gloCOM GO

gloCOM GO 7

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gloCOM GO 7 is the next step in the evolution of our mobile application. In combination with PBXware 6, it provides new features and offers more freedom and flexibility to users than its predecessor.

gloCOM GO 7 empowers users to communicate and work better. As part of our Unified Communications PBXware package, it is a versatile soft phone that revolutionizes communications in modern workplaces.

1. Server side requirements for gloCOM GO 7

- PBXware has to be version 6.x
- gloCOM GO 7 is using port 10009 for secure TLS connection
- SSL/TLS certificate must support SHA2

2. Logging in

gloCOM GO 7 requires an email address and password for login. Additionally, a server address may be needed if it cannot be resolved through a DNS record based on the email address.

Users that have incompatible versions of mobile app and PBXware will not be able to connect to the system.

In case users have a DNS server, by adding a DNS SRV record for email domain, mobile, and desktop clients will make gloCOM login much easier for end-users as they will only have to provide their email address and User password associated with their PBXware extension and press Log In.

If users are unable to set DNS SRV or if DNS resolution fails, they will receive notification **DNS resolution failed** and users will have to enter PBXware hostname or IP address into the **Host** field when logging in with their gloCOM GO 7 client.
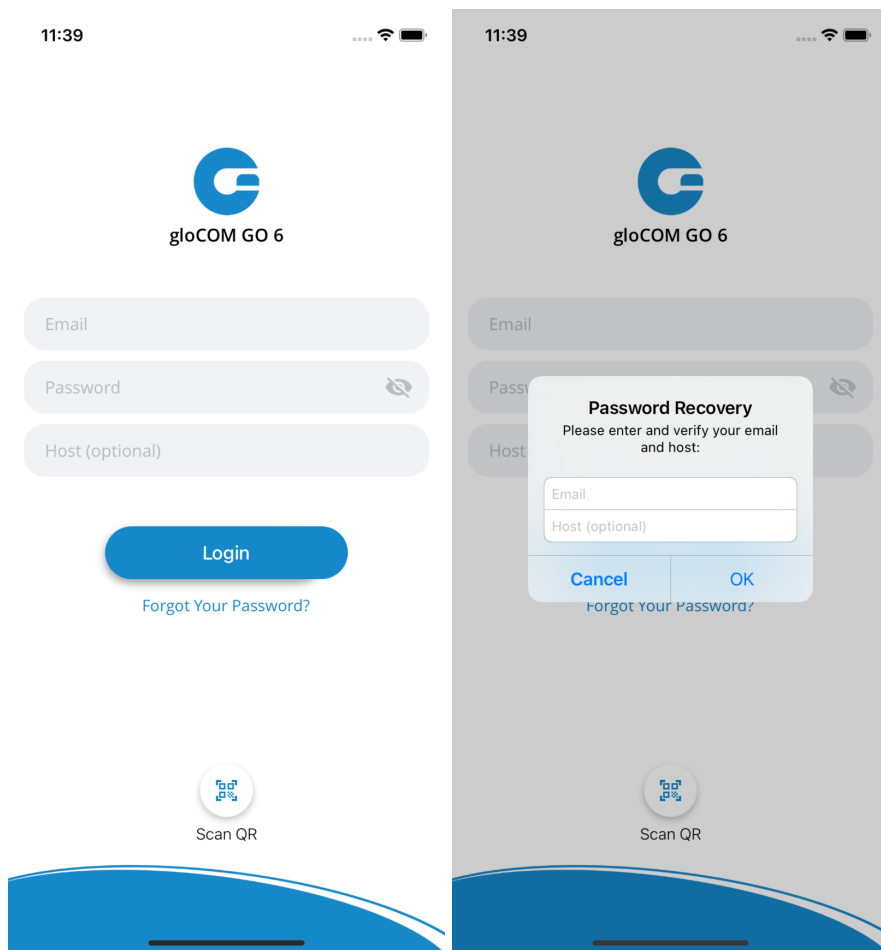
DNS SRV record that needs to be configured to point to PBXware is: `_pwproxy._tcp.domain.`
`86400 IN SRV 0 5 10009 pbxserver.domain.`

For more information on DNS SRV, please check the Wikipedia link: http://en.wikipedia.org/wiki/SRV_record

NOTE: For this feature to work, all email addresses must use the company domain (i.e., bicomsystems.com).

- **Email**

Enter the email address associated with the user's account. This is used as the username for gloCOM GO 7 login.

- **Password**

To authenticate gloCOM GO 7 with the PBXware server, users will also need to provide a user password generated on their account.

- **Host**

This field allows users to enter the address of PBXware they would like to register to. If the DNS SRV record is set up (as previously explained), this field does not have to be populated.

- **SCAN QR CODE**

This button opens a camera preview for QR code scanning.

- **FORGOT PASSWORD**

Open a confirmation dialog for password resetting by pressing this button. Email and optionally server address fields need to be filled out before attempting a password reset.

Logging in using QR code

It is possible to login in to gloCOM GO 7 using a specially created QR code. This is often used and helpful when users log in with gloCOM GO 7 for the first time.

When the administrator creates users' accounts, they will be assigned a long, automatically generated user password on email, and typing it into gloCOM GO 7 can be error-prone. With this feature, users can scan the QR code attached to the extensions credentials email by pressing the SCAN QR CODE button and pointing their phone camera at the monitor. Once the QR code image is detected gloCOM GO 7 will fill out all the fields necessary for login.

NOTE: Before users can use this feature, the PBXware Administrator must make some settings changes on PBXware; otherwise, the Address (hostname) in the field will be empty, and users will not be able to register their clients.

Login to PBXware GUI and navigate to:

Settings - Servers/Tenants and edit **Server/Master tenant**

Press **Show Advanced Options** and once users do that, they will be able to see the **QR Code Server option**. This field must be populated with the server's IP address or domain name.

Once entered, save changes, and **QR Code login** should be ready for use.

Setting new password after logging in for the first time

When users log in to the gloCOM GO 7 for the first time, they will be asked to change the password. They will have to enter a new password and retype it to confirm it. If users make a mistake, so password entries do not match, or if the password is not strong enough, the **NEXT** button will stay disabled. Once the password matches our strength criteria, users will be able to log in.

gloCOM GO 6

This is the first time you are logging to system with this email, so you need to change your password. Please enter your new password.

Email:

victoria@example.com

New password: *(i)*

New Password

Confirm password:

Confirm Password

Done

gloCOM GO 6

This is the first time you are logging to system with this email, so you need to change your password. Please enter your new password.

Very Strong Password

Email:

victoria@example.com

New password: *(i)*

••••••••

Confirm password:

••••••••

Cancel

gloCOM GO 6

This is the first time you are logging to system with this email, so you need to change your password. Please enter your new password.

Password criteria info

The secret has to meet the following criteria in order to be accepted:

✕ It must be at least 8 characters long
✕ It must contain at least 1 uppercase
✕ It must contain at least 1 lowercase
✕ It must contain at least 1 digit
✕ It must contain at least 1 special character
✕ Allowed characters are: a-z, A-Z, 0-9, ! % * _

Done

2.1. Changing avatar

Users can change their avatar by opening the **Profile** screen and pressing the avatar icon above the name and extension, as shown below.

Pressing on the avatar icon brings options for changing the avatar image. After taking a picture with a camera or choosing one from a gallery, users will have to crop the image.

- Press and hold inside the blue rectangle to move it
- Press and hold blue edges to resize
- Done button finishes cropping and sets the avatar
- Cancel button cancels cropping
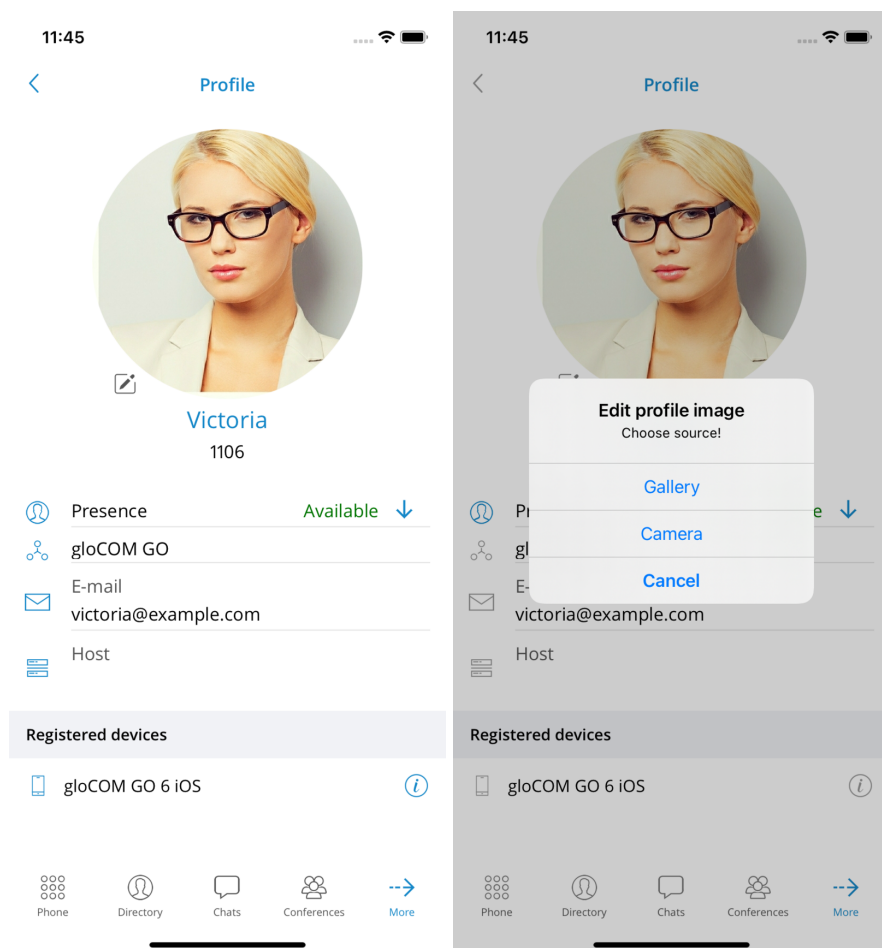
Avatar rotation

Users can manage their avatar (rotate, flip, crop) in the gloCOM GO 7. Open gloCOM GO 7 and go to Profile, press the Edit icon to the right of the user avatar and choose one of the two options:

- Take the picture using the camera
- Choose a picture from the gallery

After taking a photo with a camera or choosing the photo from the gallery, the image will appear in the gloCOM GO 7 "Move and scale" screen.

Drag the crop tool to the desired part of the photo. The part of the photo within the boundaries of the crop tool (the square) will be used as a profile image. Resize the square by dragging the corner dots in or outward. Some advanced options are available in the hamburger (three dots) menu in the top right corner, such as: "Flip horizontally" and "Flip vertically."

When ready, press on SAVE in the top right corner of the screen. The cropped image now replaces the previous profile photo.
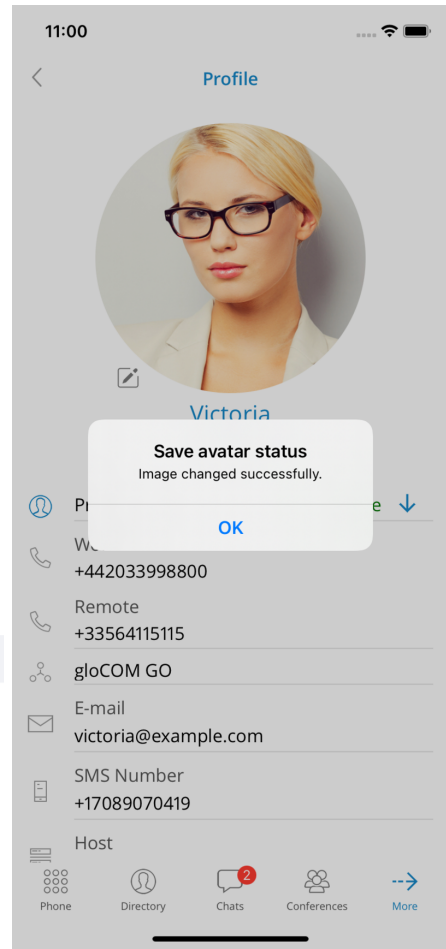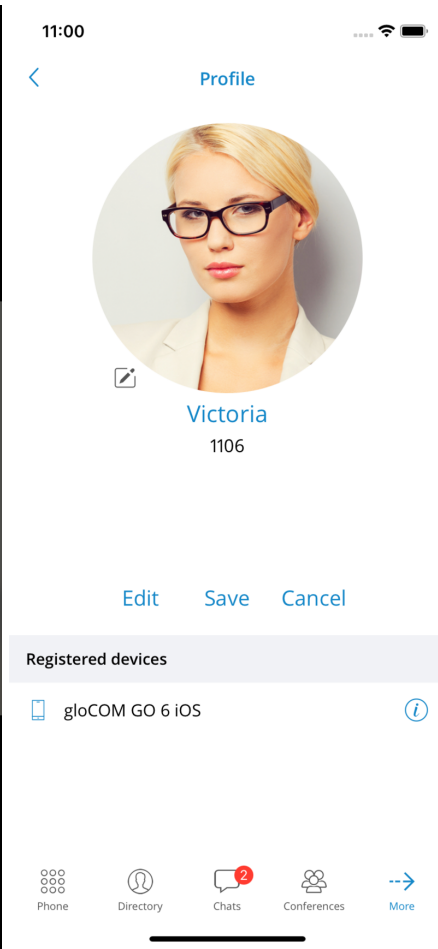
2.2. Biometric Authentication

Users can use an option to unlock gloCOM GO 7 by using biometric authentication as an additional layer of security for using the app.

Users can enable it by using fingerprint and face recognition. This feature must be enabled on the device and application options to function. This option can be found inside the Security section on the Settings screen.

Settings

General
General settings about application

Security
Application lock

My phone numbers
Add or edit phone numbers

Callback
Select callback number, force callback

Notifications
All notifications

Sounds
Sounds, vibration, ...

About
About application

Licences
Used libraries licences

Send Feedback
Have an issue, suggestion? Tell us more ...

Phone　Directory　Chats　Conferences　More

Security

Application lock

Biometric unlock
Require Face ID or Touch ID to open the app

Phone　Directory　Chats　Conferences　More

Do you want to allow
"gloCOM GO 6" to use Face
ID?
Performing Auto-login into the
application

Don't Allow　OK

Face ID

Face Not Recognised
Try Again

Try Face ID Again

Cancel

Phone

1　2 ABC　3 DEF
4 GHI　Face ID　6 MNO
7 PQRS　8 TUV　9 WXYZ
*　0 +　#

Phone　Directory　Chats　Conferences　More

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3. Phone

The default dialer screen is displayed once gloCOM GO 7 is started.

The call button on the dialer screen has three states depending on the softphone registration status and connectivity status.
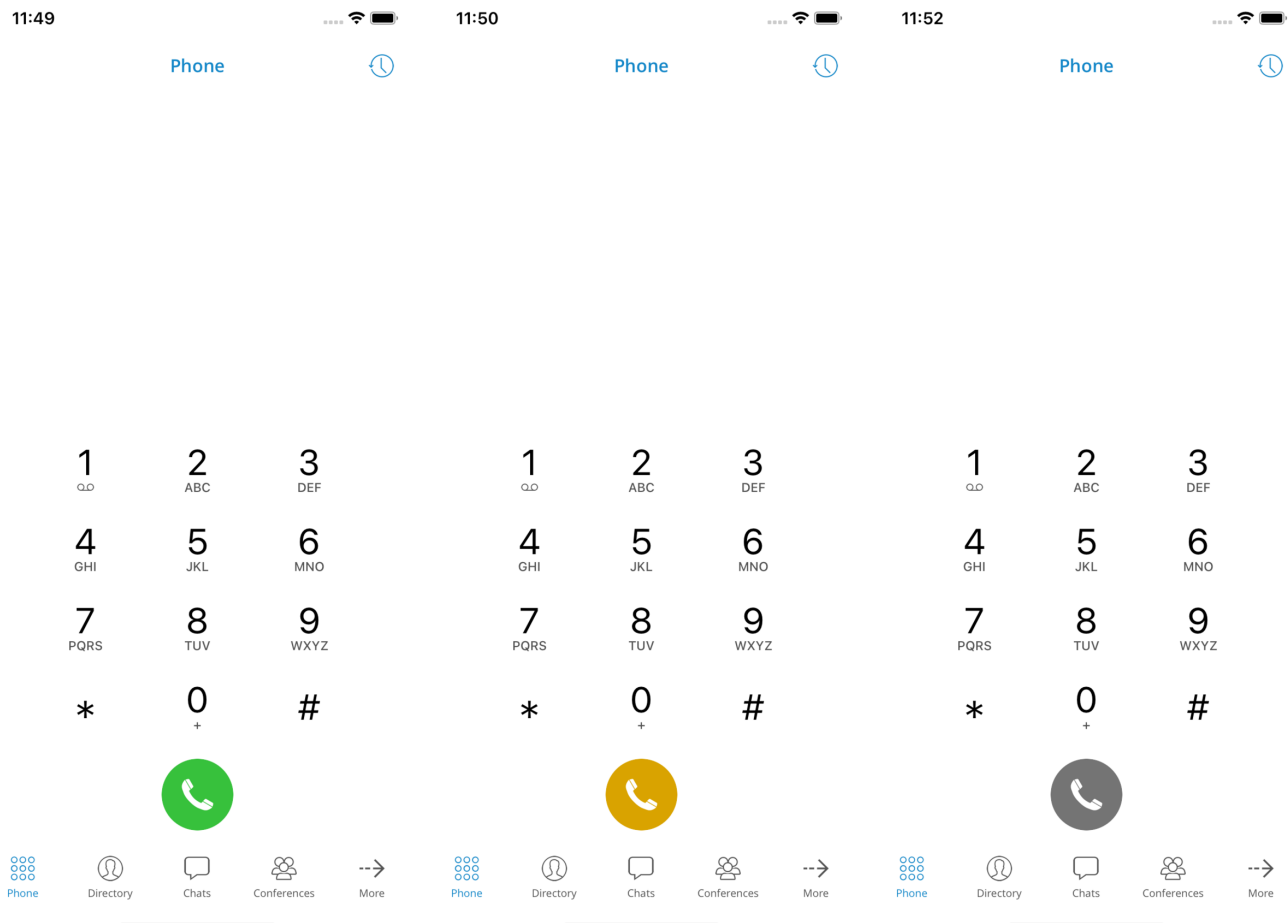
If the softphone is not registered and the button is yellow, calls can still be made if the callback option is configured.

There are three states gloCOM GO 7 dialer can be in:
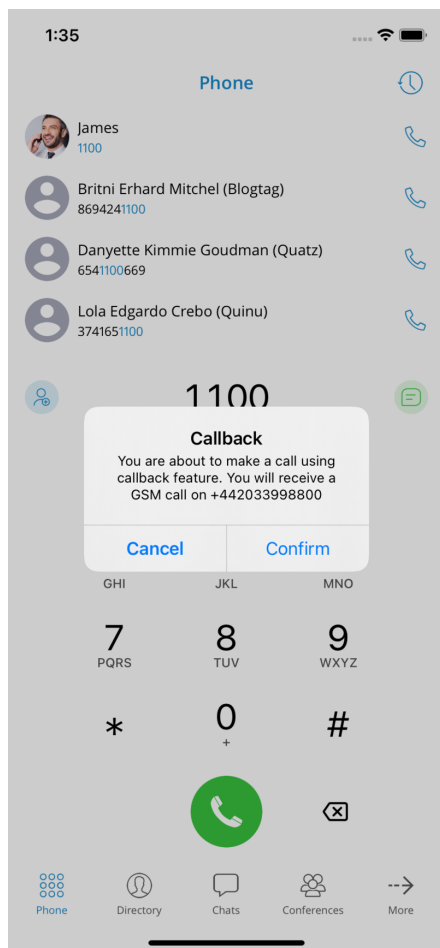
Green - Call can be made over SIP protocol (WiFi and Mobile Data Networks)

Yellow - A call can be made with the Callback module (Mobile Data Networks)

Gray - Call can not be made (No Network Connections)

Long pressing on a dialer call button will start a callback call to the entered number. The long press gesture also works with any call button in the app.

If number to dial is empty, pressing on the call button will result in populating the number to dial with last called number.

Editable dial number

The entered number inside the dialer of the gloCOM GO 7 iOS can be modified before placing a call.

3.1. Predictive Dialer

Predictive Dial (alphabet and numerical mode) is used to quickly find a contact or a number and place a call.

When on the phone screen, users are now able to search by phonewords (mnemonic phrases represented as alphanumeric equivalents of a telephone number). For example, if users type "34", they will be presented with contacts that have 34 in their number, as well as contacts whose name contains a combination of letters [DEF][GHI].

Contacts search will include contacts from Extension DIrectory, Device/System Phonebook, and Central Phonebook in that order.

Once users have entered the phonewords on the dialpad, and all of the contacts that match the criteria are listed, users can hide the dialpad by swiping down. Once the dialpad is hidden, users can see the contact list on the entire screen and can scroll the contact list.

Phone

James
1100

Benjamen Townie Brannan (Devify)
4508837903

Benjamen Townie Brannan (Devify)
3973280293

Benjamen Townie Brannan (Devify)
6227405865

5263

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
*	0 +	#

Phone   Directory   Chats   Conferences   More

Phone

James
1100

Chancey Alejandrina Lawles (Skippad)
3724364871

Chancey Alejandrina Lawles (Skippad)
1866177551

Chancey Alejandrina Lawles (Skippad)
7221346518

Chancey Alejandrina Lawles (Skippad)
4843604963

Gal Jameson Broadbent (Zoombeat)
1464719580

Gal Jameson Broadbent (Zoombeat)
9652973614

Gal Jameson Broadbent (Zoombeat)
5919463129

Gal Jameson Broadbent (Zoombeat)
9004781498

James Myles (Testing CO)
0038762800800

Jameson Audi Farge (Topicshots)
5154205803

Phone   Directory   Chats   Conferences   More

Phone

Isabelle
1101

Kenyon Elisabet Enos (Dabjam)
3331219774

Kenyon Elisabet Enos (Dabjam)
6804876229

Kenyon Elisabet Enos (Dabjam)
8774841554

Kenyon Elisabet Enos (Dabjam)
9588088129

Mirabella Dianna Perez (Lazzy)
7763288292

Mirabella Dianna Perez (Lazzy)
9133143747

Mirabella Dianna Perez (Lazzy)
9872393419

Mirabella Dianna Perez (Lazzy)
8998333051

Saundra Elisabeth Loakes (Buzzbean)
4177665323

Saundra Elisabeth Loakes (Buzzbean)
9041509910

Phone   Directory   Chats   Conferences   More

Phone

James Myles (Testing CO)
+441212345678

+441212345678

| 1 | 2 ABC | 3 DEF |
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
*	0 +	#

Phone   Directory   Chats   Conferences   More

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3.1.1. Predictive dialer popup menu

By long pressing on the contact in the predictive dialer contact list, a popup menu appears with 3 provided options:

1. **Send message** - Start a chat conversation with selected contact.
2. **Send email** - Redirects the user to the default mail client with the e-mail address prefilled (if the e-mail address is provided for the selected contact).
3. **View details** - View details about selected contact.
4. **Copy** - Copy the contact's number.
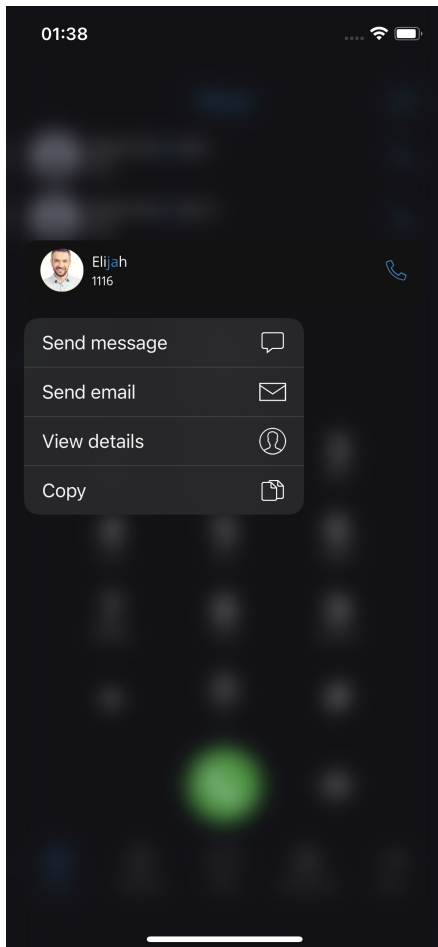
3.2. Opus

Opus is an excellent codec for lossy audio compression, and that's why Opus codec has the highest priority when making calls by default. Users can customize the order of codecs priority in gloCOM GO 7 Settings.

Opus is an audio coding format designed to efficiently code speech and general audio in a single format and handle a wide range of interactive audio applications while remaining low-latency enough for real-time interactive communication. It is distinguished from most high-quality formats by having a low delay and supporting high audio quality.

To ensure that Opus is used for all calls, users will need to add Opus as a first codec in Extension

settings on PBXware.

4. Calls

In gloCOM GO 7, calls can be made over SIP protocol, which is a primary option, or using the Callback calls.

Call scenarios may vary and will depend on the network connection (WiFi, Mobile Data, No Connection), service availability and value for option "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. Callback Call 2. No Success	1. No Success
	Callback Module not available	1. SIP Call 2. No Success	1. SIP Call 2. No Success	1. No Success	
App not connected to SIP Server	Callback Module available	1. Callback Call 2. No Success	1. Callback Call 2. No Success	1. Callback Call 2. No Success	
	Callback Module not available	1. No Success			

The table above displays the order in which gloCOM GO 7 will try to establish calls in different scenarios.

If we, for example, take the first scenario for WiFi where the order is:

1. **SIP Call**
2. **Callback Call**
3. **No Success**

This means that in a scenario where the device is connected through the WiFi, the app is connected to the SIP Server, and the Callback Module is available on PBXWare, gloCOM GO 7 will first try to make a SIP Call; if unsuccessful, it will then try to make a call using Callback, and if this fails, it will display the message that the call could not be established.
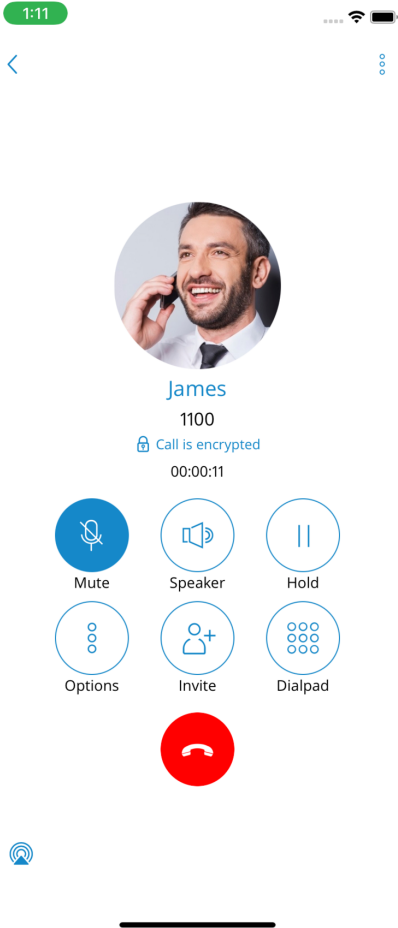
4.1. SIP Calls

SIP Call Screen appears when the user initiates or receives a call through PBXware.
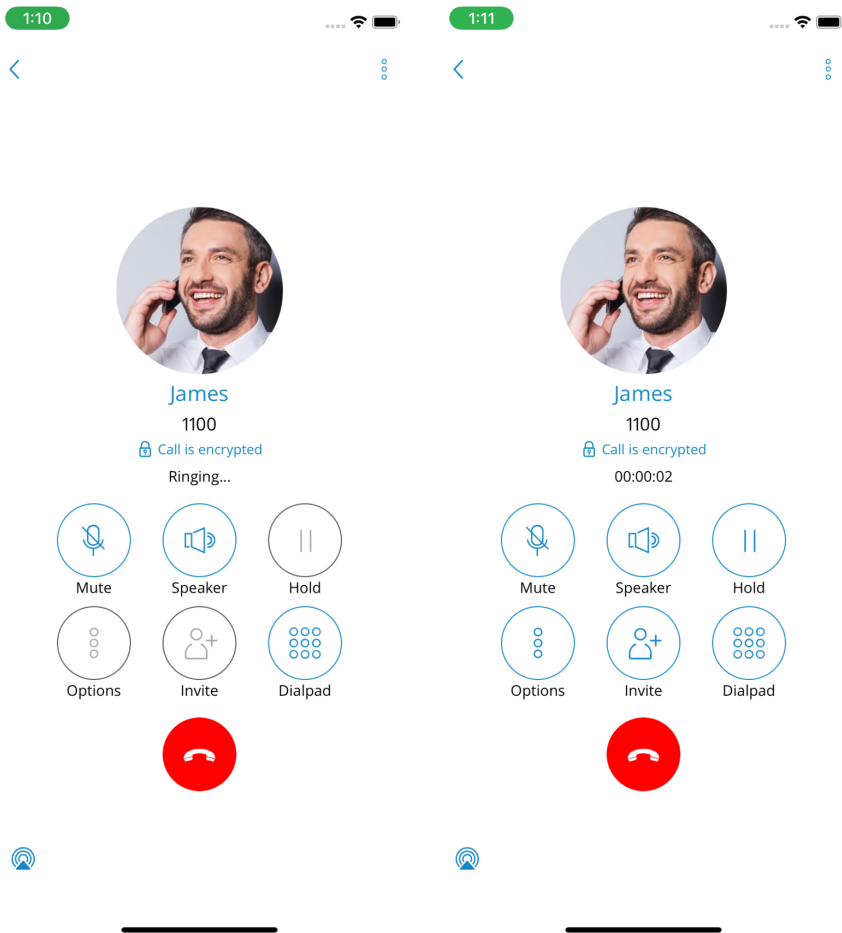
Once the call is connected gloCOM GO 7 allows users to perform several actions:

- **Mute**

Mute allows users to disable the microphone on the device, preventing any unwanted communication on the user's side from being transmitted to the other side of the call.

- **Speaker**

Press the Speaker button to put the device in speakerphone mode, allowing users to continue without holding the device in the ear or to allow other persons in the room to join the conversation through a single device.
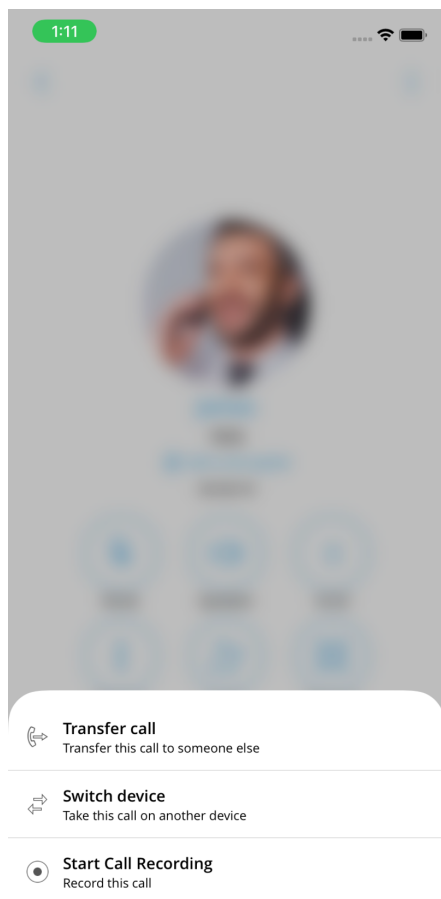
- **Hold**

Hold option will put a caller on hold and play Music on Hold until Hold is pressed again or the call is transferred to another destination.

- **Options**

   By pressing the Options button, users can perform multiple actions.

- **Transfer Call**

  The transfer button allows users to initiate a direct or supervised transfer to a PBXware extension or outbound number.

- **Switch Device**

  Switch Device allows users to resume the call on other devices, such as deskphone, softphone, mobile app, or via callback using predefined phone numbers from the My Phone numbers feature.
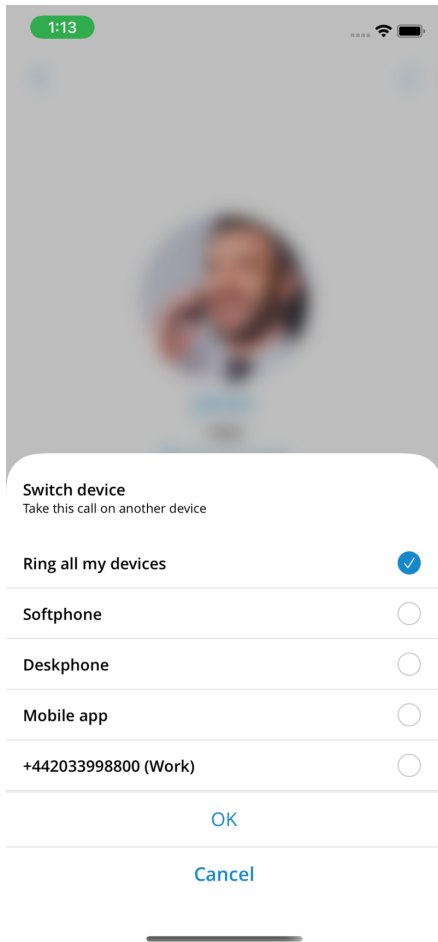
- **Start Call Recording**

  Start Call Recording is only available if enabled in Enhanced Services for the user's Extension in PBXware.

  Once the call recording is started for a call, the indicator on the ongoing call screen is visible, showing that the recording is active.

  Users are also able to pause/unpause and stop the recording.

   Invite

The invite option allows users to create an Instant conference by adding one or more people to an ongoing call. With this option, users can add PBXware extensions or any number available from their contact list.

- **Keypad**

Use the Dialpad to generate DTMF signals to provide information to IVRs, voicemail management, etc.
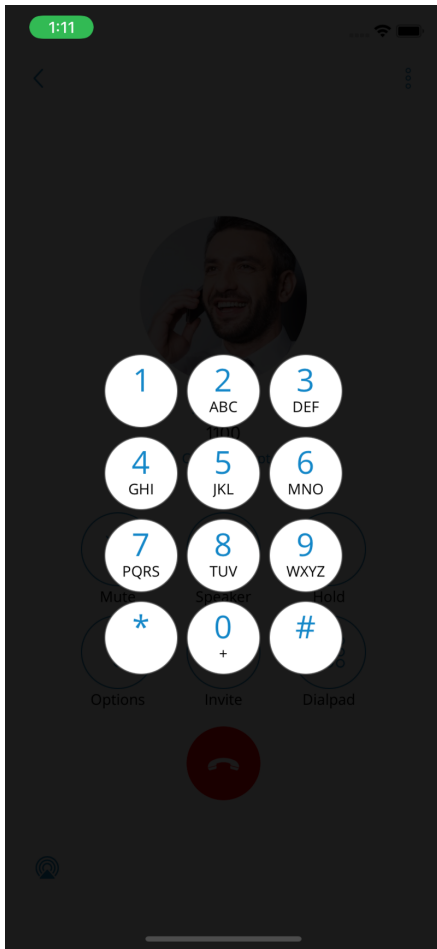
4.2. Multiple SIP Calls

gloCOM GO 7 offers an option to handle two calls at the same time.

If there is one SIP call in progress and users receive another call, it will be presented to the user on the SIP Call Screen. If answered, gloCOM will set one call on hold. gloCOM will exit from the Multiple SIP Calls state if one of the calls is finished.
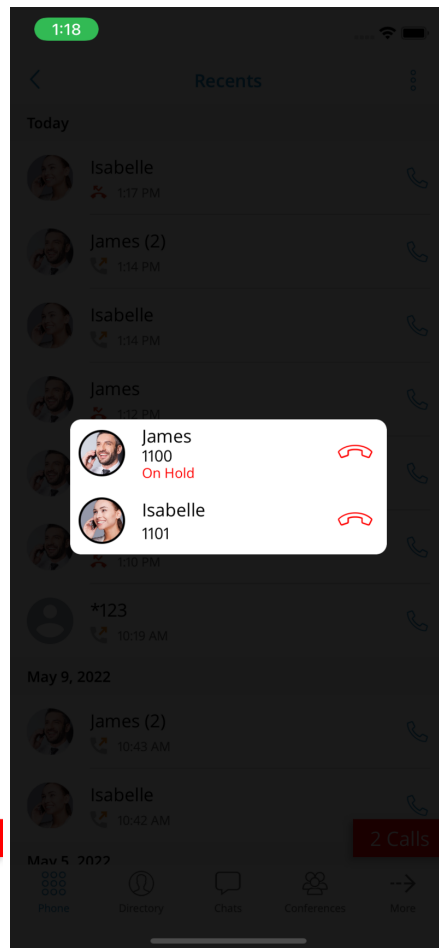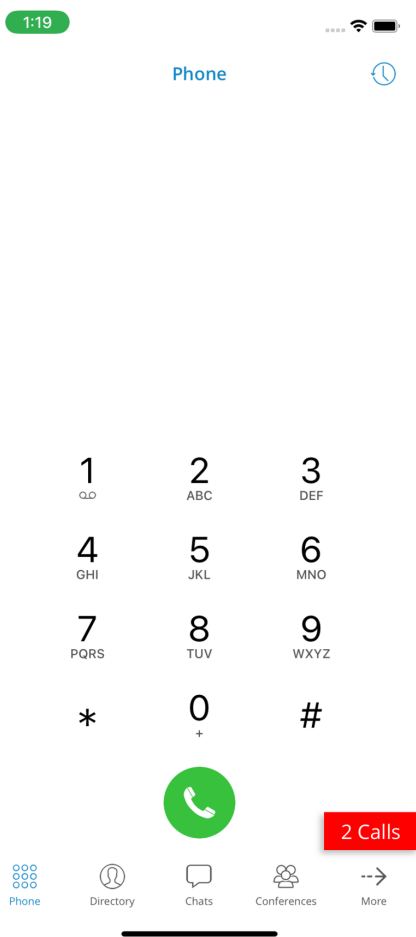
4.3. Indicator for disabled microphone

The app shows an indicator on the call screen if the microphone is disabled, so users know if other parties can not hear them.
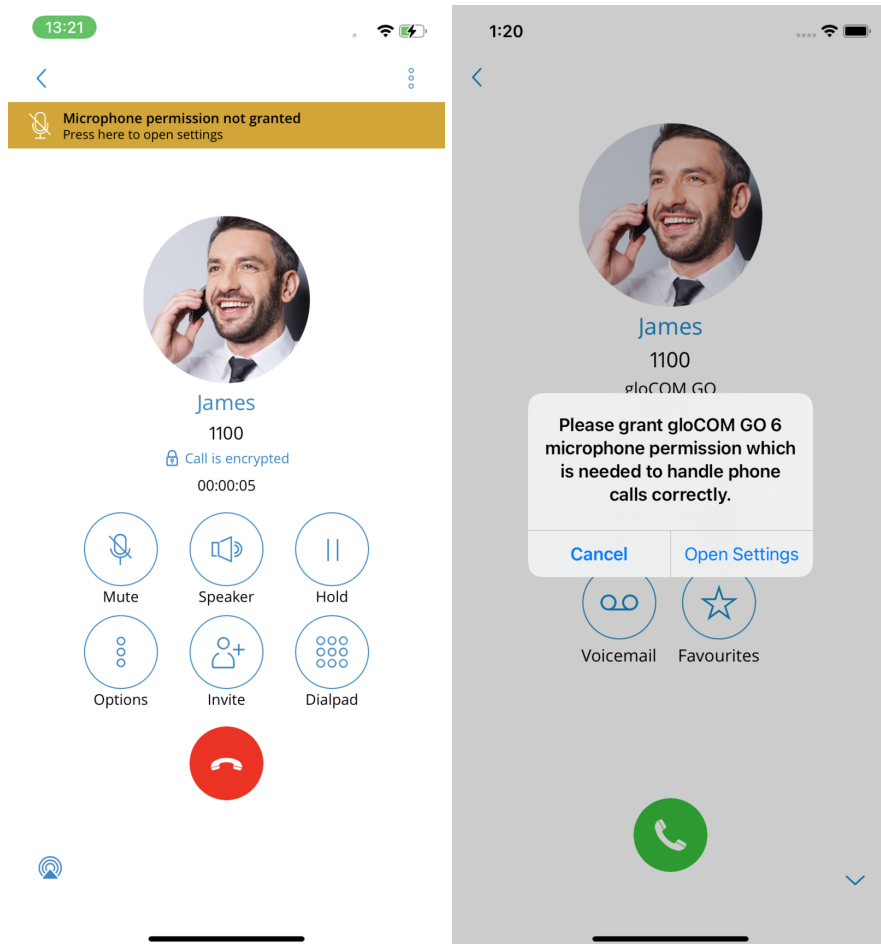
The microphone button on the call screen would be disabled if the user did not give permission previously.

