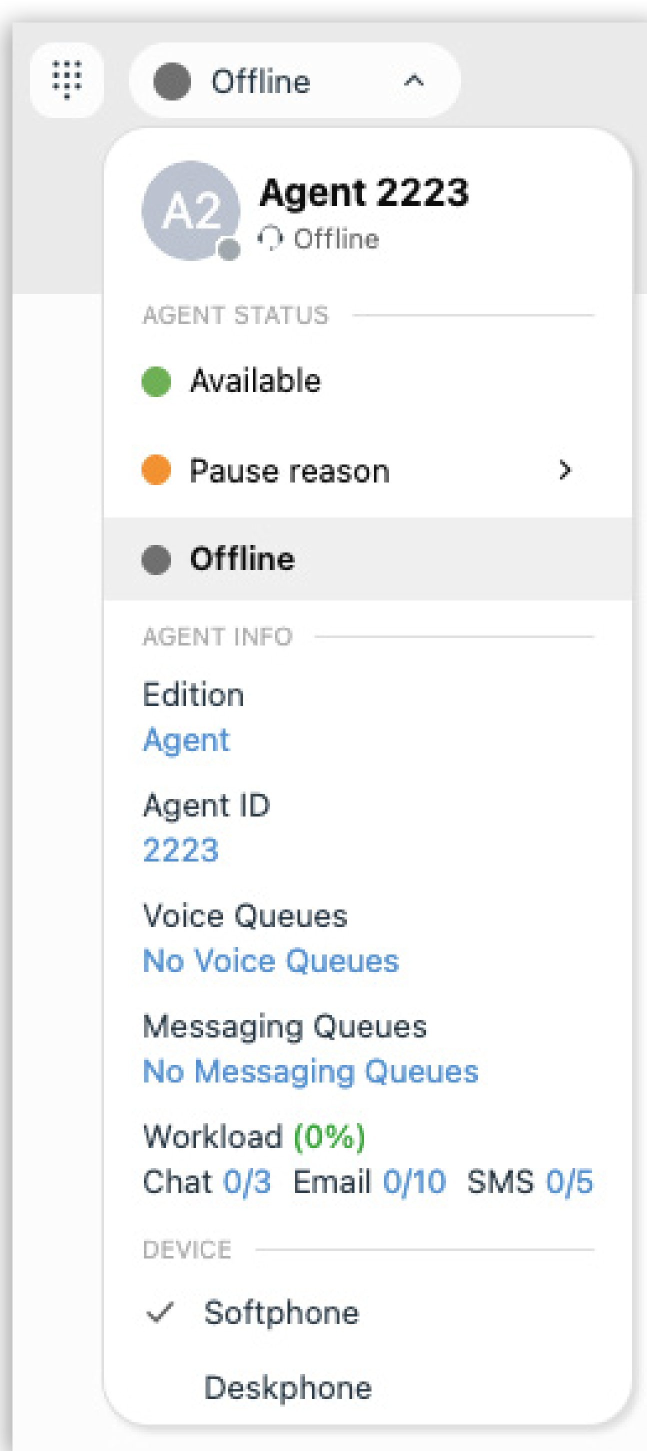
Default Action for Internal Contact Search

Pressing *ENTER* or clicking a contact directly in the search dropdown now triggers a customizable default action (*Call*, *Chat*, *SMS*, *Meeting*). A first-time setup dialog lets you save your choice, which can also be easily modified in the app's *Settings*.



Agent/Supervisor Edition Information

To access this information, click the status indicator at the top of the application (which shows the current agent status, e.g., *Offline*). A dropdown panel will appear displaying the agent's profile and settings. The *Edition* field is found under the *Agent Info* section.



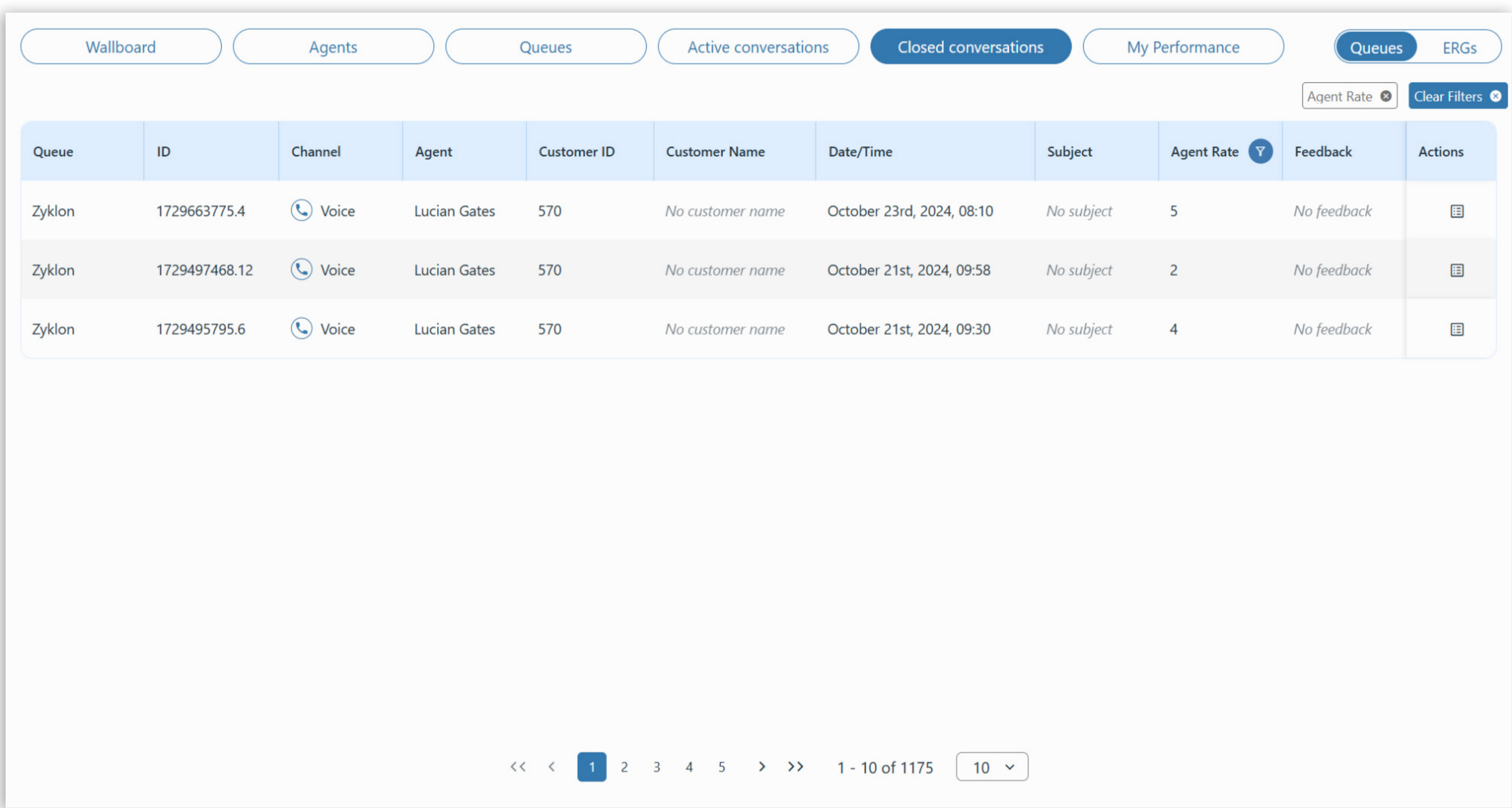
The *Edition* field displays the role type assigned to the currently logged-in user. It is a read-only field and cannot be changed from within the application. The *Edition* can display one of two values:

- **Agent:** Indicates that the user is operating under a standard agent-level account with access to features for handling calls, messages, and queues.
- **Supervisor:** Indicates that the user has elevated permissions, typically allowing them to monitor and manage agents and queues within the system.

This information helps identify the user's role and understand which features and permissions are available to them within the application.

Customer Survey Results - Agent Rate and Feedback Columns

To access these columns, click the *Dashboard* icon in the left sidebar. Switch to the *Closed Conversations* tab at the top of the page. The *Agent Rate* and *Feedback* columns are visible in the *Closed Conversations* table.



The *Agent Rate* and *Feedback* columns provide supervisors with a direct view of customer survey results in the *Closed Conversations* table, allowing them to monitor agent performance without opening individual conversations. These columns are visible to *Supervisor* users only and are not displayed for standard *Agent* accounts.

Agent Rate

The *Agent Rate* column displays the numerical rating a customer gave the handling agent at the end of a closed conversation. The rating is shown as a number directly in the table cell.

