



gloCOM GO

version 5.0

Release Notes

January 2018



Server side requirements for gloCOM GO

- PBXware version 5.0
- TCP has to be enabled system-wide. Check Settings > Protocols > (SIP tab) > TCP settings
- Format of voice messages has to be wav.
- SSL/TLS certificate must support SHA2.

Push Notifications

One of the features our users were waiting in anticipation are gloCOM GO push notifications. PBXware 5 is now running Push Notifications Service that will forward requests to our hosted Push Notifications Platform. Once push request is forwarded from PBXware, the platform will propagate push notifications to devices using gloCOM GO. This feature is adding more convenience to users connectivity when they are on a business trip, working from home or simply need to accept business calls when they are outside the office.

Using Push Notifications, app is now able to receive calls when:

- In background mode
- In Lock mode
- Terminated, not started at all

Only mandatory thing is that app has to be connected to the network that can access web.

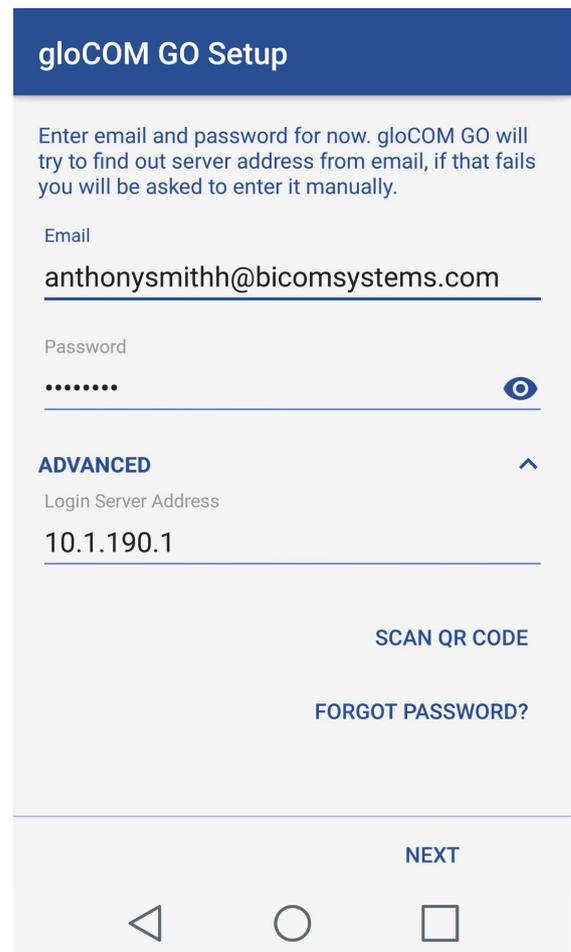
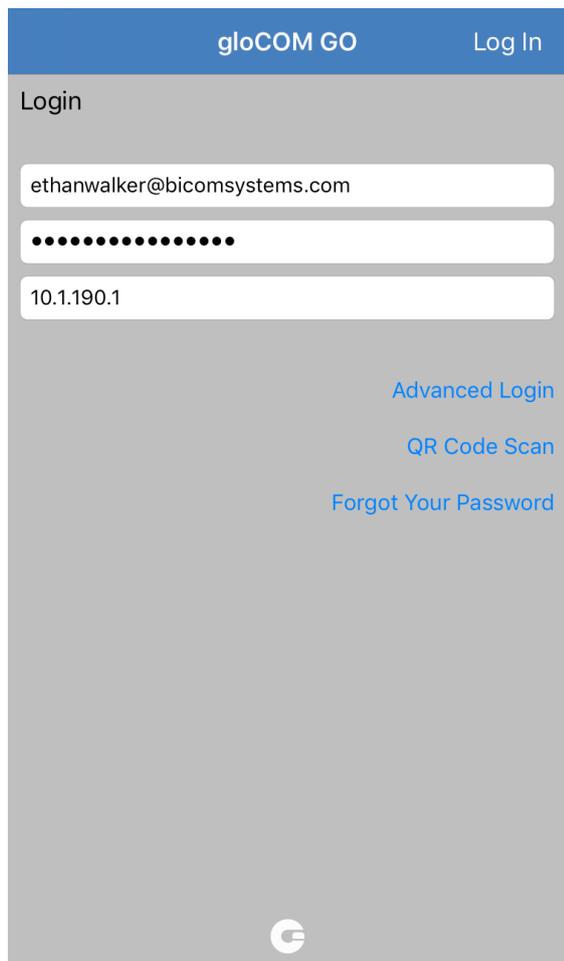
This improves devices battery life and user is available as long as device is connected to the internet.

QR Code scanning for easier first-time setup

It is possible to login in gloCOM GO using specially created QR code. This is often used and helpful when you log in gloCOM GO for the first time.

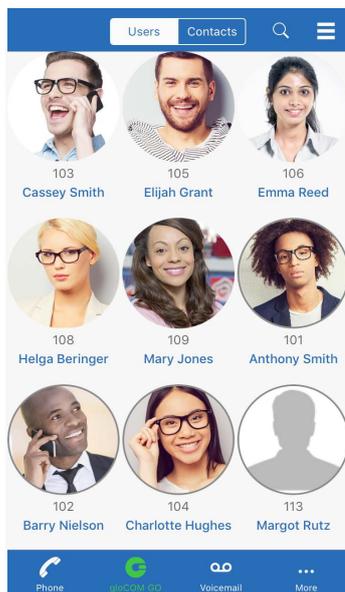
When administrator creates your extension, you will receive a long, automatically generated password in your email, and typing it into gloCOM GO can be error prone. This feature allows you to simply scan the QR code, you will receive in the email (along with other extension details), using SCAN QR CODE button and gloCOM GO will fill out necessary fields.

Please note, in order for server address to be populated, QR Code Server field in Server/Master Tenant configuration must be entered in PBXware GUI.

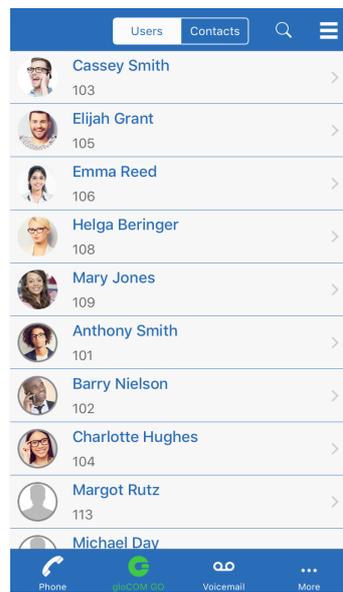


gloCOM contacts

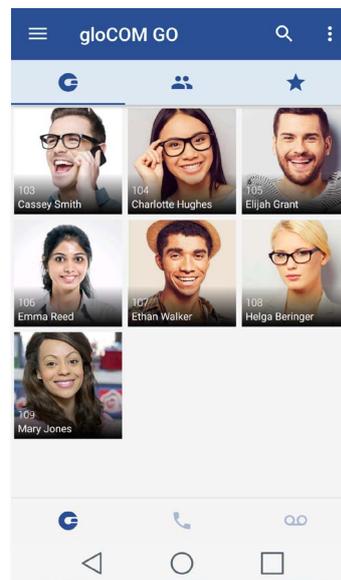
Once you are logged in you will be able to see the list users from your organisation. Users can be sorted according to presence and department.