By pressing on the message banner or the disabled microphone button, users will be prompted to allow the microphone permissions.

4.4. Call Recording Indicator

Once the call recording is started for a call, the indicator on the ongoing call screen is visible, showing that the recording is active.

Users are also able to pause/unpause and stop the recording.
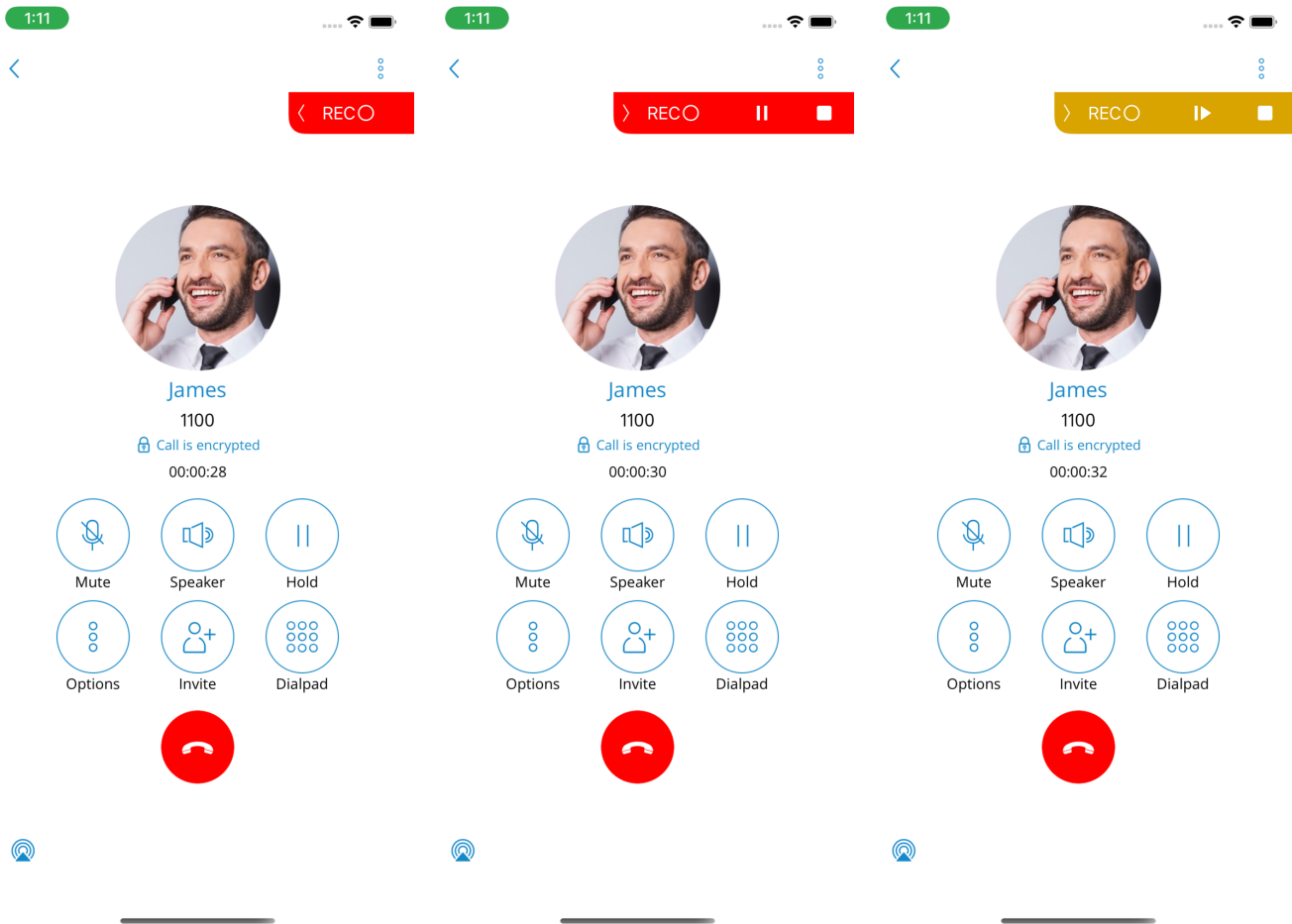
4.5. Call Encryption Indicator

An indicator shows a call encryption message during an ongoing call if a call is encrypted.
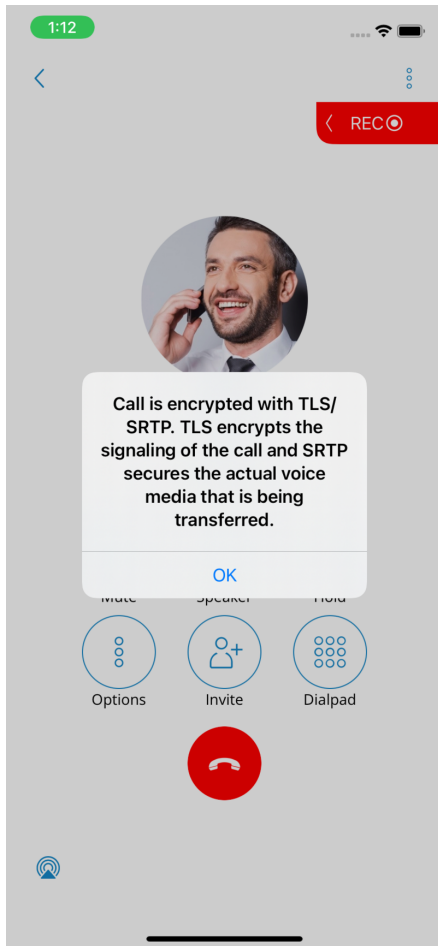
The indicator should only be present when the TLS encryption is enabled. Pressing it will bring a pop-up message explaining the encryption.

4.6. Call transfer

Users can transfer a call by pressing the transfer icon from the call options menu.

The user will be able to transfer the call to two destinations:
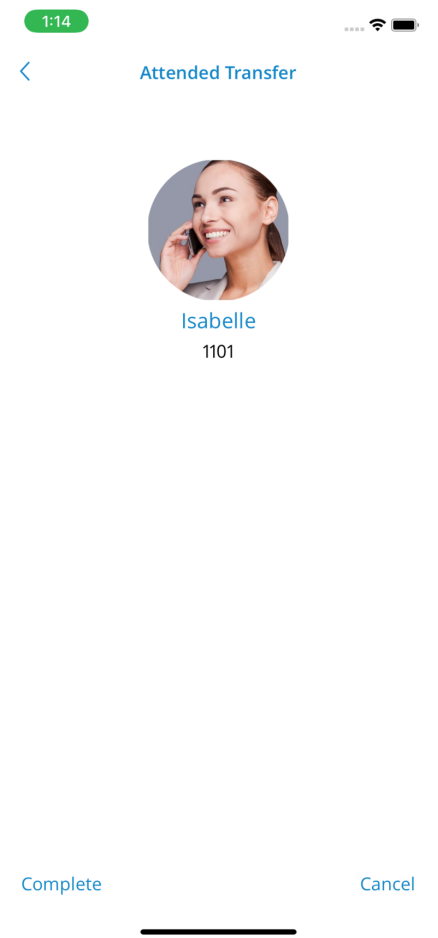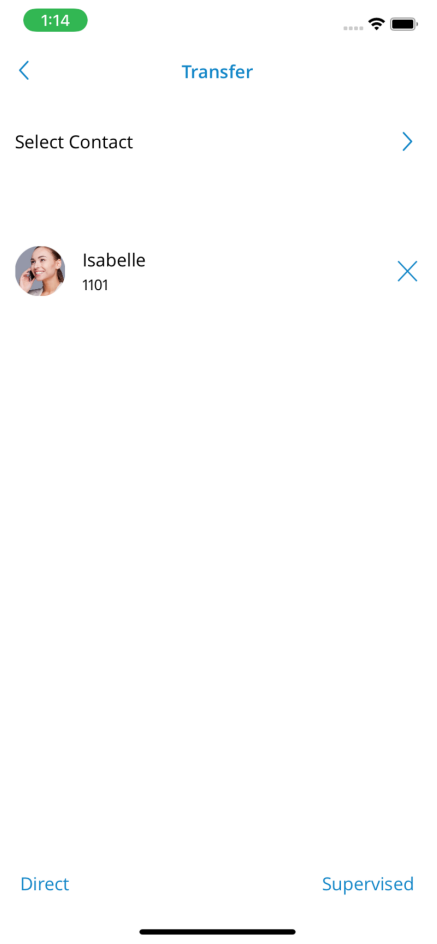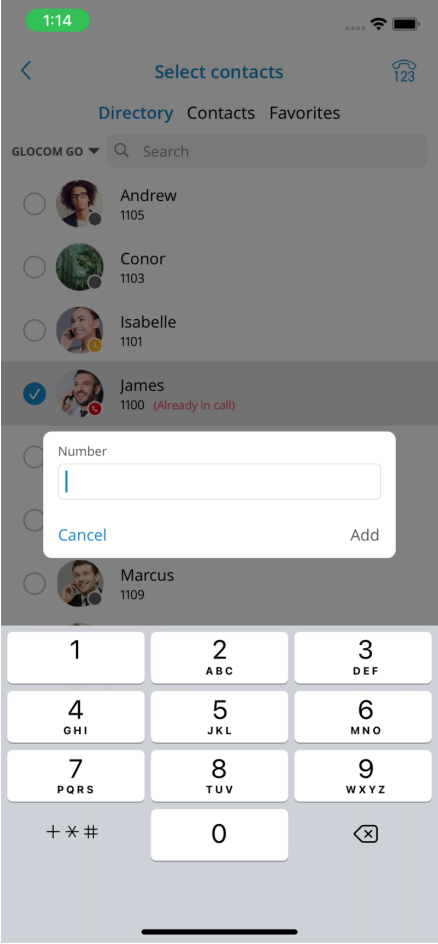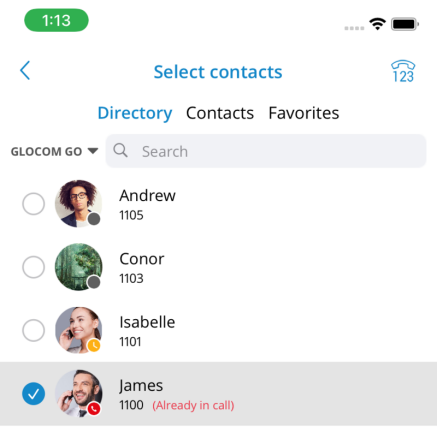
- **Select a contact**

Pressing **Select a contact** brings up a screen with favorites, users, and phone book contacts to choose someone to transfer the call to.

- **Enter a number**

Users can enter the number directly without selecting from the contact list.

After selecting the contact or entering a number, users have to select to make a Direct or Supervised transfer to initiate it.

Select contacts

Directory   Contacts   Favorites

GLOCOM GO   🔍 Search

○ Andrew
  1105

○ Conor
  1103

○ Isabelle
  1101

✓ James
  1100   (Already in call)

○ Katherine
  1104

○ Kevin
  1107

○ Marcus
  1109

○ Sophia
  1108

Select contacts

Directory   Contacts   Favorites

GLOCOM GO   🔍 Search

○ Andrew
  1105

○ Conor
  1103

○ Isabelle
  1101

✓ James
  1100   (Already in call)

Number

Cancel   Add

○ Marcus
  1109

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
+ * #	0	⌫

Transfer

Select Contact   ›

Isabelle   ✕
1101

Direct   Supervised

Attended Transfer

Isabelle
1101

Complete   Cancel

---

4.7. Recent Calls

Recents screen will be displayed when the user presses Recents Tab from Header Bar on the Phone Screen and a list of the recent calls.

Pressing on the recent calls screen, there is a search icon in the top bar, which can be used to filter recent calls by number and name.

Pressing on the avatar of some contact from recent calls opens an info screen containing additional information about that contact.

Additional options on long-press of one item in recent calls, so it is much easier to send a message or an email or to copy/edit a number.
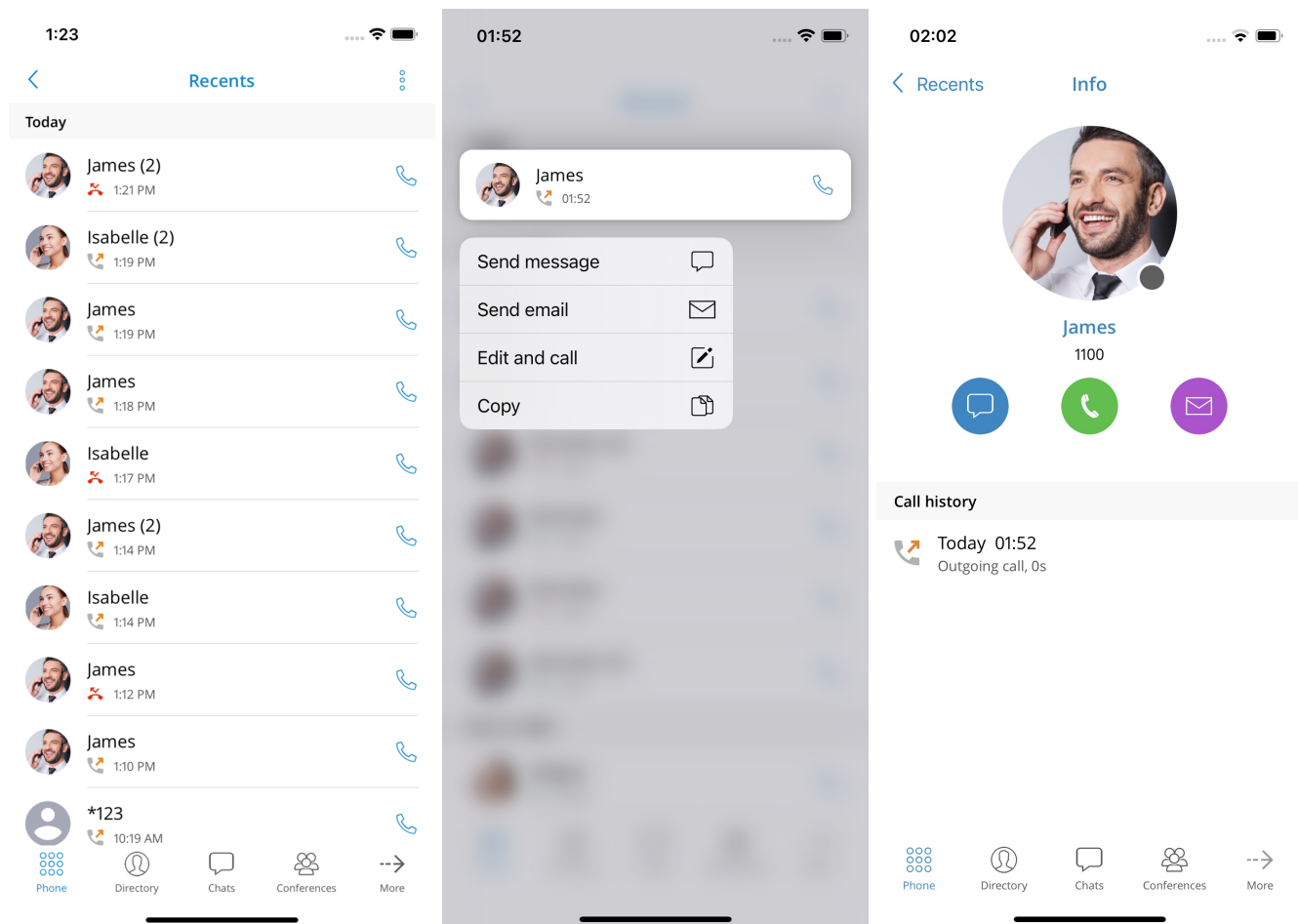
4.8. Call History Sync

With the call history sync feature, users will be able to access their recent calls history from all gloCOM apps (Desktop, Mobile, and Web).

Each call users make on the desktop will be reflected on the mobile devices. If users mark a missed call as seen on their mobile device, it will now be marked as seen on their desktop and other mobile devices. If users delete call history on one device, it will be synced and deleted on all of the devices.

When logging into the device, gloCOM GO 7 will sync up to hundreds of previous calls no older

than a month.

4.9. Technical information about an ongoing call

While in a call, users can show technical information about it by pressing the info icon. This can be useful for diagnosing problems with call quality.

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).
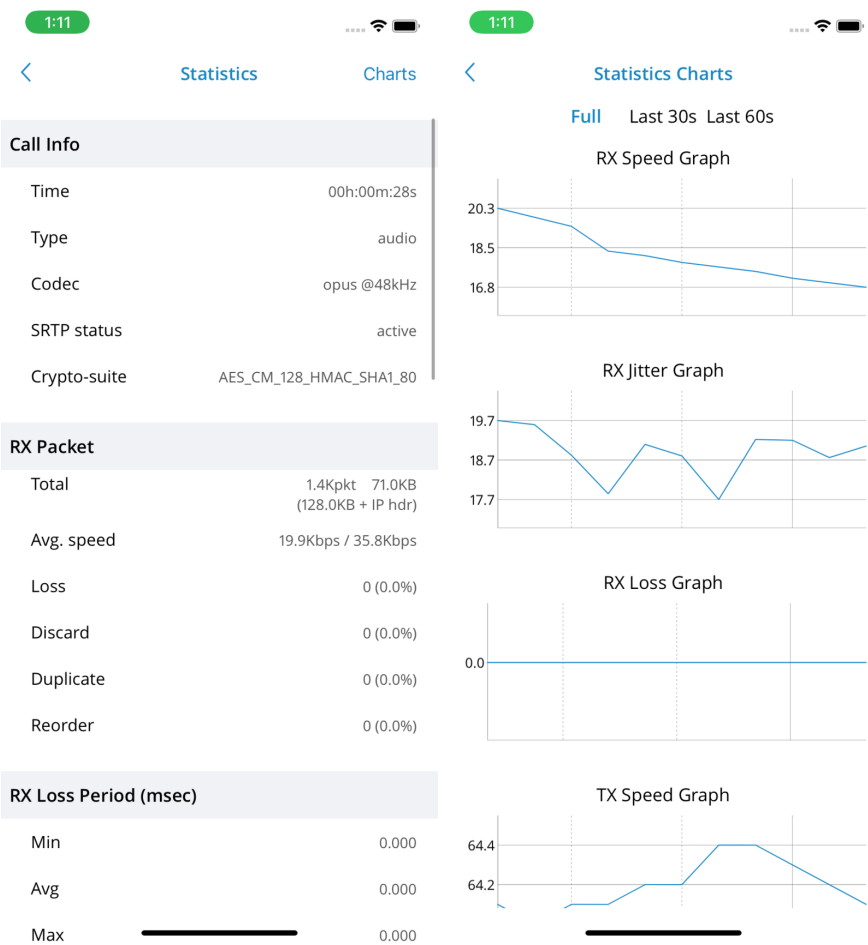
4.10. Call monitor

The call monitor feature enables the users to listen or participate in calls for extensions configured in the call monitor enhanced service settings on PBXware.

When call monitoring is enabled in the Enhanced Services on the user's account, users will see a three dots menu inside the extension profile. When pressed, the call monitoring feature will be available. If users do not have call monitoring enabled on the extension, they will not be able to see that option.
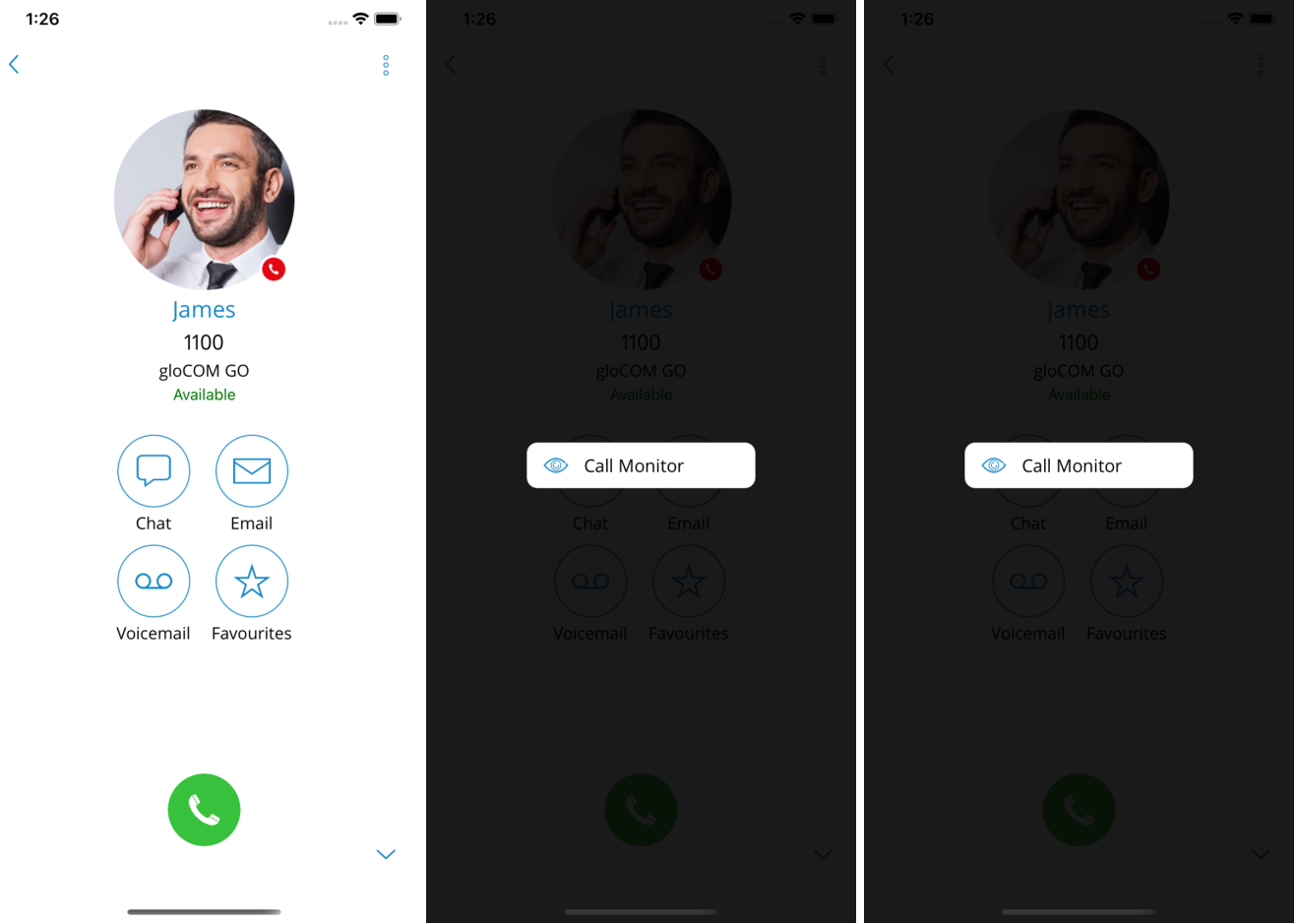
4.11. Integrated Calling to Enable or Disable Saving Calls to System History

With **Integrated calling** feature users can enable or disable saving recent calls to the system's call history. When disabled, the history will only be available in the gloCOM GO 7.

Softphone

Use SIP over mobile networks
SIP will be used over mobile networks.

Audio codec priority
Set audio codecs priority.

Push Notifications
Push Notifications will be received when app is
terminated, in background or lock mode.

DTMF Delay
Set DTMF delay between digits' entry.

Optimise SIP for mobile data
This option might improve handling of incoming
calls when using mobile data.

Numbers formatting

Use E.164 numbers formatting
Phone numbers will not be formatted.

System integration

Integrated calling
Show calls in system's call history.

| Phone | Directory | Chats | Conferences | More |

5. Conference calls

Conference calls enable the users to make calls with more than one participant (external or internal).

There are two types of conference calls:

- Instant (dynamic) conferences: Users can create a conference call by adding one or more people to an ongoing call or through the conference section. With this option, the user can add contacts or any number available from their contact list. If the user missed the conference call, they could still join it from the Call History tab, provided that a conference call still exists, by pressing on the Dial button.

- Static conferences: Users can join predefined conference rooms and add other participants. A conference number is next to the conference name within the conference list for the static conference call. Static conferences can be added to PBXware by the PBXware administrator.

Selecting an ongoing conference on the conferences list screen will display a list of participants and the "Join this conference" button at the bottom, allowing users to join the selected conference. The list of participants is updated in real-time as users join or leave the conference room.

Participants list screen includes two sections:

- In this conference - if participants already joined the conference
- Invited - if an invitation for the conference was sent and users have not joined the

conference. Their status will be Ringing or No answer.
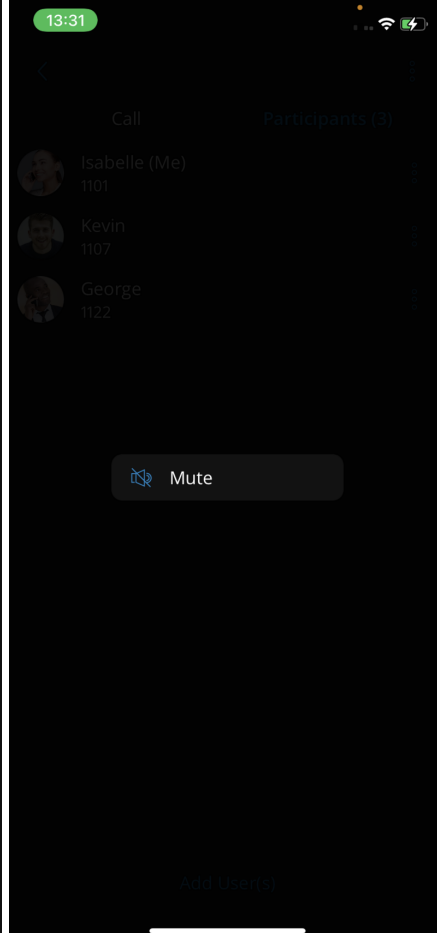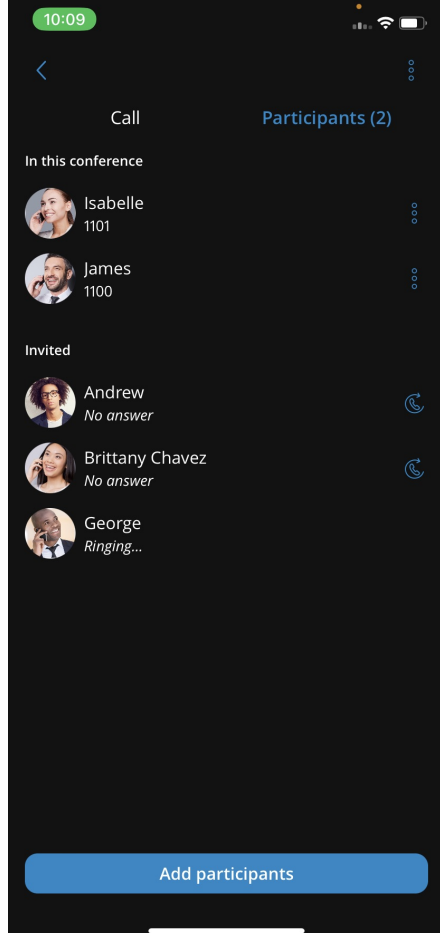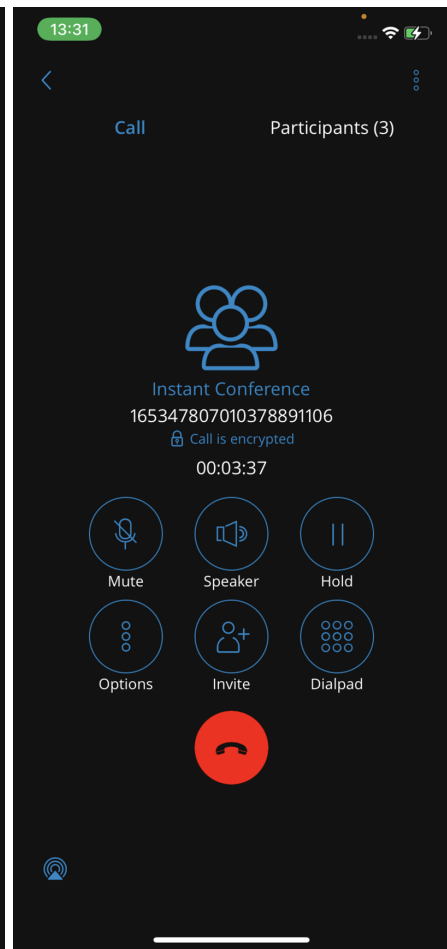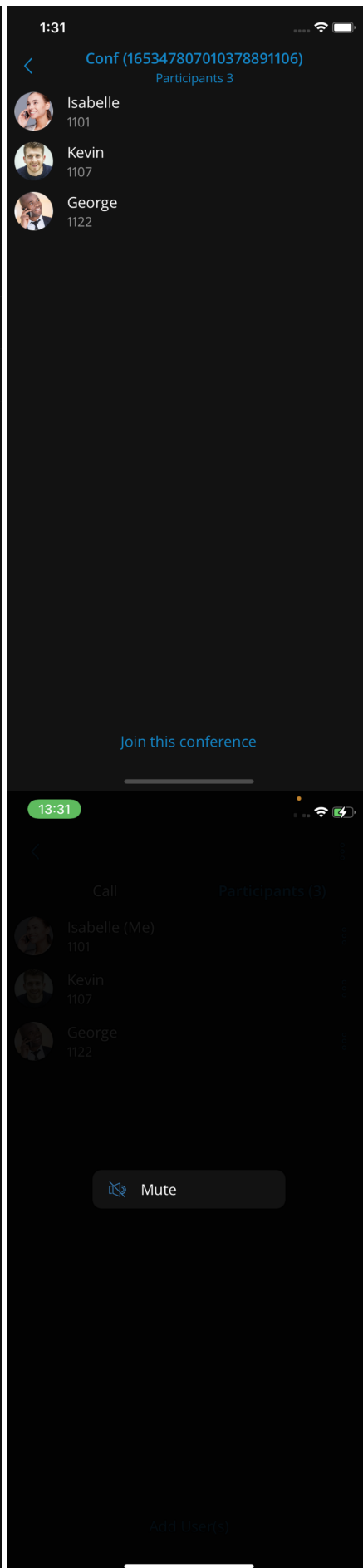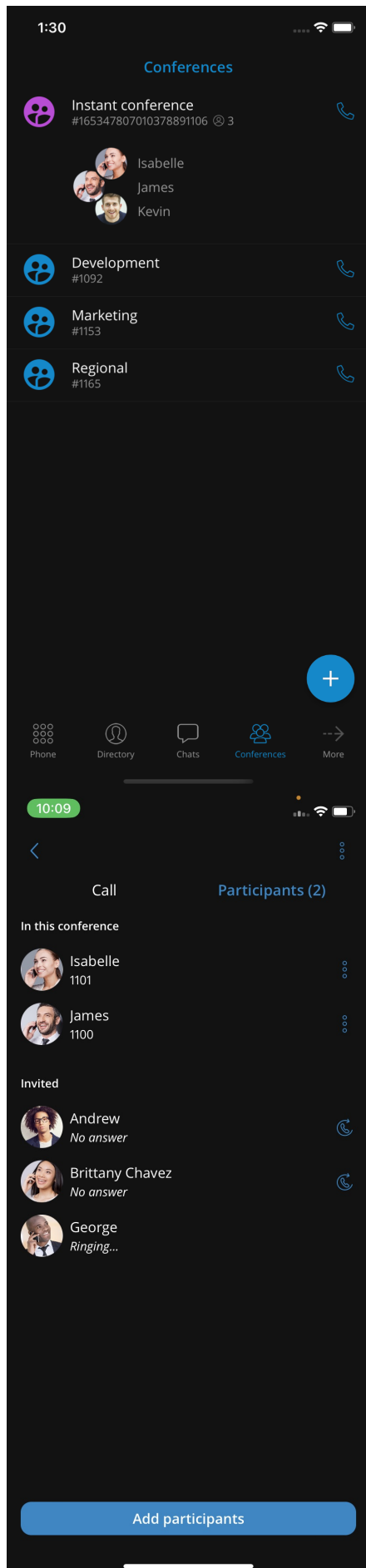
5.1. Start Dynamic conference from Recent calls

If there is a missed call from a conference in recent calls, users can press the call button for that call and join the instant conference only if that conference is still active.
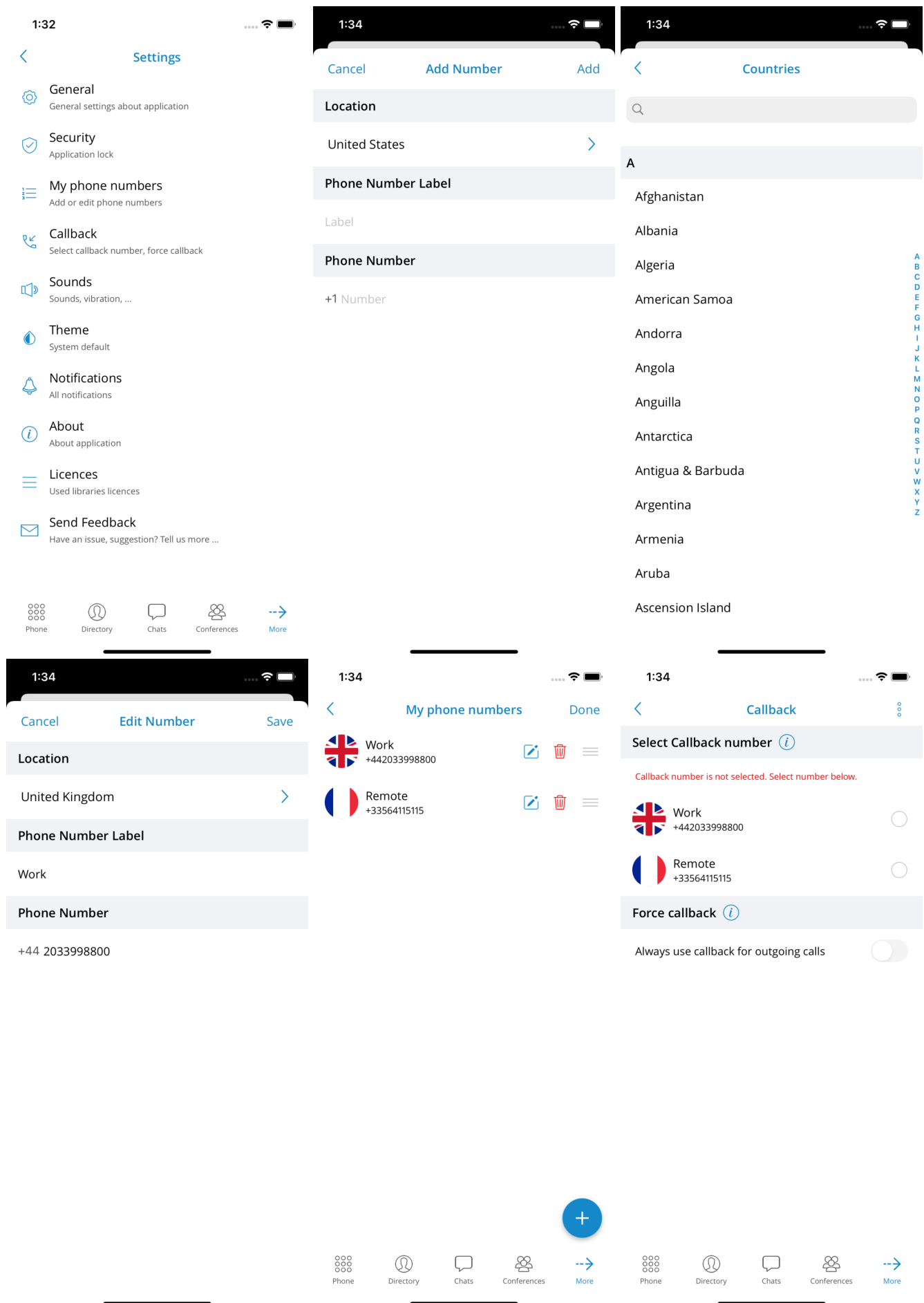
5.2. Conference list screen

gloCOM GO 7 has a conference screen list, which offers more information and a better user experience for ongoing conferences that have participants. Active conferences that have participants are visible on top of the Conference list screen. Also, in an active conference with participants, names and avatars (if available) of 3 participants (or 2 if only 2 are left) will be visible on top of the Conference list screen. Besides the Active conference name, the number of conference participants is also visible on the screen, as well as the conference number and the button to join the conference.
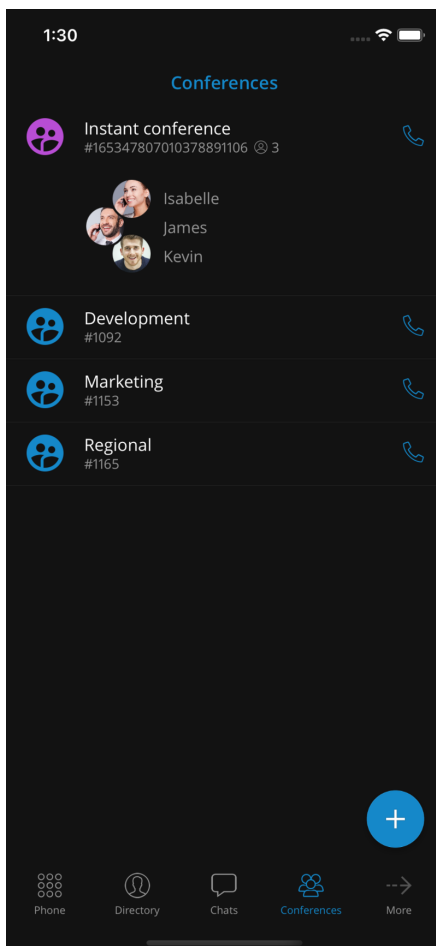
6. Callback calls

Callback calls are helpful when a softphone cannot be registered due to some error or when poor network quality impacts call quality.