The column supports filtering. To open the filter, click the *Agent Rate* filter chip in the top-right corner of the table. A filter panel will appear, allowing supervisors to enter a numerical value and select one of three comparison operators:

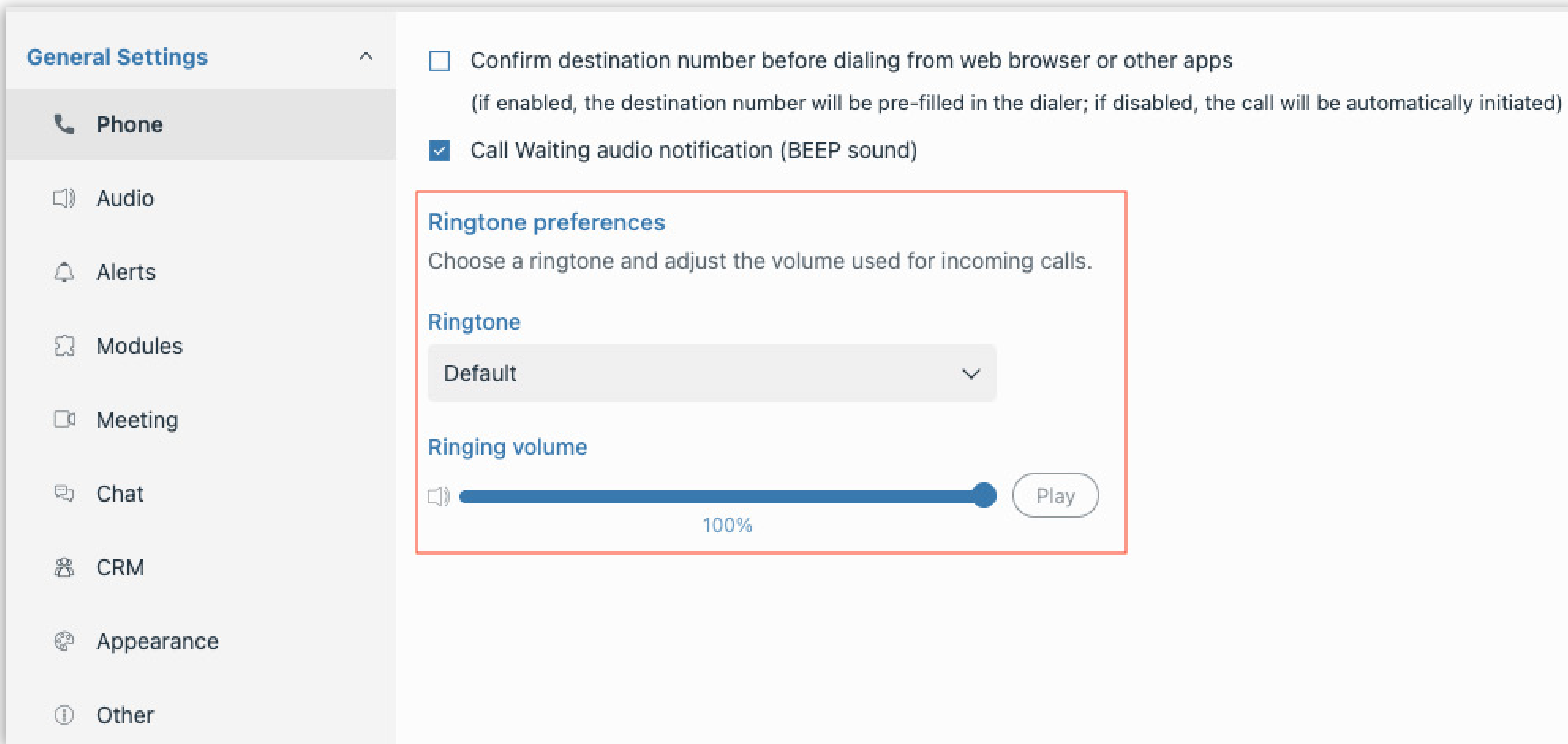
- **Equals:** Shows only conversations where the agent rate exactly matches the entered value.
- **Greater than:** Shows only conversations where the agent rate is higher than the entered value.
- **Less than:** Shows only conversations where the agent rate is lower than the entered value.

Feedback

The *Feedback* column indicates whether a customer submitted feedback for a closed conversation. When feedback was provided, the cell displays "*Yes*". When no feedback was submitted, the cell displays "*No feedback*".

Ability to add a Custom Ringtone

To access this setting, open the gloCOM Next web/desktop application and click the *Settings* icon located at the bottom of the left sidebar. In the *General Settings* panel, select *Phone* from the left menu. The *Ringtone Preferences* section is displayed at the bottom of the page.



The *Ringtone Preferences* section allows users to choose a ringtone and adjust the volume used for incoming calls. It consists of two controls: *Ringtone* and *Ringing Volume*.

Ringtone

The ringtone is selected via a dropdown menu with three available options:

- **Default:** Uses the application's built-in ringtone. When selected, a *Ringing Volume slider* and a *Play button* are displayed, allowing the user to adjust and preview the volume level.
- **Silent:** Disables the ringtone entirely. Incoming calls will not play any sound. On-screen notifications will still appear. When selected, the *Ringing Volume slider* is hidden.
- **Custom:** Allows the user to upload their own ringtone file. When selected, an *Upload Ringtone button* appears next to the dropdown, along with a *Ringing Volume slider* and a *Play button*, allowing the user to adjust and preview the volume level.

Ringing Volume

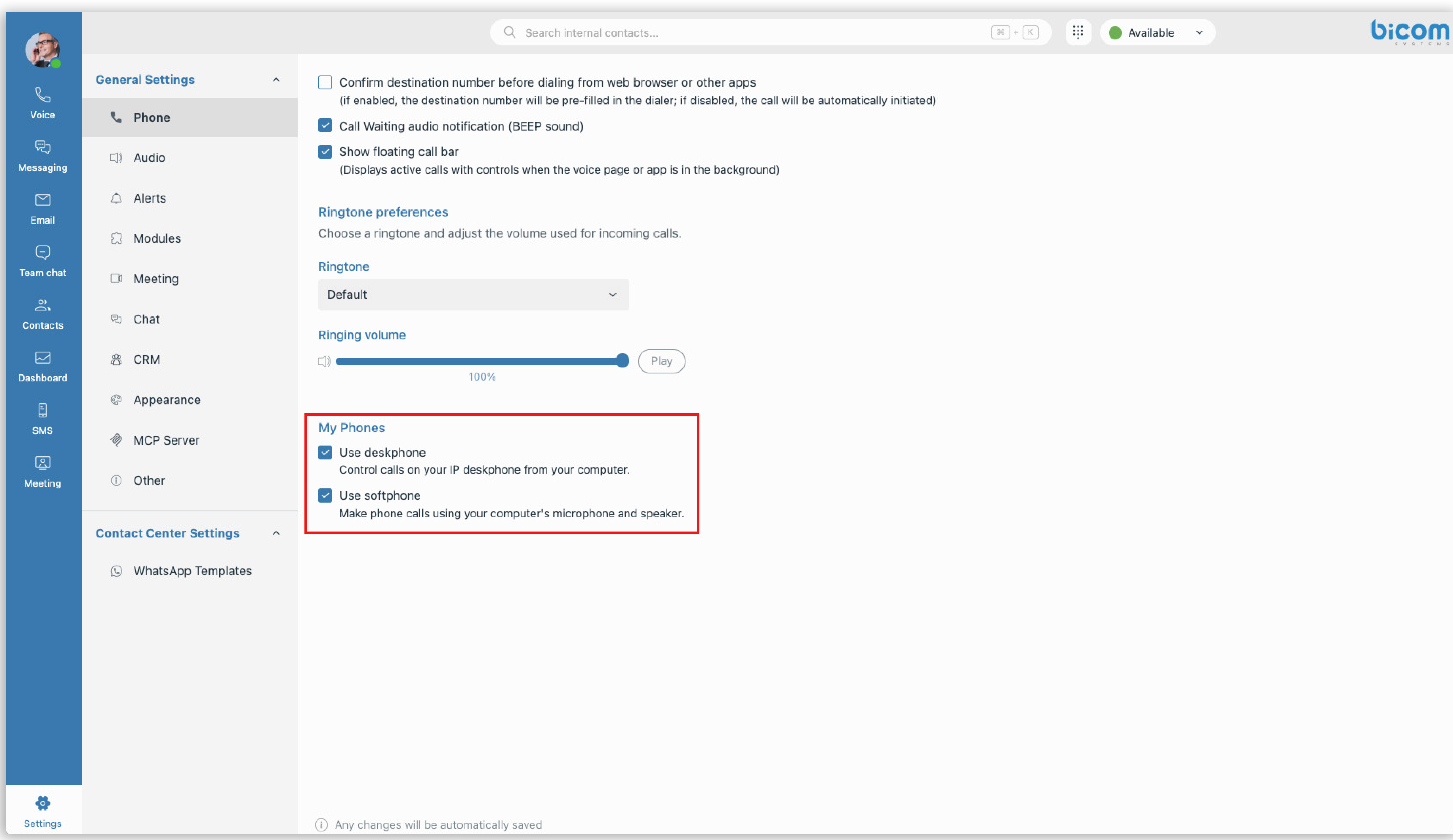
When applicable, the ringing volume is controlled via a horizontal slider, with the current value displayed as a percentage below it, set to 100% by default. A *Play button* next to the slider lets users preview the selected ringtone at the chosen volume.

Changes are saved automatically.