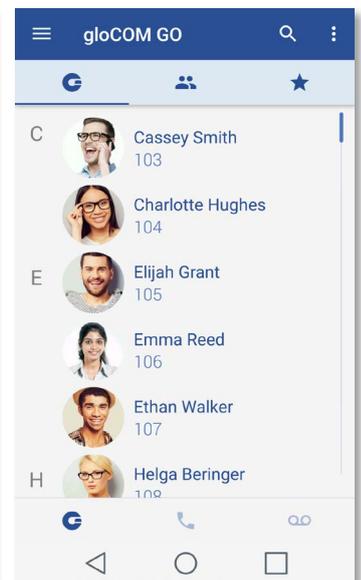
gloCOM GO iOS
Contacts - Grid view



gloCOM GO iOS
Contacts - List view



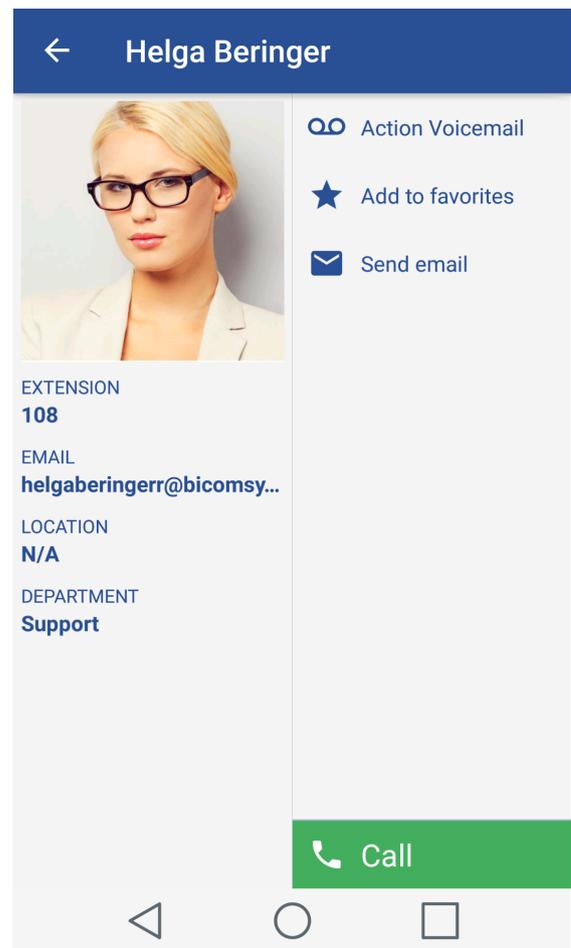
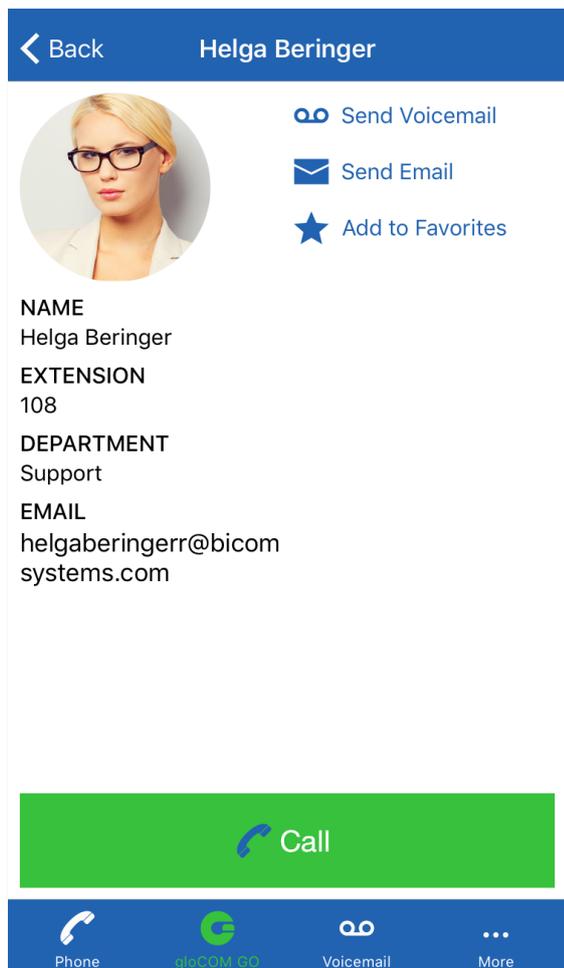
gloCOM GO Android
Contacts - Grid view



gloCOM GO Android
Contacts - List view

Users can be sorted per department, by presence (online/offline) and alphabetically, while you can also choose to view this section in grid or list view.

Clicking on a user brings up user's details screen.



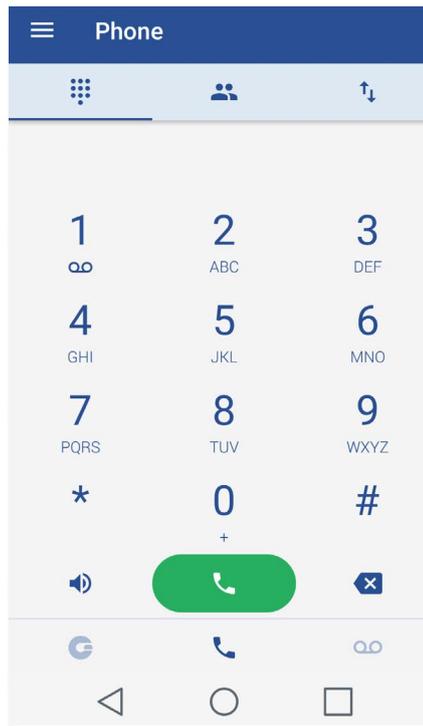
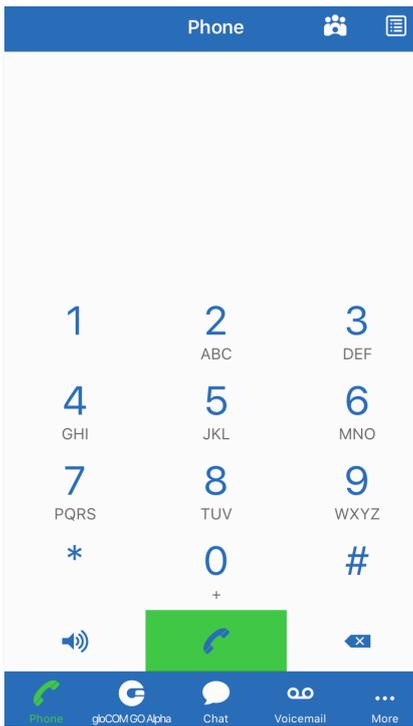
Information about user and actions to be performed.