When using a callback, gloCOM GO 7 tells the server to call the users callback mobile number via a GSM network. VoIP will connect the other call party, if possible, or GSM. For the callback feature to work, users need to select a number in the app Callback settings where they will receive GSM calls.

Screen 1 — Settings

1:32

< **Settings**

General
General settings about application

Security
Application lock

My phone numbers
Add or edit phone numbers

Callback
Select callback number, force callback

Sounds
Sounds, vibration, ...

Theme
System default

Notifications
All notifications

About
About application

Licences
Used libraries licences

Send Feedback
Have an issue, suggestion? Tell us more ...

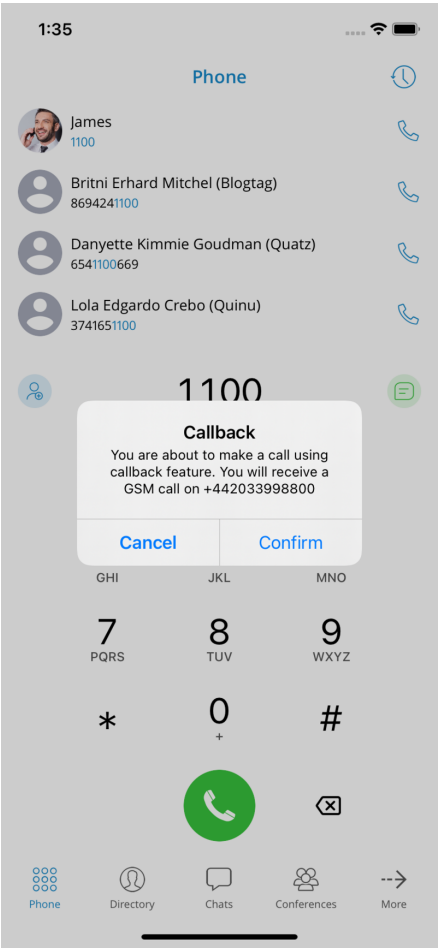Phone | Directory | Chats | Conferences | More

Screen 2 — Add Number

1:34

Cancel   **Add Number**   Add

Location

United States >

Phone Number Label

Label

Phone Number

+1 Number

Screen 3 — Countries

1:34

< **Countries**

🔍

A

Afghanistan

Albania

Algeria

American Samoa

Andorra

Angola

Anguilla

Antarctica

Antigua & Barbuda

Argentina

Armenia

Aruba

Ascension Island

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Screen 4 — Edit Number

1:34

Cancel   **Edit Number**   Save

Location

United Kingdom >

Phone Number Label

Work

Phone Number

+44 2033998800

Screen 5 — My phone numbers

1:34

< **My phone numbers**   Done

Work
+442033998800

Remote
+33564115115

Phone | Directory | Chats | Conferences | More

Screen 6 — Callback

1:34

< **Callback**   ⋮

Select Callback number ⓘ

Callback number is not selected. Select number below.

Work
+442033998800   ○

Remote
+33564115115   ○

Force callback ⓘ

Always use callback for outgoing calls   ⚪

Phone | Directory | Chats | Conferences | More

Callback

Select Callback number ⓘ

Work
+442033998800 ✓

Remote
+33564115115 ○

Force callback ⓘ

Always use callback for outgoing calls

+442033998800 will be used as a callback number

OK

Phone Directory Chats Conferences More

1:34

Callback

Select Callback number ⓘ

Work
+442033998800 ✓

Remote
+33564115115 ○

Force callback ⓘ

Always use callback for outgoing calls

Select callback number
Selected number will be used as a callback number.

OK

Phone Directory Chats Conferences More

1:34

Callback

Select Callback number ⓘ

Work
+442033998800 ✓

Remote
+33564115115 ○

Force callback ⓘ

Always use callback for outgoing calls

Force callback
If enabled, callback will be used for all outgoing calls.
If disabled, callback still can be used with a "long press" on a call button.

OK

Phone Directory Chats Conferences More

1:34

Callback

Select Callback n...

Add number +

Edit numbers ✎

About Callback ⓘ

Work
+44203399880

Remote
+33564115115 ○

Force callback ⓘ

Always use callback for outgoing calls

Phone Directory Chats Conferences More

1:34

Callback

Select Callback number ⓘ

Work
+442033998800 ✓

Remote
+33564115115 ○

Force callback ⓘ

Always use callback for outgoing calls

Phone Directory Chats Conferences More

1:35

Callback

Select Callback number ⓘ

Work
+442033998800 ✓

Remote
+33564115115 ○

Force callback ⓘ

Always use callback for outgoing calls

Force callback
If enabled, callback will be used for all outgoing calls.
If disabled, callback still can be used with a "long press" on a call button.

OK

Phone Directory Chats Conferences More

6.1. Long-press icon for one time Callback activation

A long-press can start the callback on a call icon from wherever a call icon is in the interface.

7. Directory

The directory tab contains users, device contacts, central phonebook contacts, and favorites from the system. Users can be displayed in the grid (default) or list order.

Users can be sorted according to their presence and department.

The default order for users is ordering them by their presence. Online users will be sorted alphabetically at the top of the list, followed by away (recently online) users and then offline users.
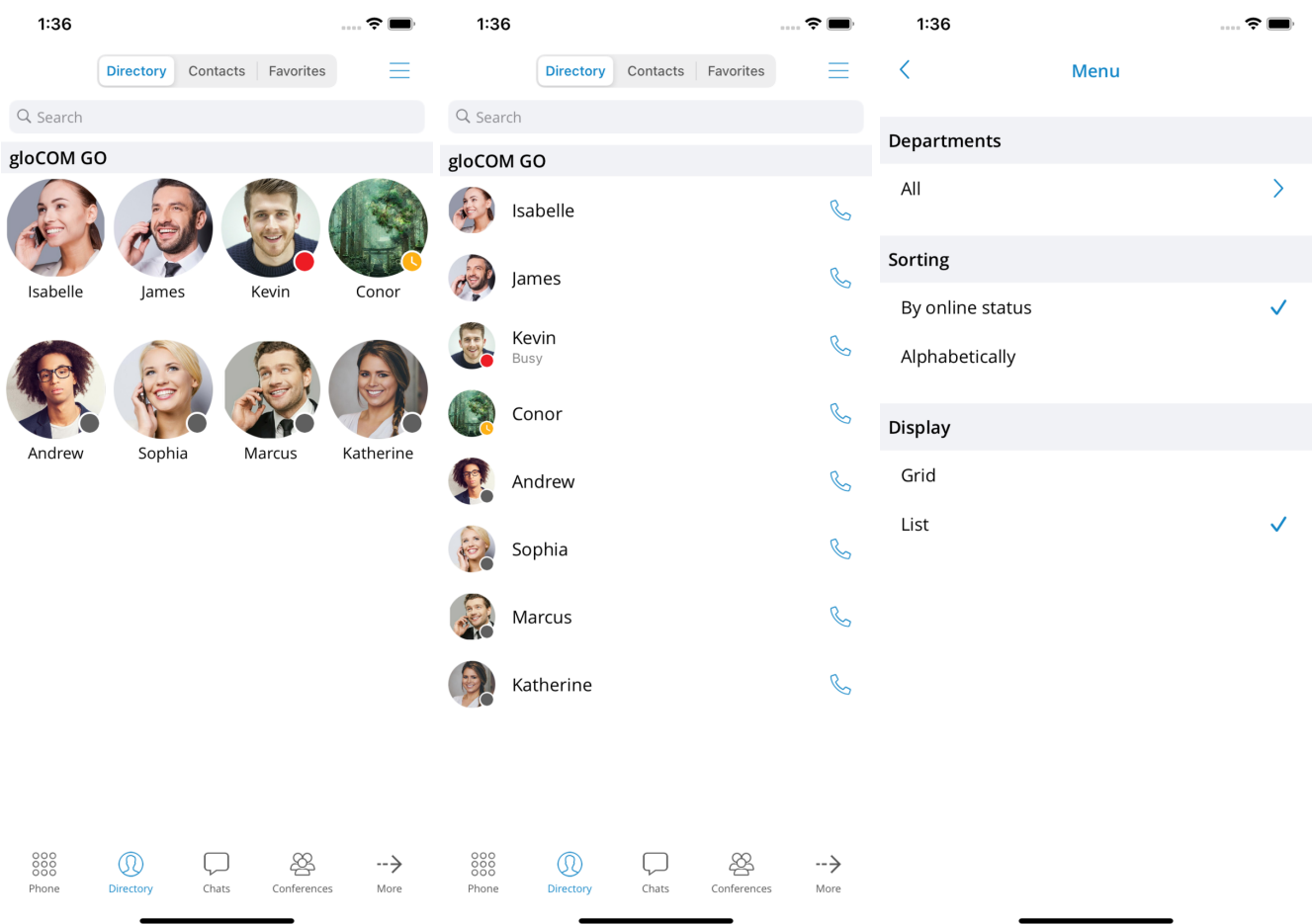
Pressing on a user's name or avatar will open up the user's details screen that contains information such as email, presence status, and message, user's numbers. Users can also call the selected user from this screen, start a chat, send a voicemail, or add to favorites.

If the user associated additional phone numbers with their account, these numbers will be listed as well, and they will be able to dial them by simply pressing the number.

Kevin

1107

gloCOM GO

Busy

Chat   Email

Voicemail   Favourites
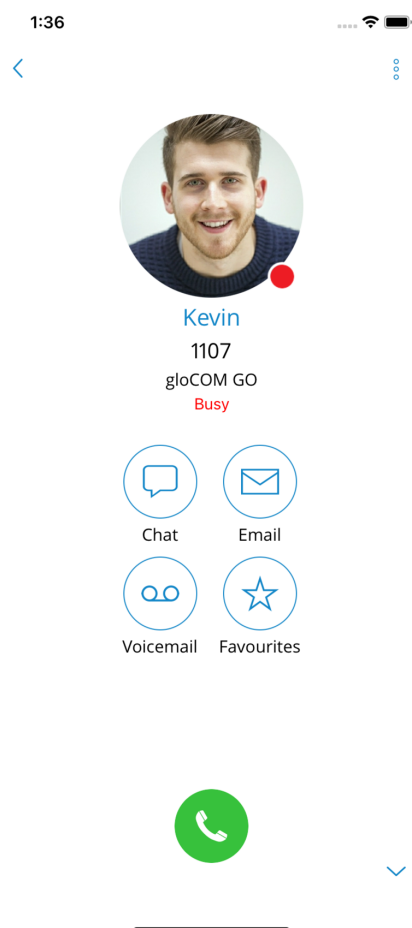
Contacts Search

To search gloCOM GO 7 contacts, users can press the search icon in the upper right corner. After pressing the search icon search field will be displayed. Search is performed by contact name or number.

Directory | Contacts | Favorites

🔍 Jame ⊗

James

Phone   Directory   Chats   Conferences   More
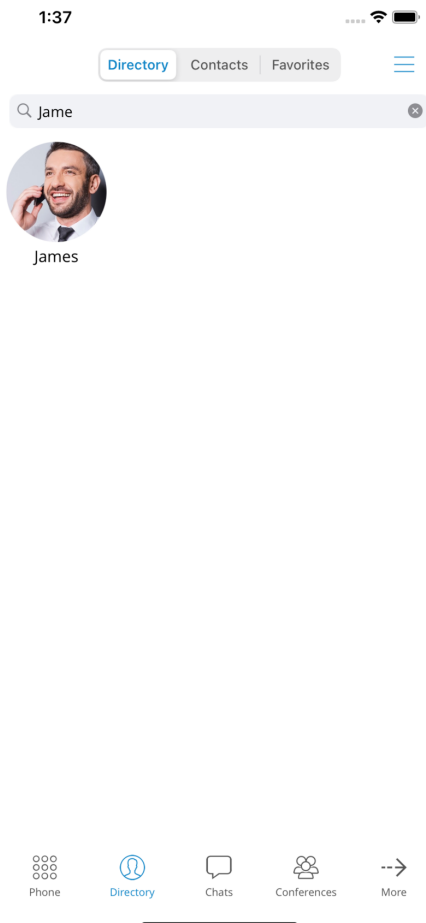
7.1. Synchronize Central Phonebook contacts from the PBX

Central Phonebook is a collection of contacts that all users of one system share.

When users navigate to the directory from the bottom bar and then to the contacts screen from the three tabs in the top part of the screen, they will see the Contacts screen.

The Local Phonebook looks mostly like it did before except for the top part, which has a banner with the name of the Phonebook and a button to change the Phonebook type.

In addition to having the button that changes the Phonebook type, the Central Phonebook blue banner has a button to refresh the contacts.

Each contact item in this Phonebook has a name, company name, and a list of number labels and numbers.
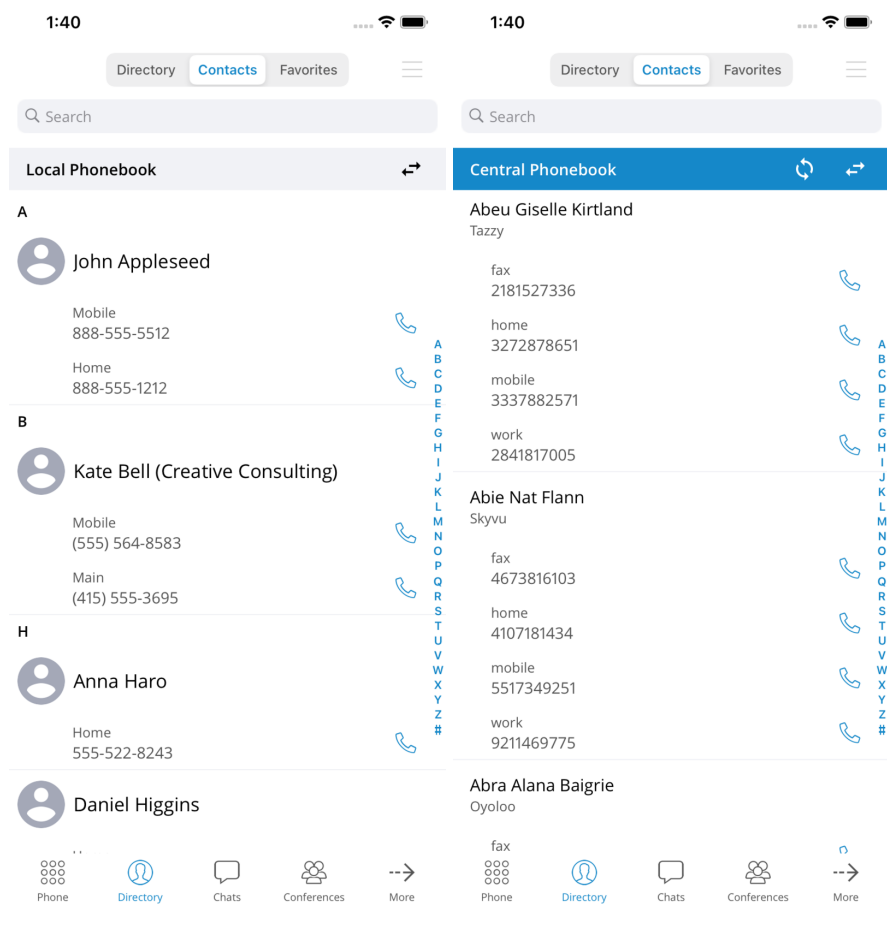
7.2. Favorites

Users can add other users and contacts from the phonebook to favorites to have them in one place and show up first while performing an action, e.g., transferring a call.

Users can be added/removed from favorites by pressing **Add to favorites** or **Remove from favorites** on the user's details screen as shown in the pictures below.
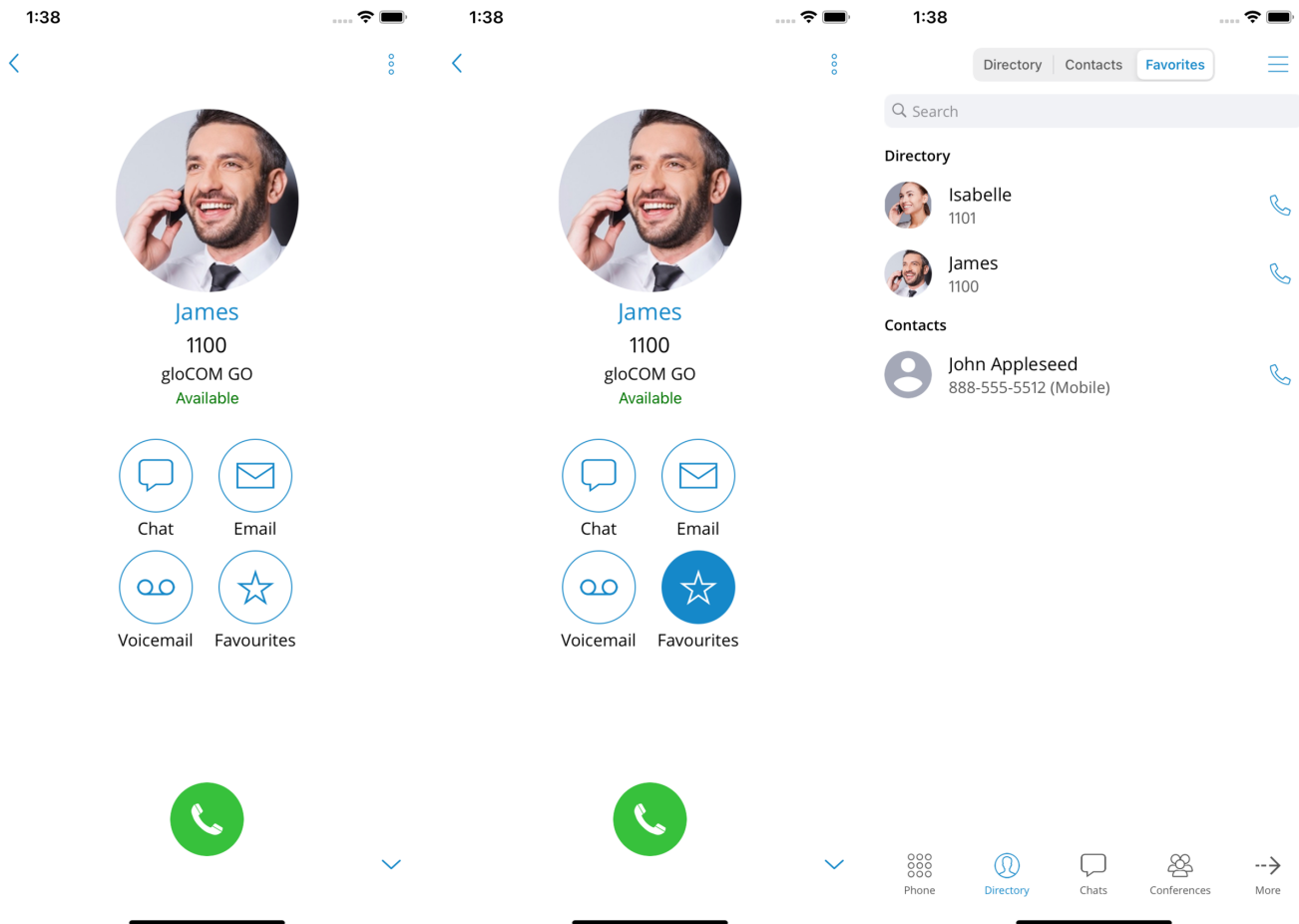
Contacts from the phonebook can also be added or removed from Favorites by pressing on their numbers and choosing **Add to Favorites** or **Remove from Favorites**.

The favorites list can be accessed from the Directory tab by choosing the **Favorites** section in the top bar.

8. Meeting

gloCOM GO 7 meeting provides an option to meet with multiple users simultaneously while offering:

- Video Conferencing (in a grid and speaker view)
- Audio Conferencing
- Screen Sharing (specific application or whole screen sharing)
- Remote Control when screen sharing
- Group chat

The meeting management within the gloCOM GO 7 app gives a user the ability to create an instant meeting, schedule a meeting, or join an existing meeting. To access the meeting screen, a user should press the Meetings icon within the navigation bar. When a meeting is started, the gloCOM GO 7 app redirects the user to the gloCOM GO 7 Meeting GO app.
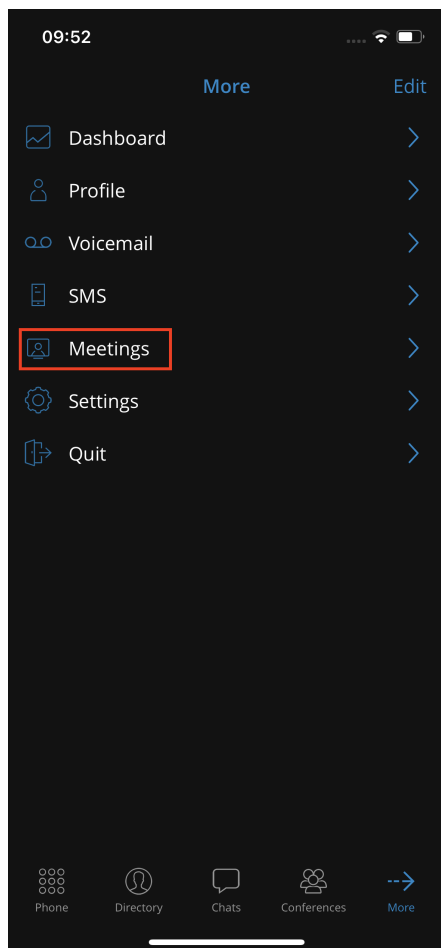
For every meeting invitation, the user will receive a notification.
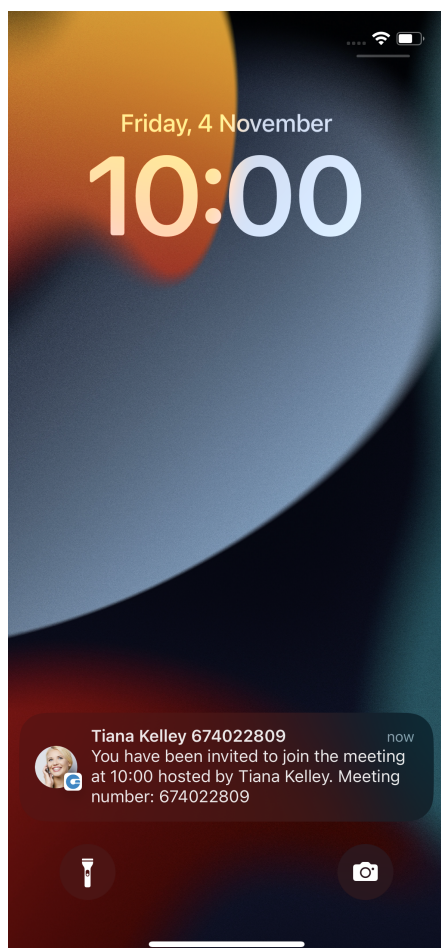
If the meeting is disabled on the license, all meeting-related screens will be disabled.

8.1. Main meeting screen

On the main meeting screen, the user has an overview of scheduled meetings sorted by date. There is an "In progress" indicator in the upper right corner for the meeting currently running. Pressing on a meeting inside the list opens the meeting info screen. Meetings in the list can be filtered by typing the name or meeting number in the search field. Above the search field is a history button that opens the list with the previous meetings. In the additional options, there is an option to Copy Calendar URL, which allows the user to copy the Meeting calendar into their calendar software.
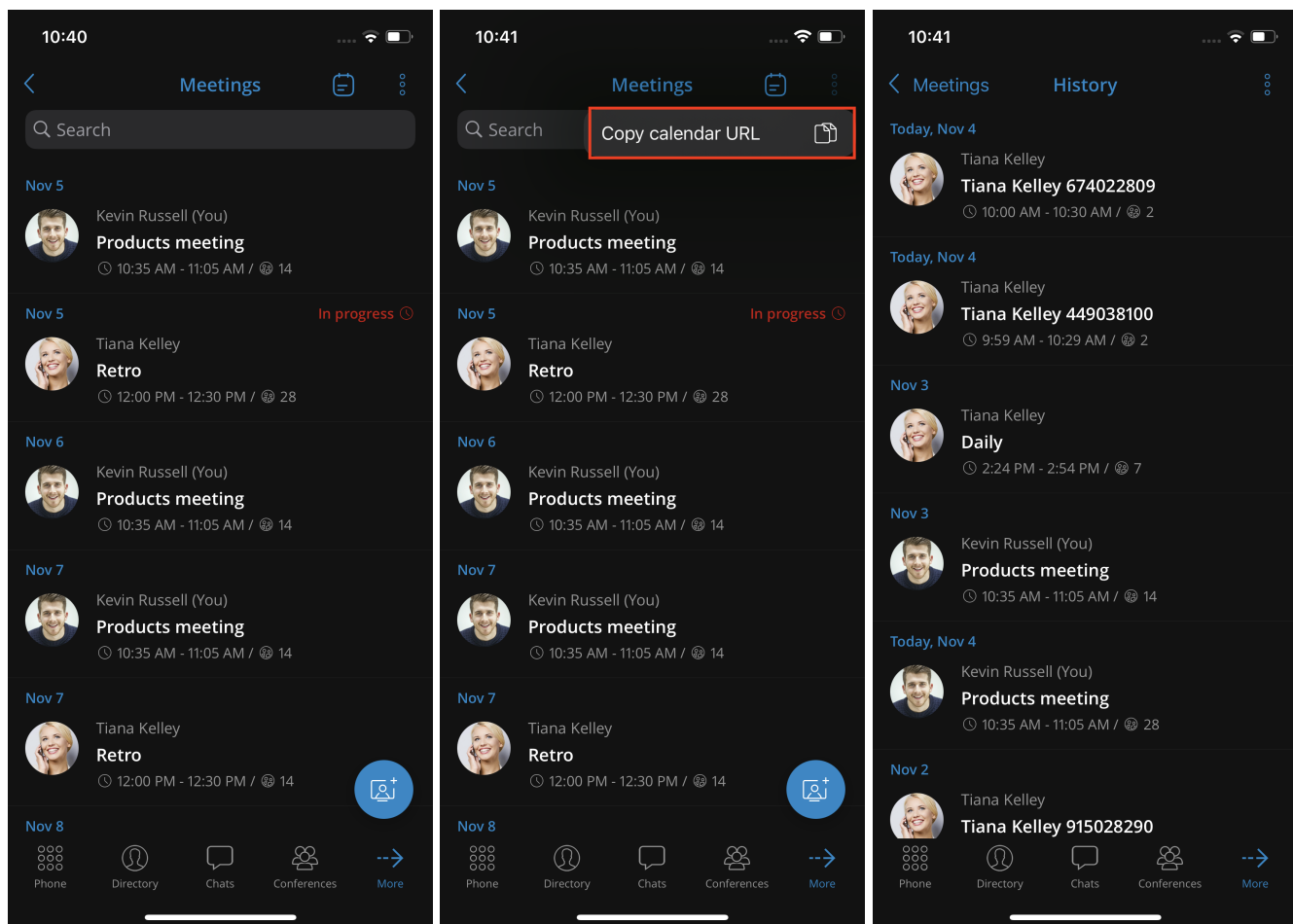
At the bottom of the screen there is a floating button that, when pressed, offers three options:

- **Join an active meeting** - gives the user the ability to join the existing meeting by entering the meeting number. After entering the meeting number and pressing the Join button, the user will be redirected to the gloCOM Meeting GO app.

- **Create an instant meeting** - opens the instant meeting screen where the user can set a meeting to be public or private, add participants from the directory or add external participants by entering their email address.

- **Schedule a meeting** - opens the schedule meeting screen where the user can schedule a meeting beforehand. in order to schedule a meeting, the user has to enter certain data in the provided fields:

- Title (meeting title)

- Description (meeting description)

- Date (date of the meeting)

- Starts at (meeting start time)

- Duration (duration of the meeting)

- Recurring - in case a user press on a Recurring option a dialog with the following options will appear:

  - Never (meeting occurs only once (set by default for the new meetings))

  - Every Day (meeting recurring every day at the selected time)

  - Custom (opens the screen with custom recurring options)

- Participants

- External participants

- Public/Private switch
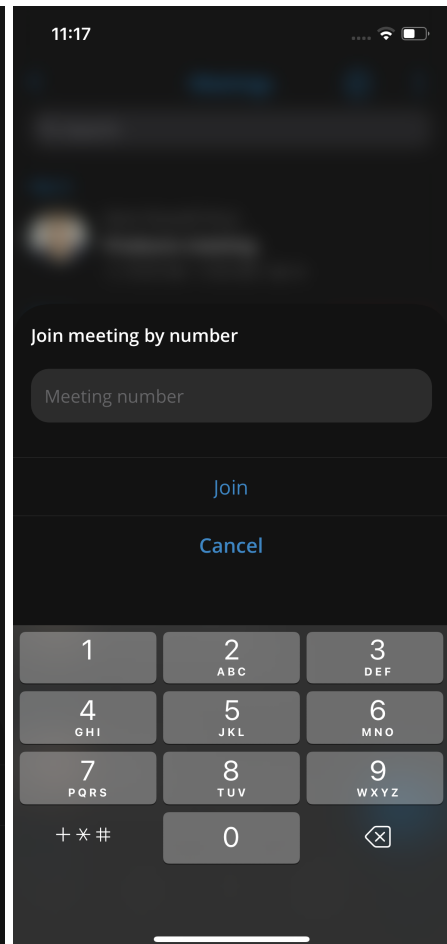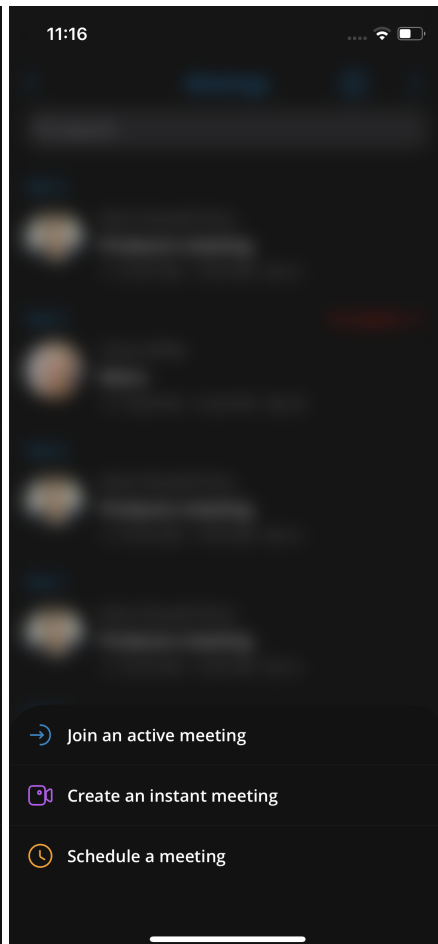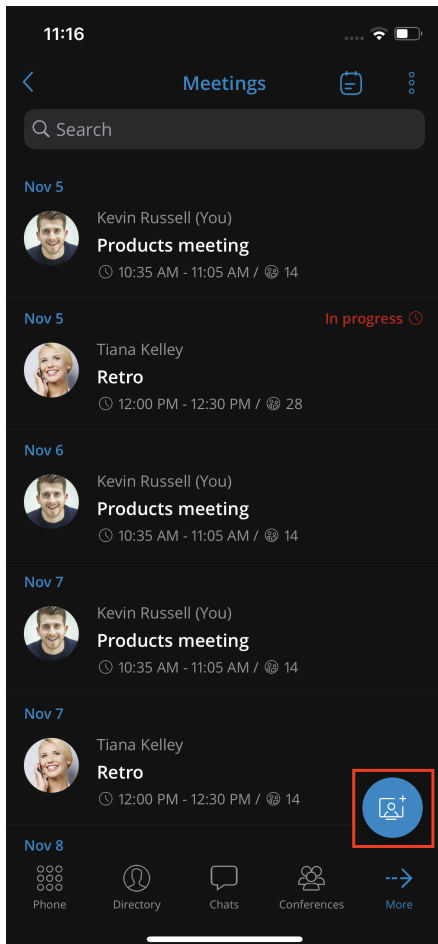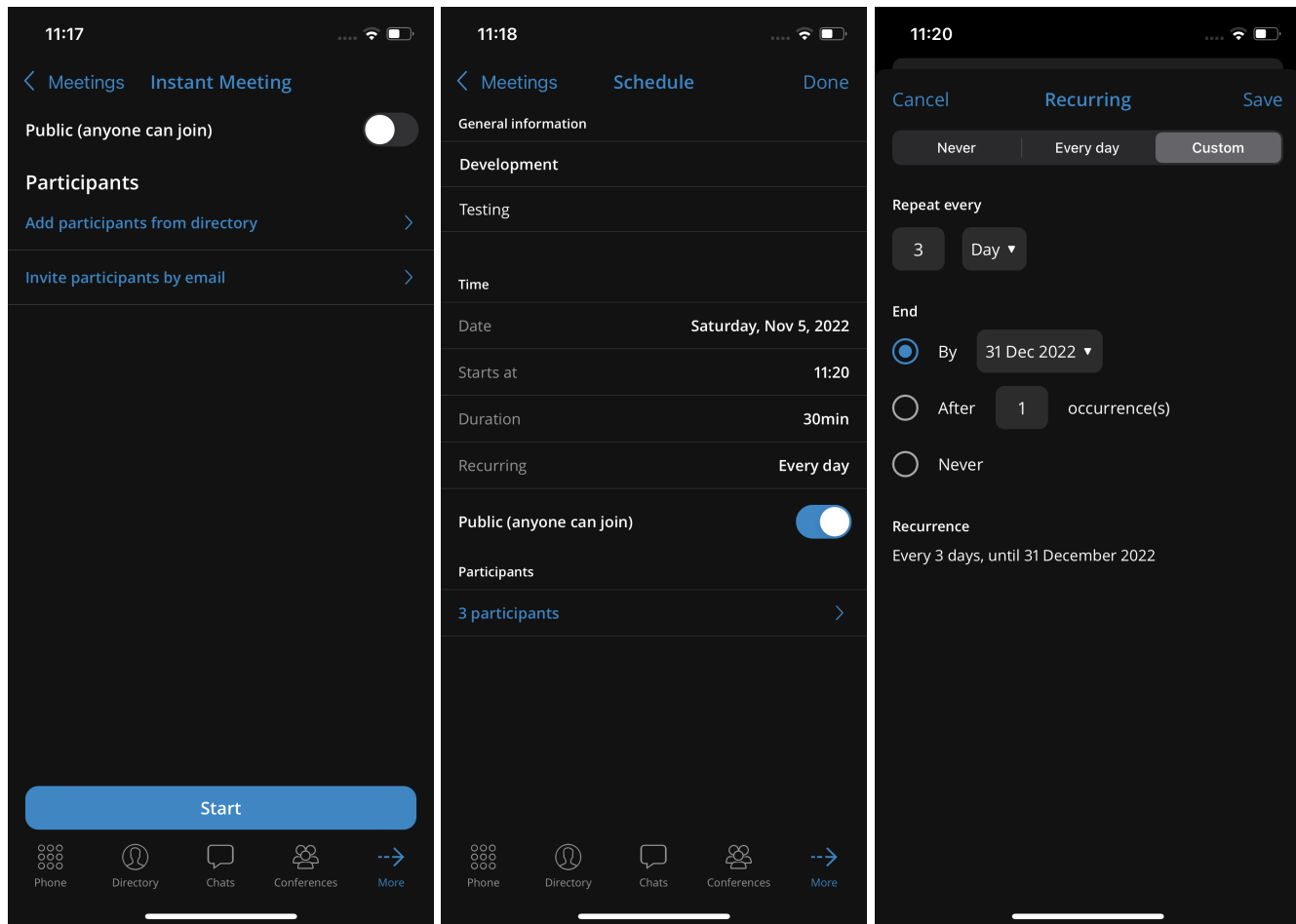
8.2. Multiple meeting organizers

Using the co-organizer role in Meetings ensures that there is more than one person that can manage important settings in a meeting. When creating/scheduling a meeting and adding participants, users are able to assign meeting co-organizers by pressing on the additional options next to the participant name in the participant list. Participants with the co-organizer role will have a blue badge in the bottom-right corner of the avatar.
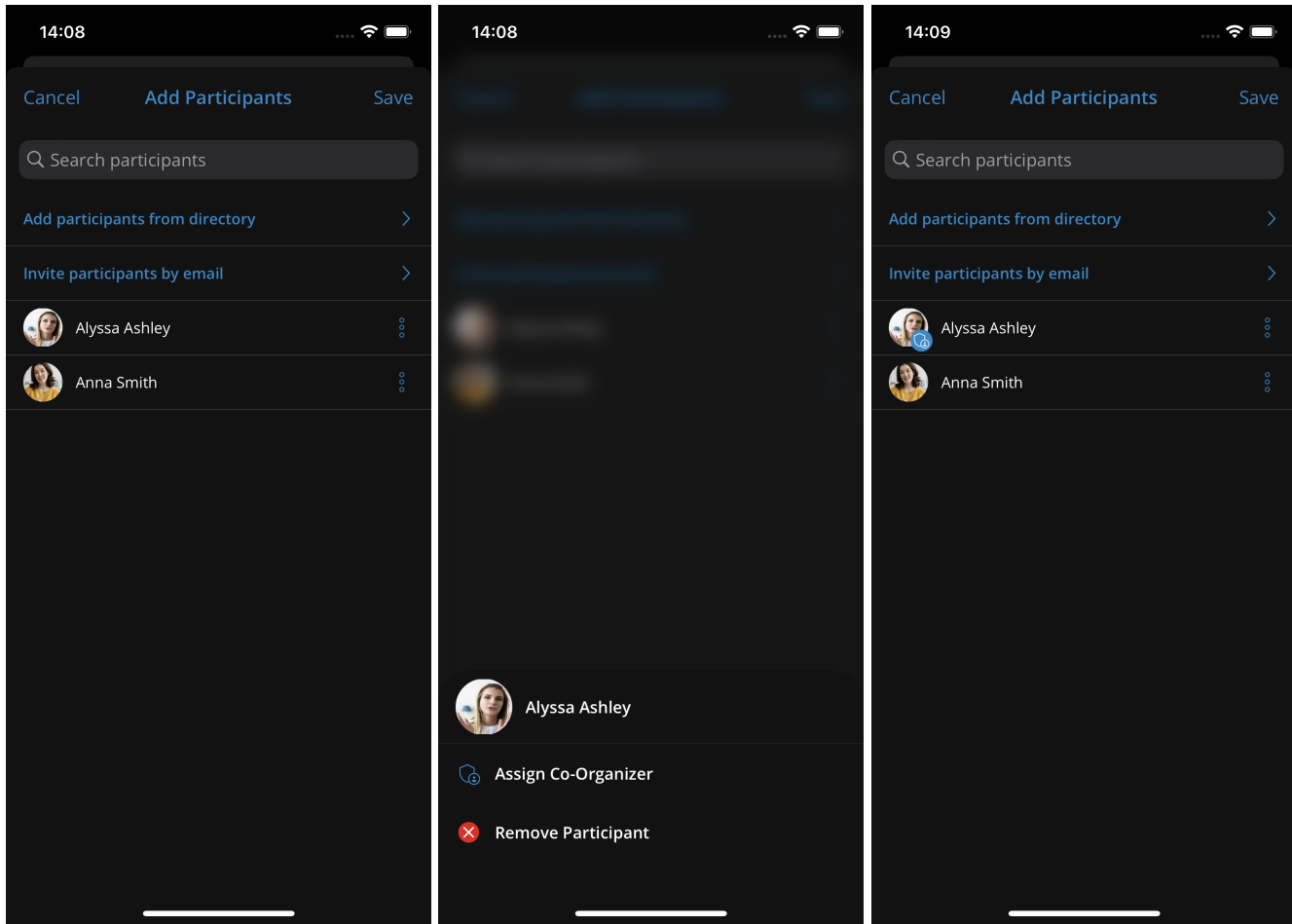
Co-organizers are able to:

- Start, Edit and Delete the meeting from cheduled meetings list
- Add & remove participants, assign co-organizers, etc while editing the meeting
- End, Clone the meeting

8.3. Meeting info screen

By selecting one of the meetings from the scheduled meeting list or history, the meeting info screen opens and shows the details of the selected meeting:

- Organizer
- Co-organizer (if assigned)
- Subject
- Description
- Meeting number
- Start time
- Duration
- Status
- Public

- Participants list
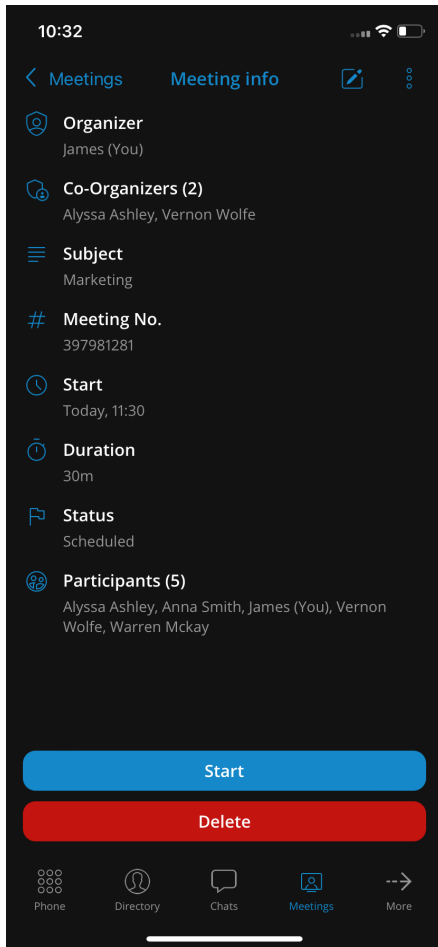
For a meeting that is scheduled but not started yet an organizer/co-organizer has the option to update the meeting details by pressing on the edit button in the upper right corner.
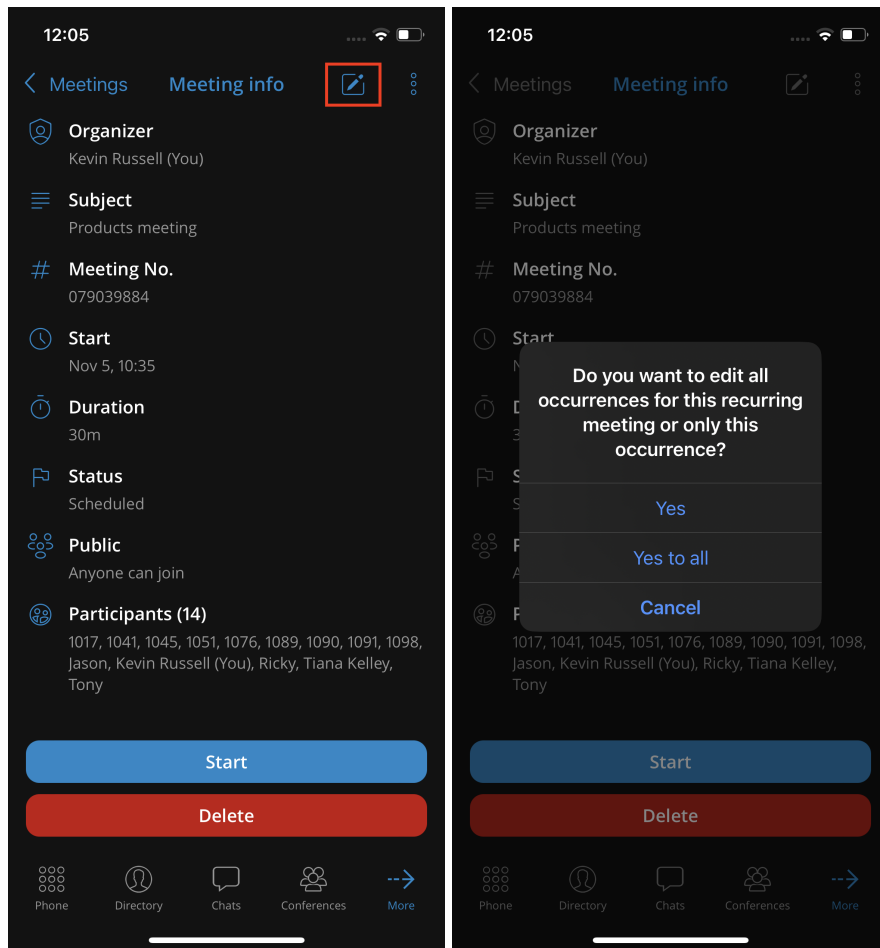
In case the selected meeting is recurring, the user will be presented with a confirmation message: "Do you want to edit all occurrences for this recurring meeting or only this occurrence?" with three options provided:

- Cancel (to cancel editing)

- Yes (to edit only a selected instance of a meeting)

- Yes to all (to edit all of the occurrences of the selected meeting)

For meetings that are scheduled, or in progress, there is an option to copy the meeting invitation in the clipboard by pressing on additional options at the top bar.
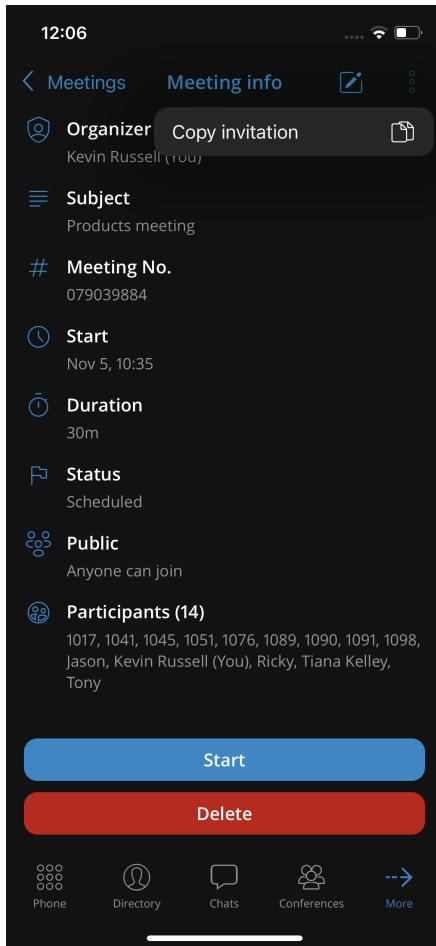
Based on the different scenarios, the user will have different buttons at the bottom of the screen:

- If a meeting is scheduled and the user is the organizer/co-organizer:
   - Start (starts a scheduled meeting)
   - Delete (deletes a scheduled meeting)
- If a meeting is in progress and the user is the organizer/co-organizer:
   - Join (joins the ongoing meeting)
   - End (ends the ongoing meeting)
- If a meeting is in progress and the user is **not** the organizer/co-organizer:
   - Join (joins the ongoing meeting)
- If a meeting is finished and the user is the organizer/co-organizer:
   - Clone (opens a "schedule meeting" window with name, description, and participants pre-filled)
   - Delete (deletes the ended meeting)
- If a meeting is finished and the user is **not** the organizer/co-organizer, no options will be available.

Meetings **Meeting info**

Organizer
Kevin Russell (You)

Subject
Products meeting

Meeting No.
079039884

Start
Nov 5, 10:35

Duration
30m

Status
Scheduled

Public
Anyone can join

Participants (14)
1017, 1041, 1045, 1051, 1076, 1089, 1090, 1091, 1098, Jason, Kevin Russell (You), Ricky, Tiana Kelley, Tony

Start

Delete

Phone   Directory   Chats   Conferences   More

Meetings **Meeting info**

Organizer
Kevin Russell (You)

Subject
Products meeting

Meeting No.
079039884

Start
Nov 5, 10:35

Duration
30m

Status
In progress

Public
Anyone can join

Participants (14)
1017, 1041, 1045, 1051, 1076, 1089, 1090, 1091, 1098, Jason, Kevin Russell (You), Ricky, Tiana Kelley, Tony

Join

End

Phone   Directory   Chats   Conferences   More

Meetings **Meeting info**

Organizer
Tiana Kelley

Subject
Retro

Description
Kehlani

Meeting No.
660031760

Start
Nov 7, 12:00

Duration
30m

Status
In progress

Public
Anyone can join

Participants (14)
1017, 1041, 1045, 1051, 1076, 1089, 1090, 1091, 1098, Jason, Kevin Russell (You), Ricky, Tiana Kelley, Tony

Join

Phone   Directory   Chats   Conferences   More

Meetings **Meeting info**

Organizer
Kevin Russell (You)

Subject
Products meeting

Meeting No.
079039884

Start
Nov 5, 10:35

Duration
30m

Status
Ended

Public
Anyone can join

Participants (14)
1017, 1041, 1045, 1051, 1076, 1089, 1090, 1091, 1098, Jason, Kevin Russell (You), Ricky, Tiana Kelley, Tony

Clone

Delete

Phone   Directory   Chats   Conferences   More

Meetings **Meeting info**

Organizer
Tiana Kelley

Subject
Retro

Description
Kehlani

Meeting No.
660031760

Start
Nov 9, 12:00

Duration
30m

Status
Scheduled

Public
Anyone can join

Participants (14)
1017, 1041, 1045, 1051, 1076, 1089, 1090, 1091, 1098, Jason, Kevin Russell (You), Ricky, Tiana Kelley, Tony
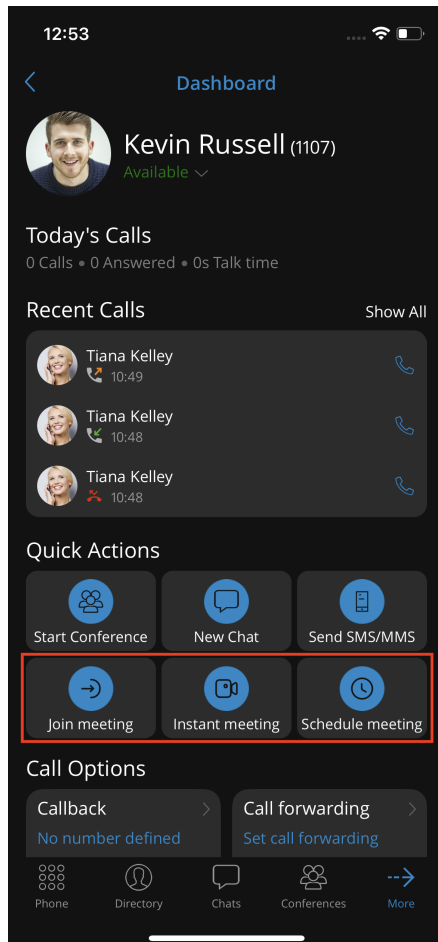
Phone   Directory   Chats   Conferences   More
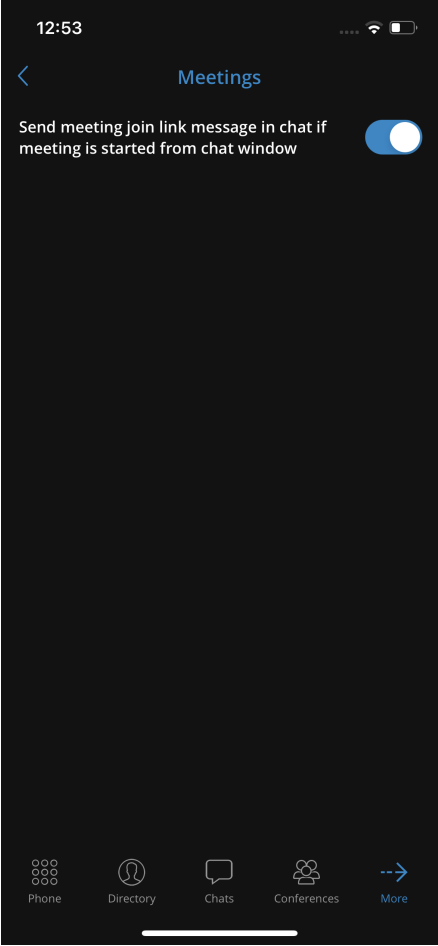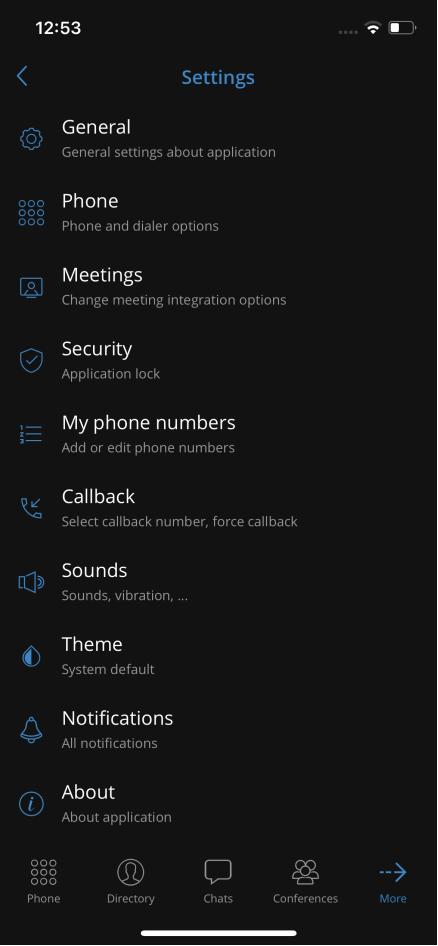
8.4. Meeting dashboard panel

The user has the ability to start/join/schedule a meeting from the dashboard. In the quick actions panel, there are 3 options available:

- Join Meeting
- Instant Meeting
- Schedule Meeting

8.5. Meeting settings

The user can change meeting integration options by pressing on the meeting screen in the settings. It is possible to enable/disable sending of the meeting link as a chat message if a meeting is started from the chat window.

Settings

General
General settings about application

Phone
Phone and dialer options

Meetings
Change meeting integration options

Security
Application lock

My phone numbers
Add or edit phone numbers

Callback
Select callback number, force callback

Sounds
Sounds, vibration, ...

Theme
System default

Notifications
All notifications

About
About application

Phone | Directory | Chats | Conferences | More

Meetings

Send meeting join link message in chat if meeting is started from chat window

Phone | Directory | Chats | Conferences | More

9. Chat

Chat is one of the main features of gloCOM GO 7.

Chat conversations are synced between all of the gloCOM apps.

Users can start a chat in two ways:

- Via chats item in the bottom menu and pressing on a + icon (one-to-one or group chat)
- Via user information display screen (one-to-one chat with the user you are previewing)
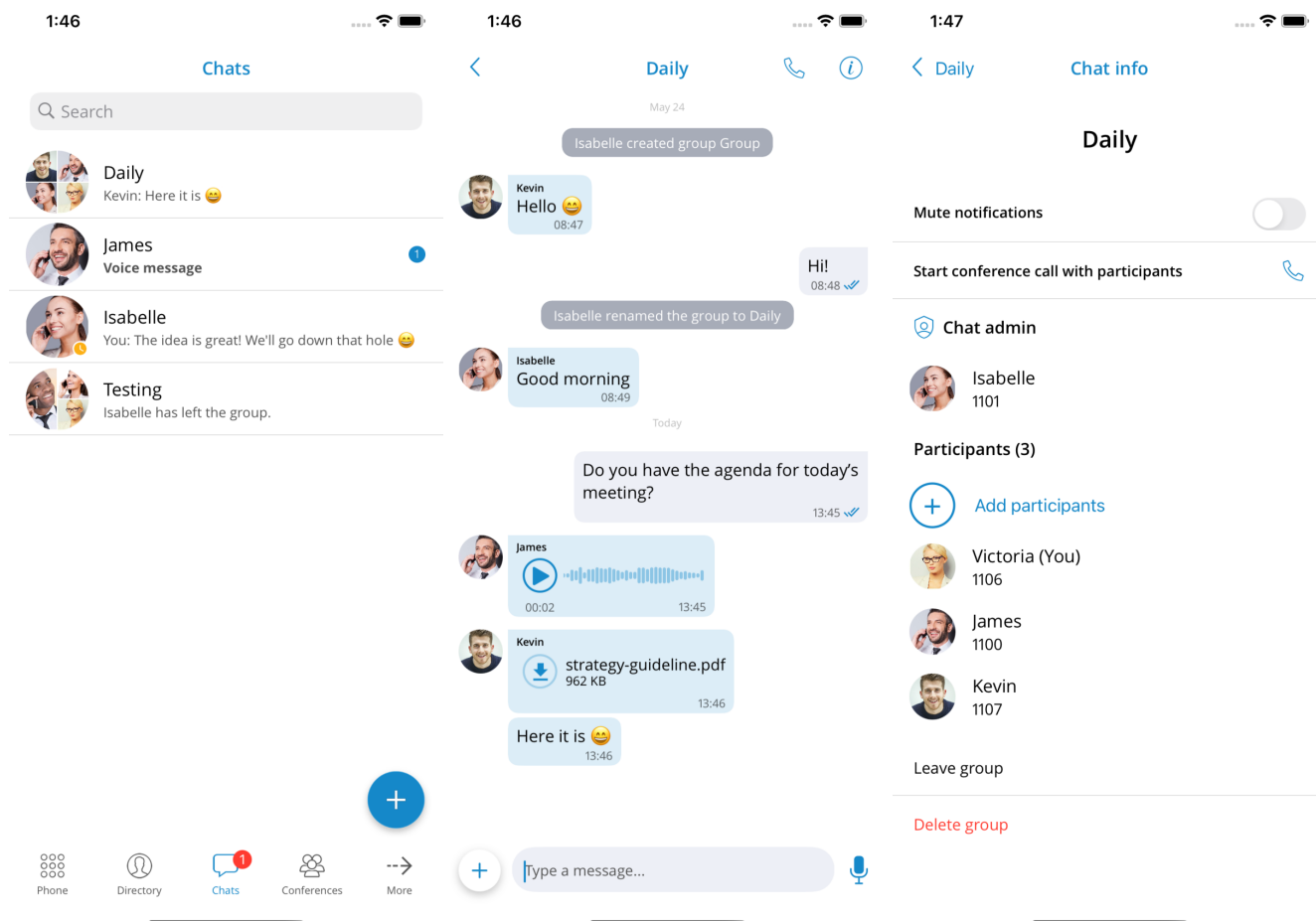
All chat sessions can be found in the **Chats** icon in the bottom menu with a number of unread messages for that chat session and the last message for that chat session.

Users can also search chats by pressing a search bar in the **Chats** feature. Chats can be searched by group or user name.

If a user does not have a chat session with another user, that other user will be displayed when the user searches for it in the **Chats** tab of the app. When the user presses on a user that he does not have the chat session, the chat session will be created, and the user can start chatting.

The total number of unread messages is always displayed on the bottom icon of the **Chats** section. This number reduces as the user reads the unseen messages.

When chat messages or sessions are syncing from the server, the app will display a yellow

indicator below the navigation bar. The app is fully synced with the server when the loading indicator disappears. If the user logs in with a mobile app for the first time, it could take seconds to sync the recent chat sessions.

If chat is not enabled for a user on the PBXware, then the app will not display the **Chats** module for that user.

Banner message to indicate that the chat server is down.

A yellow banner will be shown on the chat list and chat screens to indicate that the server is unavailable.

9.1. One-to-one chats

One-to-one chats are chat sessions between two participants that are users of one PBXware.

When users enter a chat on the bottom bar can type a message just like on any messaging app. It is also possible to send files with gloCOM GO 7. The default file size limit is 50 MB, which can be changed in PBXware.

On the navigation bar, users can see the name of the user they are chatting with and their Presence status. Pressing on the user's name displayed in the chat screen toolbar open a chat info screen. On the right, users can find the **Call** button which starts a call with the extension. There is also an **Additional options** button which offers three options: * **Ask for attention** (Sends a nudge to the selected user) * **Info** (Opens a screen containing chat information and options) * **Media and files** (Ability to filter chat session by files)

In the chat info screen, there is a **Start a meeting** option to start a meeting from the chat info screen. **Media & files** option which allows user to filter chat session by files, and an option to **Add participants**, this will create a new group chat with a clean history. Chat can also be deleted from the chat info screen. The deletion of the chat will only be visible to the user that deleted it.

The **Ask for Attention** button is a simple yet effective way to get someone's attention. When this button is pressed, the user will be presented with the confirmation dialog: "Are you sure you want to send nudge to the selected user?" with options **Yes** and **Cancel** where **Cancel** is the default option. The nudge can be sent every 30 seconds.

Chat can also be deleted from the chat info screen. The deletion of the chat will only be visible to the user that deleted it.

Screen 1 (16:18)

Ignacio Summers
Available

Join meeting with link https://meeting.communicator.net/webapp/?number=514124004
10:35

Join meeting with link https://meeting.communicator.net/webapp/?number=646124174
13:28

testset
15:14

Oct 26

Hello
14:16

I will start a meeting now
15:51

Hey
15:53

Ok, I'm waiting
15:53

Join meeting with link https://meeting.bicomsystems.com/webapp/?number=542102097
15:53

00:03   15:54

Type a message...

Screen 2 (16:18)

Ignacio Summers
Available

Info   ⓘ
Ask for attention   🔔
Media & files   🔍

Join meeting with link https://meeting.communicator.net/webapp/?number=646124174
13:28

testset
15:14

Oct 26

Hello
14:16

I will start a meeting now
15:51

Hey
15:53

Ok, I'm waiting
15:53

Join meeting with link https://meeting.bicomsystems.com/webapp/?number=542102097
15:53

00:03   15:54

Type a message...

Screen 3 (16:21)

Ignacio Summers
Available

Join meeting with link https://meeting.communicator.net/webapp/?number=514124004
10:35

Join meeting with link https://meeting.communicator.net/webapp/?number=646124174
13:28

testset
15:14

Oct 26

You have to wait 30 seconds
if you want to nudge again.

OK

Hey
15:53

Ok, I'm waiting
15:53

Join meeting with link https://meeting.bicomsystems.com/webapp/?number=542102097
15:53

00:03   15:54

Type a message...

Screen 4 (16:21)

Ignacio Summers
Available

Join meeting with link https://meeting.communicator.net/webapp/?number=514124004
10:35

Join meeting with link https://meeting.communicator.net/webapp/?number=646124174
13:28

testset
15:14

Oct 26

Ask for attention
Are you sure you want to send nudge
to the selected user?

Cancel   OK

Hey
15:53

Ok, I'm waiting
15:53

Join meeting with link https://meeting.bicomsystems.com/webapp/?number=542102097
15:53

00:03   15:54

Type a message...

Screen 5 (16:21)

< Back   Media & files
              Ignacio Summers

Oct 19

Screen_Recording_20231019_154138_...
0,6 MB
Ignacio Summers, 15:59

Sep 18

Screenshot_20230918_160335_One UI...
0,3 MB
Albert Redman, 16:04

Screenshot_20230918_160400_One UI...
0,1 MB
Albert Redman, 16:04

Screenshot_20230918_160342_One UI...
0,1 MB
Albert Redman, 16:04

Screen 6 (16:21)

< Back   Chat info

Start a meeting   👤

Participants (2)

(+) Add participants

Albert Redman (You)
1007

Ignacio Summers
1005

Delete chat

9.2. Group chats

Users can start a group chat by pressing a + icon on a **Chats** item in the bottom menu or by creating a new group chat from one-to-one chat on the chat info screen.

The group chat user interface is the same as for one-to-one chat. The **call** button has a different function, and in group chat, it will start a dynamic conference with group members. If there are more than 20 group members, calls will be disabled.

Group chats have events informing users that the chat name has been renamed or some users joined or left the chat.

In group chat conversations, it is possible to react to messages by clicking on a reaction button; however, this option is not available in one-to-one chat conversations.

The chat info screen for a group is different than a one-to-one chat info screen. On the chat info screen for a group, users can transform a standard group into a shared group, mute group notifications, start a conference, start a meeting, or filter chat session by files. Users can add more participants to the group, see all of the group participants, the group administrator also has an option to rename the group chat.

It is also possible to leave the group, meaning that the history of all messages until the user has left the group will be synced by client apps. Another possibility is to delete the group, and then the history will not be visible, and the group chat will be deleted for that user.

When pressing a chat participant in the chat info screen, users can view their user profile, call them or start a one-to-one chat. Group administrators also can assign participants as group administrators or remove them from the group chat.

When the group chat session is muted, users will not receive notifications (push and in-app) for that chat session. The mute option is synced between all users' devices.

A muted chat session will have a mute icon in the chats list indicating that the session is muted.
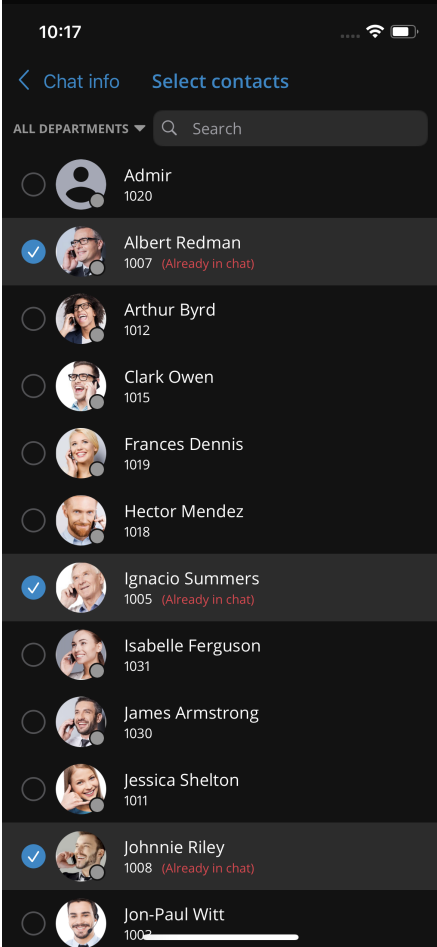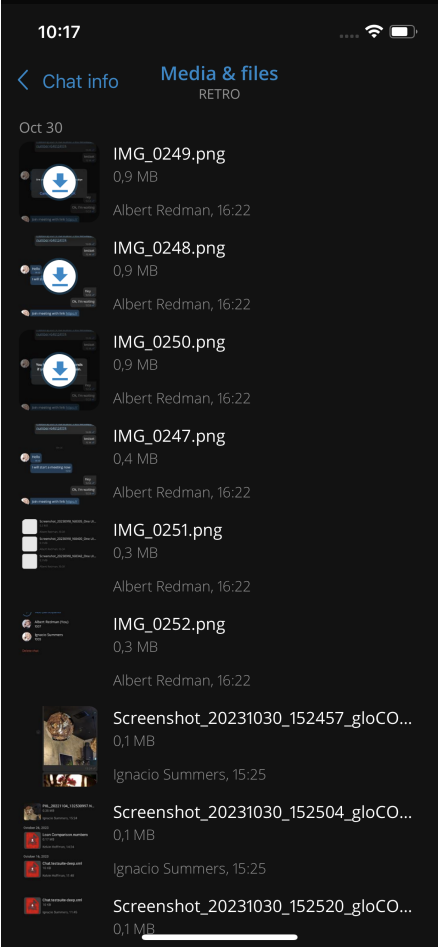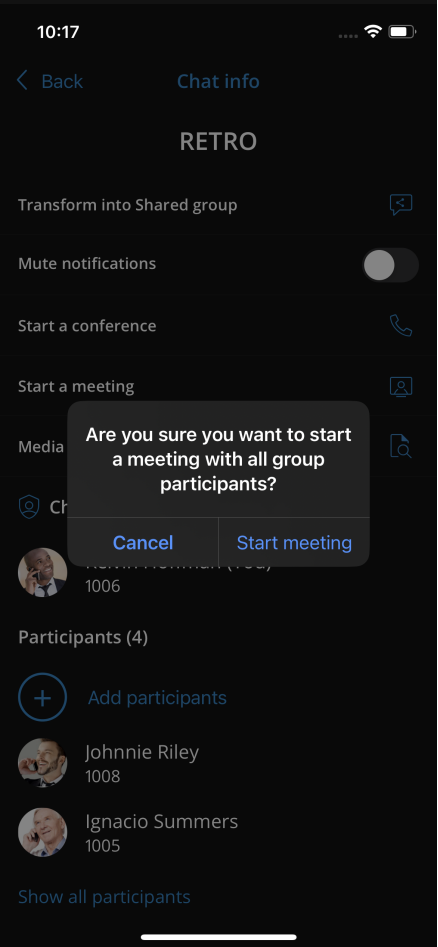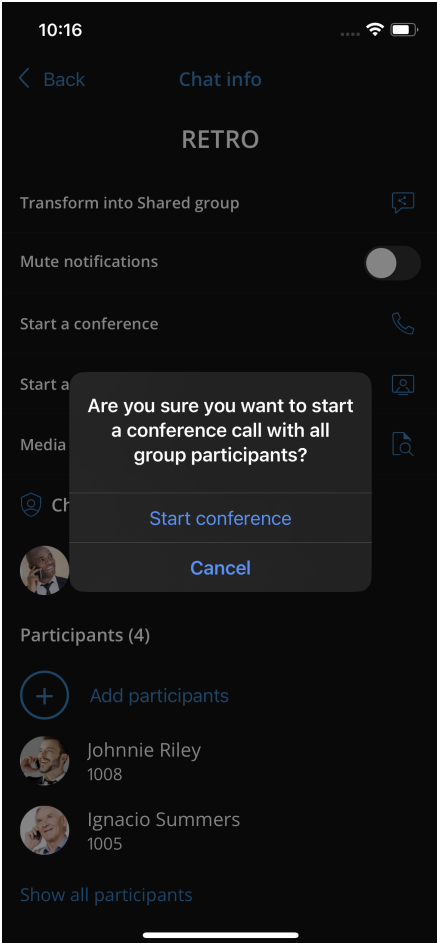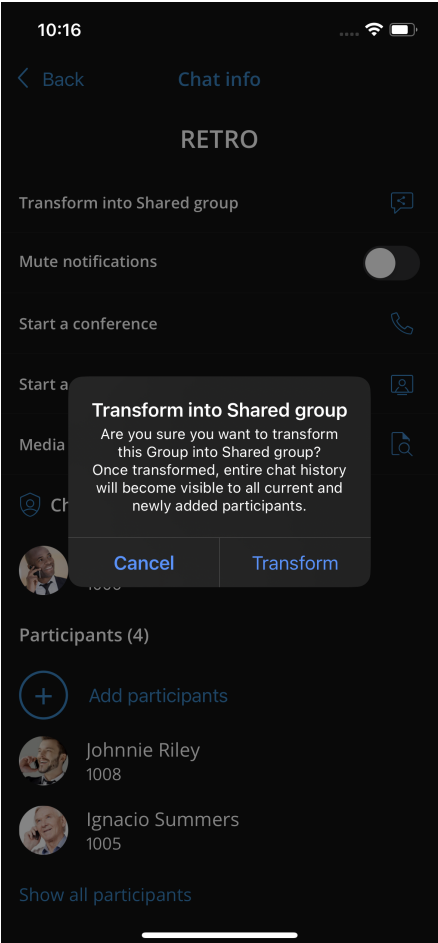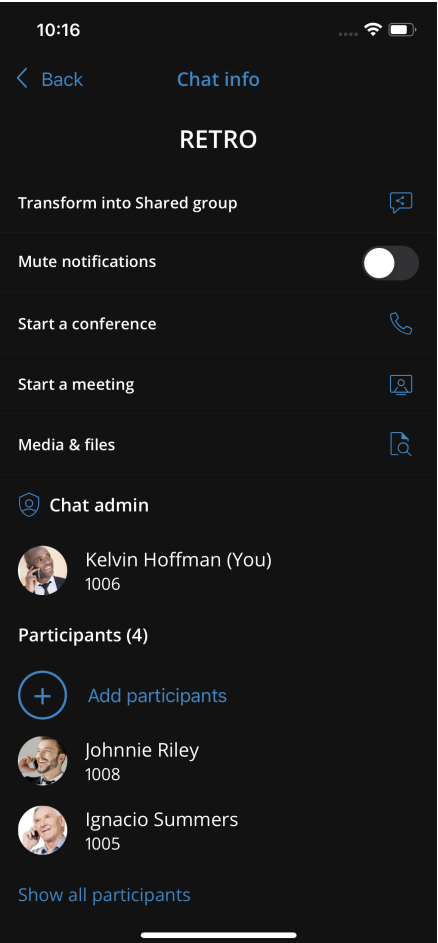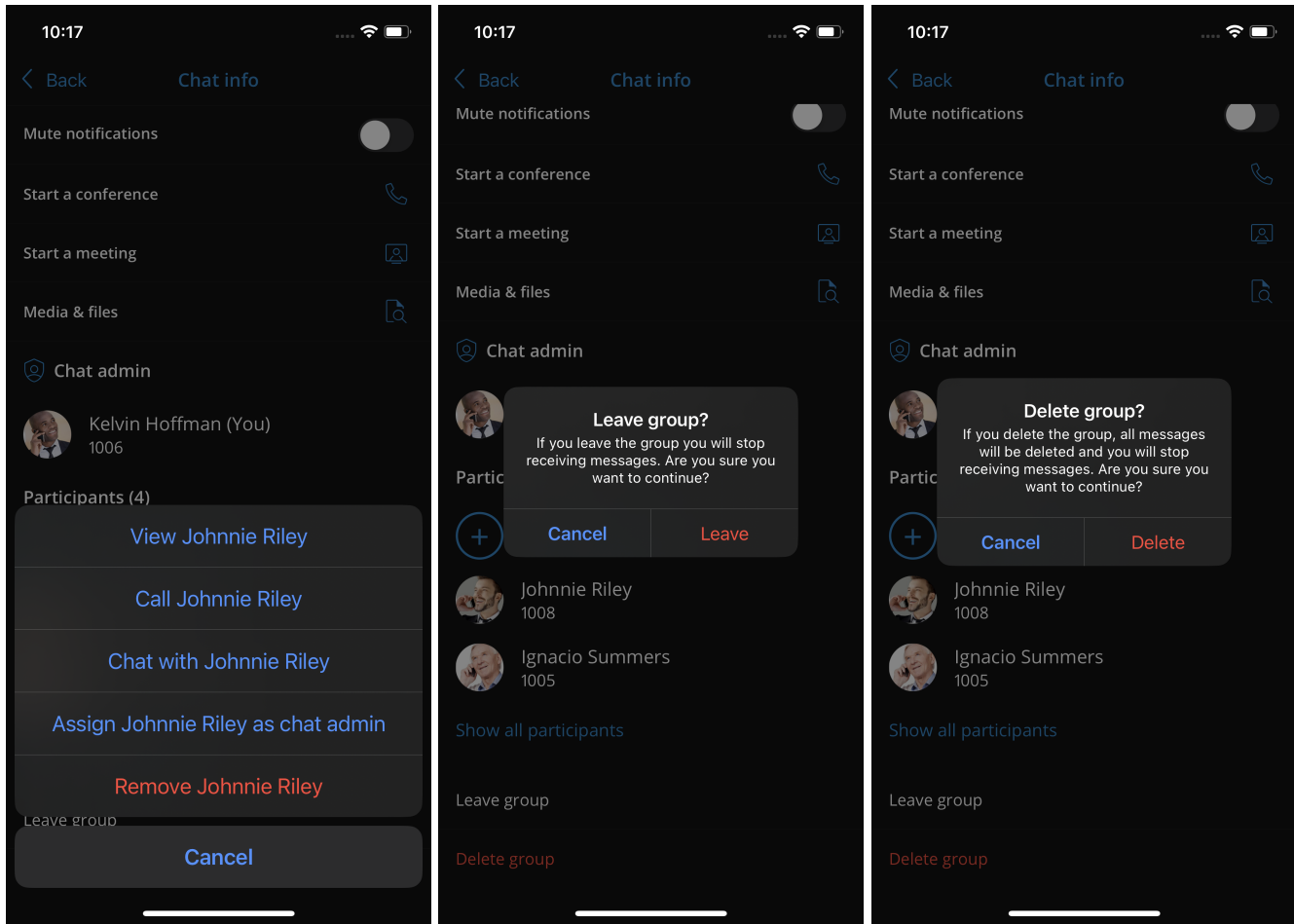
9.3. Shared Groups

Users can create a shared group in which all group history will be visible for newly added participants.

When creating a new group chat, the user can set the group name and enable **Shared group** option. Pressing on the info button next to the shared group option, a popup window will inform the user that the chat history will allways be visible to the newly added participants. Shared group can also be created by transforming a standard chat group into a shared chat group through the group chat info screen.
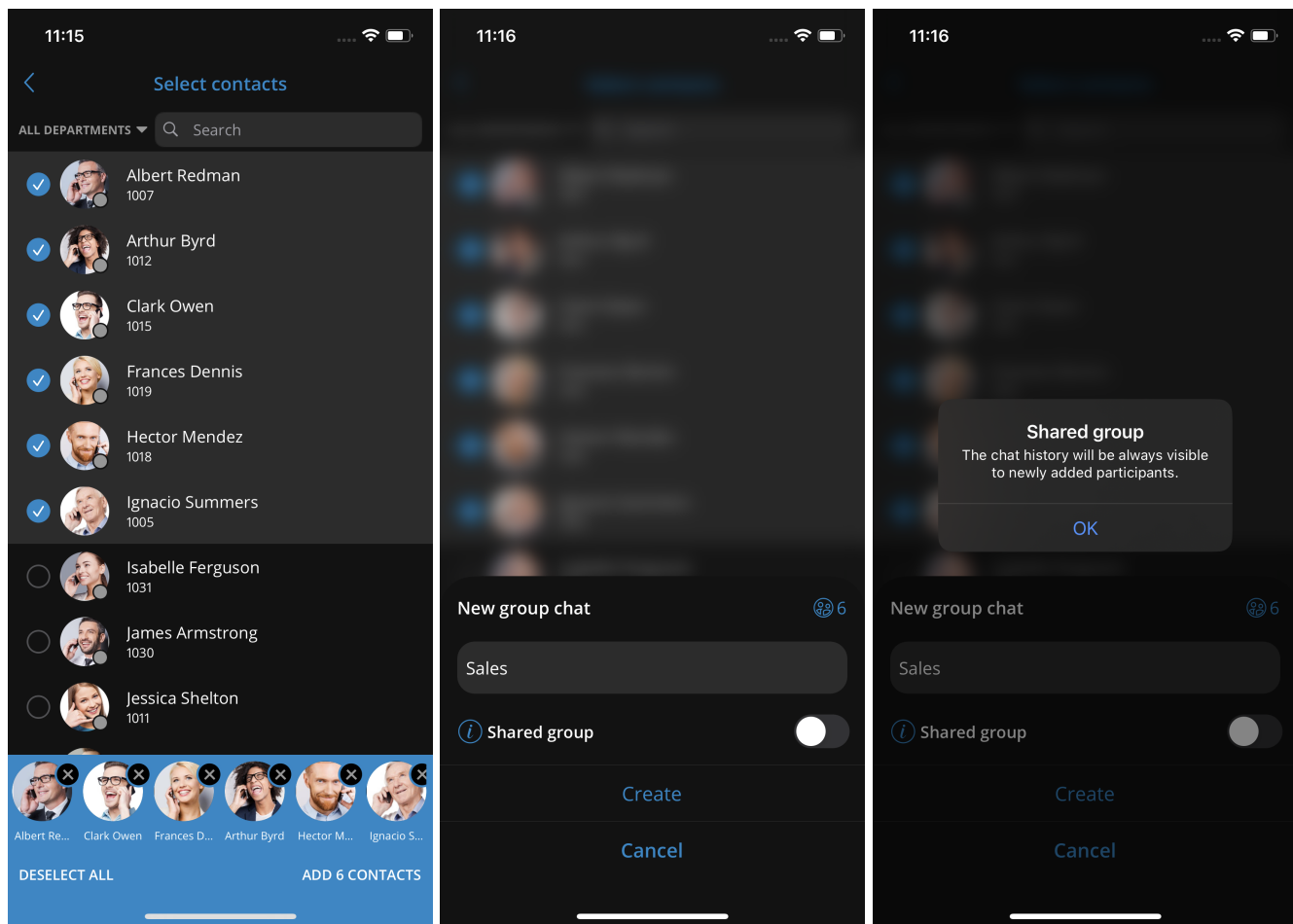
Every chat participant who is later added to that group chat will have access to all of the chat history since the Shared group was created.