My Phones - Device Selection in Settings

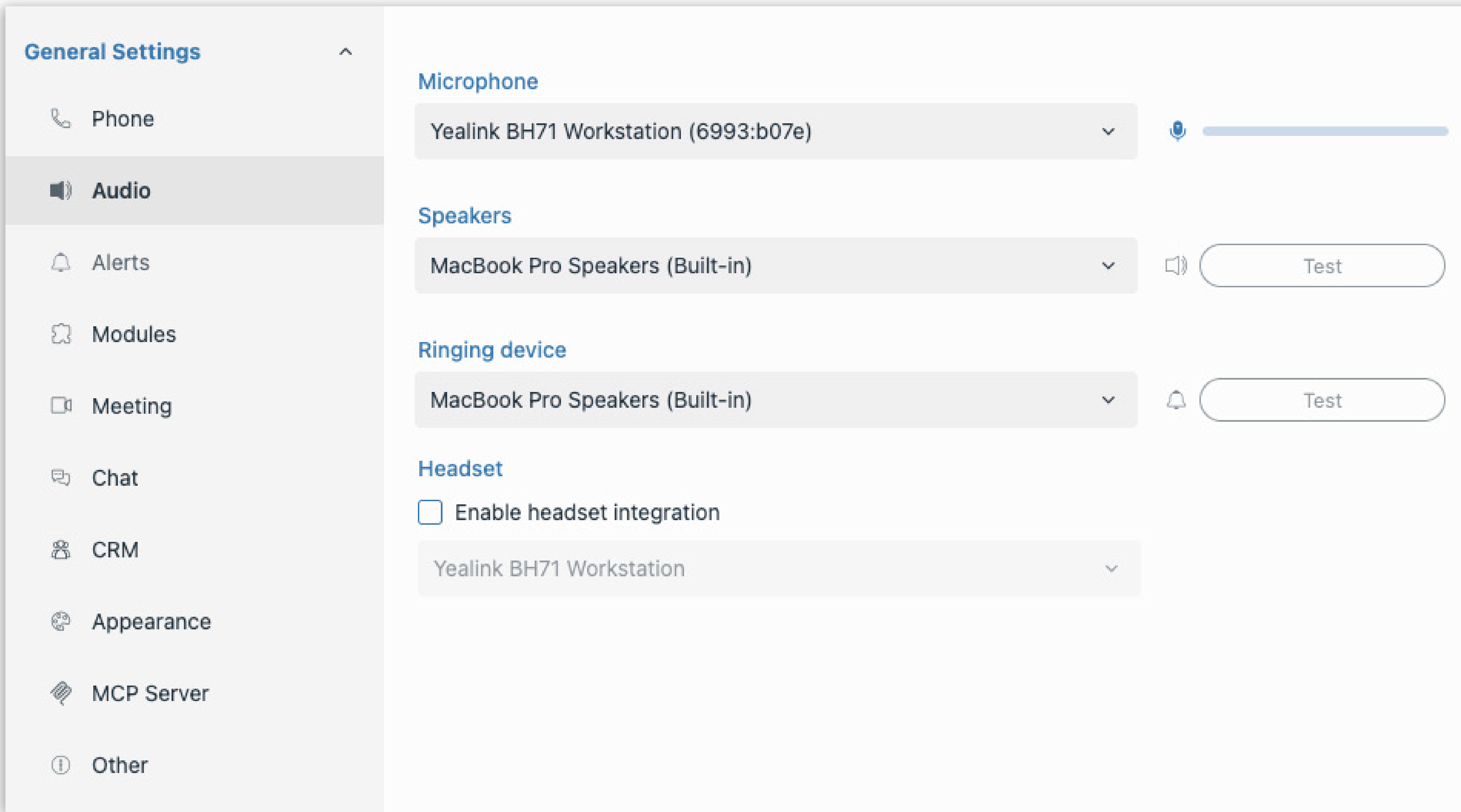
A new *My Phones* section has been added under *Settings → Phone*, giving users control over which phone devices are available for making calls. *Deskphone* and *Softphone* can now be individually enabled or disabled, and the Dialpad device dropdown updates accordingly. When a device is unchecked, the active device automatically falls back to the next available option.

If *PBXware* is configured with a *Default Client Phone*, the admin's choice takes priority: checkboxes are locked, and a notice is displayed. Preferences persist across sessions.



Option to test Audio Devices

To access these options, open the gloCOM Next web/desktop application and click the *Settings* icon located at the bottom of the left sidebar. In the *General Settings* panel, select *Audio* from the left menu.



The *Audio* settings page provides three device selectors, each with a testing option next to its dropdown menu. These allow users to verify that their selected audio devices are functioning correctly before use.

Microphone Test

Next to the Microphone dropdown, a microphone icon with a horizontal level bar is displayed. This bar serves as a real-time indicator of the microphone's audio input level. When the user speaks, the bar should respond to confirm that the selected microphone is active and capturing audio. No separate button is required. The indicator is always live.

Speakers Test

Next to the Speakers dropdown, a speaker icon and a *Test button* are displayed. Clicking the *Test button* plays a sound through the selected speaker, allowing the user to confirm that the audio output is working correctly.

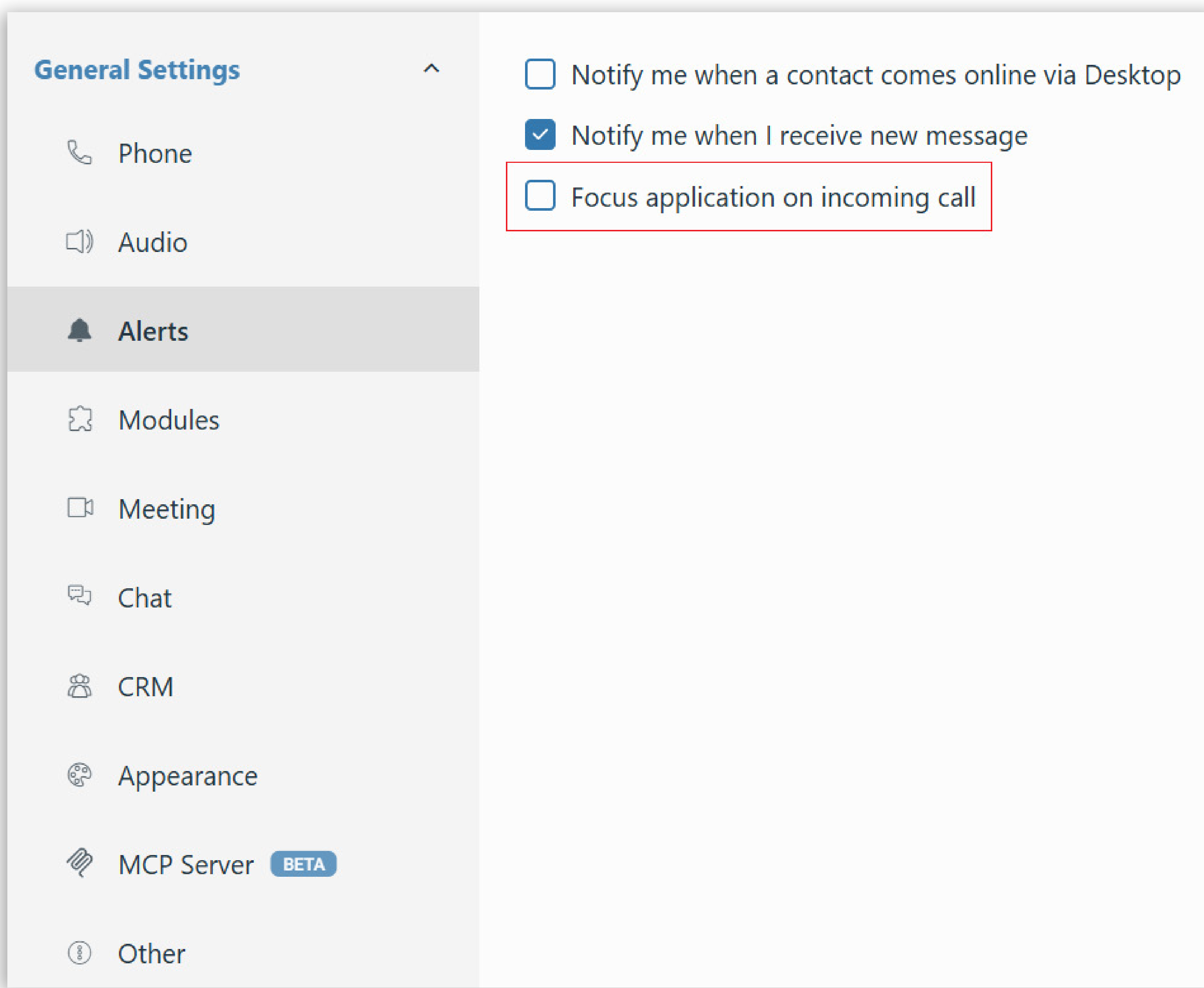
Ringing Device Test

Next to the *Ringing Device* dropdown, a bell icon and a *Test button* are displayed. Clicking the *Test button* plays a ringing sound through the selected ringing device, allowing the user to verify that incoming call alerts will be heard on the correct device.

Changes are saved automatically.

Focus on the gloCOM Next Desktop Application during an Incoming Call

To access this setting, open the gloCOM Next desktop application and click the *Settings icon* located at the bottom of the left sidebar. In the *General Settings* panel, select *Alerts* from the left menu.