If set by user, additional phone numbers that user associated with their extension will be listed here above Call Voicemail option.

Tap any of the available numbers you would like to initiate call to.

Calls

With gloCOM GO you are able to make calls as if you are at your desk by using dialer function.



In gloCOM GO, calls are made:

- over SIP protocol
- using Callback module in pwproxy

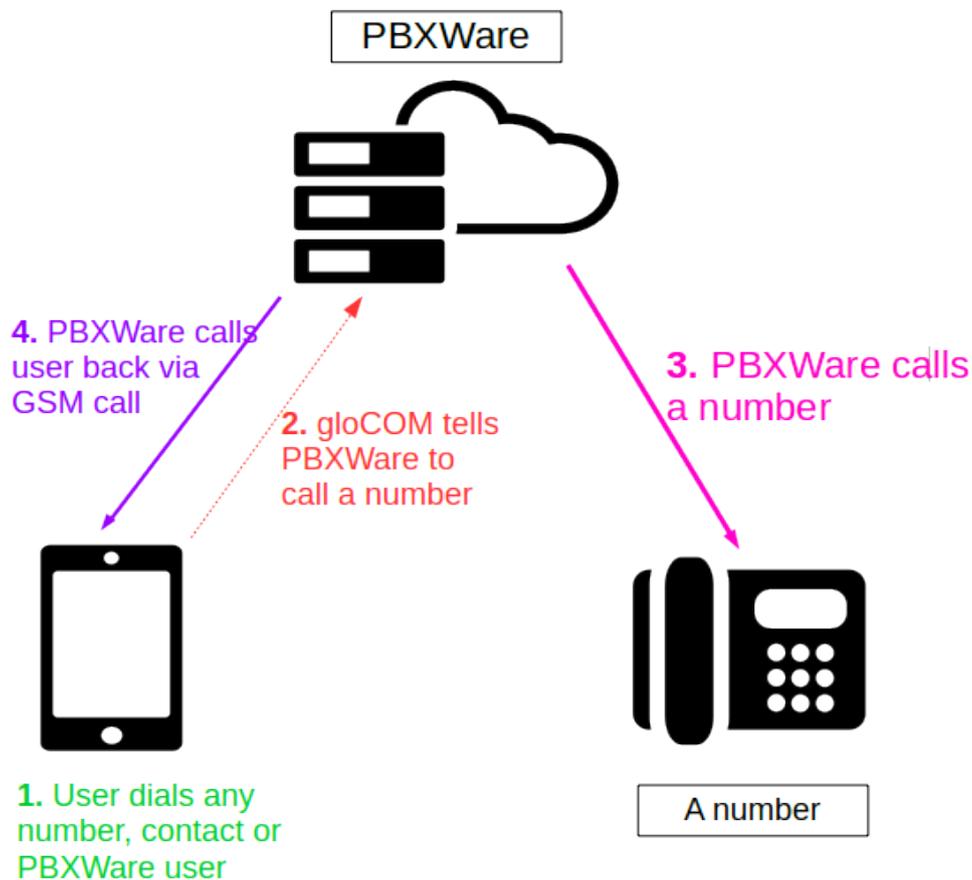
Scenarios may vary, depending on:

- network connection (WiFi, Mobile Data, No Connection)
- service availability and connections (SIP Server, Callback Module)
- setup in settings for “SIP over mobile internet”

| Possible scenarios while making call in gloCOM GO | | WiFi | Mobile Data | | No Connection |
|---|-------------------------------|---|---|---|---------------|
| | | | SIP over mobile internet “on” | SIP over mobile internet “off” | |
| App connected to SIP Server | Callback Module available | 1. SIP Call 2. Callback Call 3. No Succes | 1. SIP Call 2. Callback Call 3. No Succes | 1. SIP Call 2. Callback Call 3. No Succes | 1. No Succes |
| | Callback Module not available | 1. SIP Call 2. No Succes | 1. SIP Call 2. No Succes | 1. No Succes | |
| App not connected to SIP Server | Callback Module available | 1. Callback Call 2. No Succes | 1. Callback Call 2. No Succes | 1. Callback Call 2. No Succes | |
| | Callback Module not available | 1. No Succes | | | |

Using callback feature

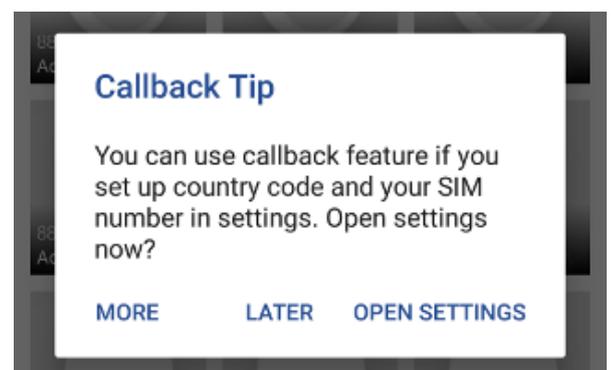
Callback is useful when softphone cannot be registered due to some error, or when poor network quality impacts call quality.



Simply, when using callback, gloCOM GO tells server to call your mobile number via regular GSM network and you will receive a GSM call.