Group chat info will indicate that the full chat history is visible to all new participants.

‹ Back   **Chat info**

Marketing Official

◀ Shared group   ⓘ

Mute notifications   ⬤

Start a conference   📞

Start a meeting   ▣

Media & files   ▤

🛡 Chat admin

Ignacio Summers
1005

Participants (6)

⊕   Add participants

Kelvin Hoffman (You)
1006

Nadine Brett
1001

Show all participants
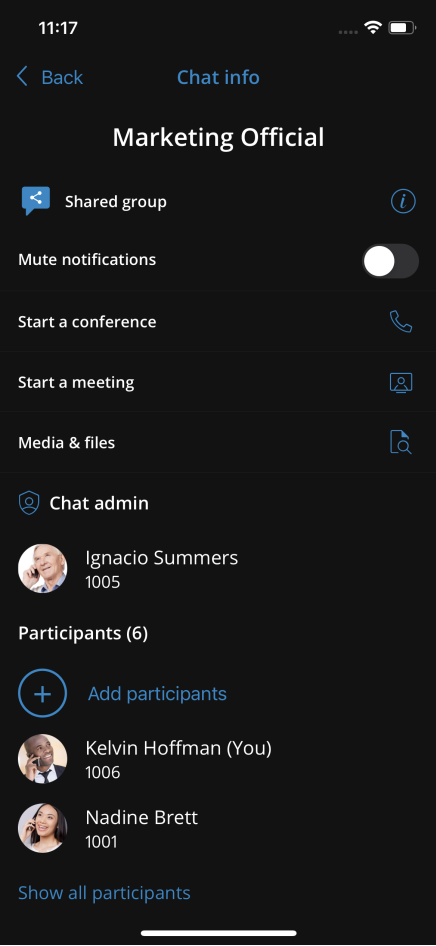
9.4. Reactions

In a group chat, reactions allow users to quickly react to a message using emojis. They serve as a non-intrusive way to acknowledge messages without the need for lengthy replies, keeping conversations efficient and focused.

There is a **reaction button** next to the each message in a group conversation, for sent messages, reaction button will be on the left side, for incoming messages, it will be on the right side.

Pressing the **reaction button** opens a **reaction dialog popup** where user can choose from 8 different reaction types. After selection, a **reaction dialog popup** will automatically close, and **reaction button** will now show the selected reaction type. It's possible to change a reaction by pressing the **reaction button** again, where the previously selected reaction will be highlighted.
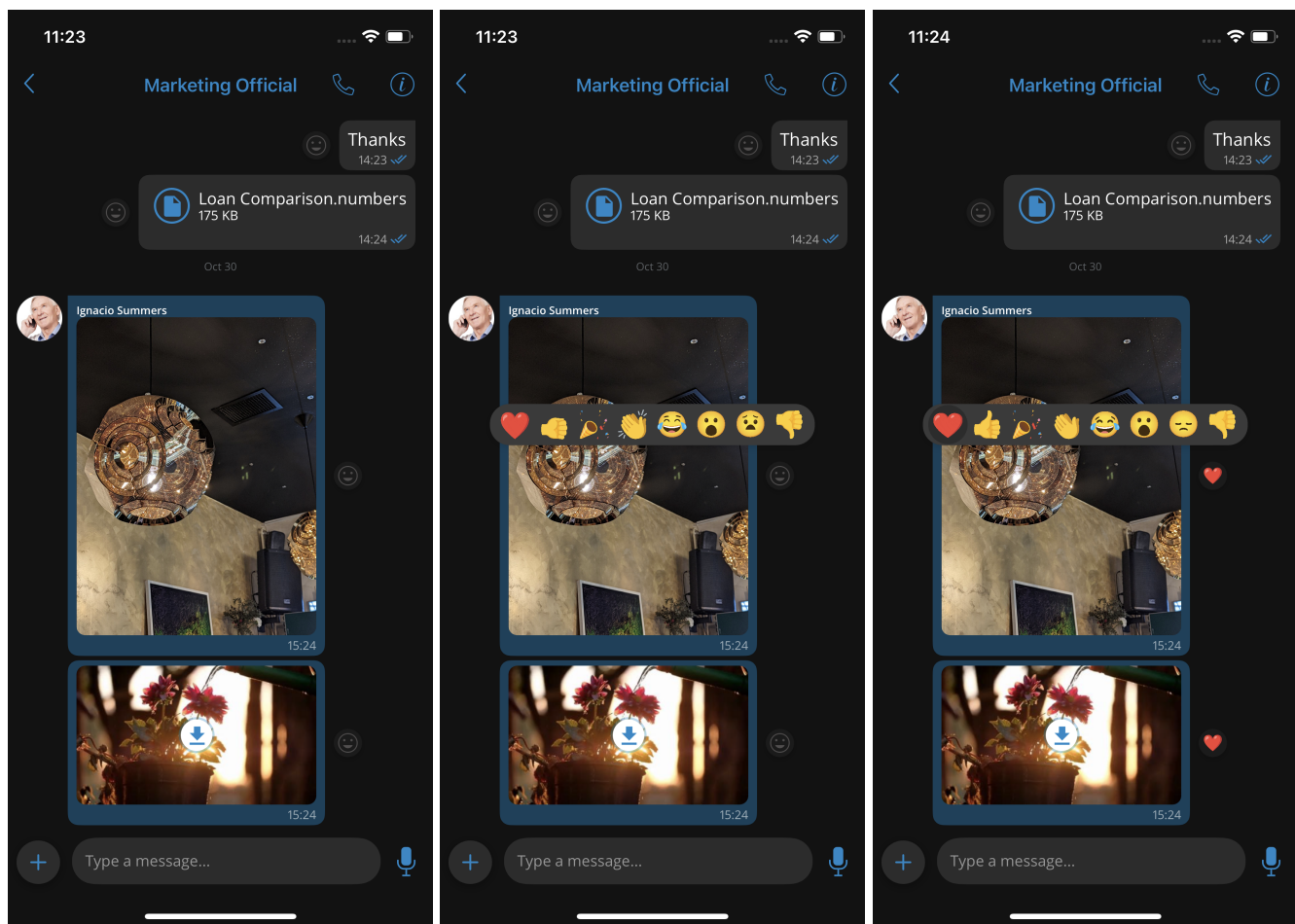
In case other group members reacted to a message, there will be an emoji of the last reaction and a **reaction counter** next to the **reaction button**.

Entering a **Message Info Screen** provides insight into all the types of reactions used for a given message, along with the number and list of members who have reacted.
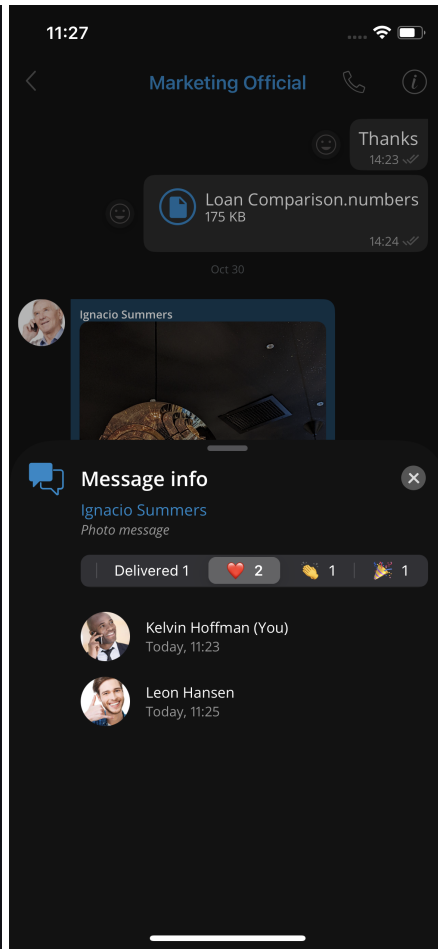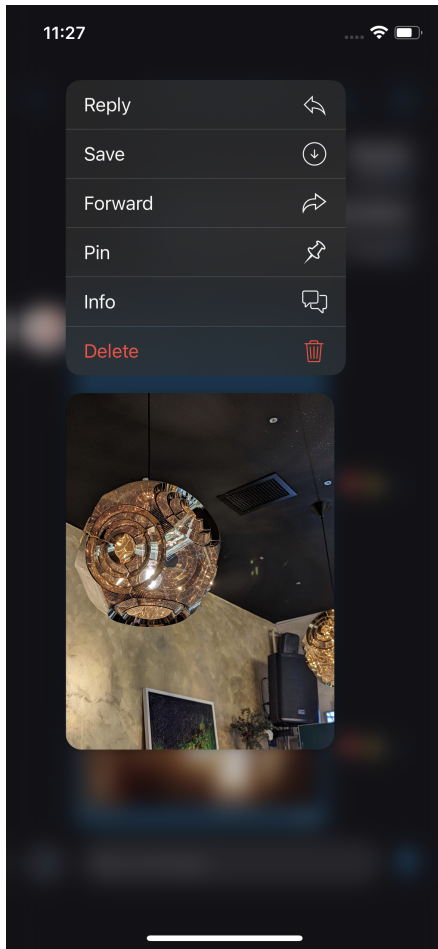
For every received reaction, the user will get a notification containing name of the user who reacted and a reaction type.

9.5. Mention

Mention is a great way to get someone's attention in a group chat conversation. Only group participants can be mentioned in a message. When being mentioned, the user will receive a push notification which will override any mute action that the user has set for the group. Mentions start with the **@** symbol followed by a name. When **@** symbol is typed in the input field, a drop-down menu will appear with a list of participants. The mention feature brings support for smart autocompletion based on user input.
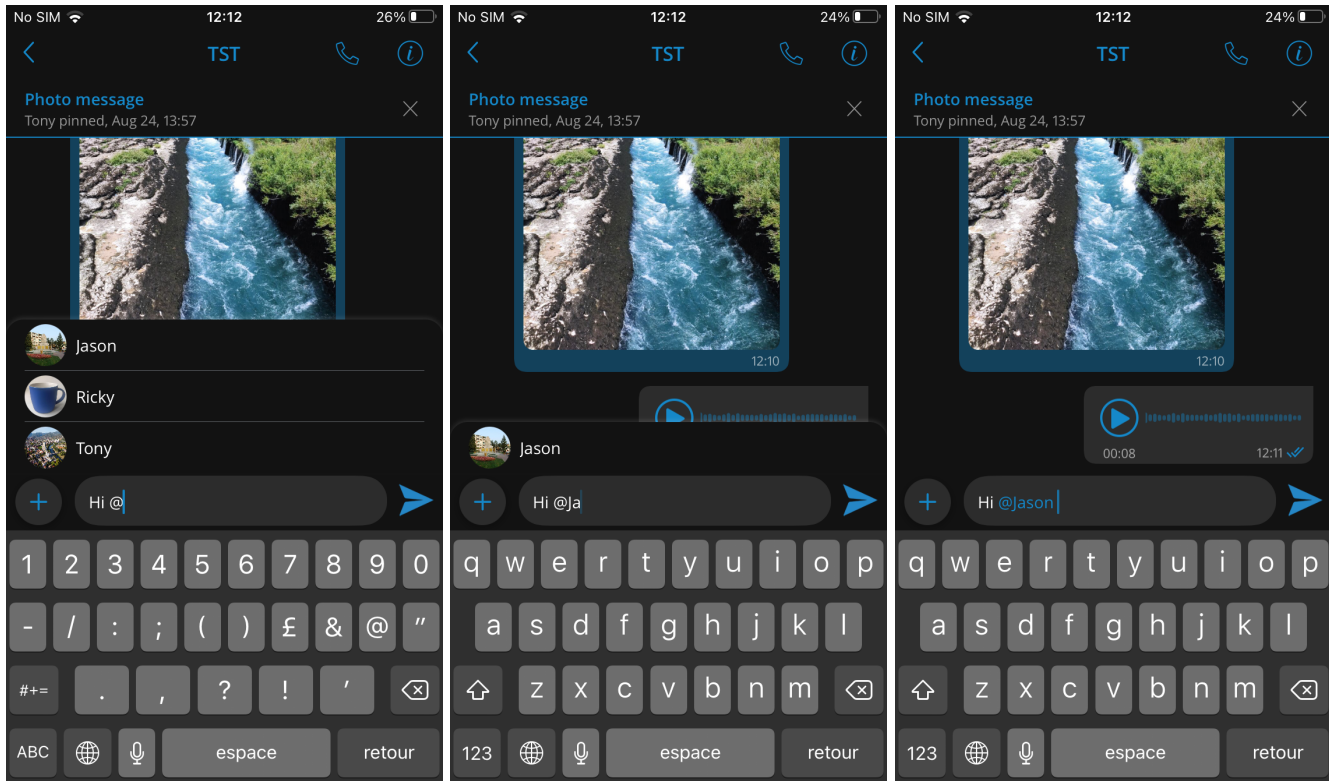
Pressing on a mention link has the same functionality as pressing on a user avatar inside a chat conversation.

9.6. Group Avatar images

Group avatar images feature generates an avatar for group chat conversations from the avatars of group participants so that users see some of the participants even from the chat list for a better user experience.

In group chat conversations, avatars are generated from random group participants that have an avatar. Depending on the number of participants in the group chat, avatars will be generated differently. When there are only 2 participants, the avatar is generated as a collage of 2 images one beside another. If there are 3 or more participants, the avatar is generated as a collage of 3 or 4 images.

In case when group participants from which the avatar is generated change (some of them left), or if their avatars have been changed, then the new group avatar is generated.

Testing
Isabelle has left the group.

Daily
James: Voice message
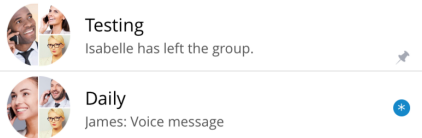
9.7. Chat message status info

Message info allows users to see delivery and seen reports for messages. The message info window can be accessed by long-pressing on a message and then selecting info in the context menu. The message info option is only available in group messages.

The message info window opens from the bottom of the screen and takes up a small portion of the screen. It is possible to expand the message info window to full screen by dragging the window up or collapse it by dragging the window down. The window can be closed either by tapping outside the message info window or by pressing the close button in the top right corner of the message info window.

The message info screen is arranged so that it shows the name of the person who sent the message, the content of the message and tabs. By selecting the seen tab user will see a list of users that have sent the seen report. The users will have their name and time, when they have sent the report, printed out. Respectively by selecting the delivered tab, user will see a similar list, but in this case, users that have sent the delivered report. In case any one of the tabs is empty, it will show an appropriate message. There are also reaction tabs If there are reactions to the message whose info screen is open, tabs with reaction types will be displayed. By selecting a specific reaction tab, a list of members who have reacted will be shown.

If the info window is opened on a device connected to an earlier version of the server, a message will appear in the message info window stating that the action is not supported.
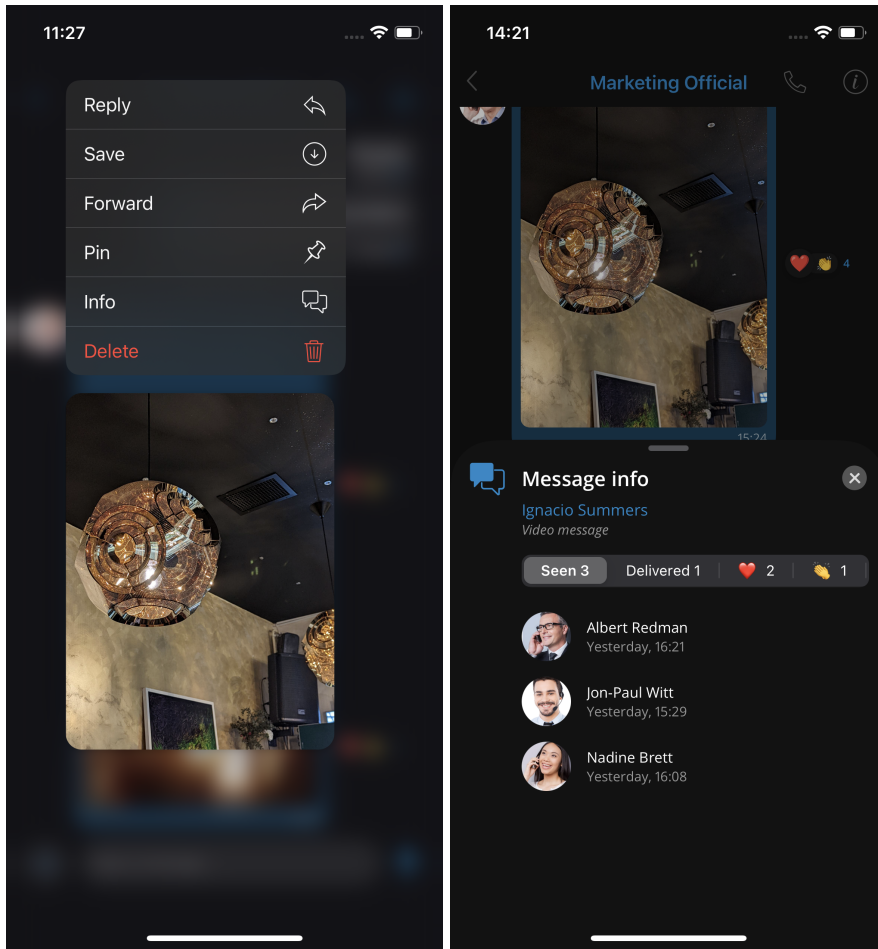
9.8. Admin transfer in group chat conversations

Admin transfer feature offers the chat admin to assign one of the group chat participants as a new admin of group conversation. Pressing on an active participant of the group chat, a dialogue will appear offering the current admin to assign the selected active group chat participant as a new admin.

One of the group chat participants can also request to become an admin of that chat conversation after the previous admin has left. Once the group chat admin leaves, chat info will indicate that there is no admin assigned to the group chat. The remaining group chat participants can request to become admin by pressing the Assign myself button in the chat info.

If this feature is not available on older servers, a notification message will appear, informing the user that this action is not yet supported and instructing them to contact their system administrator for more information.
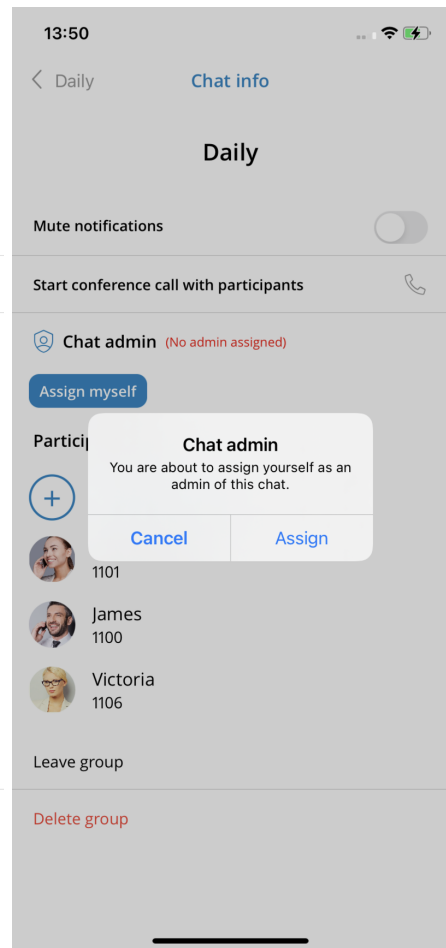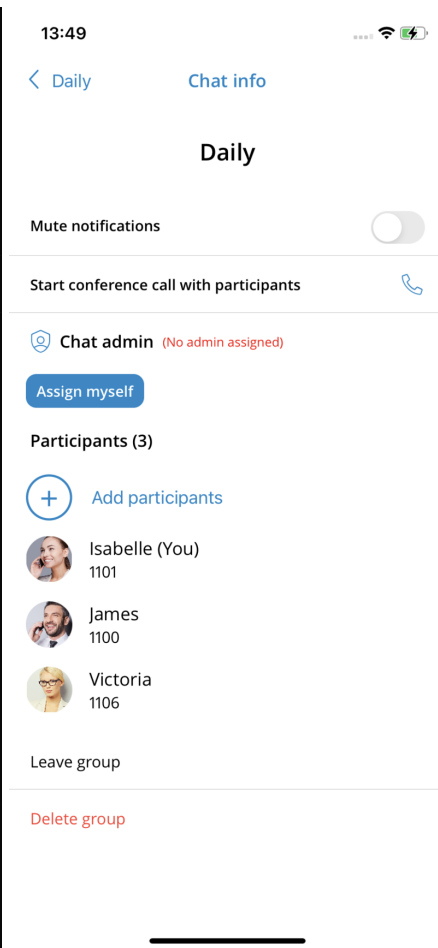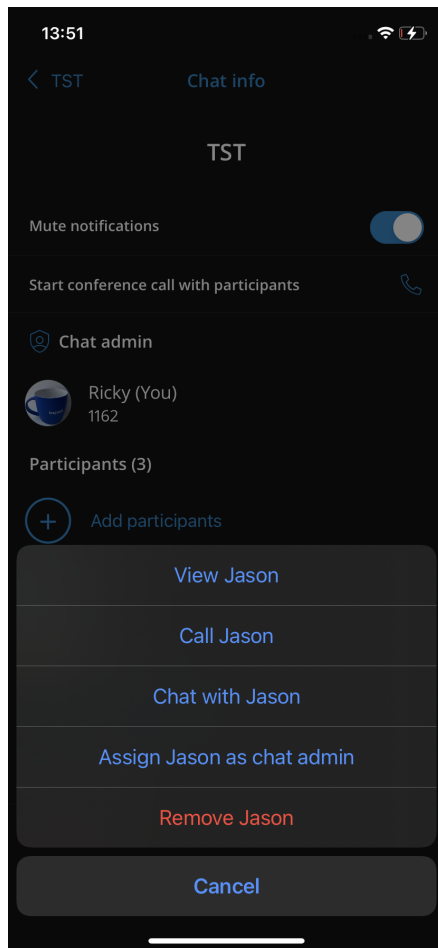
9.9. Draft messages

Unsent messages will be remembered inside the app as draft messages.

Users can safely close the app, go to another screen, and the message that they were composing will be saved.

9.10. Reply from notification

Users can reply directly to messages received via push notifications by long-pressing them and selecting "Reply". A keyboard with a text field will be displayed where users can enter and send a message. This feature can also be used with notifications received on Apple Watch. Messages sent with the reply from the notification feature are sent as reply messages.
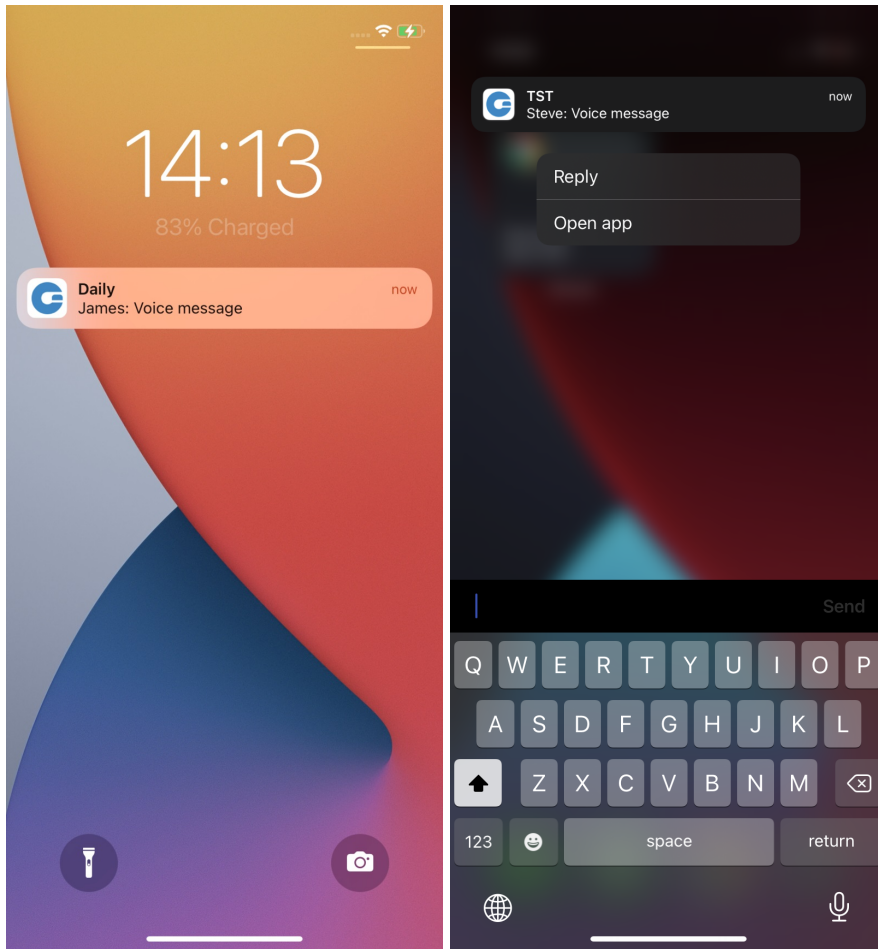
9.11. Mark Chat Conversation as Read/Unread

This feature offers a possibility to mark any conversation as Read/Unread. When choosing the conversation as Unread, the Unread indicator will be displayed for this conversation in the chats list screen.

With any action taken within that conversation, the Unread status will be removed. Also, opening that conversation or marking it as read will remove the unread indicator.

There is also an option to mark all conversations as read by clicking on the **additional options** button located in the upper left corner of the chat screen. Pressing on a **Mark all as read** will prompt a confirmation dialogue before marking all conversations as read.
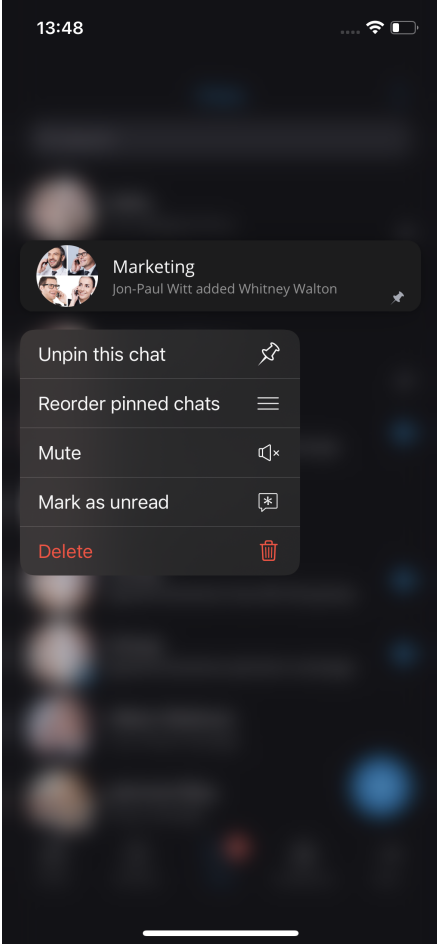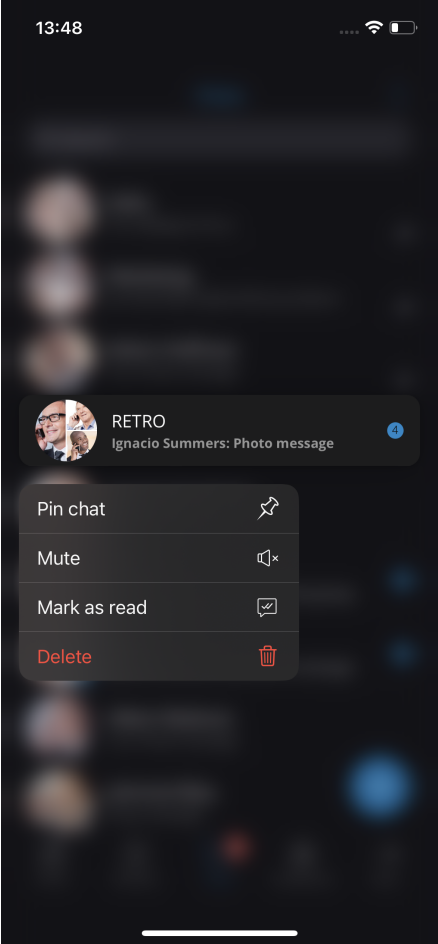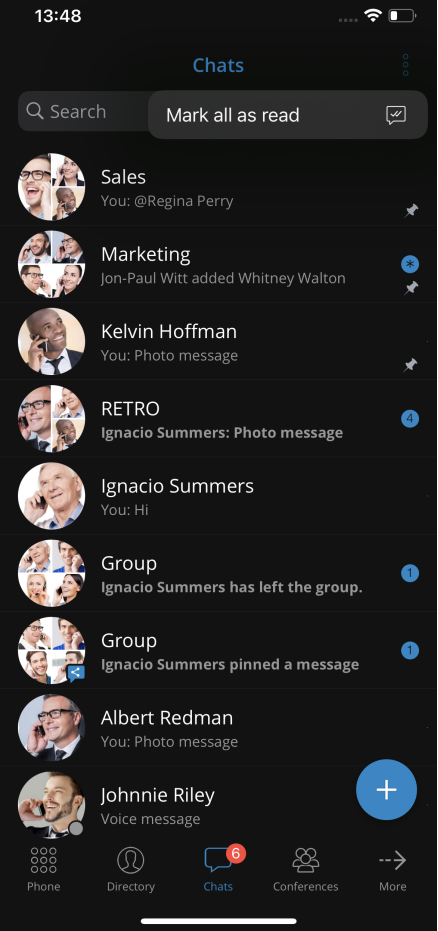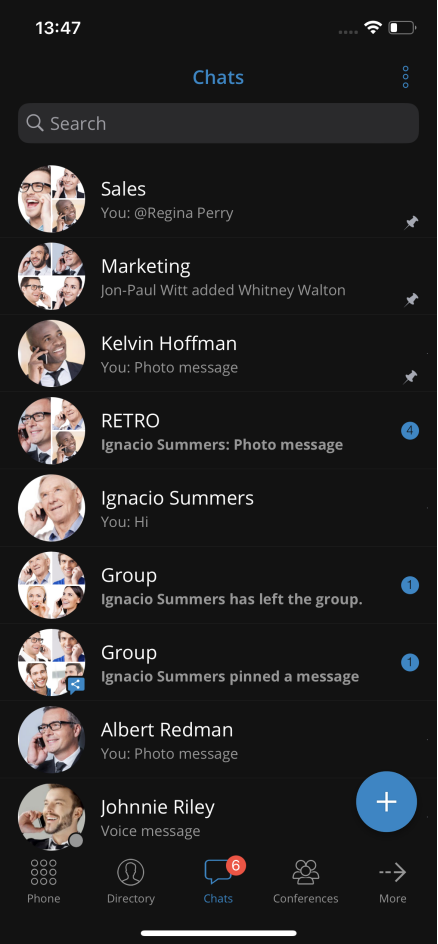
9.12. Ability to send messages to myself

Users can send a message to themselves in case they wish to keep notes or transfer some messages between gloCOM apps.

9.13. Typing indicators for single and group chat

Typing indicator at the bottom of the chat screen shows that someone is typing within the chat session.

In group chats, multiple participants can type simultaneously, so the notification will show a message: *3 participants are typing* (when 3 participants are typing simultaneously).

Users can also see when someone is typing a message from the chat list screen.
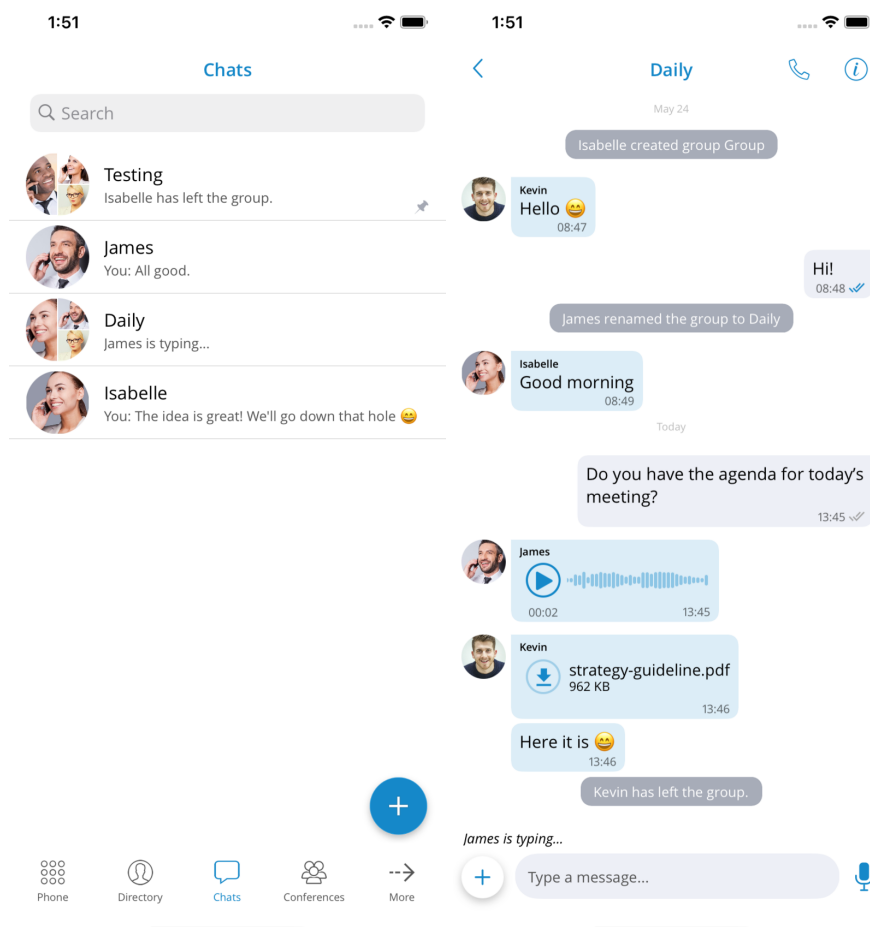
9.14. Remove user from the group chat session

This feature allows the group administrator to remove a participant from the group chat.

Once a participant is removed, all other participants receive a notification that this person is removed from the group, including the removed participant.

The removed participant can enter the group chat and view all messages until the moment of removal but will not be able to write, send files, or see new messages from other active

participants.

9.15. Messages

There are three types of messages:

- Text messages
- Voice messages
- File messages (photo, video, gif, pdf, zip, etc.)

Every message that is sent to the server has one of the three states:

- Sent (message is sent to the server)
- Delivered (message is delivered to the recipient)
- Seen (recipient has seen the message)
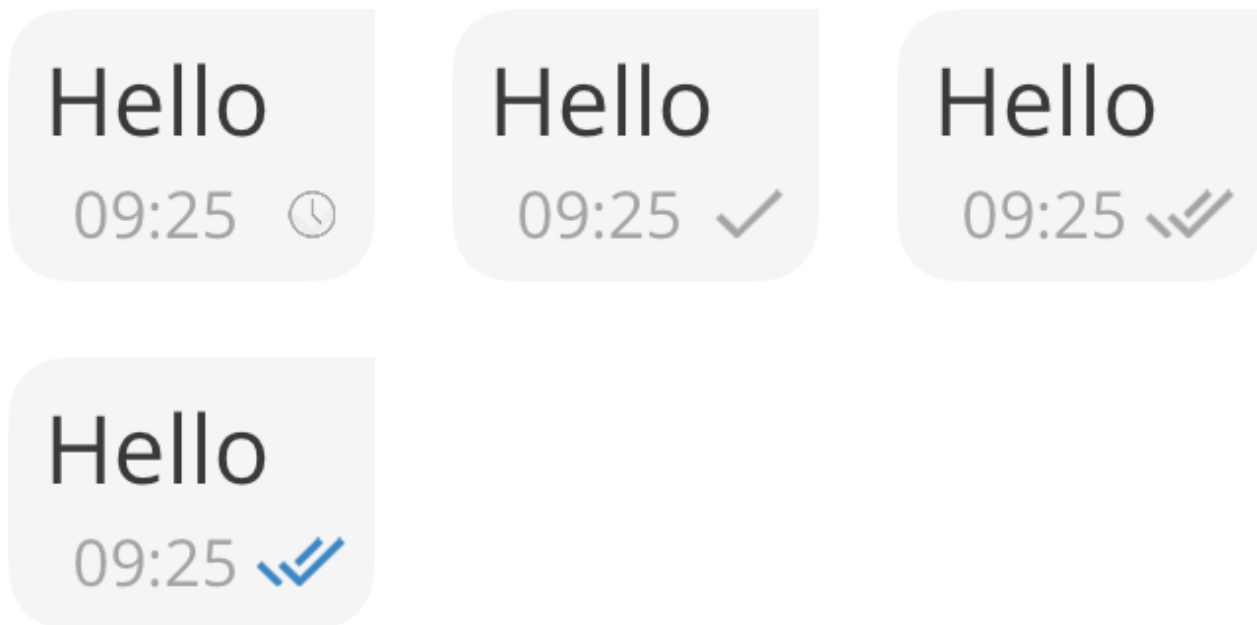
Messages can also be in the waiting or failed state, depending on network conditions.

If the text message contains a URL, users can press it to open it.

All waiting messages will try to be resent to the server on the next app start. Failed messages will not be automatically resent.

With a long press on a message, you can copy its contents.