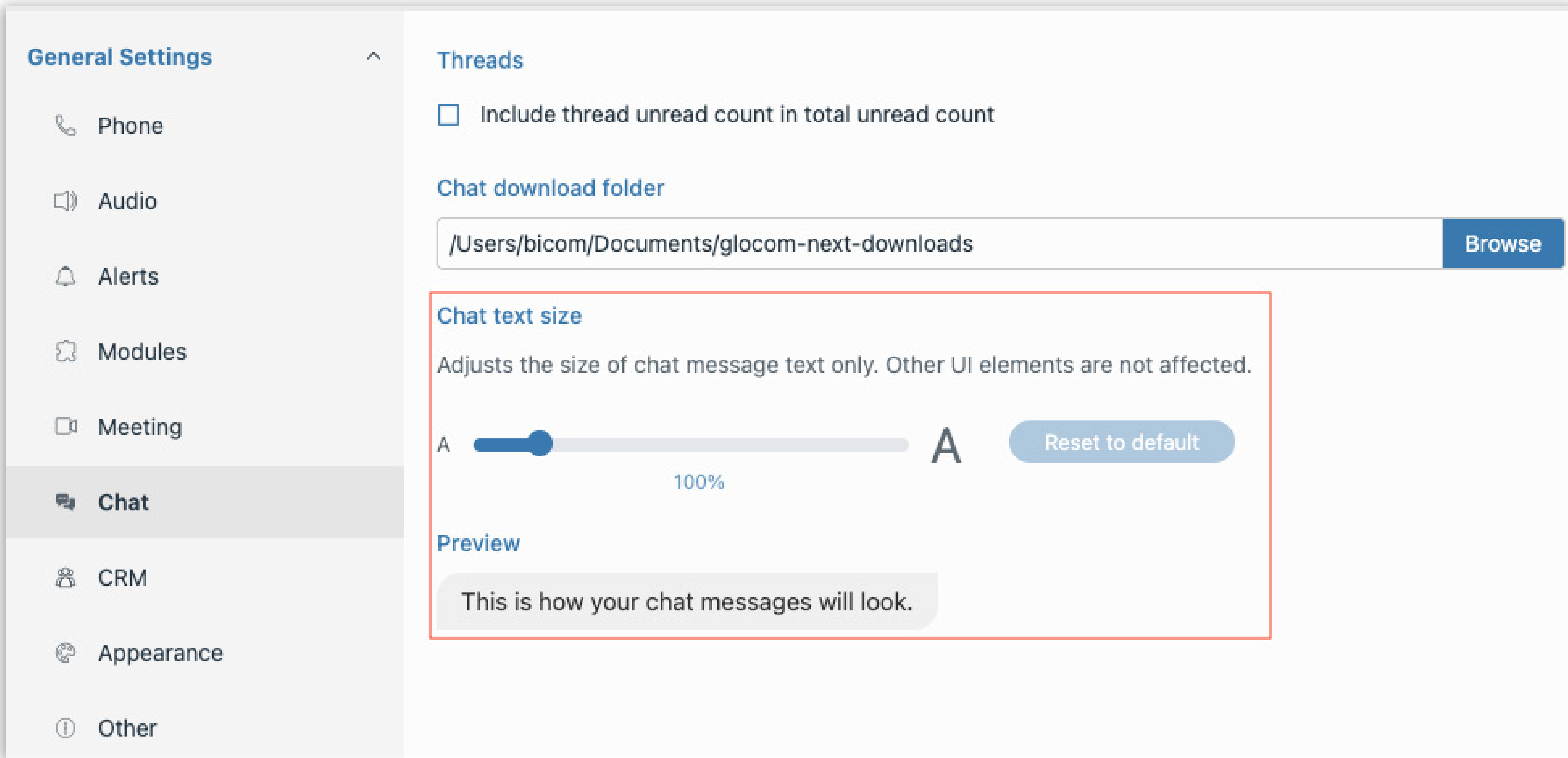
When enabled, the "*Focus application on incoming call*" option automatically brings the gloCOM Next desktop application window to the foreground upon detecting an incoming call. This ensures that the call notification is immediately visible on your screen, even if the application is minimized or hidden behind other windows.

To enable it, check the checkbox next to "*Focus application on incoming call*". To disable it, uncheck the same checkbox.

Changes are saved automatically.

Option to Change Chat Font Size in Settings

To access this setting, open the gloCOM Next web/desktop application and click the *Settings icon* located at the bottom of the left sidebar. In the *General Settings* panel, select *Chat* from the left menu.



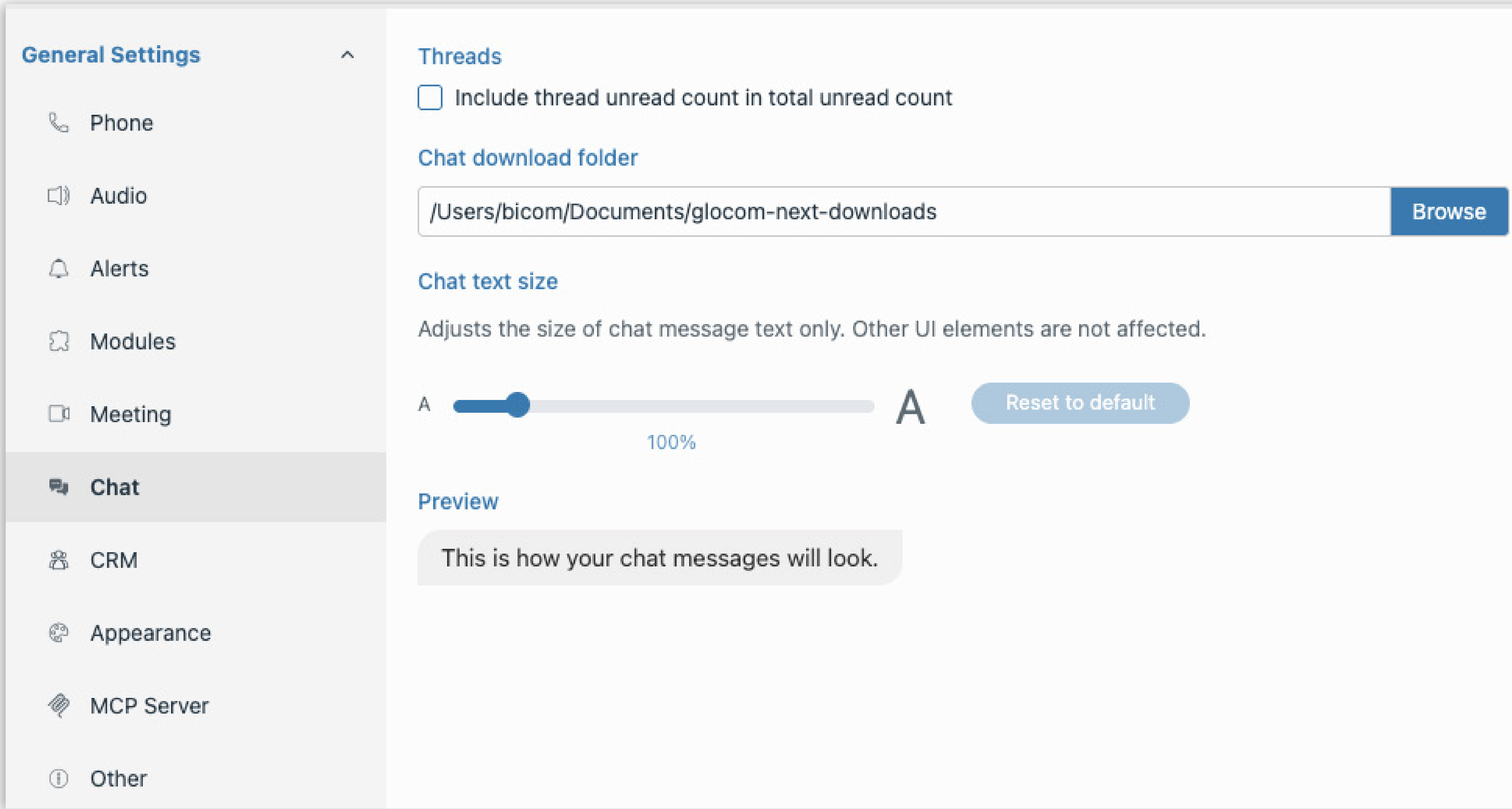
The "*Chat text size*" option lets users adjust the size of chat messages in the application. Note that this setting affects only the chat message text. All other UI elements remain unchanged.

To adjust the text size, drag the slider left to decrease it or right to increase it. The current value is displayed as a percentage below the slider, with 100% being the default. The Preview section below the slider shows a sample message in real time, so you can see the effect of your adjustment before it is applied to actual conversations. If you wish to revert your changes, click the *Reset to default button* next to the slider to restore the text size to 100%.

Changes are saved automatically.

Chat Download Folder

To access this setting, open the gloCOM Next application and click the *Settings icon* located at the bottom of the left sidebar. In the *General Settings* panel, select *Chat* from the left menu.



The *Chat Download Folder* option allows users to specify the local folder where files received in chat are automatically saved. The current folder path is displayed in a text field and is set to */Users/bicom/Documents/glocom-next-downloads* by default.