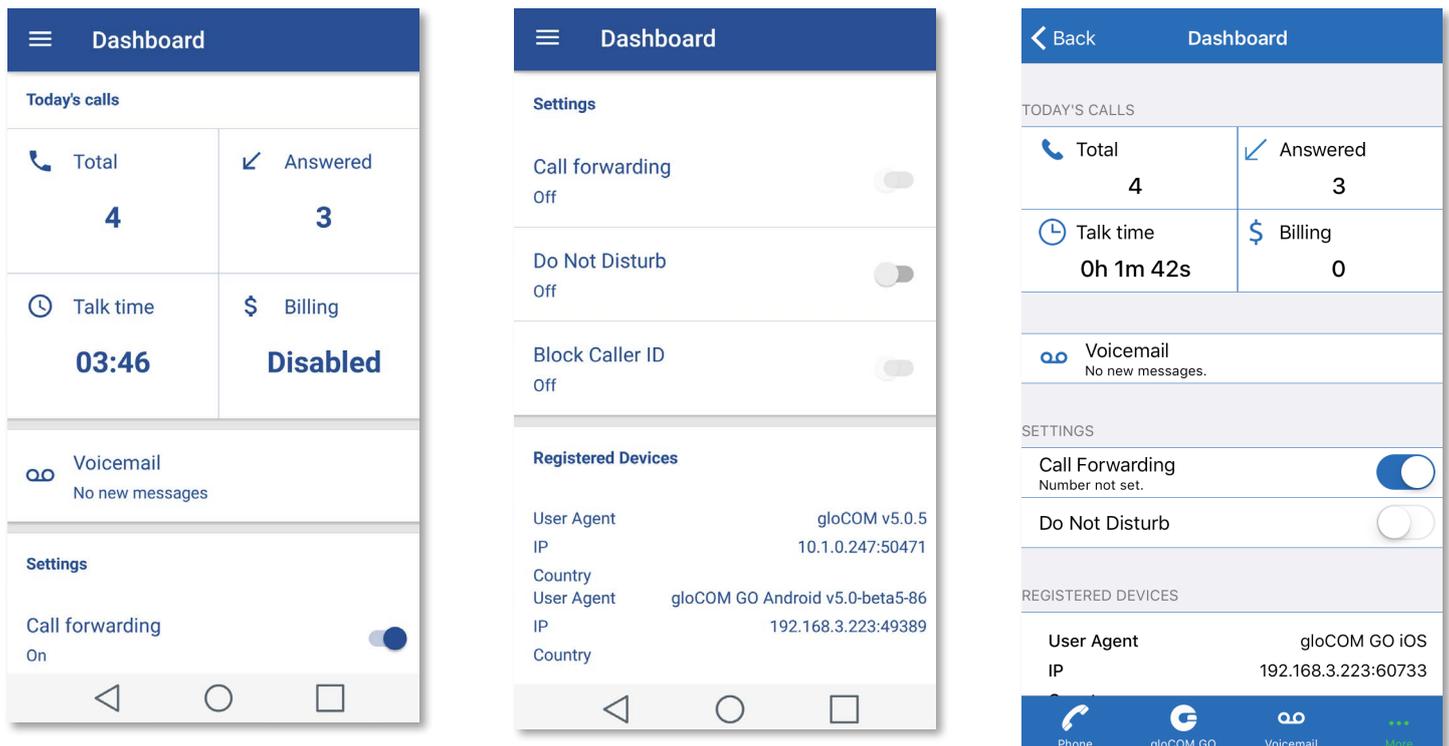
When starting gloCOM GO for the first time you will see tip about callback as below.

When callback settings are in place you have option to use callback for all outgoing calls in [Settings > General > Callback usage](#).



Dashboard

gloCOM GO dashboard incorporates call information and easy control of Enhanced Services.



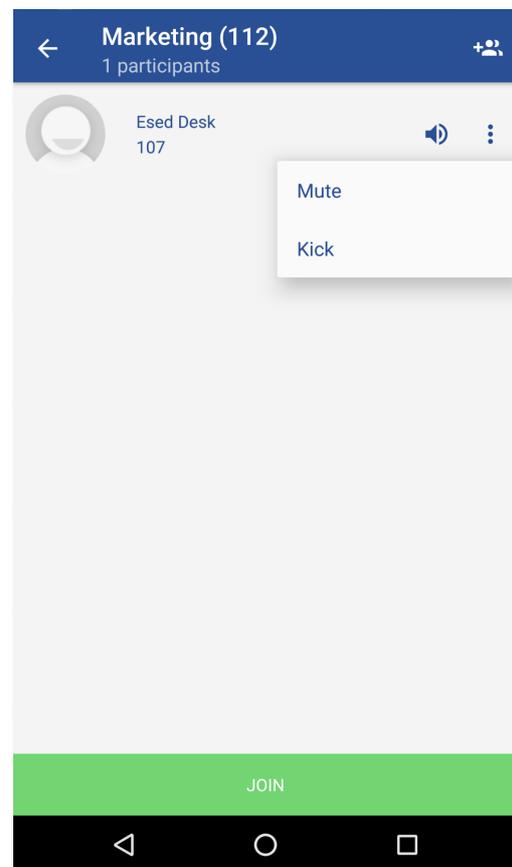
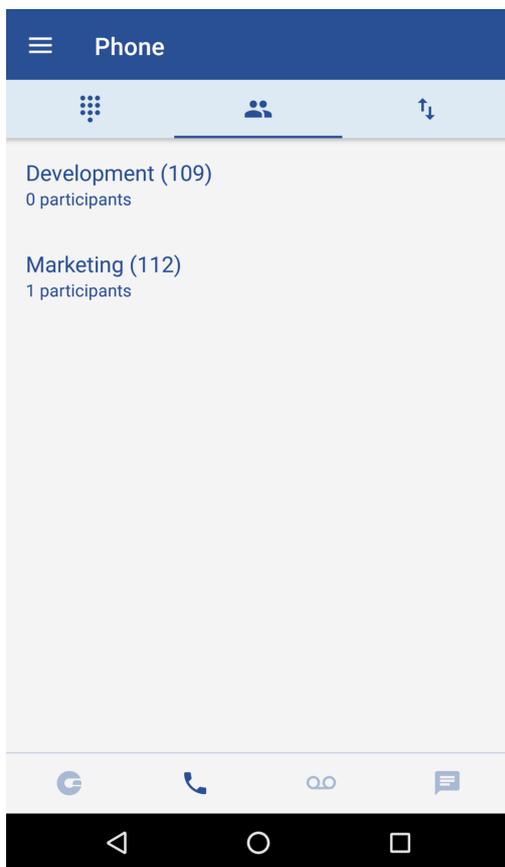
Dashboard can be started from the drawer menu and will present you with latest call information. Call related data like total calls, number of answered calls, talk time and Billing information will be displayed in the dashboard.

In addition, user will be able to see voicemail status and number of voicemail messages. On top of that, users will now be able to see current status of enhanced services as well as be able to enable or disable them. Users are now able to control Call Forwarding, Do Not Disturb and Block Caller ID services. In case one or more of these enhanced services are not visible in gloCOM GO Dashboard, PBXware Administrator did not enable user to control them.

In case more than one device is registered to particular extension Registered Devices section will display information about all registered devices including User Agent, IP address and Country name device is connecting from (based on GeoIP information).