9.16. Select Text

Users can copy only the portion of text messages by using the **Select Text** option that can be selected by long-pressing a text message and pressing on it in the context menu.
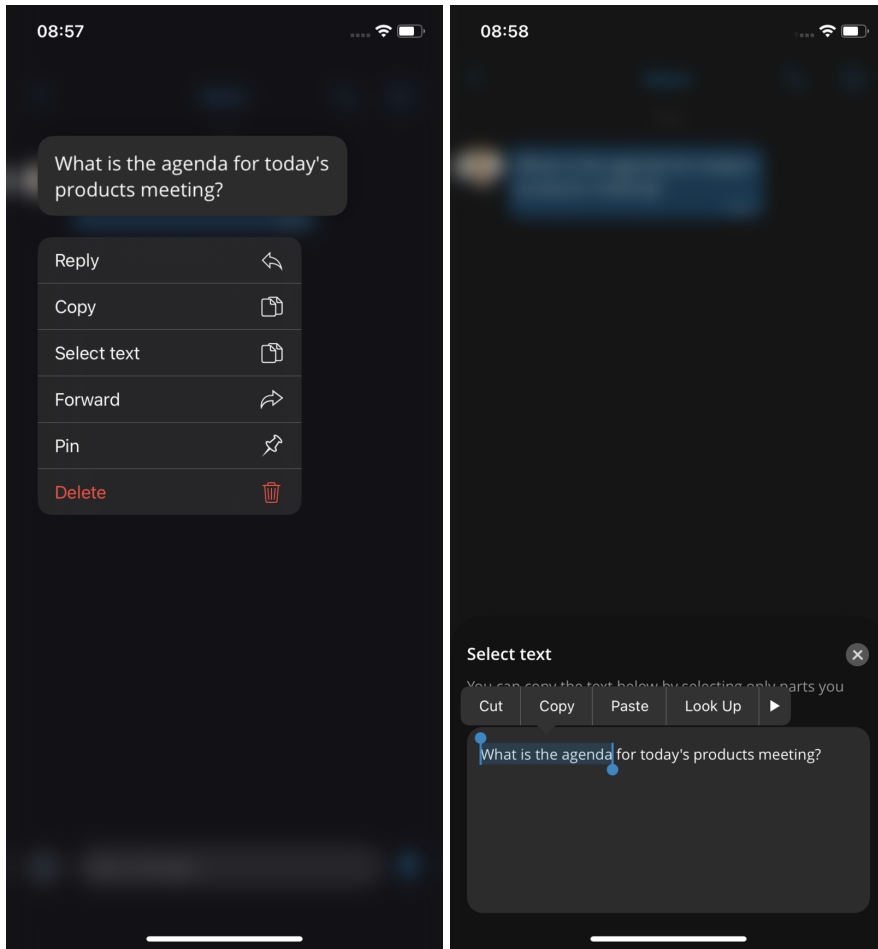
9.17. File messages

To send a photo or a video from the Gallery app, users can press the + button and then the **Gallery** icon on the chat screen. After the file has been selected, it will be compressed (to preserve bandwidth) and sent to the chat server.

To send any document, press the + button and then the **document** icon, which will open the document browser.

The progress of the uploads or downloads can be seen in the chat view. It is possible to cancel the transfer of the file message by pressing the **x** button.
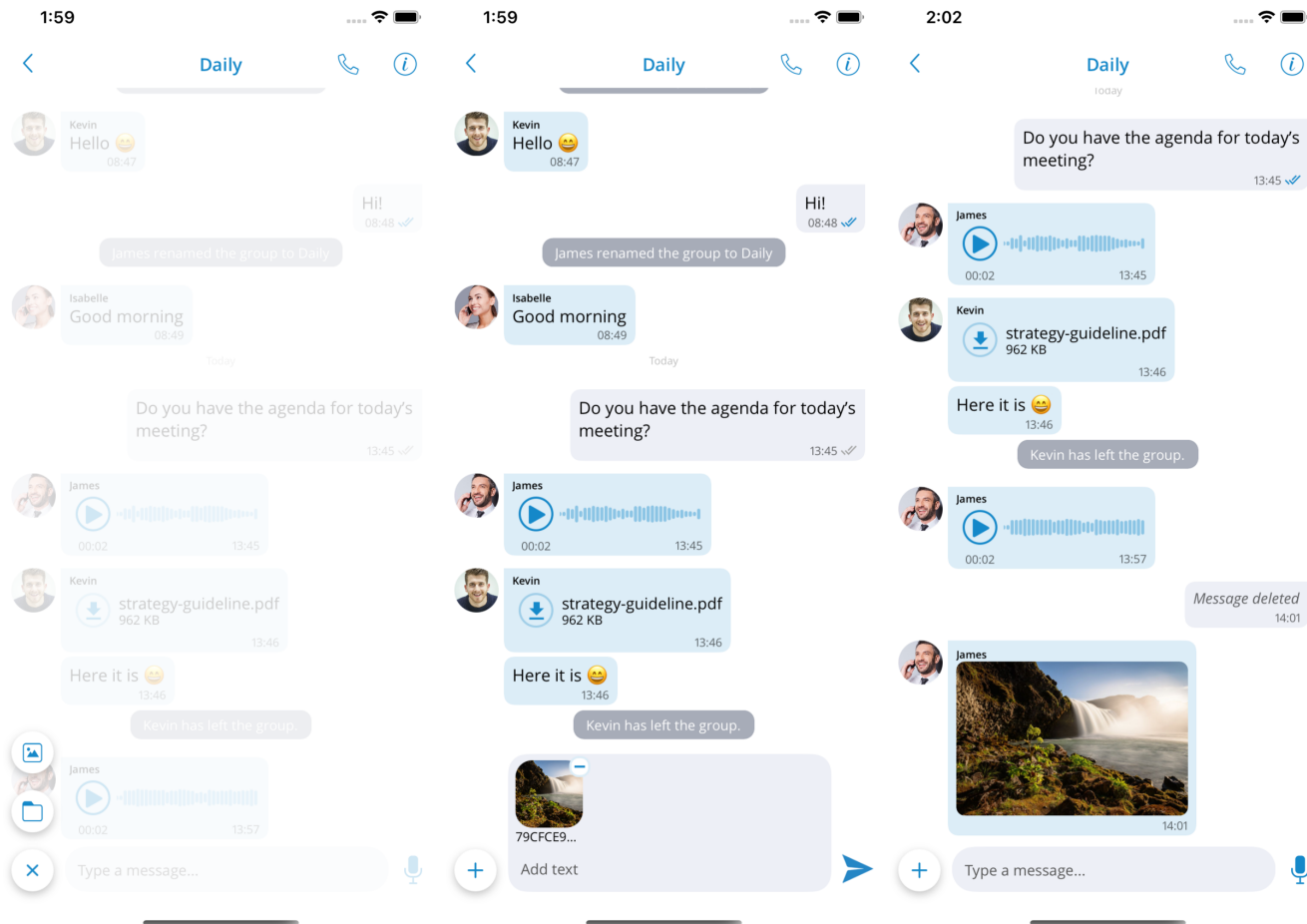
With a long press on a message that is a photo, GIF, or video, the user has an option to save a media file message to the native gallery.

Downloaded photos, videos, or documents will be saved to a local gallery or file system.

Files smaller than 500kB will be automatically downloaded if users are connected to WiFi and not to mobile data.

9.17.1. Ability to filter chat sessions by files

Users can filter chat sessions by files by navigating to the **Media & files** option inside the chat screen's additional menu. The **Media and files** list shows image thumbnails, file names, file sizes, sender names, and timestamps. Files are sorted by the date. Users can download or preview files inside the **Media & files** list by pressing on them.

Performing a long press on a file opens a popup menu with the following options:

- Forward
- Info (available in group conversations only)
- Delete

At the top-right corner, users will find a search option allowing them to enter text and search for files by their names.
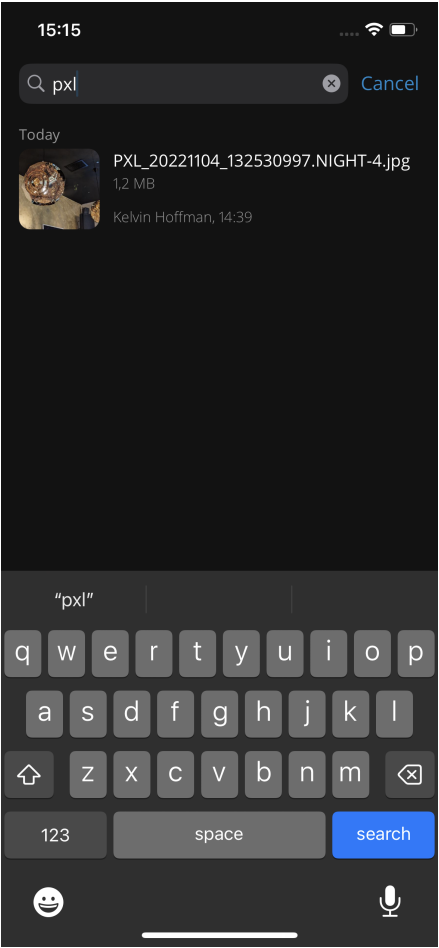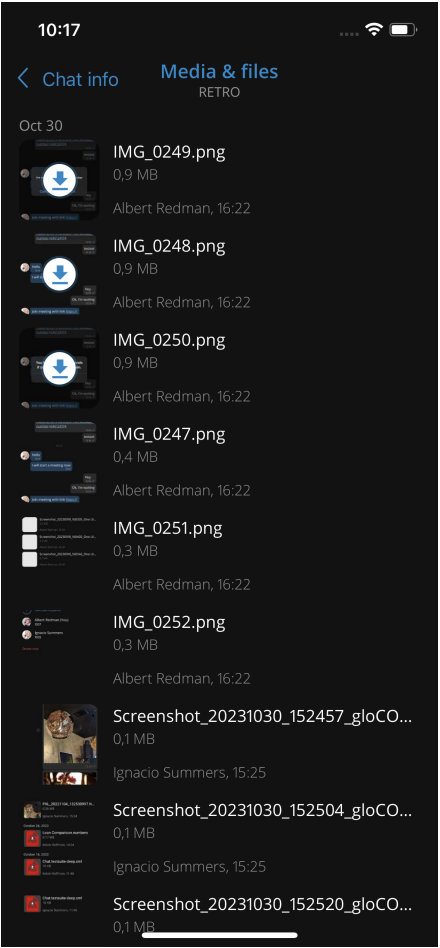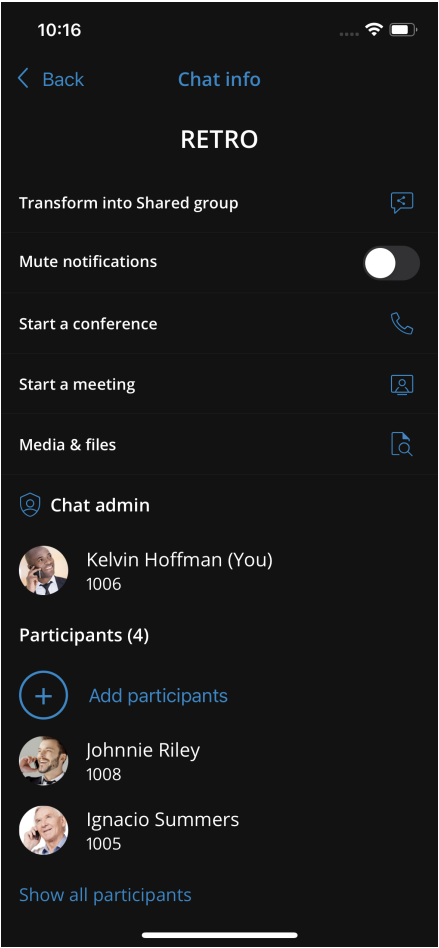
9.17.2. Send more than one file at once

When pressing the gallery or file explorer button a window will appear where the user can select multiple images or files.
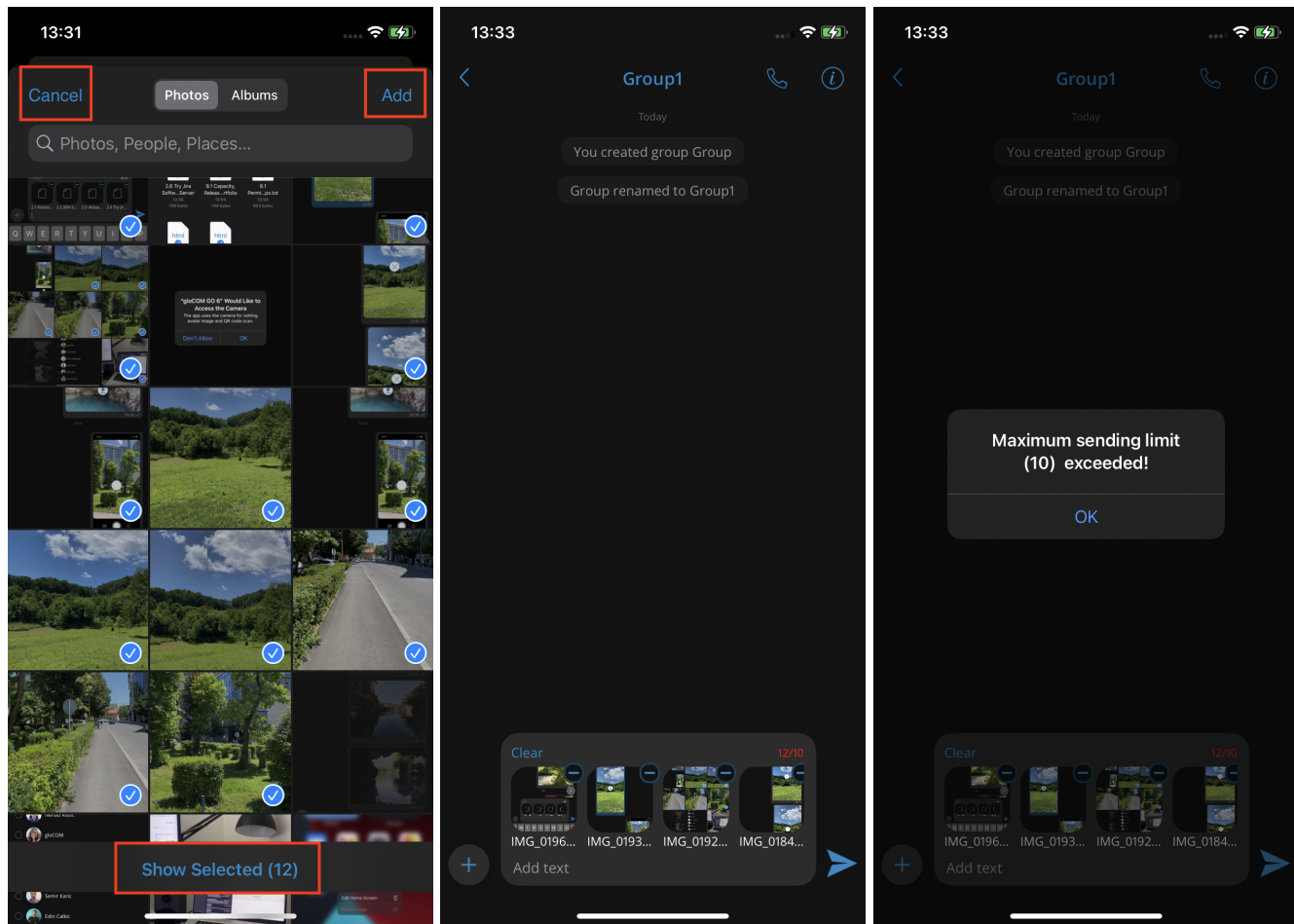
In the upper right corner, a button will allow the user to confirm the current selection. There is also a counter that shows how many files have been selected. After pressing the "Add" button the user will return to the chat screen and there will be a file counter above the type text field where the user can preview the selected images or files. The user can put multiple files in that preview but there will be a label with the limit on how many files can be sent. If the user exceeds the limit and tries to send, the system will prompt the user with a message that the limit has been exceeded. If at least three media files have been selected the preview will have a clear button in the top left corner. Pressing the button will clear all selected files in the preview.

9.17.3. Chat media preview screen with orientation support

User has an option to rotate the screen on chat media preview screen. Chat media preview screen can be opened by pressing on any downloaded file message.

9.17.4. Take pictures and videos with camera inside chat conversation

In addition to sending media files from the gallery, there is an option to take a photo or record a video inside the chat conversation screen to give users a better chat experience. By pressing a **+** button, the user has an option to press on the **camera** button that opens a camera screen to take a photo or record a video. After taking a photo or recording a video, the user can choose whether to save the file to the gallery, discard it or send it in the chat.
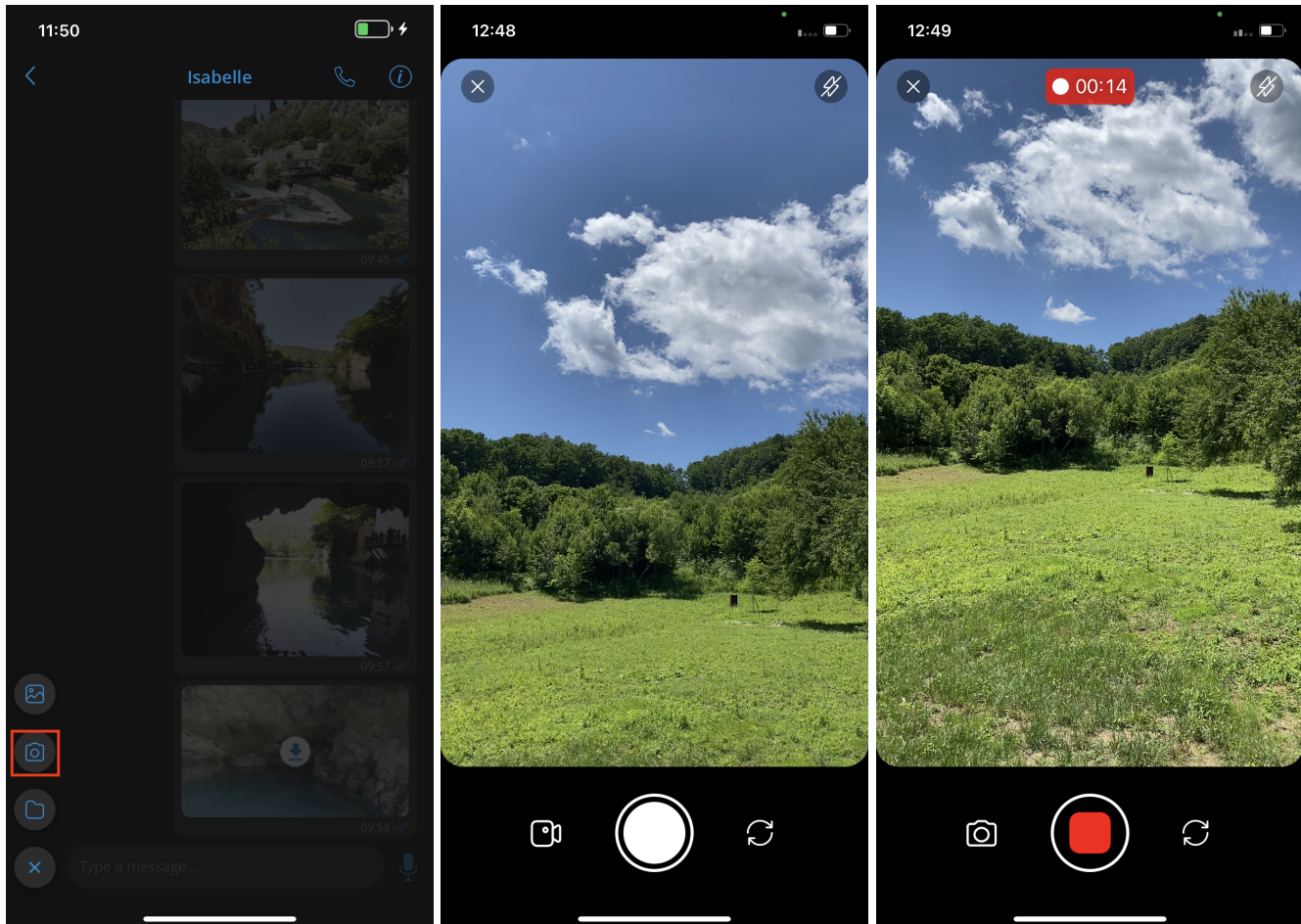
9.18. Chat voice messages

gloCOM GO 7 users can send a chat voice message when they cannot type. The maximum duration of the recorded chat voice message is 2 minutes.

An automatic screen lock will be disabled during the recording of the voice message. While recording, if the back button or the screen lock is pressed intentionally, or if the user switches to another app, an active chat voice recording will be canceled.

When listening to the recorded voice message, if the user goes back to the chat list, the recording playback will be stopped.

During playback of received chat voice message, the user will have visible control buttons in the notifications even when switching to another app, because of media player integration. This offers users the flexibility to still listen to the playback, even when switching to another app, or home screen.

Screen 1 (1:59)

Kevin
Hello 😊
08:47

Hi!
08:48 ✓✓

James renamed the group to Daily

Isabelle
Good morning
08:49

Today

Do you have the agenda for today's meeting?
13:45 ✓✓

James
▶ 00:02 13:45

Kevin
⬇ strategy-guideline.pdf
962 KB
13:46

Here it is 😄
13:46

Kevin has left the group.

James
▶ 00:02 13:57

Type a message...

Screen 2 (2:02)

Today

Do you have the agenda for today's meeting?
13:45 ✓✓

James
▶ 00:02 13:45

Kevin
⬇ strategy-guideline.pdf
962 KB
13:46

Here it is 😄
13:46

Kevin has left the group.

James
▶ 00:02 13:57

Message deleted
14:01

James
[image]
14:01

00:05 ⏺ ⏹

Screen 3 (2:02)

Today

Do you have the agenda for today's meeting?
13:45 ✓✓

James
▶ 00:02 13:45

Kevin
⬇ strategy-guideline.pdf
962 KB
13:46

Here it is 😄
13:46

Kevin has left the group.

James
▶ 00:02 13:57

Message deleted
14:01

James
[image]
14:01

🗑 ▶ 00:08 ➤

Screen 4 (2:02)

Today

Do you have the agenda for today's meeting?
13:45 ✓✓

James
▶ 00:02 13:45

Kevin
⬇ strategy-guideline.pdf
962 KB
13:46

Here it is 😄
13:46

Kevin has left the group.

James
▶ 00:02 13:57

Message deleted
14:01

James
[image]
14:01

🗑 ⏸ 00:01 ➤

Screen 5 (2:02)

13:45 ✓✓

James
▶ 00:02 13:45

Kevin
⬇ strategy-guideline.pdf
962 KB
13:46

Here it is 😄
13:46

Kevin has left the group.

James
▶ 00:02 13:57

Message deleted
14:01

James
[image]
14:01

▶ 00:08 14:02 ✓✓

Type a message...

Screen 6 (2:02)

13:45 ✓✓

James
▶ 00:02 13:45

Kevin
⬇ strategy-guideline.pdf
962 KB
13:46

Here it is 😄
13:46

Kevin has left the group.

James
▶ 00:02 13:57

Message deleted
14:01

James
[image]
14:01

⏸ 00:02 14:02 ✓✓

Type a message...

77

9.19. Forward chat messages

Users can forward the message or file up to 10 conversations/contacts at the same time.

By long-pressing on the message, a menu will appear with an option to forward the message.

After pressing the forward option, a chat picker will open, and users can choose which contacts they wish to forward the message to.
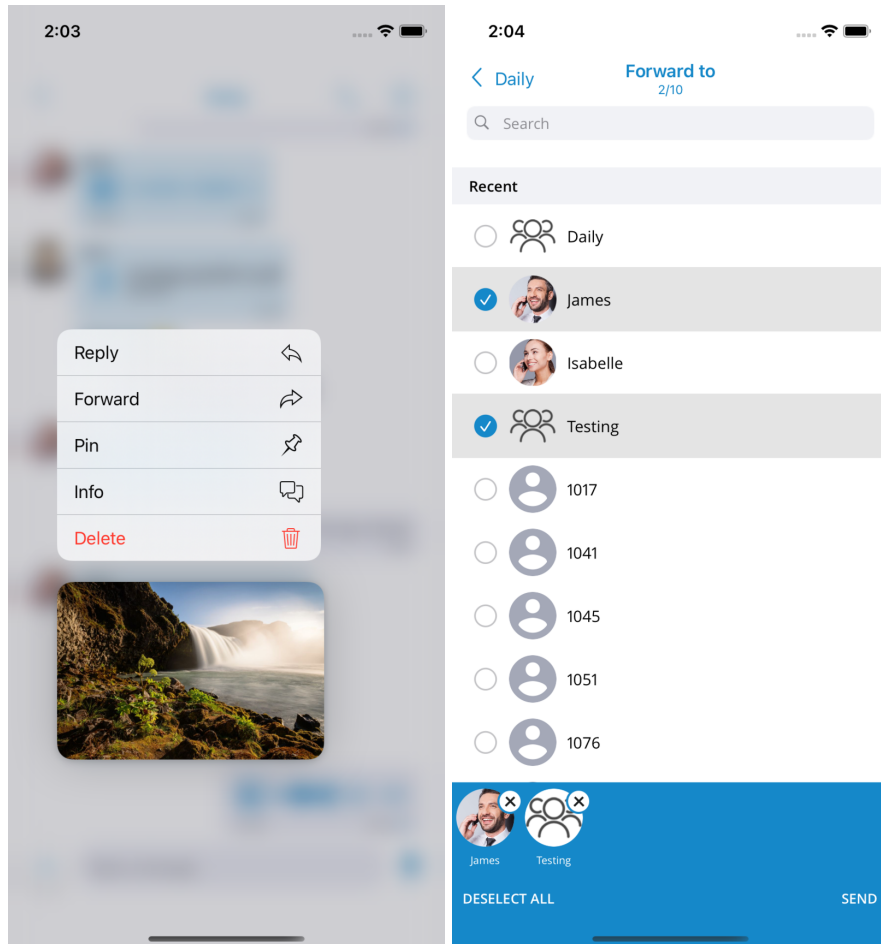
9.20. Chat messages reply mode

The reply option allows users to reply to a specific message. To reply to a message, users need to long-press on the message they wish to reply to and select the **reply** option from the menu.

As a result, the message to which the user wants to reply will appear above the message input field. Another way to reply is to swipe right on the message the user wishes to reply to.

Pressing on the reply part of the message in the chat will take the user to the original message.
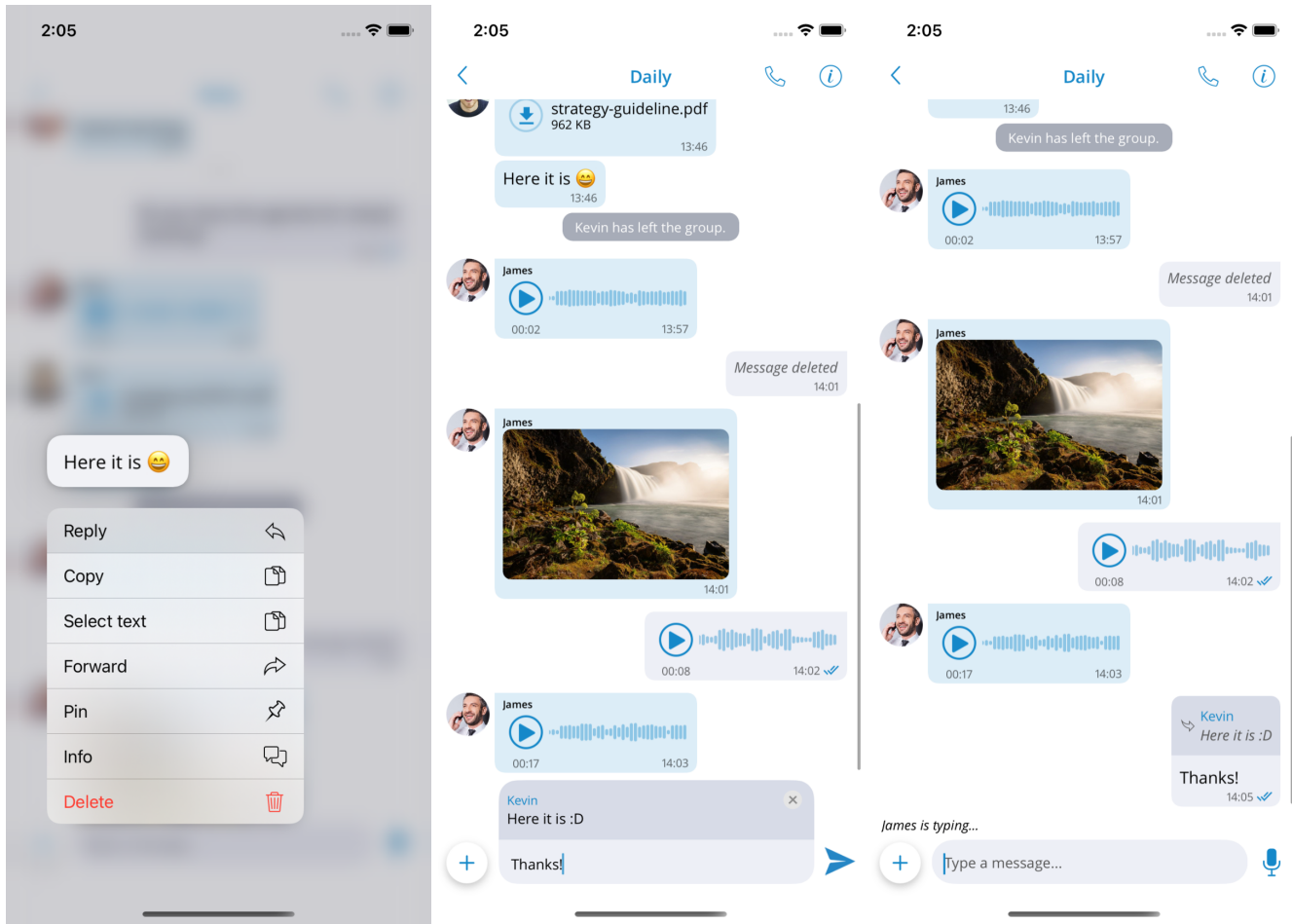
9.21. Pin messages for single and group sessions

All messages in single and group conversations can be pinned. Pinned messages are synchronized across all of gloCOM apps. Users can long-press a message and select the **Pin** option on the menu to pin a message.

After pinning the message, the pinned message indicator will show at the top of the screen, and by pressing on that indicator, users can scroll to the message that is pinned. Pressing the **x** button on the pinned message indicator will unpin that message.

2:06

strategy-guideline.pdf
962 KB

Reply ↩
Forward ↪
Pin 📌
Info 💬
Delete 🗑

2:07

Reply ↩
Forward ↪
Pin 📌
Info 💬
Delete 🗑

2:07

‹ Daily ☎ ⓘ

Voice message ✕
You pinned, Today, 2:07 PM

James
14:01

00:08 14:02 ✓✓

James
00:17 14:03

Kevin
Here it is :D
Thanks!
14:05 ✓✓

Victoria
Voice message
James
Ok
14:05

1

You pinned a message

+ Type a message... 🎤

2:07

‹ Daily ☎ ⓘ

Voice message ✕
You pinned, Today, 2:07 PM

James
14:01

00:08 14:02 ✓✓

James
00:17 14:03

Kevin
Here it is :D
Thanks!
14:05 ✓✓

Pinned message will be removed for all users. Are you sure you want to unpin this message?

Yes

No

9.22. Delete Chat Messages

This option allows users to delete chat messages. To delete the desired message, long press on the message and select **delete** from the menu.

After pressing the delete action, the confirmation dialog will show up with two options for outgoing messages:

- **Delete for myself** with the following sub-content: **"This message will be deleted only for you. Other chat members will still be able to see it. Are you sure you want to proceed?"**

- **Delete for everyone** will automatically delete the message for all participants without additional confirmation dialogue.

For incoming messages, there is only one option:

- **Delete for myself** with the following sub-content: **"This message will be deleted only for you. Other chat members will still be able to see it. Are you sure you want to proceed?"**

After deleting the message, the message interface will be displayed with the *deleted message* indicator.
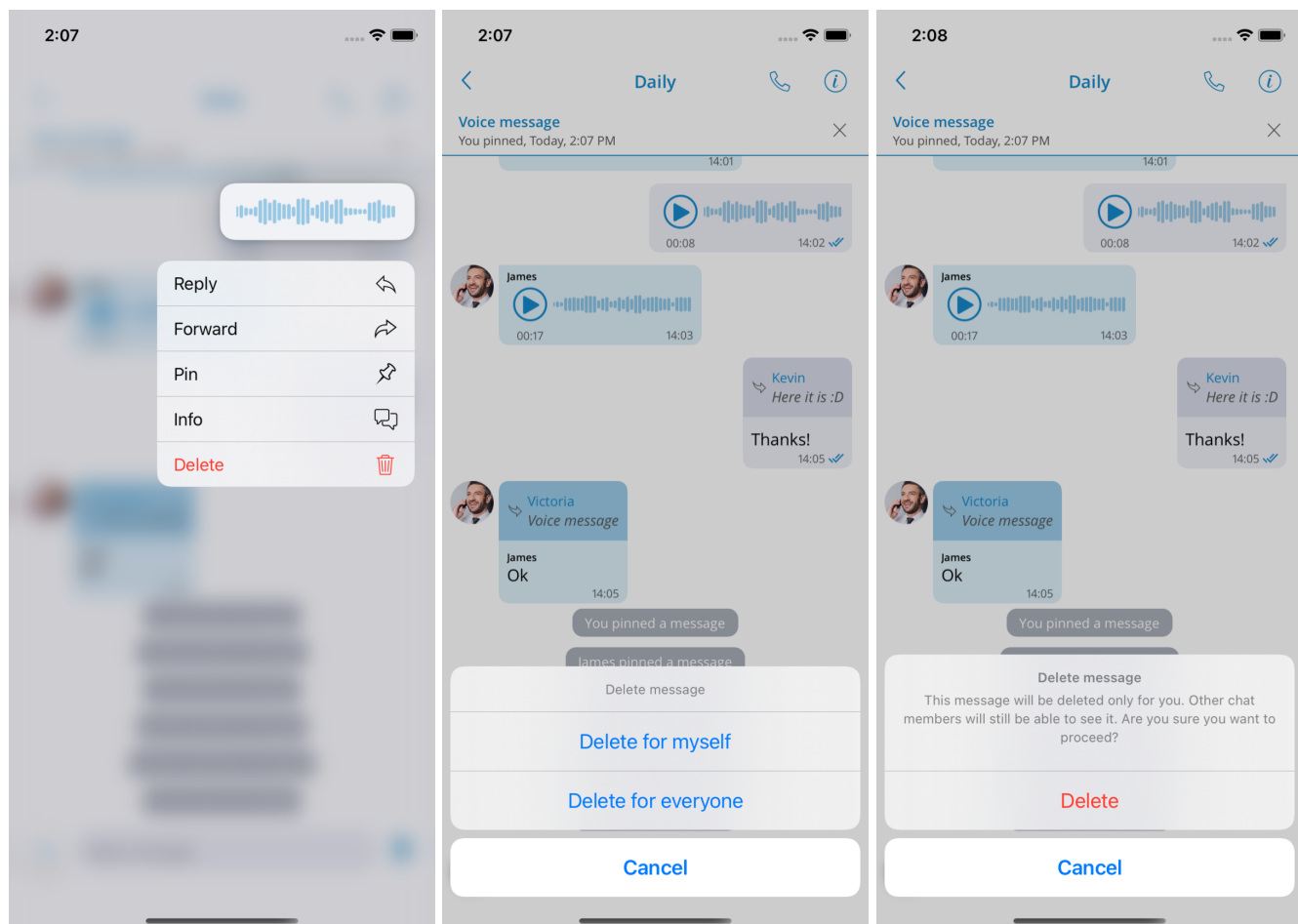
9.23. Share files and text from other apps

Share files and text from other apps to gloCOM GO 7, by simply selecting gloCOM GO 7 in the system's share dialog.

App chat picker will open with recent chats where users can select multiple chats that will receive the file or text.
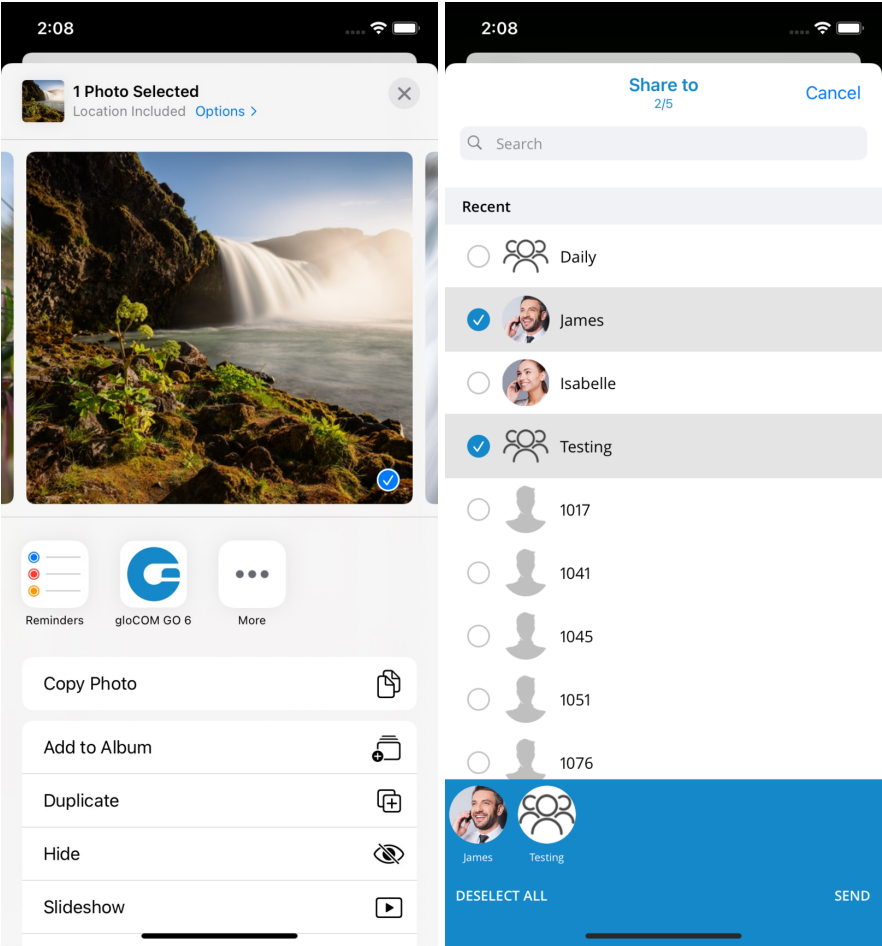
9.24. Contact share from other apps

gloCOM GO 7 users have an ability to share contact details from phonebook or any other application to gloCOM GO 7. Contact sharing displays contact data as a chat message to the selected gloCOM GO 7 user.
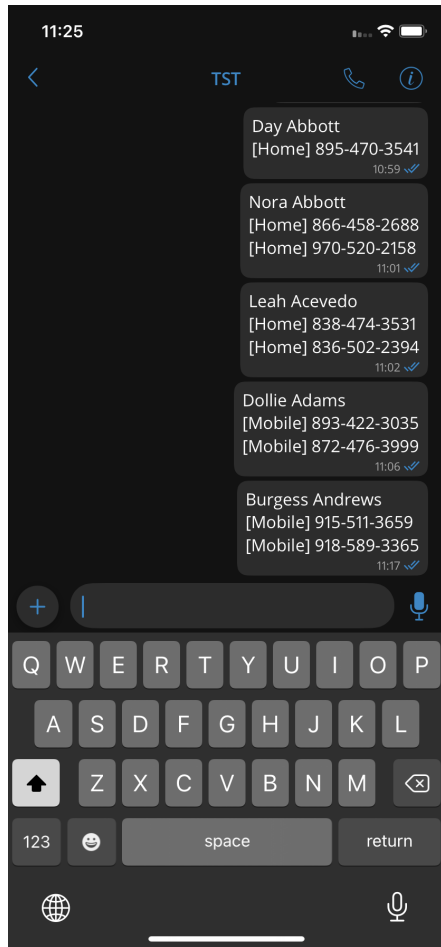
9.25. Quick actions for chats on chats list

Users can perform multiple actions for chats by long pressing on the chat in the chats list screen:

- **Pin -** Pins or unpins the chat sessions
- **Reorder pinned chats -** Opens a new screen that will allow users to reorder pinned chats
- **Mute -** Mutes or unmutes the group chat session
- **Delete -** Deletes the chat session

9.26. Pin chat sessions

gloCOM GO 7 allows users to pin their most essential and frequently used chat sessions to the top of the chat list screen.