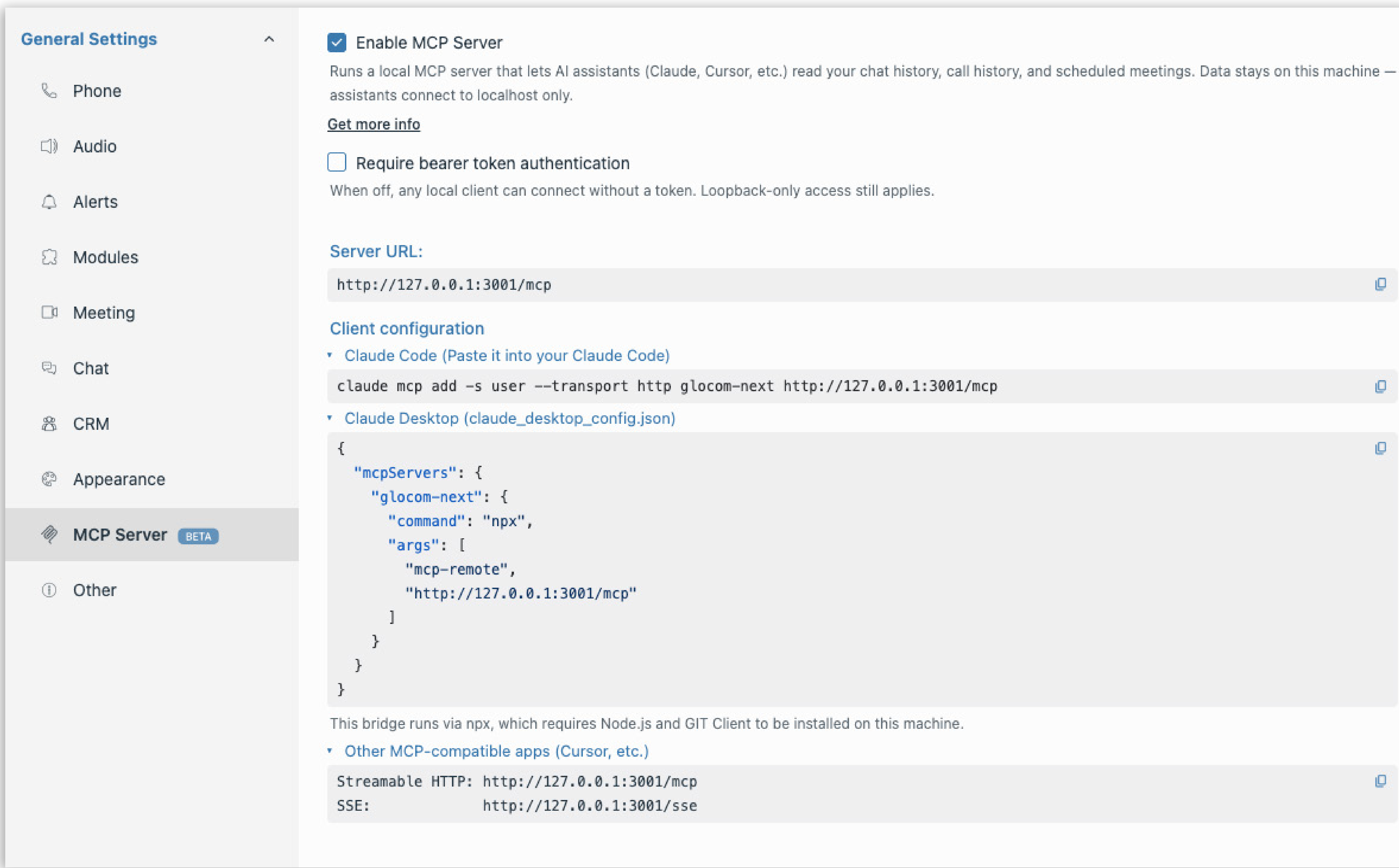
To change the download folder, click the *Browse button* next to the path field. This will open a system file picker, allowing you to navigate to and select a preferred folder on your computer.

Changes are saved automatically.

MCP Server for AI Integration (Desktop Only)

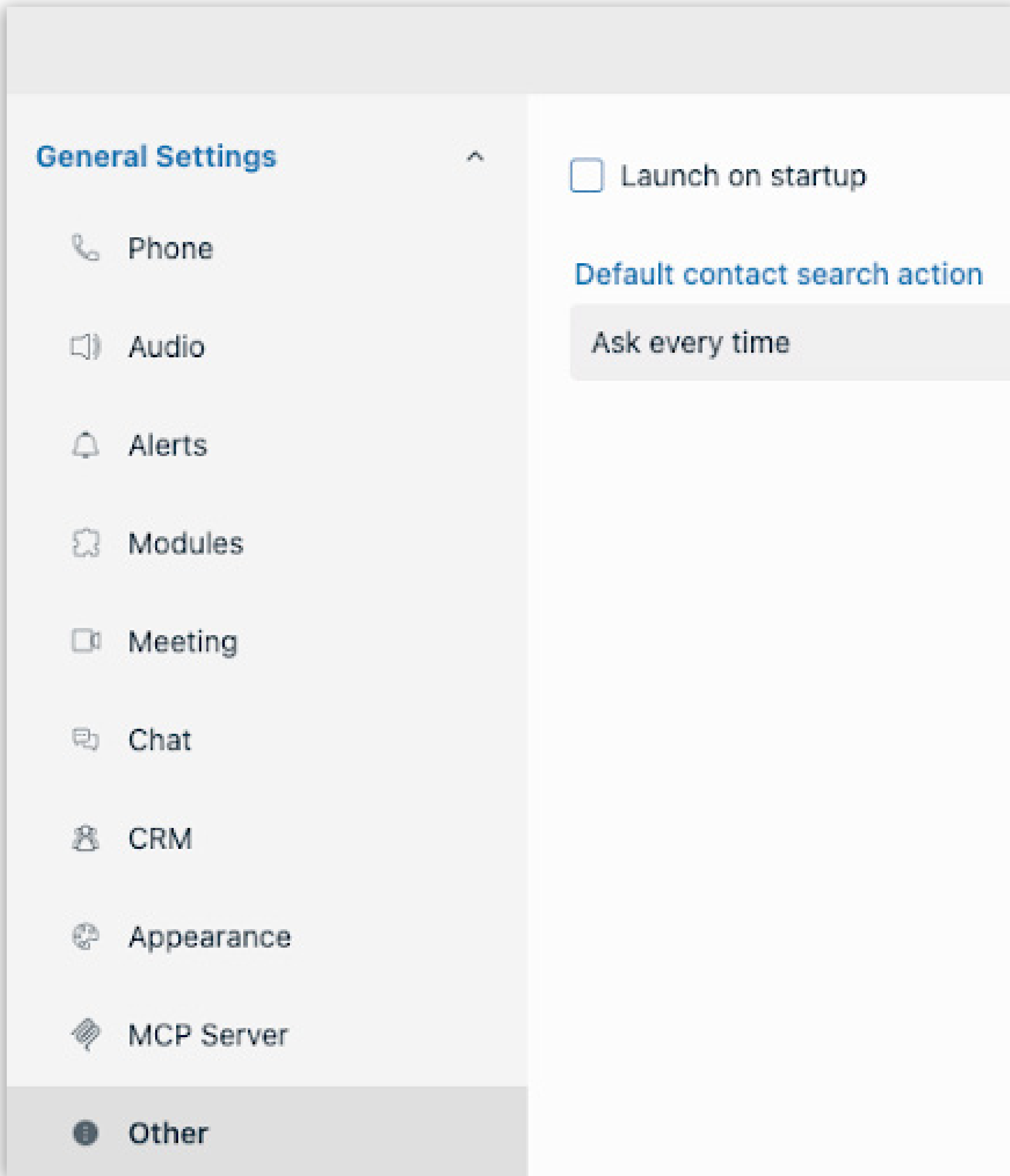
Expose your chat history, call logs, and scheduled meetings securely to AI assistants (like Claude and Cursor) using a read-only Model Context Protocol (MCP) server. Configured under Settings > MCP Server, the server runs strictly on the local loopback address, starting on login and stopping on logout. The settings panel provides ready-to-paste config blocks for Claude Code, Claude Desktop, and generic clients, an optional bearer-token auth toggle, and a “Get more info” help dialog.

Note: *This feature is in Beta mode*



Launch on Startup

To access this setting, open the gloCOM Next application and click the *Settings icon* located at the bottom of the left sidebar. In the *General Settings* panel, select *Other* from the left menu.



The *Launch on Startup* option allows users to configure the application to start automatically when the operating system boots. When enabled, the gloCOM Next desktop application will launch in the background each time the computer starts, ensuring the application is ready to use without requiring a manual launch. To enable it, check the checkbox next to *Launch on Startup*. To disable it, uncheck the same checkbox.

Changes are saved automatically.