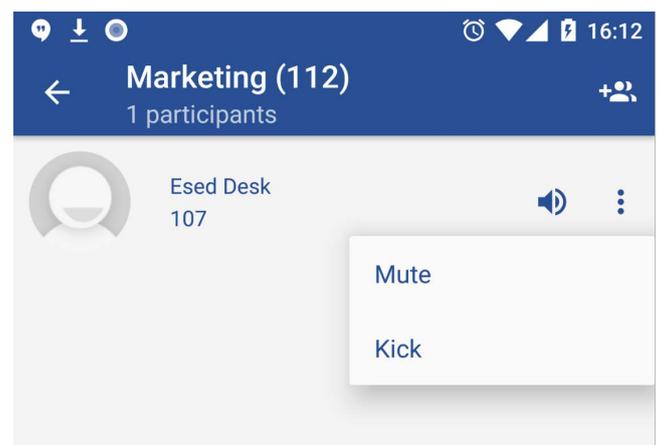
Conference calls

Beside the ability to handle multiple calls, gloCOM GO also allow you to join two calls into dynamic conference. In addition to this, users can join static conference rooms and add other participants same as on gloCOM desktop app.



Selecting a conference will display a list of participants and "JOIN" button at the bottom allows you to join selected conference. List of participants is updated in real time as users join or leave the conference room.

When flagged as conference Admin, user will also have option to Mute or Kick conference participants.

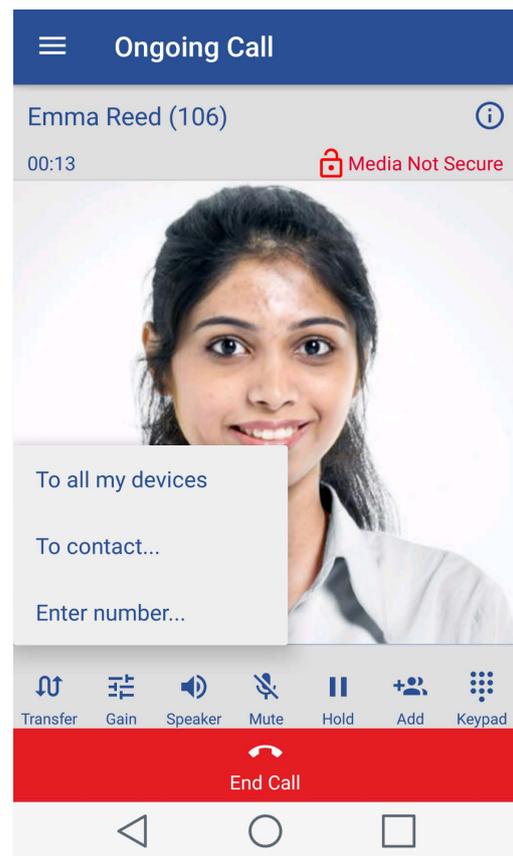
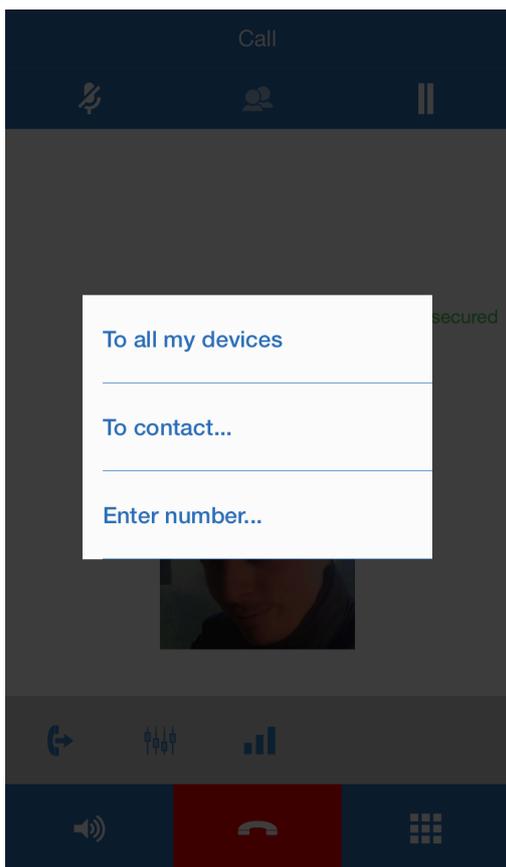


Transfer Call

gloCOM GO allows you to easily transfer SIP calls to different destinations.

Transfer SIP Call Screen presents three options to transfer call to:

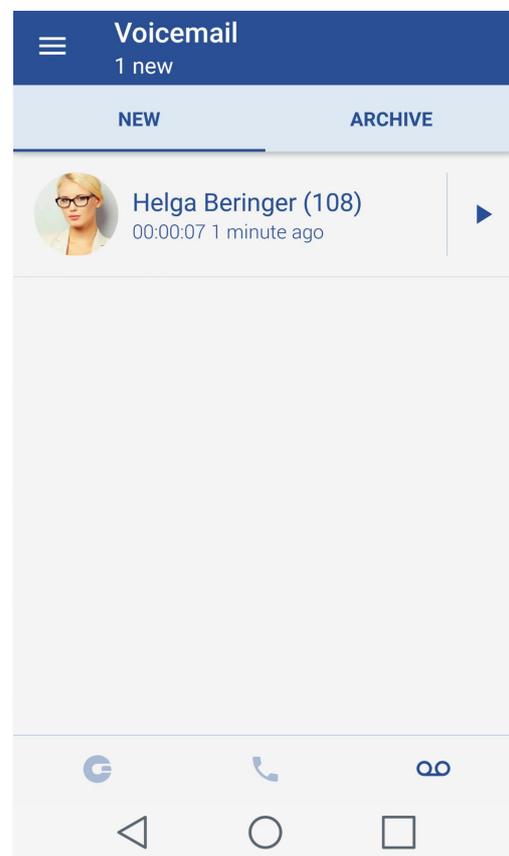
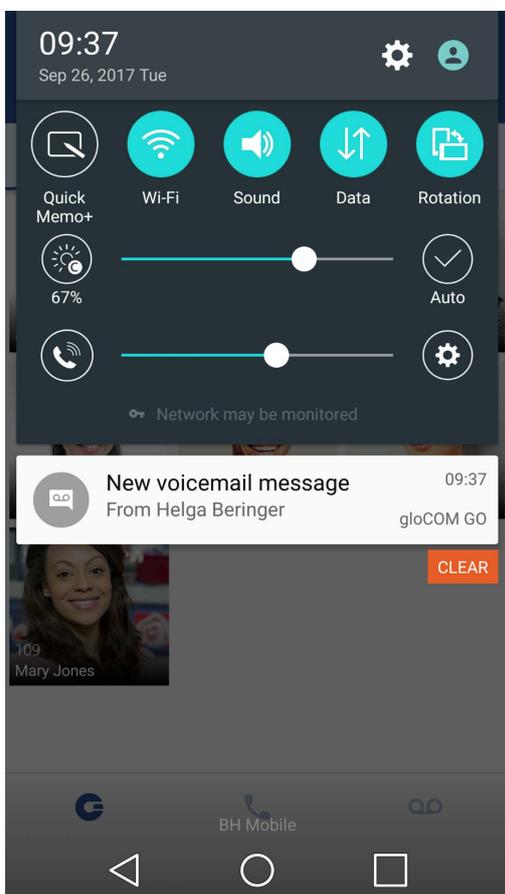
- To all my devices
- To contact...
- Enter number...