This will help users find groups or contacts they chat with most often quickly.

When users long press on the chat session they wish to pin, a menu will open with the option to

pin or **unpin** the chat session.

Once the chat session is pinned, it will be moved to the top of the screen and remain there even when users receive new messages from chats that are not pinned.
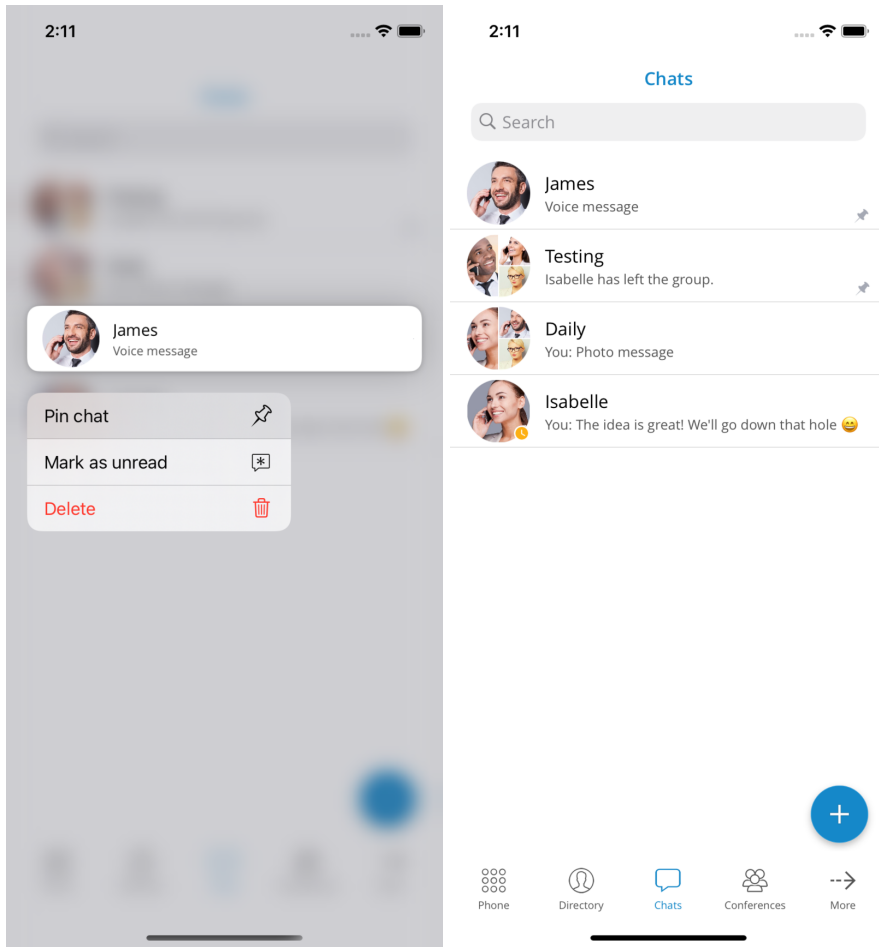
9.27. Reorder pinned chat sessions

Users can rearrange pinned conversations by long-pressing on an already pinned chat session and pressing the **Reorder pinned chats** option. Users can move pinned conversations by using drag and drop. This allows users to prioritize pinned conversations.
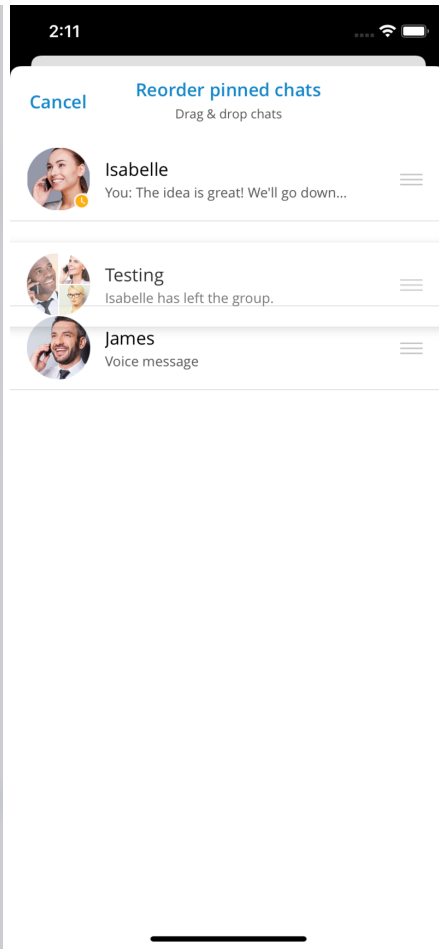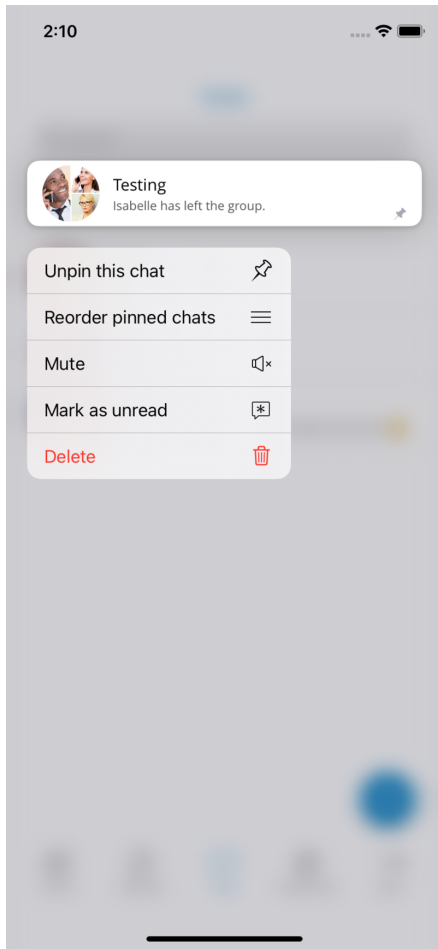
9.28. Notifications

For new messages, reactionson messages or group events, users will be notified with a notification. Pressing a notification will open a chat session associated with that notification.

The system's user interface groups notifications for the same chat session.

Chat notifications from single chats will display avatars of the users that sent the messages.

There is also the "Ask for Attention" push notification that indicates that another user has requested attention. Pressing on the notification takes the user to the appropriate one-to-one chat screen.

9.29. Archived users and Chat history

Deleted users will be marked as archived, and users will not lose chat sessions with those users. The user will not be able to start new chat sessions or start new calls with archived users.

Deleted users will be labeled with a *(Deleted)* message at the end of their names.

9.30. Feature Flagging - Enabling/disabling chat features based on server settings

Some chat features that are described above can be enabled/disabled depending on the server settings.

10. Failover Support

gloCOM GO 7 supports SIP and server failover. This feature will enable the users to stay connected at all times. gloCOM GO 7 queries the DNS for SRV records while connecting to PBXware and SIP service.

If the primary host as defined in the SRV records is not working or it is stopped, the gloCOM will try to connect to the next host ordered by defined priority in the SRV records. Timeout between connections is 6 seconds.

To enable this feature DNS records should be configured like this:

- `_pwproxy._tcp.domain. 86400 IN SRV 0 5 10009 pbxserver.domain.`
- `_pwproxy._tcp.domain. 86400 IN SRV 0 10 10009 pbxserver.domain.`

If the primary server starts working after the downtime, the app will connect to it the next time it is resumed from the background.

If users connect to the SIP service hosted on the same PBXware, the SIP service will also support failover. To support this kind of SIP service failover, there should not be any IP address added to PBXware in fields that are sent to the gloCOM clients (e.g., in PBXware field `gloCOM SIP Proxy`).

10.1. SIP service failover

If the users connect to the SIP service using SBCs or proxies that are not hosted on the same machine as the PBXware, the failover must be correctly configured.

For SIP failover to be enabled, a new field is added to PBXware that indicates if SRV resolve will be used for the SIP proxy.

The new field is called **gloCOM Use DNS SRV Lookup**, and it can be found in the Servers options for a master or specific tenant(s). If the value is set to, **No** or **Not set** the gloCOM GO 7 will use the value from **gloCOM SIP Proxy Address** when connecting to the SIP service. SIP host and SIP proxy values will be equal.

If the value is set to **Yes** on **gloCOM, Use DNS SRV Lookup** field, and an IP address or IP address: port is entered into the SIP proxy address field. In that case, the app will use the hostname of the currently connected PBXware as a SIP host, and the value of the SIP proxy will be the IP address:port combination.

If the value inside the SIP proxy address field is a hostname or hostname:port, the app will query the DNS for SRV records. The protocol used for SRV querying is defined on the PBXware **Protocols** page.

11. SMS

The SMS feature enables users to send and receive SMS or MMS messages, providing a comprehensive and versatile messaging solution.

The gloCOM GO 7 app provides users with the ability to synchronize their conversations and messages across multiple devices, ensuring that they can access their messages from any device they use.

In order to be able to use it, SMS needs to be enabled in the PBXware license, and the user using the gloCOM GO 7 needs to have an SMS number associated with their account.
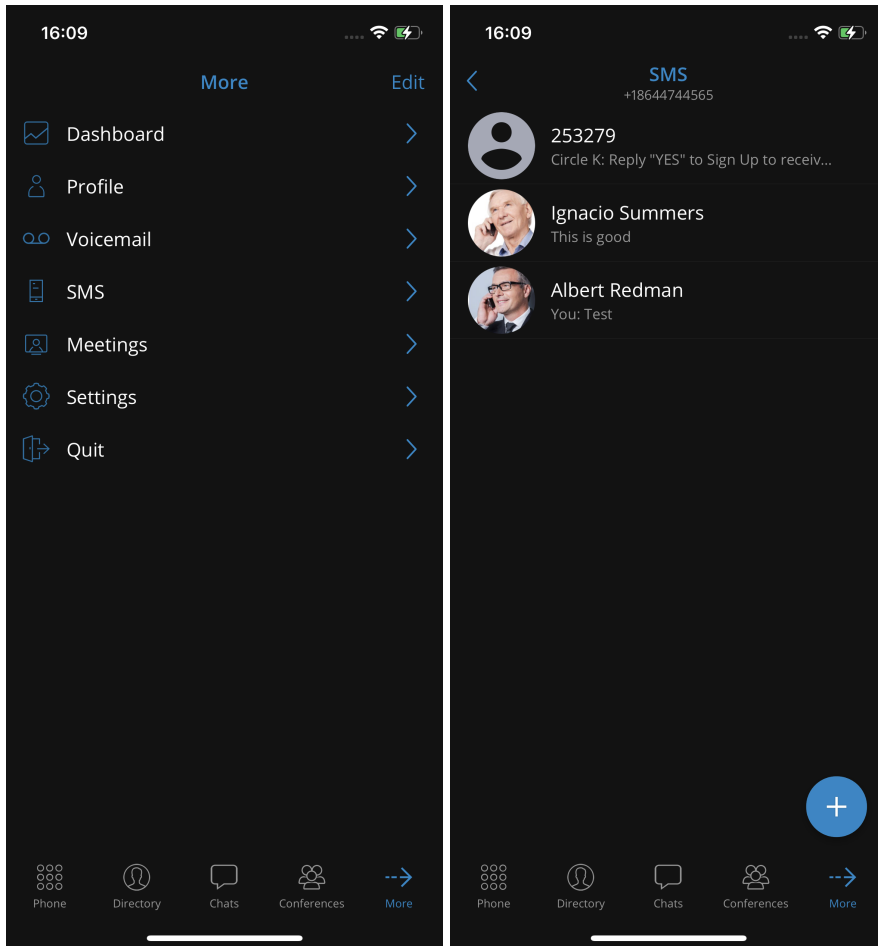
11.1. Creating SMS conversations

An SMS conversation can be initiated by:

- Pressing the + button located at the bottom right corner of the SMS screen.
- Entering a phone number in the **Phone** dialpad and pressing the **Send SMS** icon
- Entering the User info screen and pressing the **Send SMS/MMS** button next to the recipient's number
- Navigating to the Dashboard and pressing the **Send SMS/MMS** button

Users can start SMS conversations in the SMS tab by pressing the + button located at the bottom right of the screen. Users can then select recipients from Directory, device Contacts, or enter a phone number manually for numbers not stored in contacts.

In cases when a user has more than one number entered in their numbers list, a pop-up window will appear, allowing users to choose which number to send the SMS to.
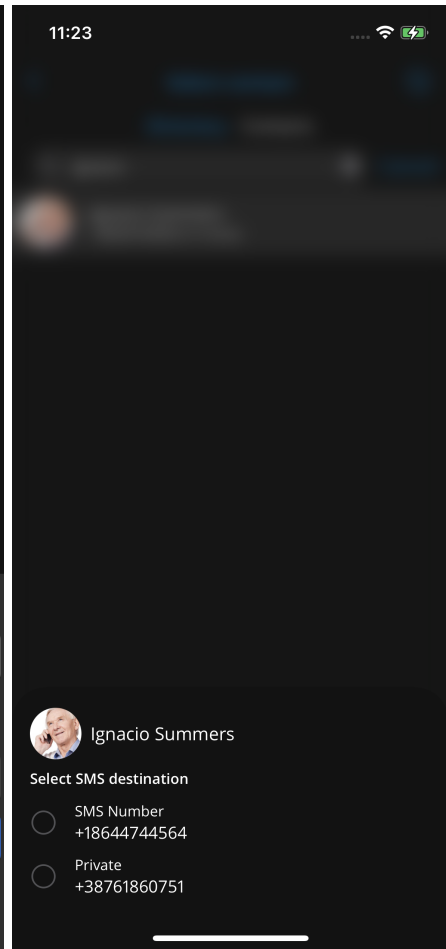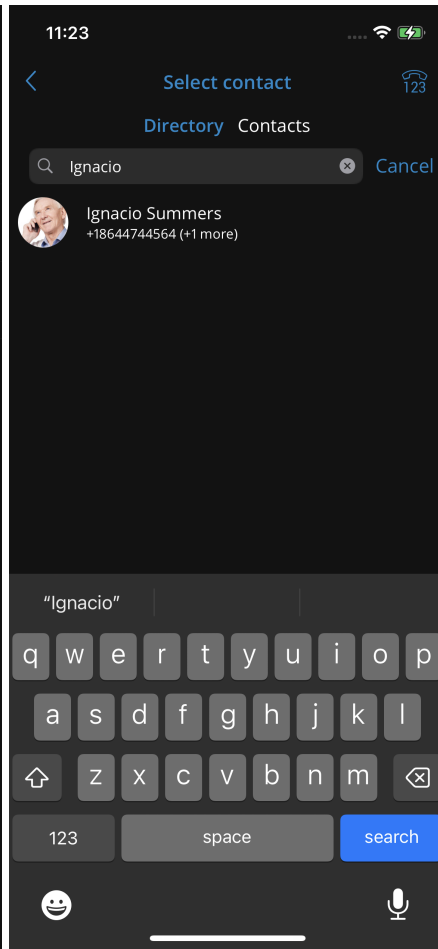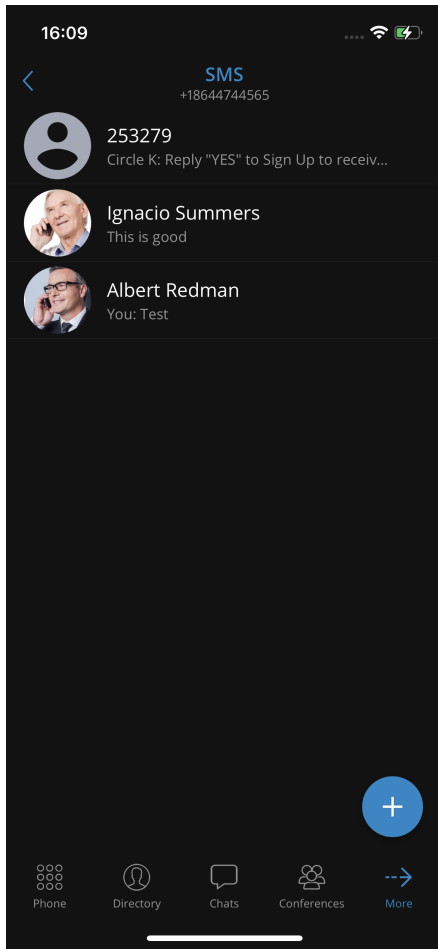
An SMS/MMS conversation can be started by entering a phone number in the **Phone** dialpad and pressing the **send SMS** button. If entered SMS number is invalid, a popup message will appear with options to cancel or continue.
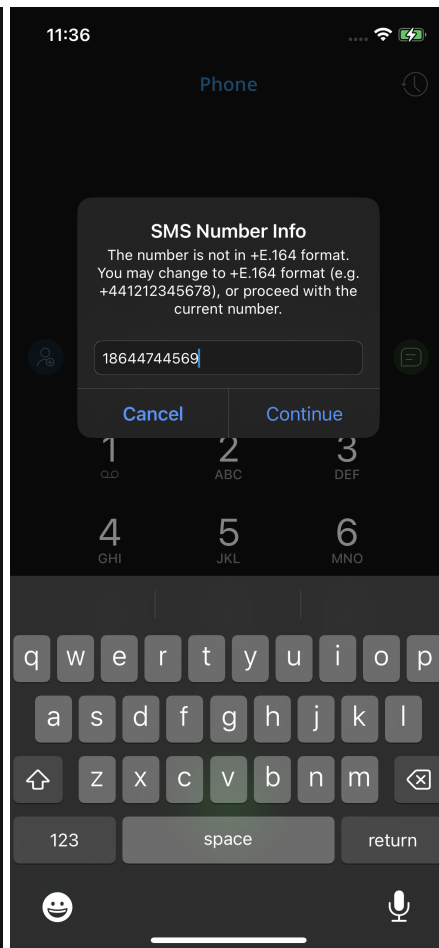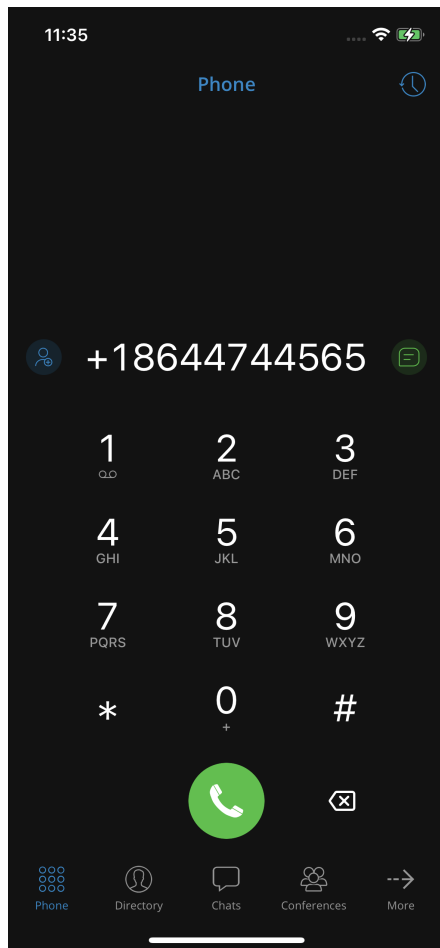
Another way to start an SMS/MMS conversation is through the User info screen by pressing the **Send SMS/MMS** button next to the recipient's number.
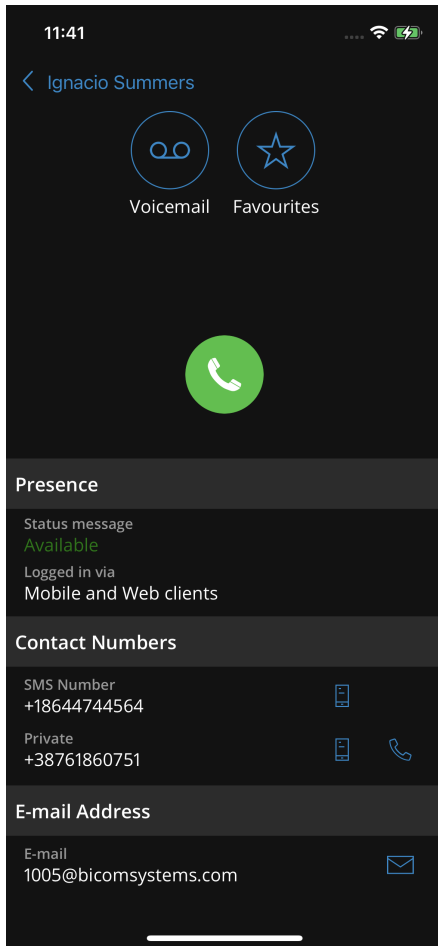
The quick actions panel in the Dashboard tab provides an option to start an SMS/MMS conversation by pressing the **Send SMS/MMS** button.
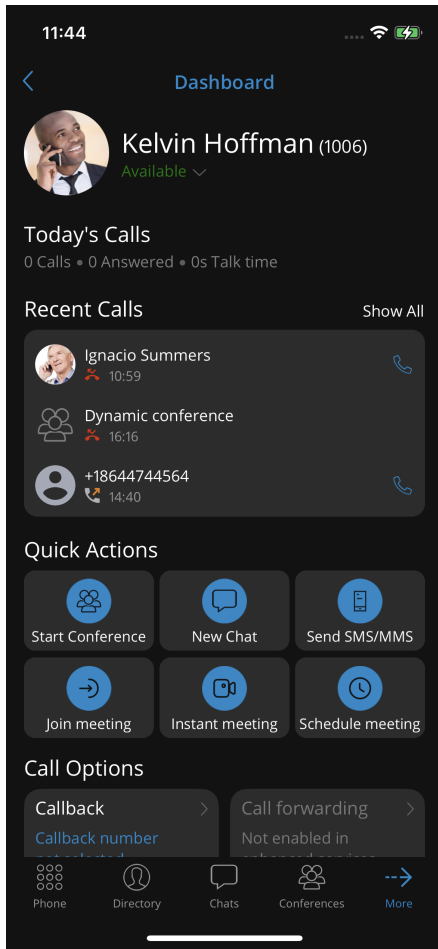
11.2. Delete SMS conversations

Users can delete an SMS conversation either by long-pressing the desired conversation on the SMS main screen and selecting the **delete** option, or by accessing the desired conversation and choosing the **delete** option from additional menu options.
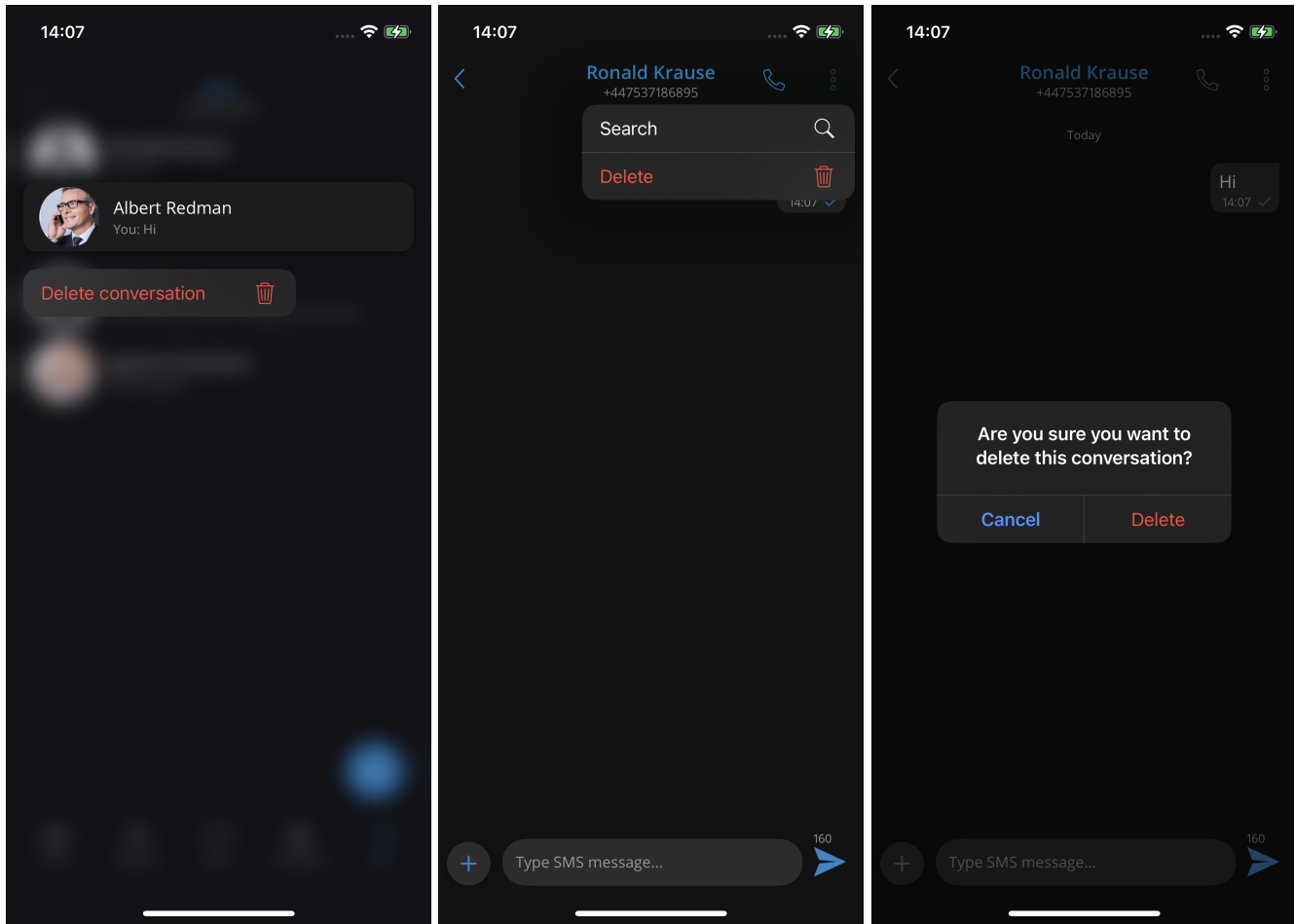
11.3. Send SMS

gloCOM GO 7 provides users with a variety of options for sending SMS and MMS messages. Users can send messages by pressing the + button, using the Phone Dialpad, accessing the User Info screen, or using the Dashboard. Thanks to the different methods of sending messages, users can easily send messages to their contacts, which enhances communication.

Once a message is sent, the user can easily track its status by checking the message status icon located in the lower right corner of the message bubble, allowing for better message management and ensuring timely communication. SMS messages can vary depending on network conditions. Users will be able to check the status of their messages on all active clients.

The message can be in a **waiting** state, which means that it has been composed and queued for sending, but has not yet been sent.

If an SMS message fails to send, users have the option to resend it. This can happen if there are network or connectivity issues that prevent the message from being sent, or if the SMS provider settings on the PBX are not configured correctly and in this case, the message will be in a **failed** state.

The **sent** state is used to indicate that an SMS message has been successfully sent.
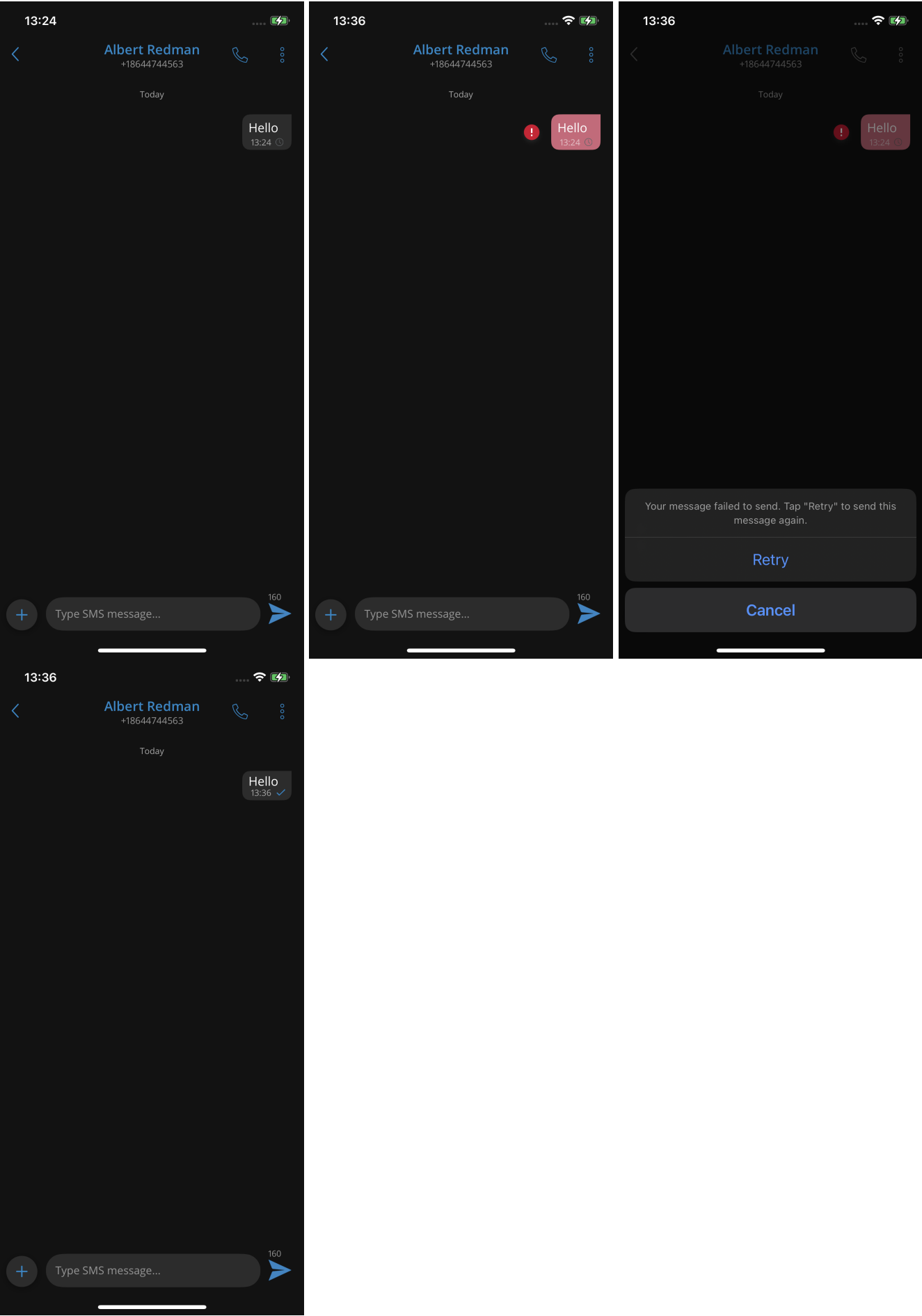
The maximum number of SMS messages sent at once is 4. The SMS counter is located next to the send button at the bottom of the screen.
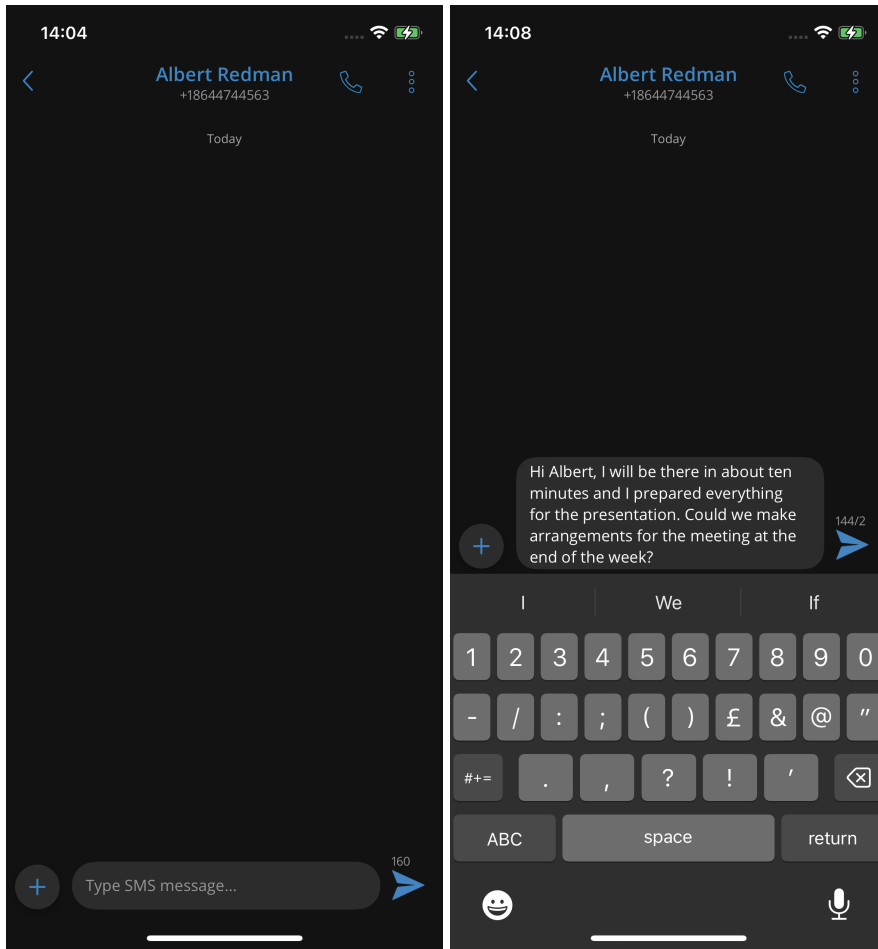
11.4. Receiving SMS messages

When users receive an SMS message, a pop-up notification will appear on the top of the screen. The SMS screen provides an organized view of all conversations, with the most recent conversations displayed at the top.

Conversations with new, unread messages will display an unread count badge indicating the number of unread messages.