PBXware Host Info in About Page

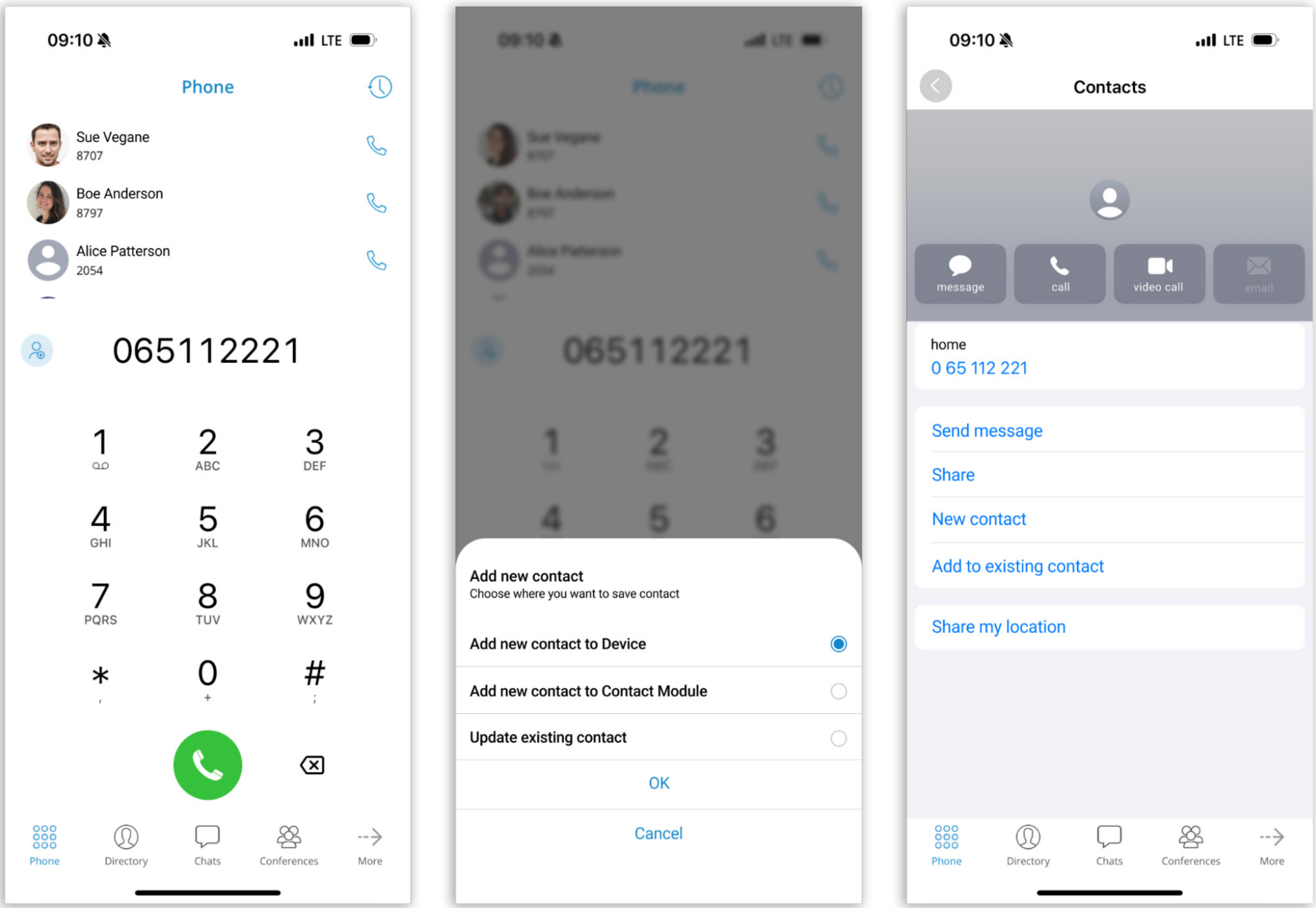
The *PBXware host address* can be viewed directly on the About page under the *PBXware Information* section. This allows desktop users to quickly verify their host without logging out (not applicable to the Web application, where the host is already visible in the browser address bar).

gloCOM GO

iOS / Android

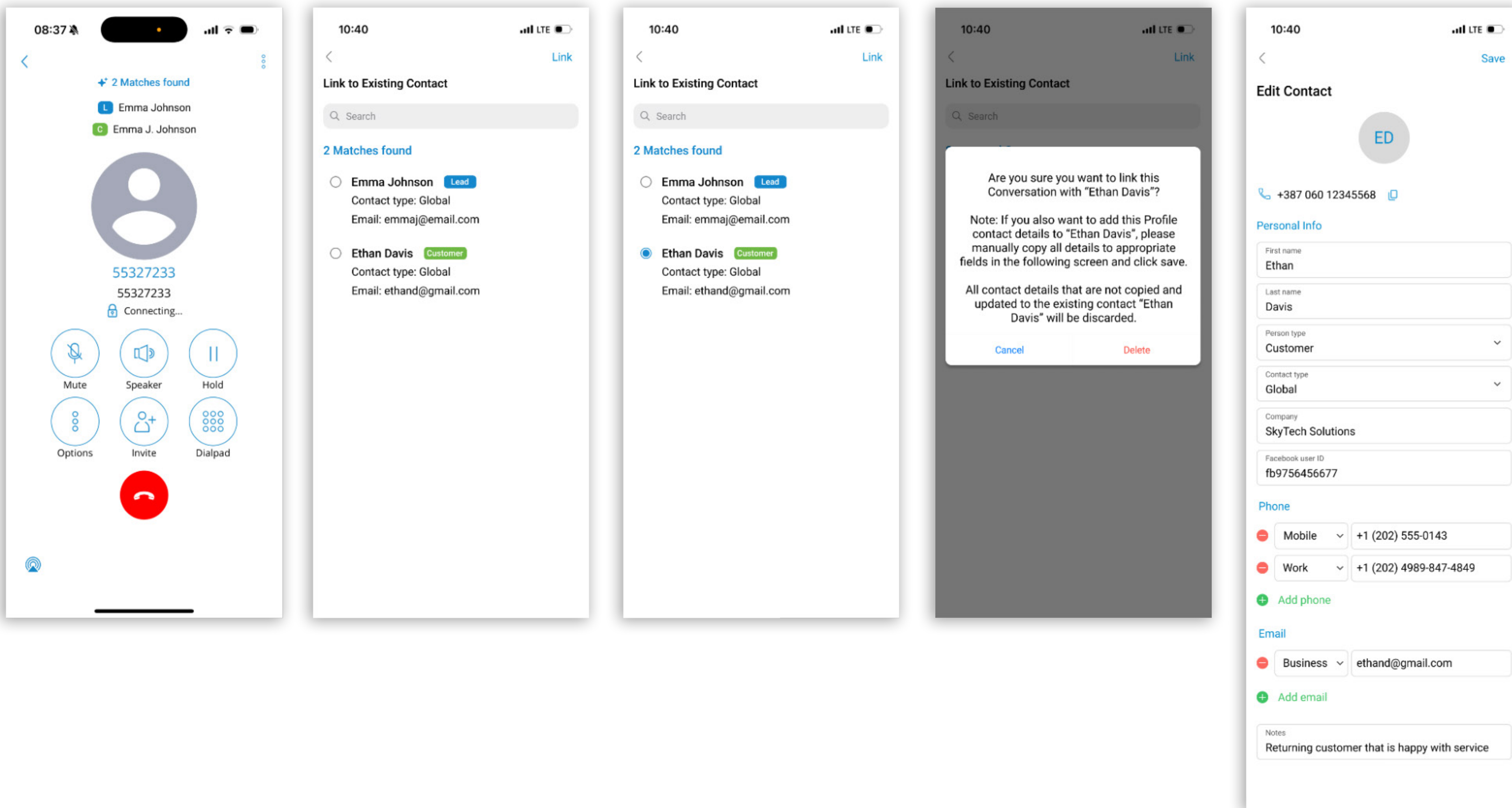
Contacts module on gloCOM GO

gloCOM GO now includes the Contacts module, providing centralized access to Internal, External, Device, and Favorite contacts from a single interface.