Voicemail management

With gloCOM GO you can listen to new and archived voice messages, archive and delete one or many messages. You can also call other users' voicemail directly.

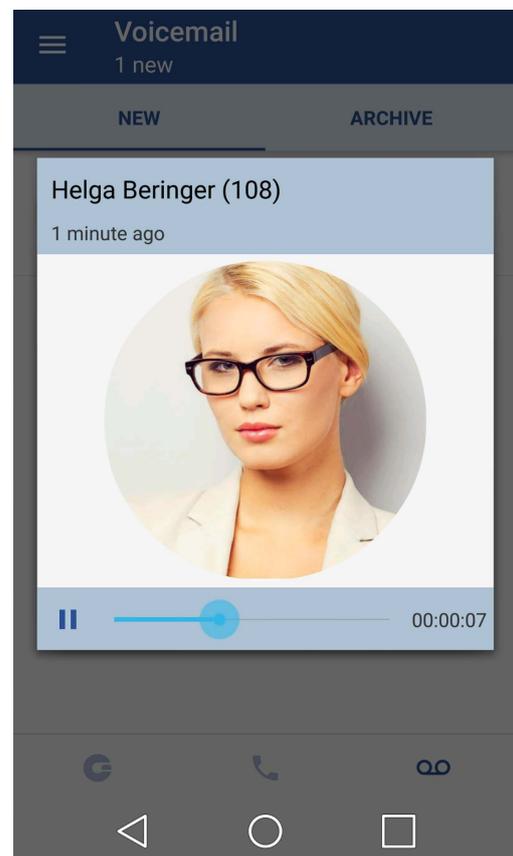
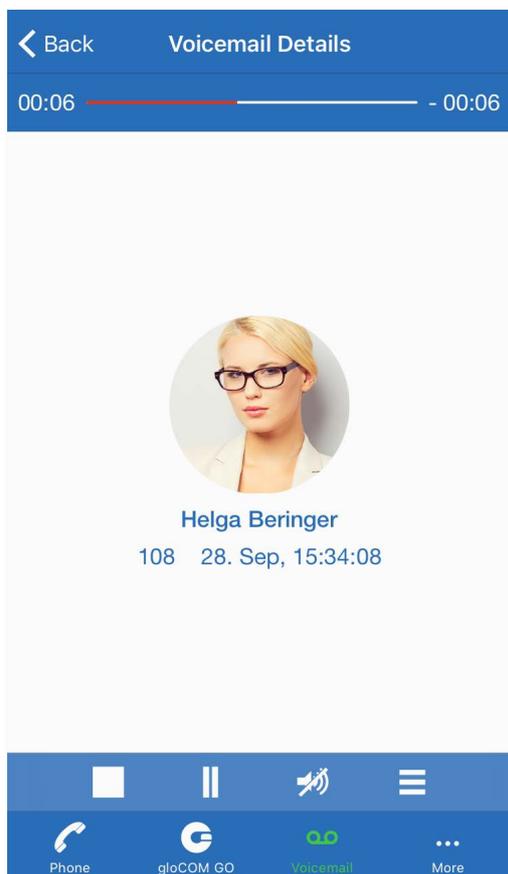
Notifications are shown for new voice messages as shown below.



Playing voicemail messages

Messages can be played by opening the message itself and then playing it or by played in preview mode by clicking play button (▶) from the messages list.

If the message is not downloaded when play is clicked, progress dialog will be shown and once download is done message should start playing.



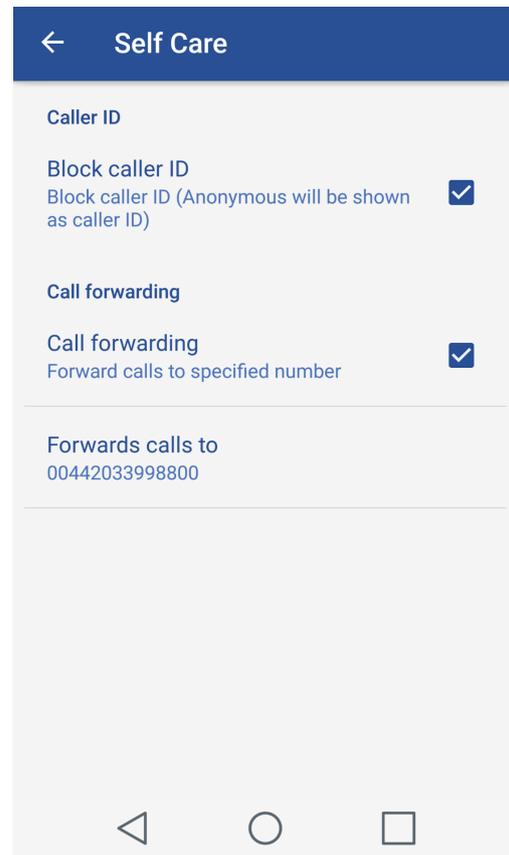
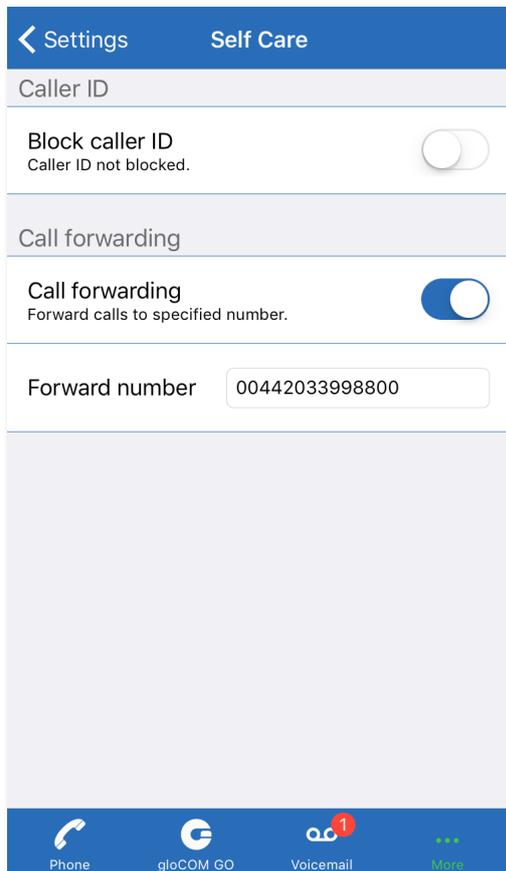
When playing messages in separate screen you can swipe left or right to switch between messages.

Self Care options

Self Care options in settings include options to block your caller ID, enable unconditional call forwarding and to specify the number to forward calls to.