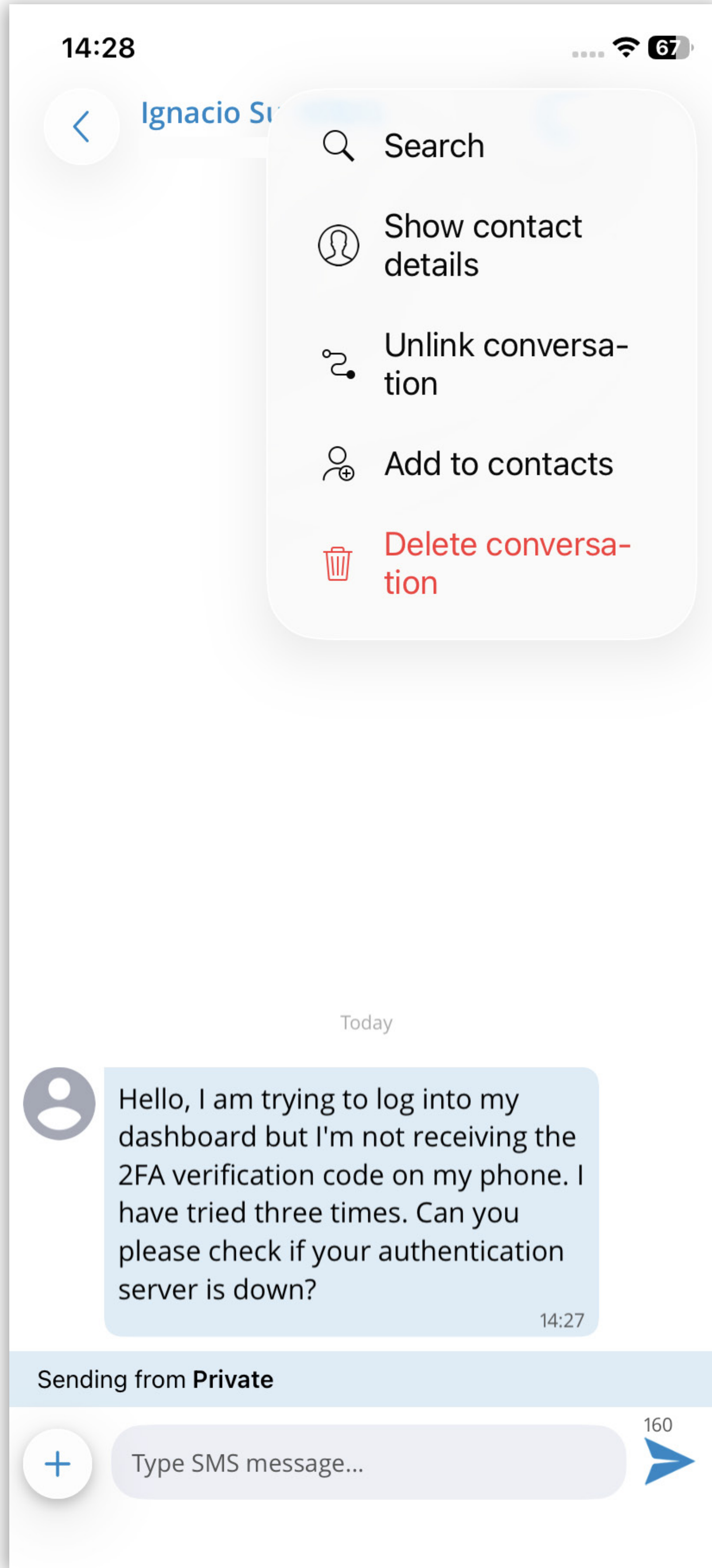


Users can create and manage contacts, filter contacts by type (Global, Department, and Private), view detailed contact information, and perform common actions such as calling, sending SMS messages or emails, scheduling meetings, and adding contacts to favorites. Depending on assigned permissions, users can also edit, delete, share, and convert contacts between supported contact types.

The Contacts module is integrated throughout the application, allowing users to create, link, and manage contacts directly from active calls, the dialpad, and SMS conversations, while automatically displaying contact information whenever available.



The SMS interface includes the Contacts module utilizing the Contact Details widget. The system auto-matches existing contacts, allows manual selection for multiple matches, and supports linking or creating new records directly. Updates are immediately reflected in both the conversation window and the conversations list.



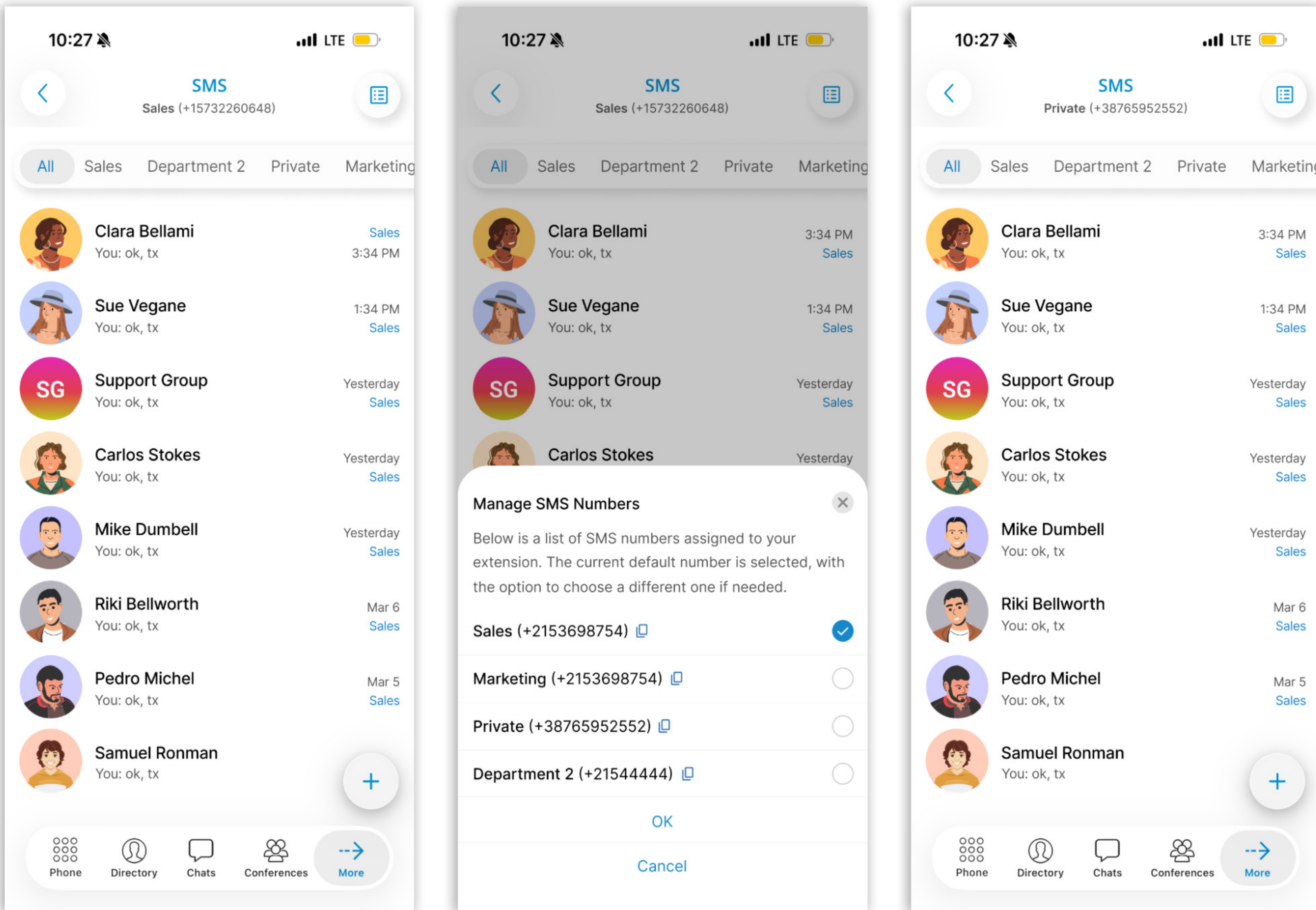
Additionally, “Create new SMS” contact search is upgraded with “Internal”, “External,” and “Device” filter tabs.

If a contact is matched/linked in a CRM, the CRM information is displayed in the main conversation window and the conversations list, with a dedicated CRM badge displayed next to the contact in the SMS list. When a CRM contact conversation is opened, the available options are limited strictly to Search, Delete, and Unlink conversation.

Call History now resolves and displays contact information from additional contact sources, including CRM and Contacts module records, providing more meaningful caller identification throughout the application.

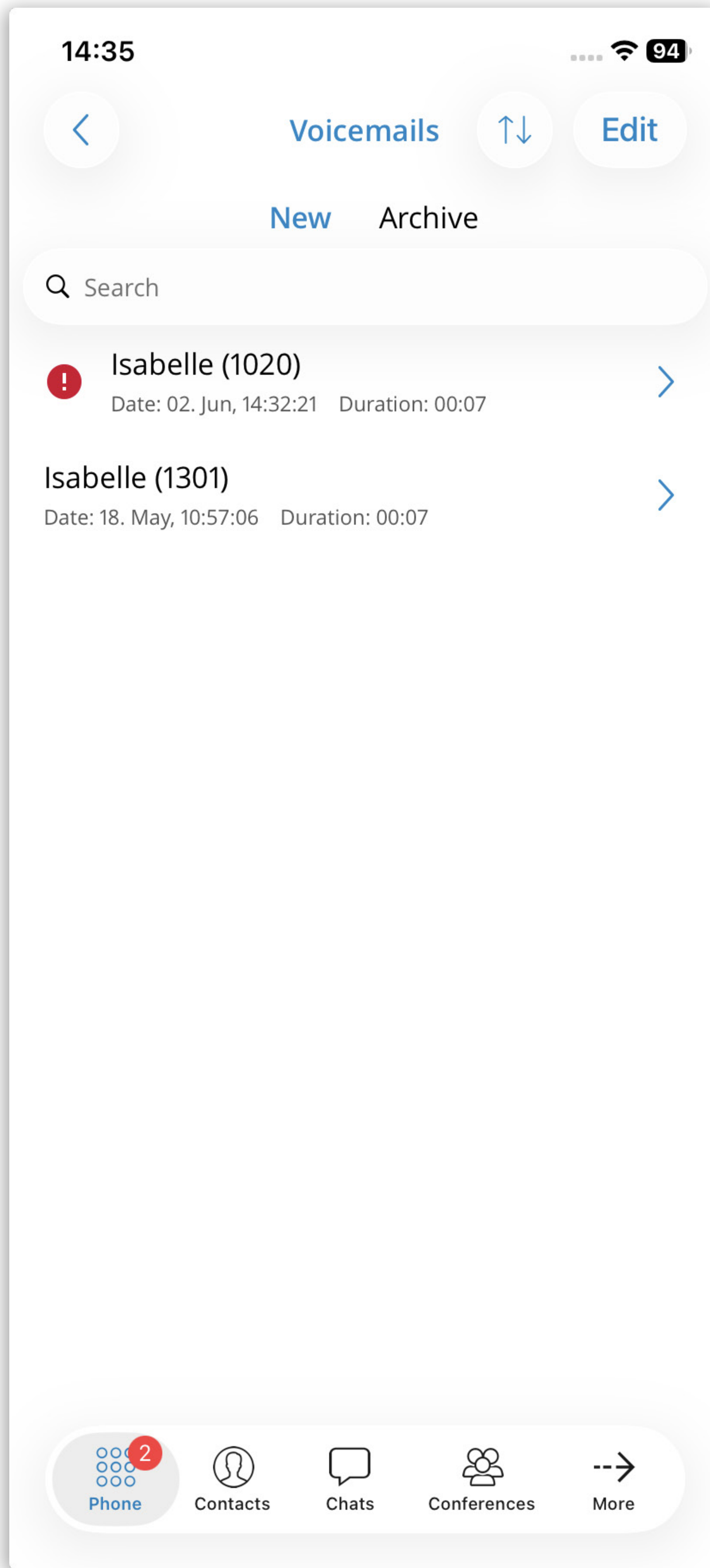
Multiple SMS DIDs per extension

Users can now send SMS messages using multiple DID numbers assigned to a single extension. This enhancement allows organizations operating with multiple businesses to maintain a unified messaging experience, as users can seamlessly toggle between different outbound numbers on the fly without needing to switch between accounts.



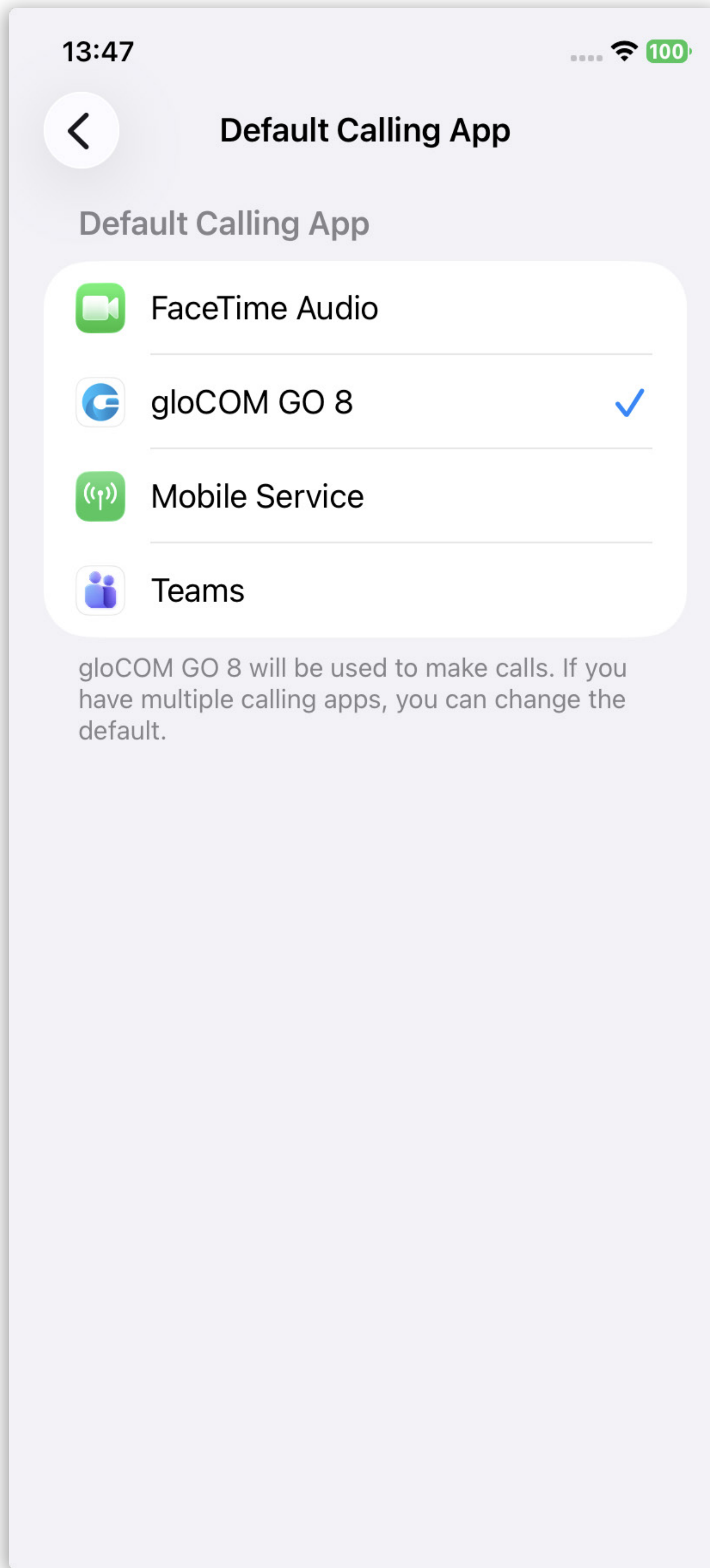
Urgent Voicemail Visibility

Urgent voicemail messages are now prominently highlighted within the applications, making them easier to identify and prioritize. This improvement ensures that important messages receive immediate attention and reduces the risk of critical voicemails being overlooked.



gloCOM GO as Default Calling app

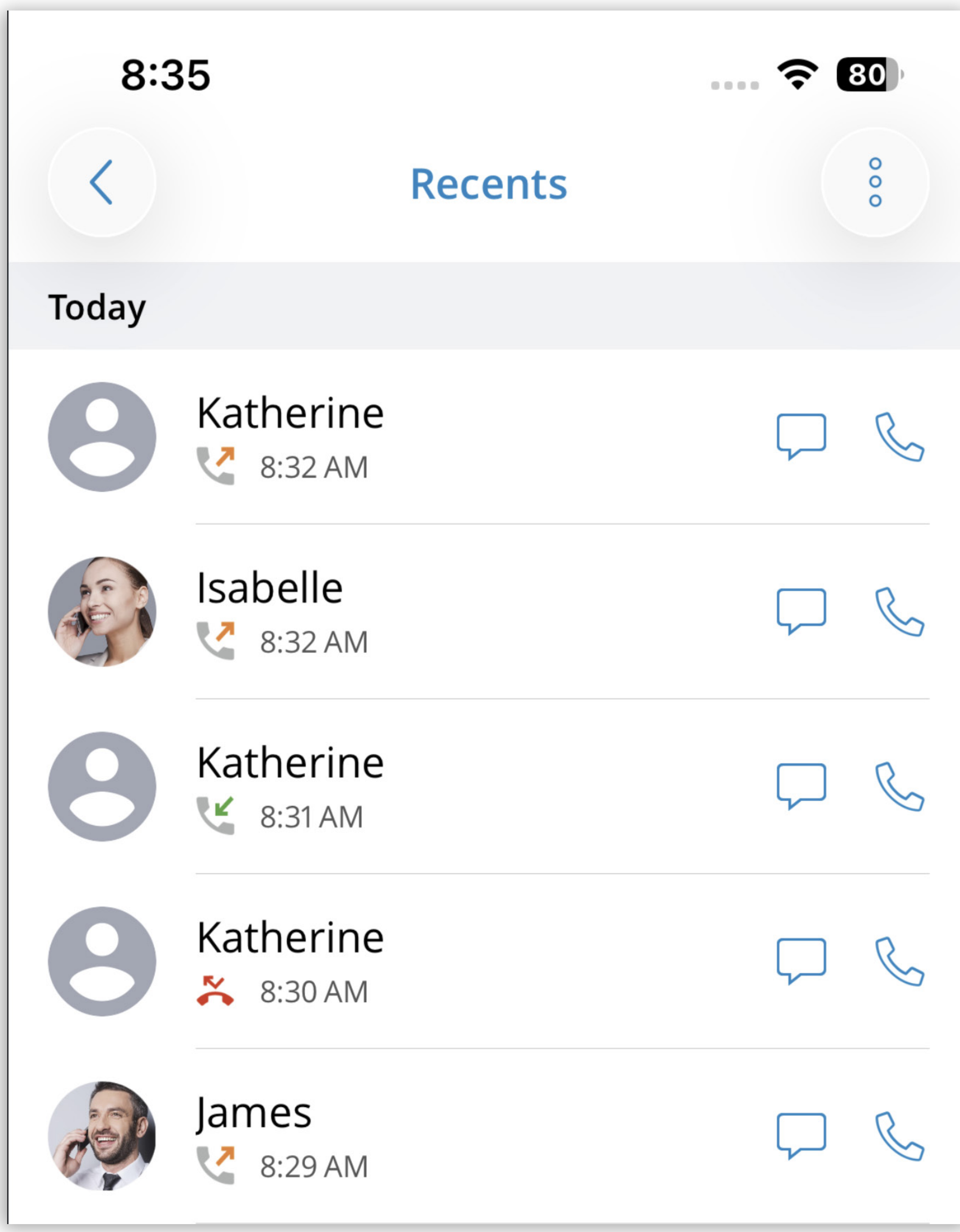
gloCOM GO can now be configured as the primary, default calling application on iOS devices. Once enabled, any call initiated outside the application—such as clicking a phone number on a webpage, inside an email, or within the device's native contacts list—will automatically route through gloCOM GO, allowing users to place business calls seamlessly.



Note: *In this release, only the iOS version of gloCOM GO supports being configured as the default calling application.*

12 Hour Time Format for gloCOM GO

gloCOM GO now fully supports both 12-hour (AM/PM) and 24-hour time formats across the entire user interface. The application automatically detects and adopts the device's system time settings with zero manual configuration required, instantly updating all timestamps across chat messages, call history logs, and voicemail receipts to match the user's preferred format.



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