If the number to forward calls to is not specified, calls will be forwarded to voicemail.

Note that self care options are available if account have permissions set on server side.



If Block caller ID option is checked, “Anonymous” will be in place of your caller ID.

If Call forwarding option is checked, all incoming calls will be forwarded to number specified under Forward calls to option.

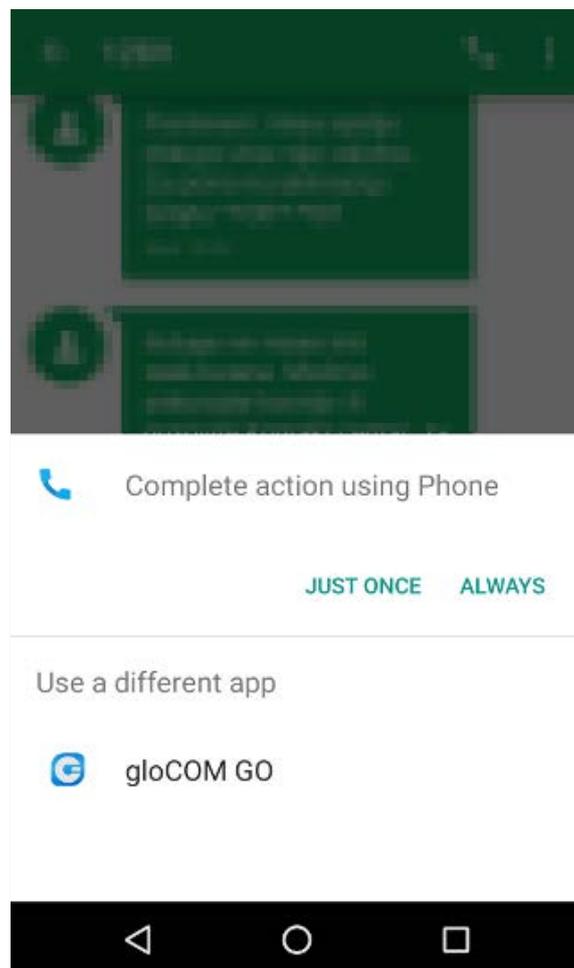
Forward calls to option opens a dialog for entering a number to forward calls to.

Integration with Android's dialer

gloCOM GO can integrate with Android's dialer and show itself as an option in system's "Complete action with..." dialog when a call is about to be made. This option is turned off by default and you can enable it in Settings > General > Integrate with system's dialer.

If there are no other apps on system that use dialer integration, Android will launch gloCOM GO, when new call is about to be made, without asking you.

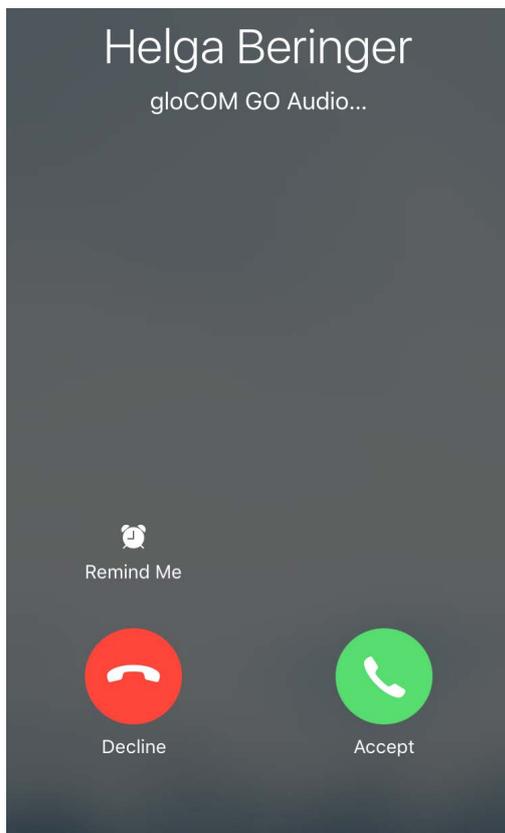
If dialer integration is enabled in gloCOM GO, you will have option to complete outgoing calls using gloCOM GO.



CallKit integration on iOS

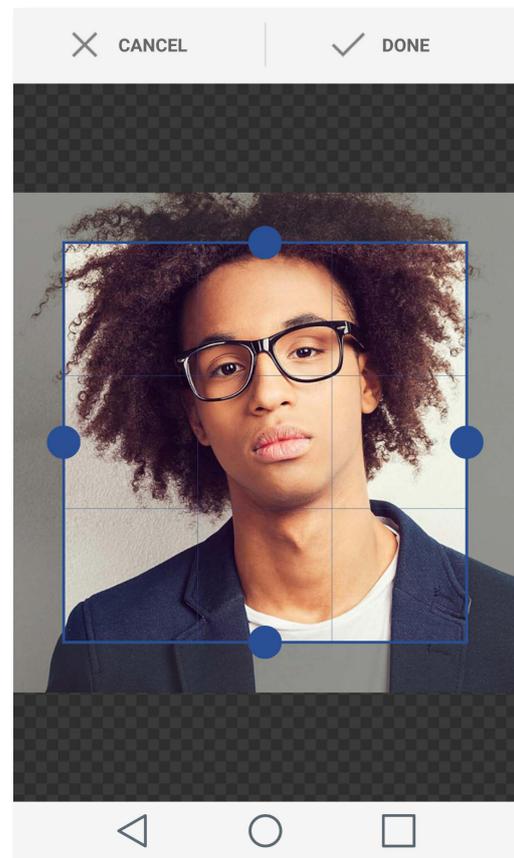
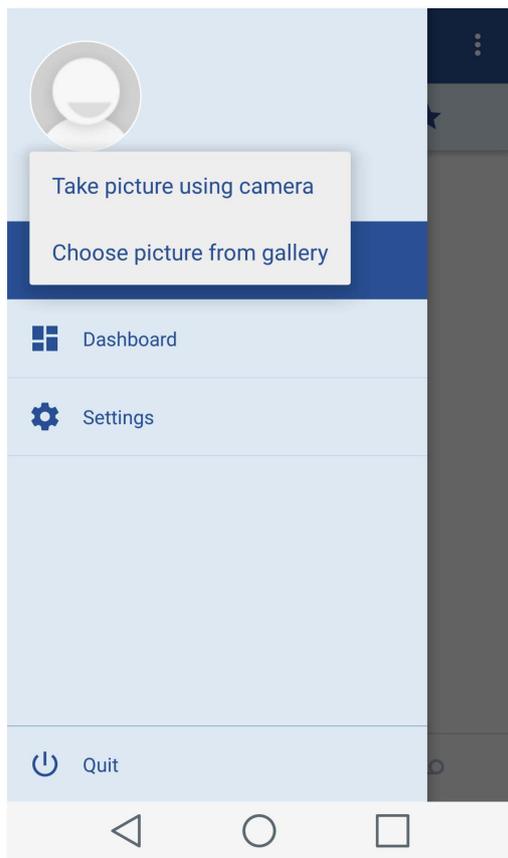
CallKit integration allows gloCOM GO calls to be treated as the normal Phone calls. This means, every call is recorded in Recents list of the native Phone app as normal call with the label “gloCOM GO Audio/Video call” and call can be made from there. Also, on incoming gloCOM GO call, native Phone app UI is presented, so the user has experience like the normal Phone call is made.

gloCOM GO call has equal priority as every other call, so if user is on the gloCOM GO call and native Phone call (or any other VoIP app call) comes in, gloCOM GO call will not be interrupted. Instead, user will stay on the gloCOM GO call, will be notified about incoming call and be presented by the options to switch to or reject other call.



Changing avatar

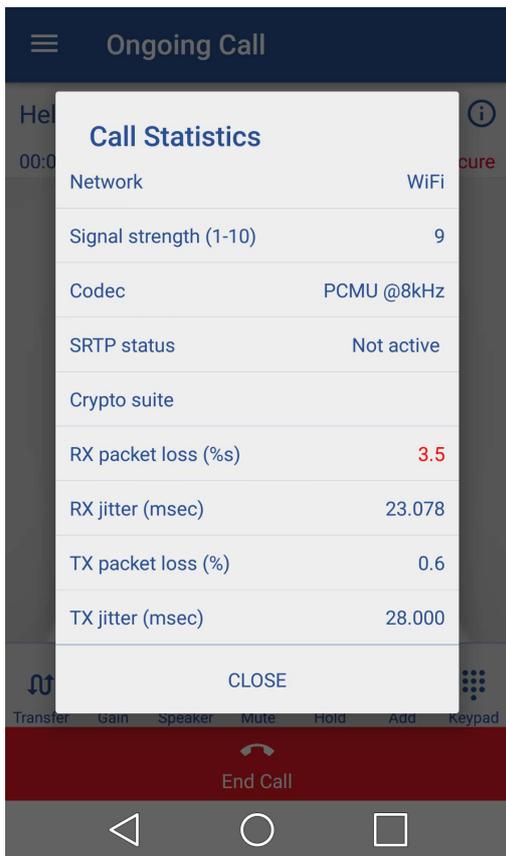
You can change your avatar by clicking avatar icon



After taking picture with camera or choosing one from gallery you will have to crop your image in order to use it. Once you have selected area of selected image you would like to use as your avatar click DONE to save your new avatar.

Technical information about an ongoing call

While in call, you can show technical information about it by clicking info icon. This can be useful for diagnosing problems with call quality.



| Statistics | |
|------------------------------|---------------------------------------|
| Call Info | |
| Time | 00h:00m:33s |
| Type | audio |
| Codec | PCMU @8kHz |
| SRTP status | not active |
| RX Packet | |
| Total | 1.6Kpkt 269.7KB (337.2KB + IP hdr) |
| Avg. speed | 63.5Kbps / 79.3Kbps |
| Loss | 3 (0.2%) |
| Discard | 0 (0.0%) |
| Duplicate | 0 (0.0%) |
| Reorder | 0 (0.0%) |
| RX Loss Period (msec) | |
| Min | 60.000 |
| Avg | 60.000 |

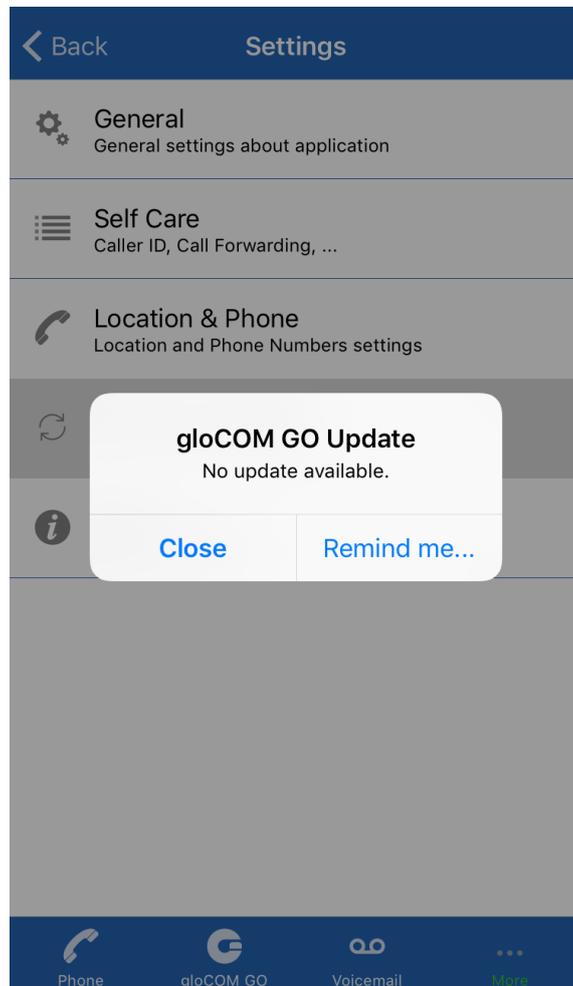
High packet loss and high jitter, both RX and TX indicate that call quality suffers due to network quality and usage.

RX stands for reception (incoming traffic) and TX for transmission (outgoing traffic).

Automatic Updates

gloCOM GO 5 also brings up a new update mechanism. In previous versions users would have to manually check App or Play store to see if new version is available. This is no longer the case as gloCOM GO will notify users once new version is available for download.

In addition to this, users can check for updates manually.



iOS version 5.0 changes

Features

- Push notifications are used for waking application up when there is an incoming call
- Push notifications content is encrypted with industry standard encryption
- App is integrated with CallKit feature from iOS 10, so gloCOM GO calls are now treated as normal phone calls (native phone UI, calls are displayed in Recents list of the native Phone app and can be made from there)
- Dashboard is introduced for overview of account state and statistics
- Conferencing is implemented and supports showing static and dynamic conferences, joining a conference, kicking and muting participants and inviting other users to a conference
- Add to call option is added on current call screen so that the current call can be converted to conference call easily.
- New UI with easier navigation between gloCOM contacts, phone and voice messages is introduced
- Application Updater is implemented and application checks for updates on startup and notifies user when an update is available and shows update change log.

Bug Fixes

- Background & lock mode call issues are fixed
- Battery impact issue is fixed (battery impact is reduced significantly)
- Data usage issue is fixed (data usage is reduced significantly and application uses data only when it is actively used by user)
- Application stability is improved
- Other minor fixes and performance improvements

Android version 5.0 changes

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About Bicom Systems

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.