SMS unread count badge will be visible in the SMS icon in the Main menu displaying the number of unread messages.
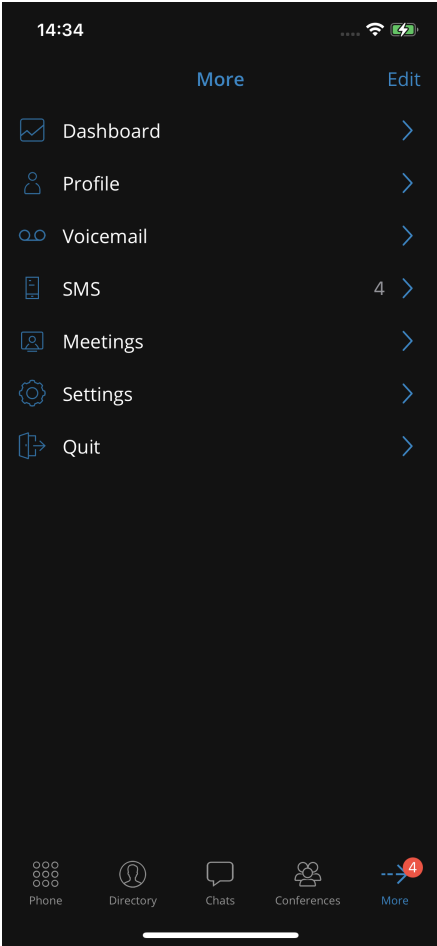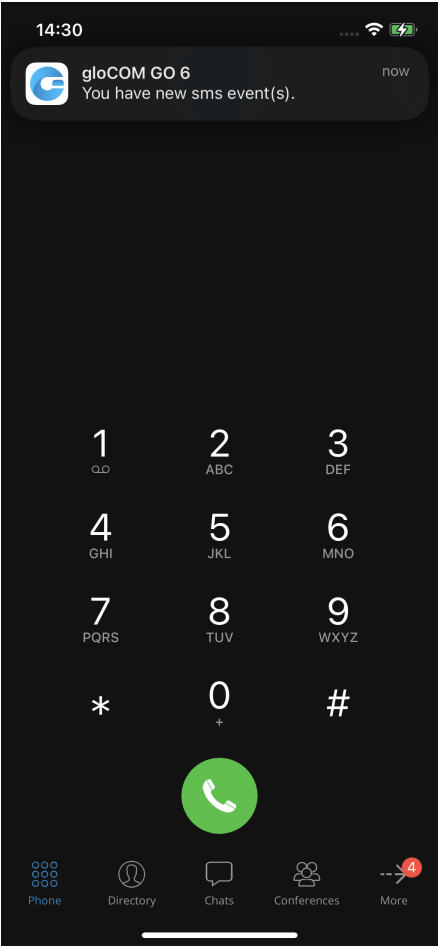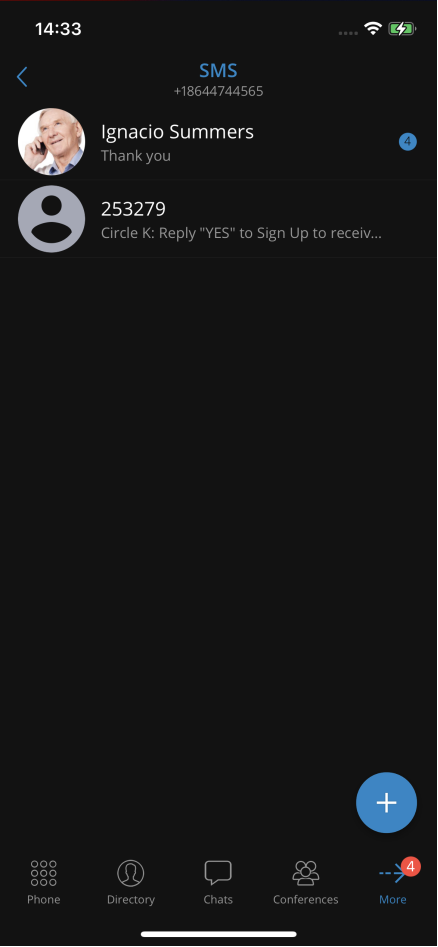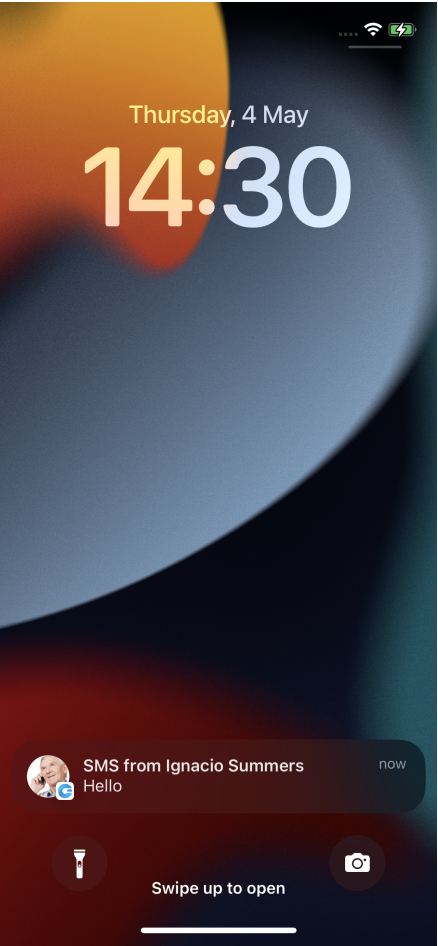
11.5. Delete SMS messages

gloCOM GO 7 offers a convenient way to remove unwanted messages from conversations. To delete an SMS message, user should simply long-press the desired message and select the "delete" option. The approval dialog provides an extra layer of security ensuring that users don't accidentally delete messages they may need later.
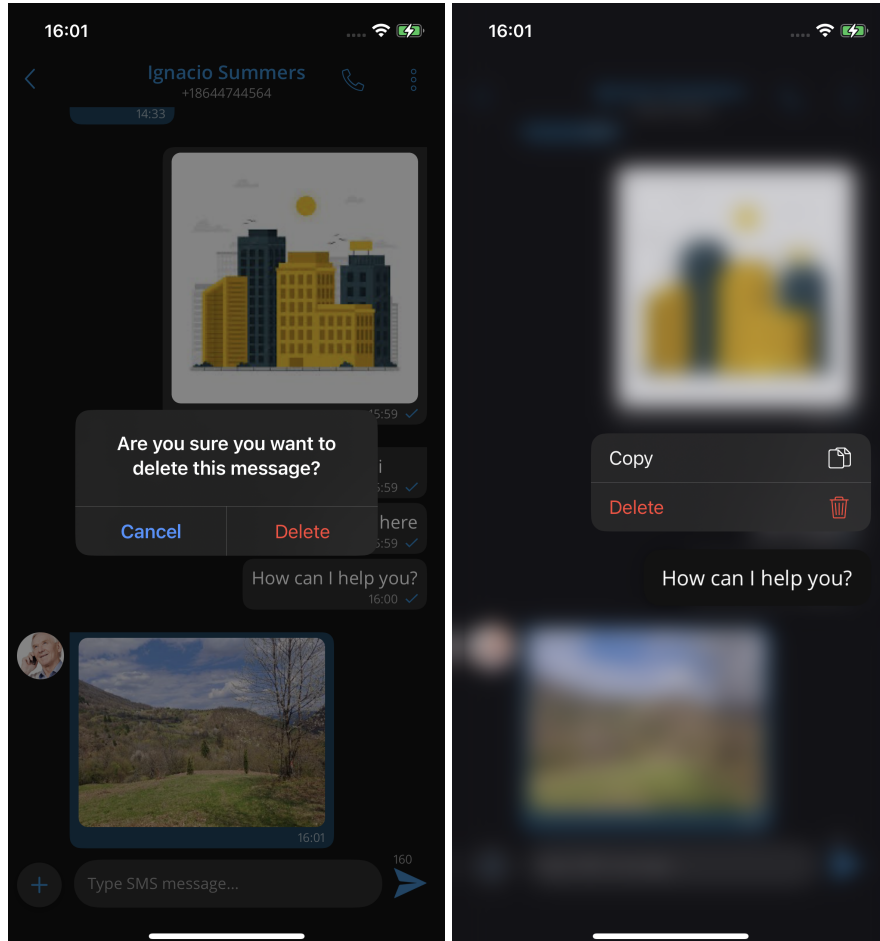
11.6. Save contacts from SMS conversation

Users can save a contact from an SMS conversation directly to their local phone book. This provides a convenient way to manage and organize contacts without the need to switch between different applications. A contact can be added by opening the additional menu inside the SMS conversation and selecting the **Add to Contacts** option.
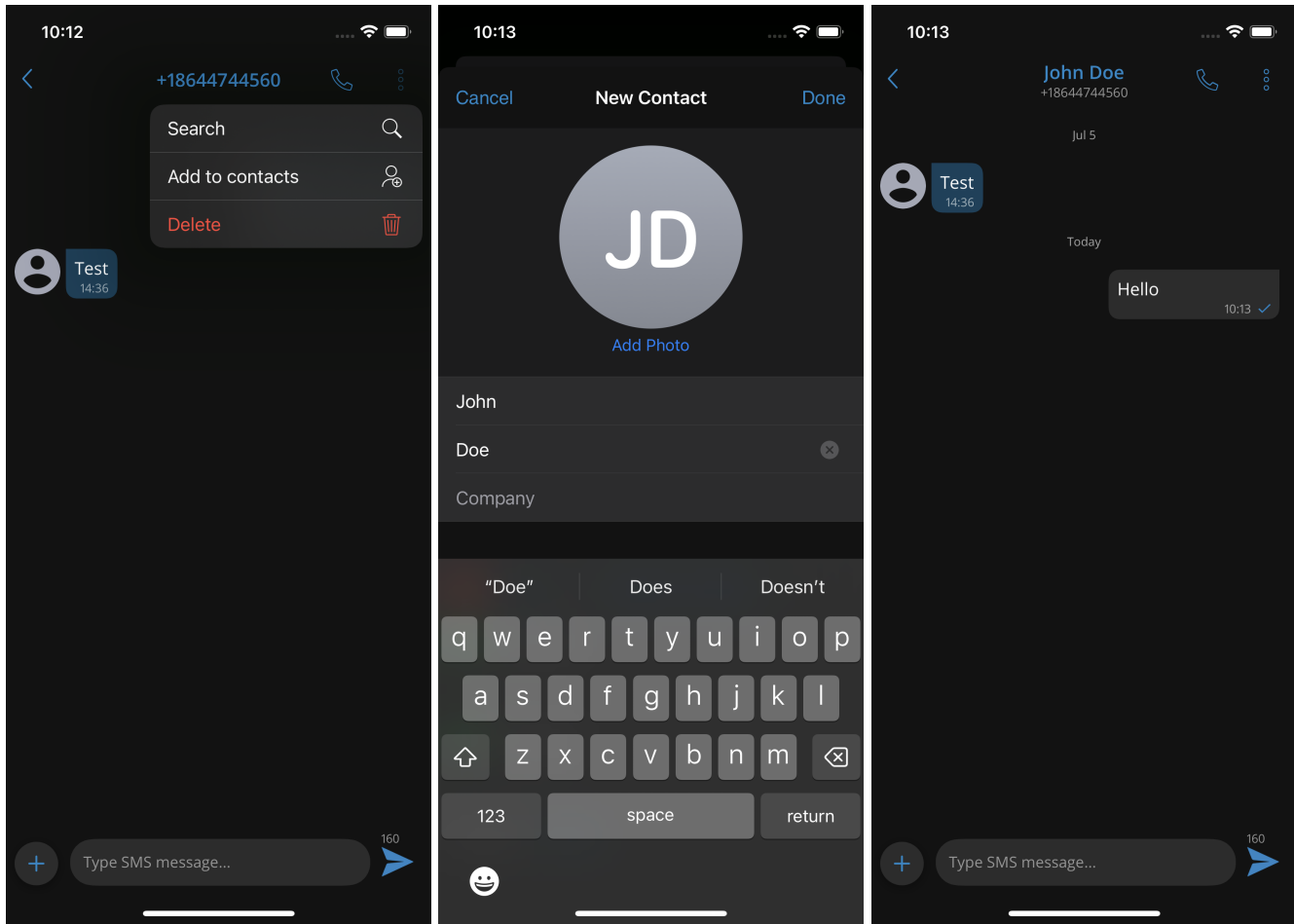
11.7. Search existing SMS conversations

The search bar in the SMS conversations list screen allows users to search messages by name or phone number.
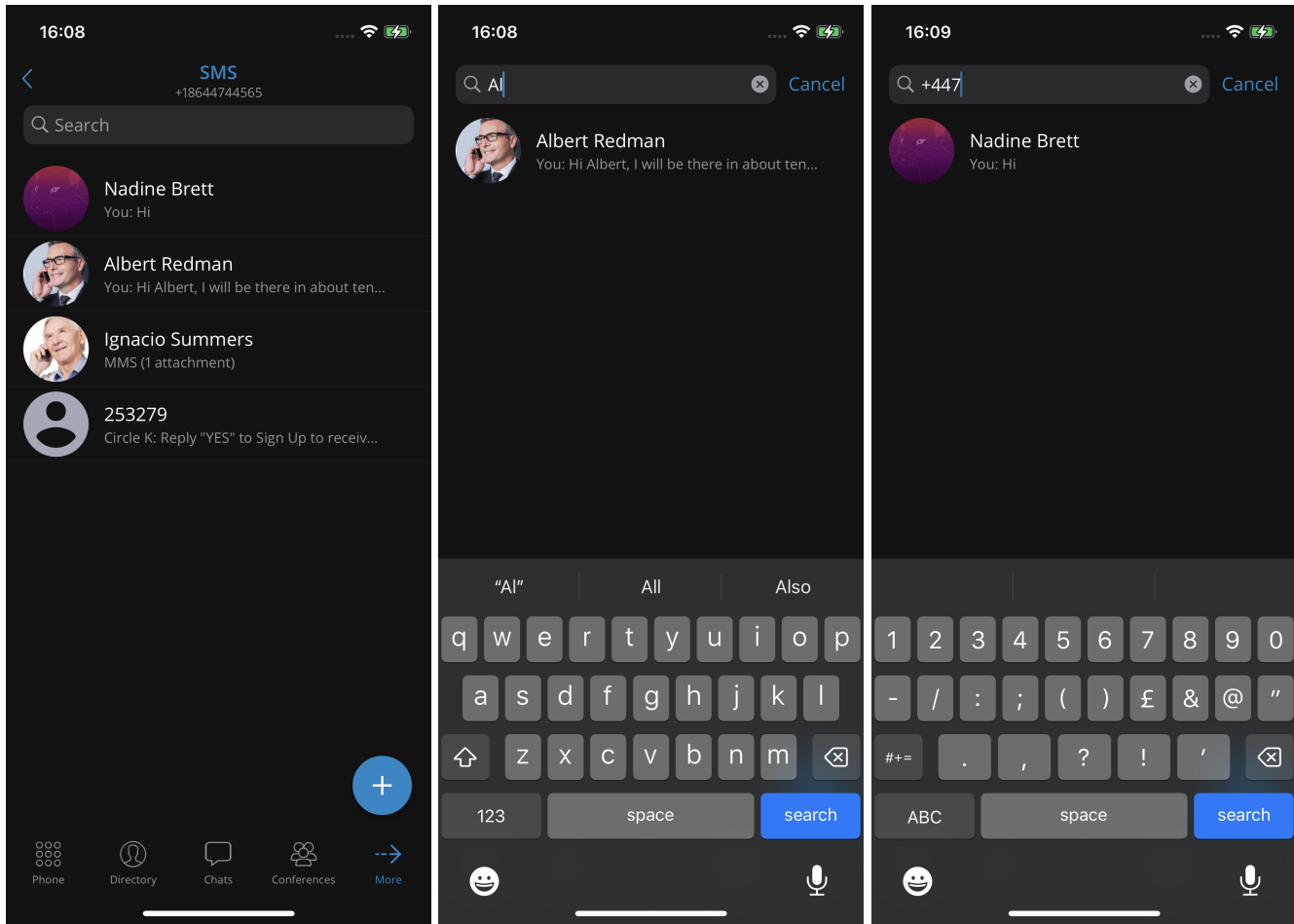
11.8. Full-text search for SMS messages

Full-text search can be done by entering an existing SMS conversation and by pressing on the Search icon in the upper right corner of the screen. After entering the search query, users can move up and down between search results using the arrow buttons at the top of the screen.
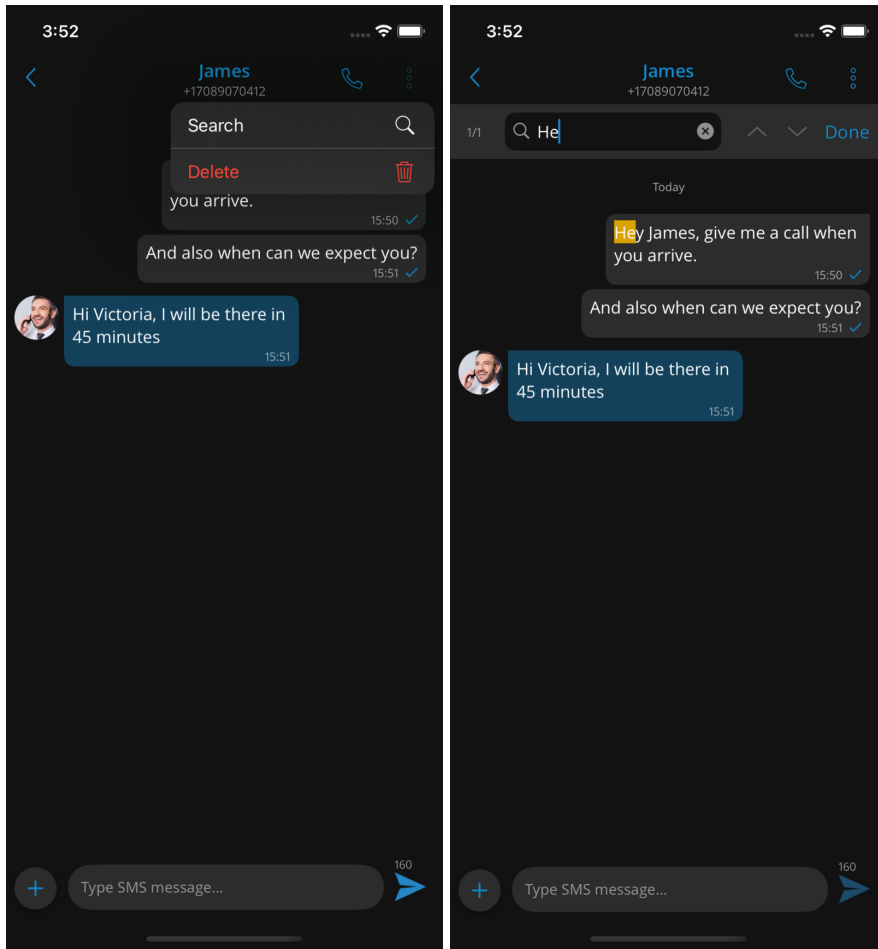
11.9. MMS

The MMS message is an enhancement to the standard SMS message. The main difference between SMS and MMS messages is that the users can send multimedia and other files in their messages. It includes media such as videos, pictures, audio clips, GIFs, and much more.

The maximum size of uploaded files is 500 KB or up to ten (10) files per message. Additionally, MMS allows up to 1000 characters of text in the message. MMS notifications have the same behavior as chat notifications - when the MMS message is received, a notification pops up.

The + button is used to send files, and it can be found on the bottom left side of the SMS screen. Pressing the button opens up a dialog where the users can pick files to be sent to the currently selected conversation.

If users select data exceeding 500kB or if more than ten (10) files are selected, a pop-up message will appear displaying: **"Maximum size of attached files for MMS reached."** All files that exceed the previously mentioned limits will be discarded.

Please note that supported MMS files are as follows:

- **Image Files -** jpeg, png, gif
- **Audio Files -** MP3, OGG, AMR
- **Text Files -** PDF, Vcard, txt
- **Video Files -** mp4

If a file is selected, an SMS message becomes an MMS message, which can be seen on the right side of the **Send SMS/MMS** button as the counter of the remaining kilobytes is displayed instead of the character counter.

After selecting the files, a thumbnail with the file name for each selected file will be displayed above the text area within the input field. Also, it is possible to remove selected files from the MMS message by pressing the **-** icon in the top right corner of the file.

The gloCOM will automatically download all files smaller than 500kB when connected to WiFi.
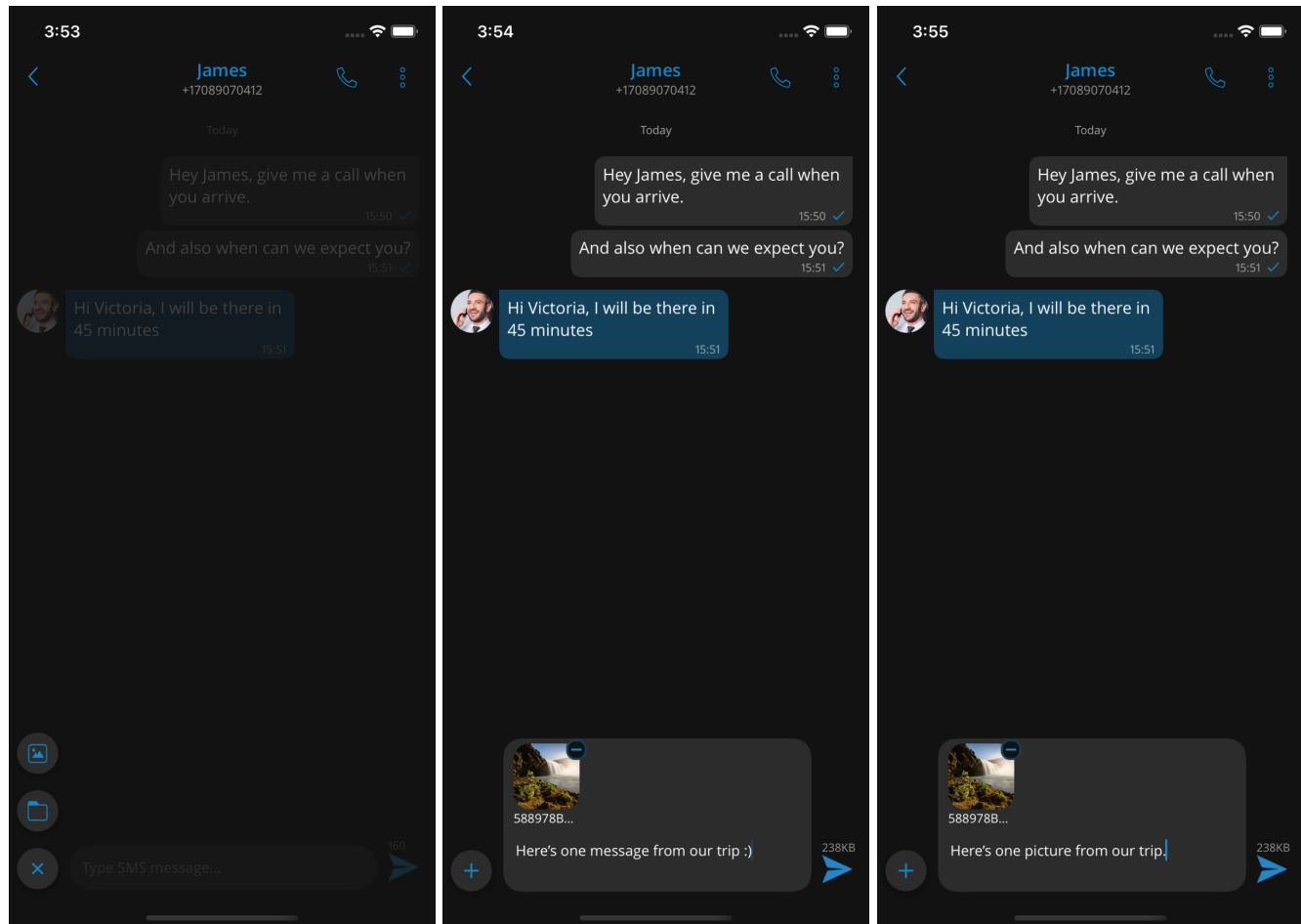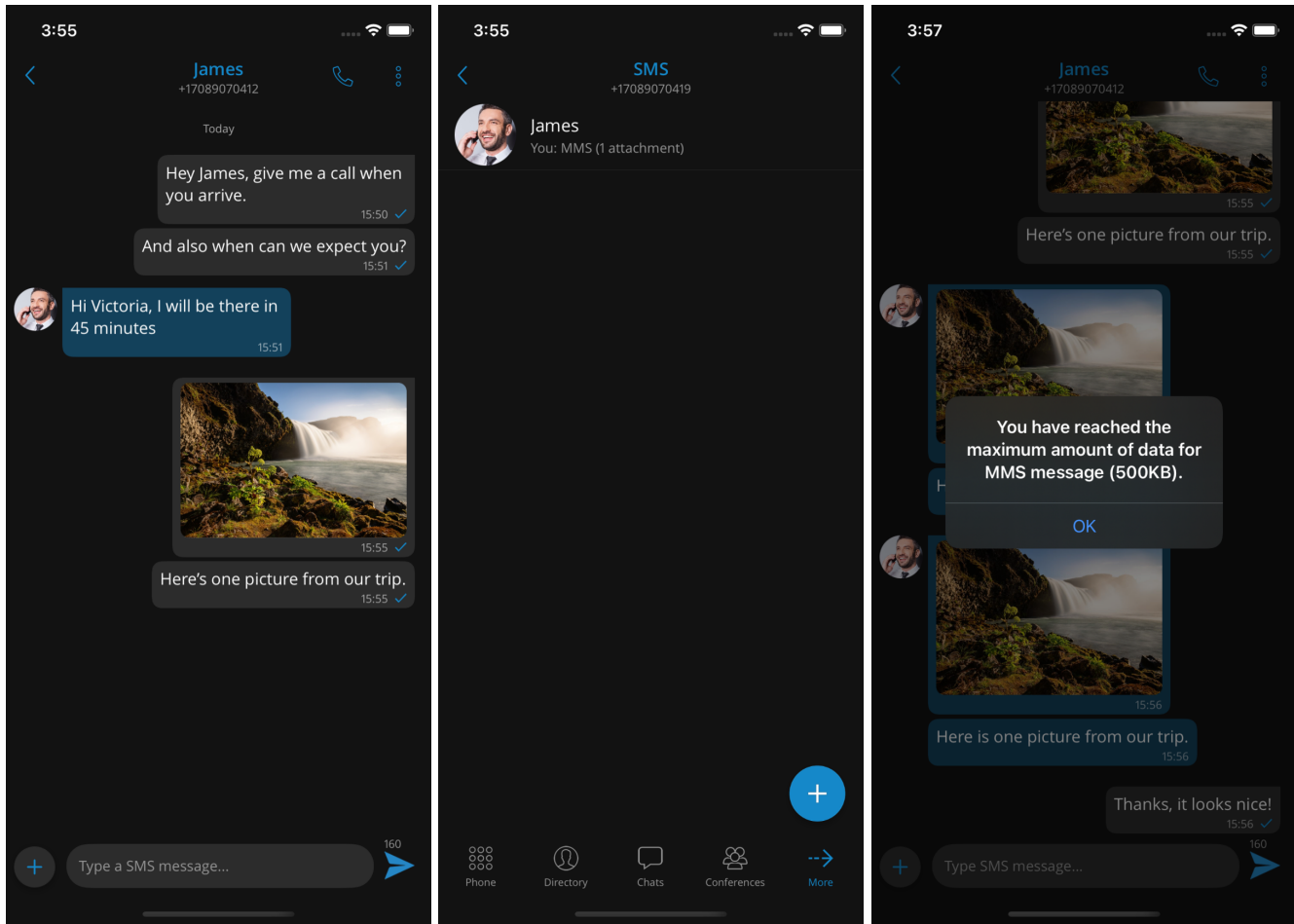
11.10. Shared DID

The "SMS Shared DID" introduces the ability to share a single DID number between multiple extensions. With a shared DID number, all extensions associated with it can receive SMS messages in a centralized manner. This helps in streamlining communication, ensuring that all relevant team members can access and respond to messages efficiently.

11.10.1. Receiving an SMS from a shared DID

When an SMS is received from a shared DID (on the same system), the conversation in the SMS conversations list will only display the shared DID as a number, without any specific extension names. The blue avatar will also be visible to signify that the conversation is with the shared DID.
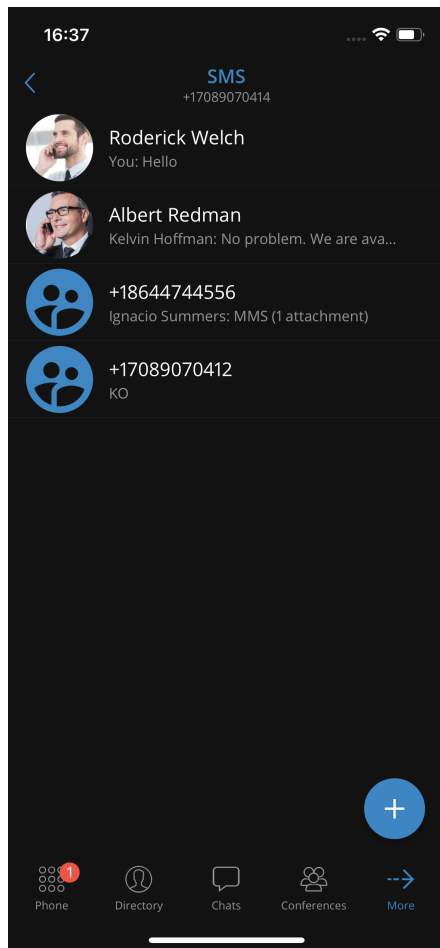
When users open an SMS conversation that involves a shared DID, there will be a blue banner, notifying the user that the recipient number is a shared DID. Pressing on a blue banner will show a list of extensions that share this number.
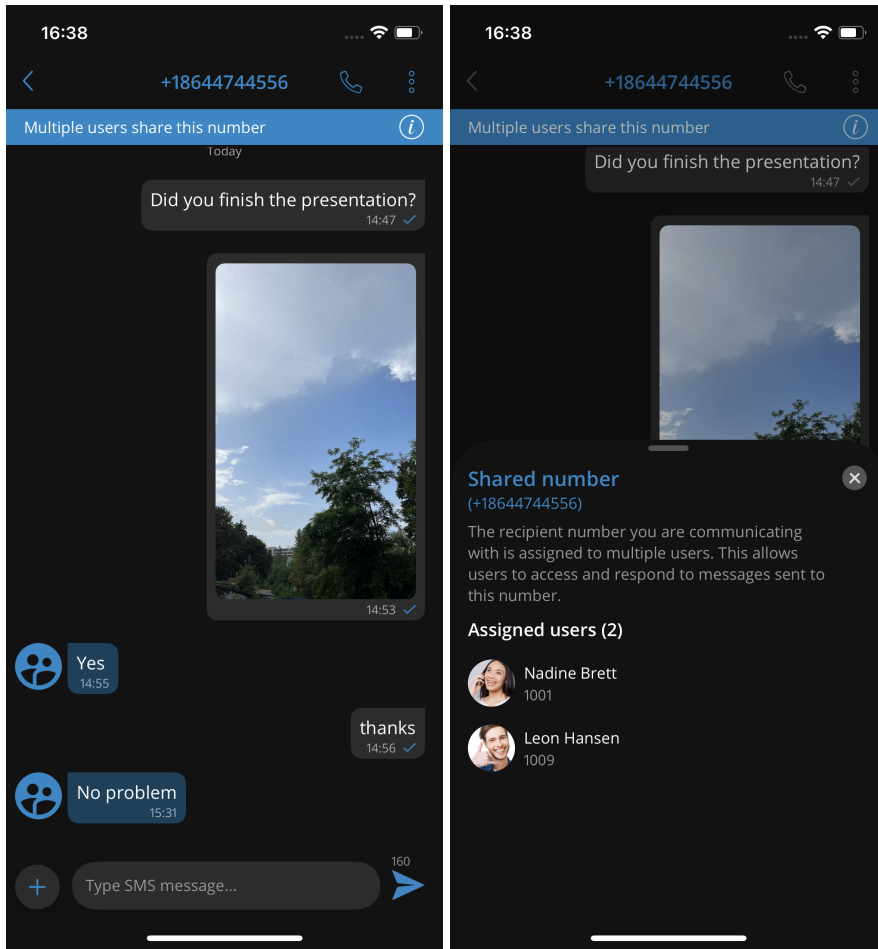
11.10.2. Sending an SMS from a shared DID

When an SMS is sent from a shared DID, all extensions associated with the same DID number will be able to see the message. Additionally, each extension will be able to see the identity of the sender, allowing for clear visibility of who sent the message.
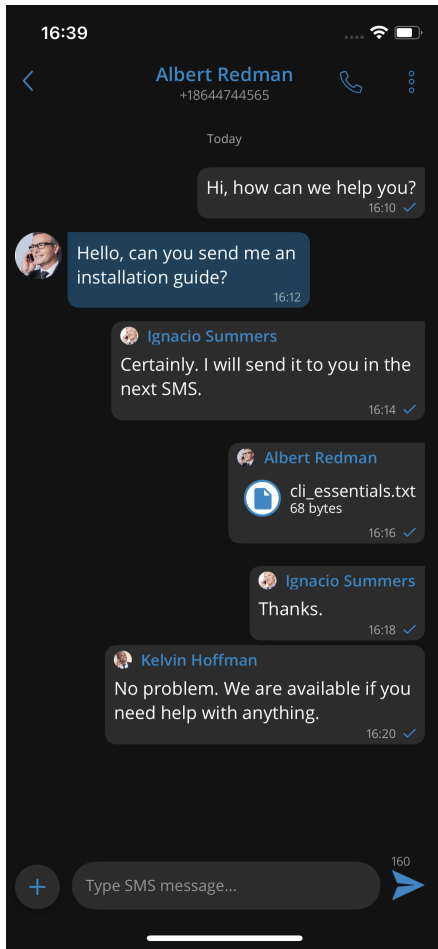
12. Voicemail management

With gloCOM GO 7 users can listen to new and archived voice messages and archive or delete one or many messages. Users can also call other users' voicemail directly.
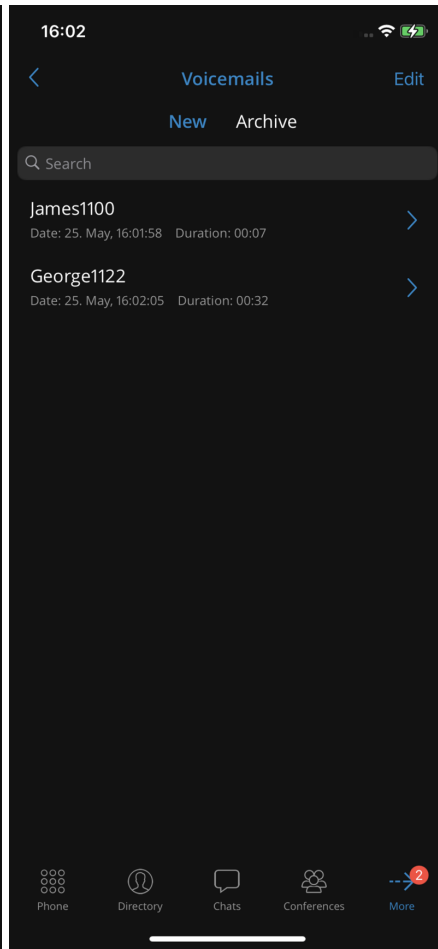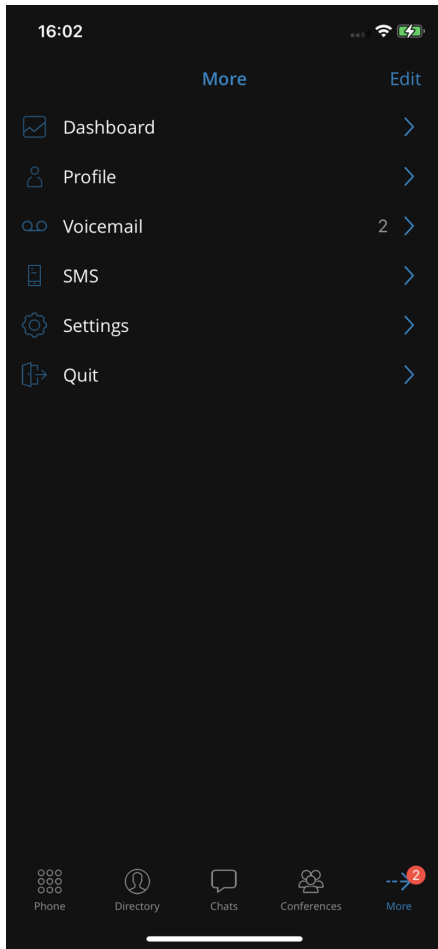
When a voicemail is received, the user will receive a push notification.
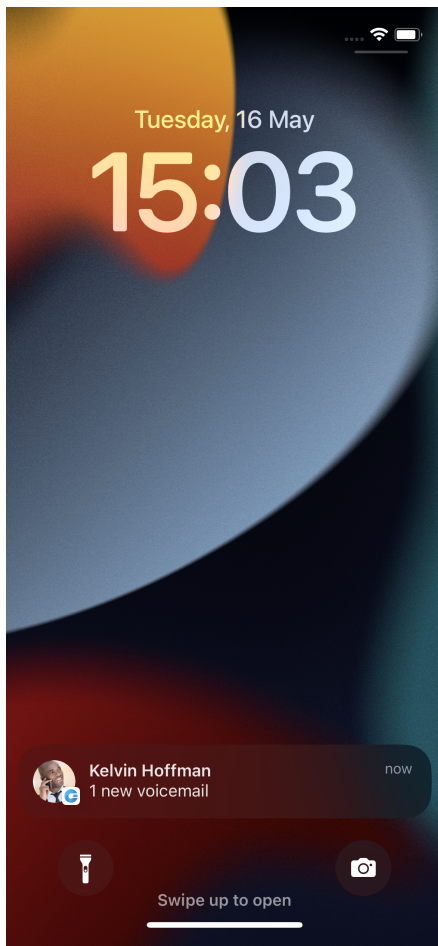
12.1. Playing voicemail messages

Messages can be played by selecting them in the list and then playing them.

If the message is not downloaded when play is pressed, a progress dialog will be shown, and once the download is done message should start playing.
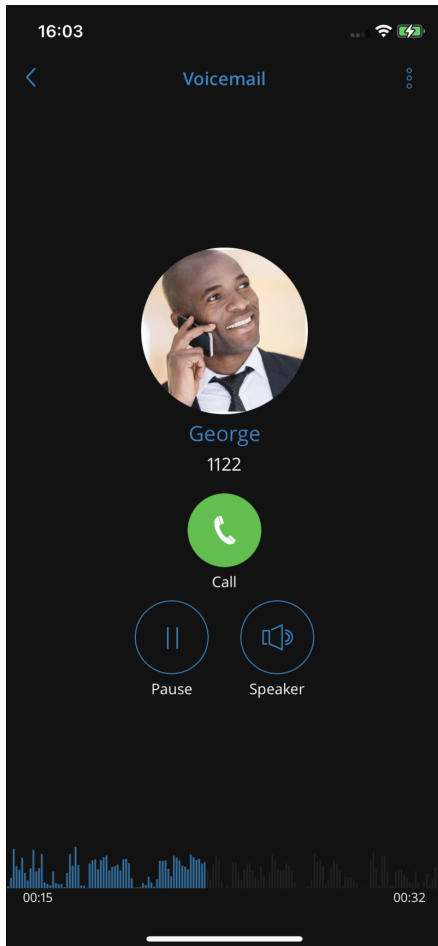
12.2. Deleting and archiving voicemails messages

Users can delete or archive individual messages by opening them and then pressing the **delete** icon or **archive** icon after opening the menu from the navigation bar.

Users can also select more messages and delete or archive them by long-pressing a message from the list and pressing the delete icon or archive icon in the toolbar.
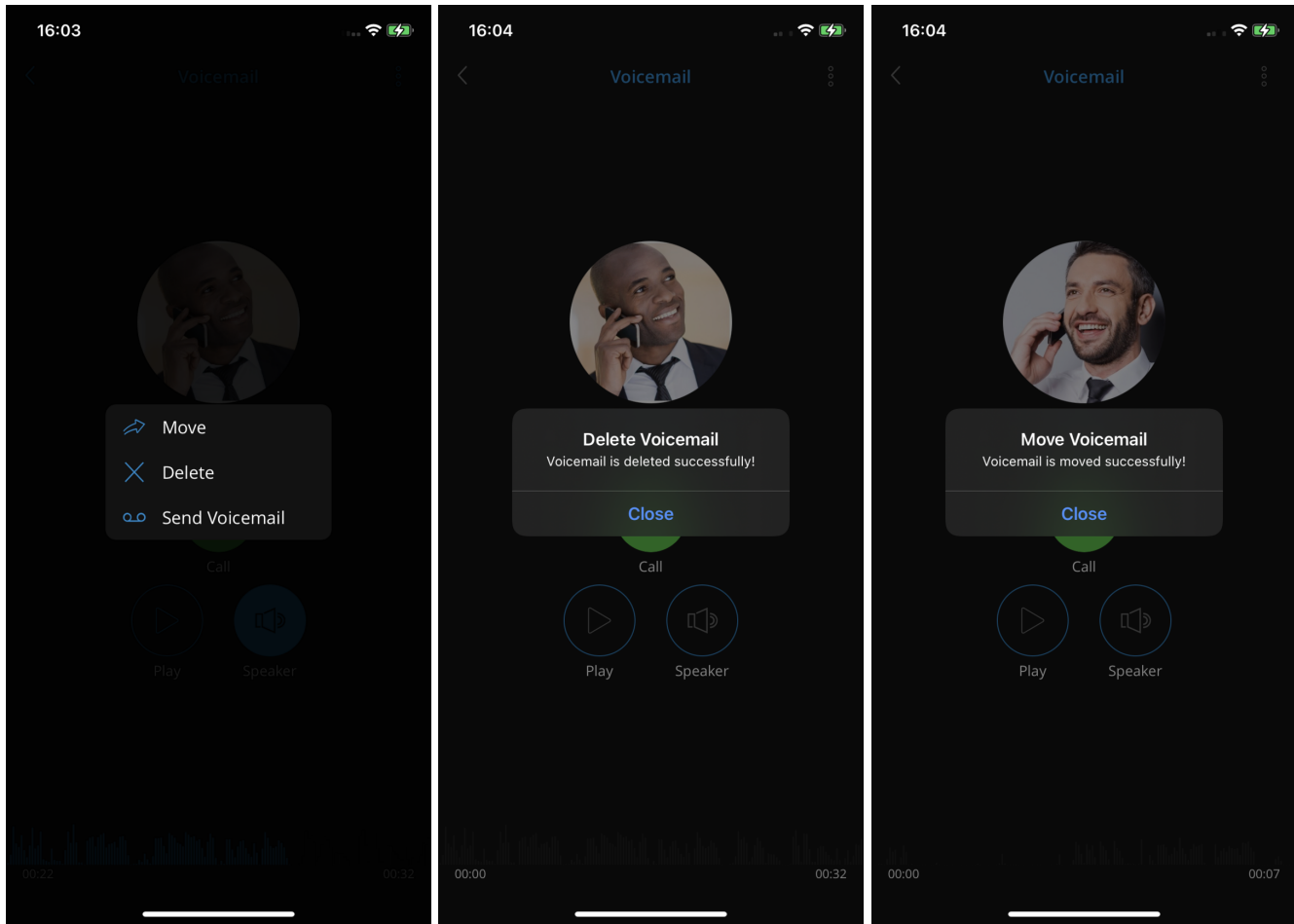
12.3. Calling other voicemail boxes directly

Users can open the user's details screen and press the **voicemail** button to call the voicemail directly.
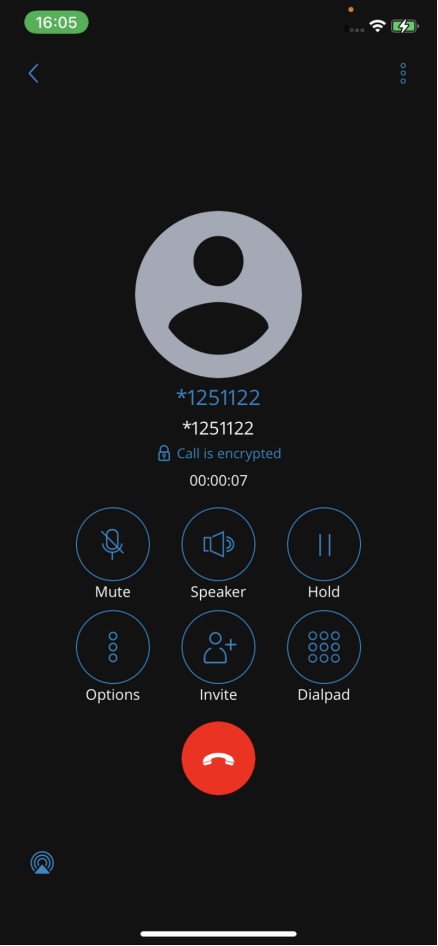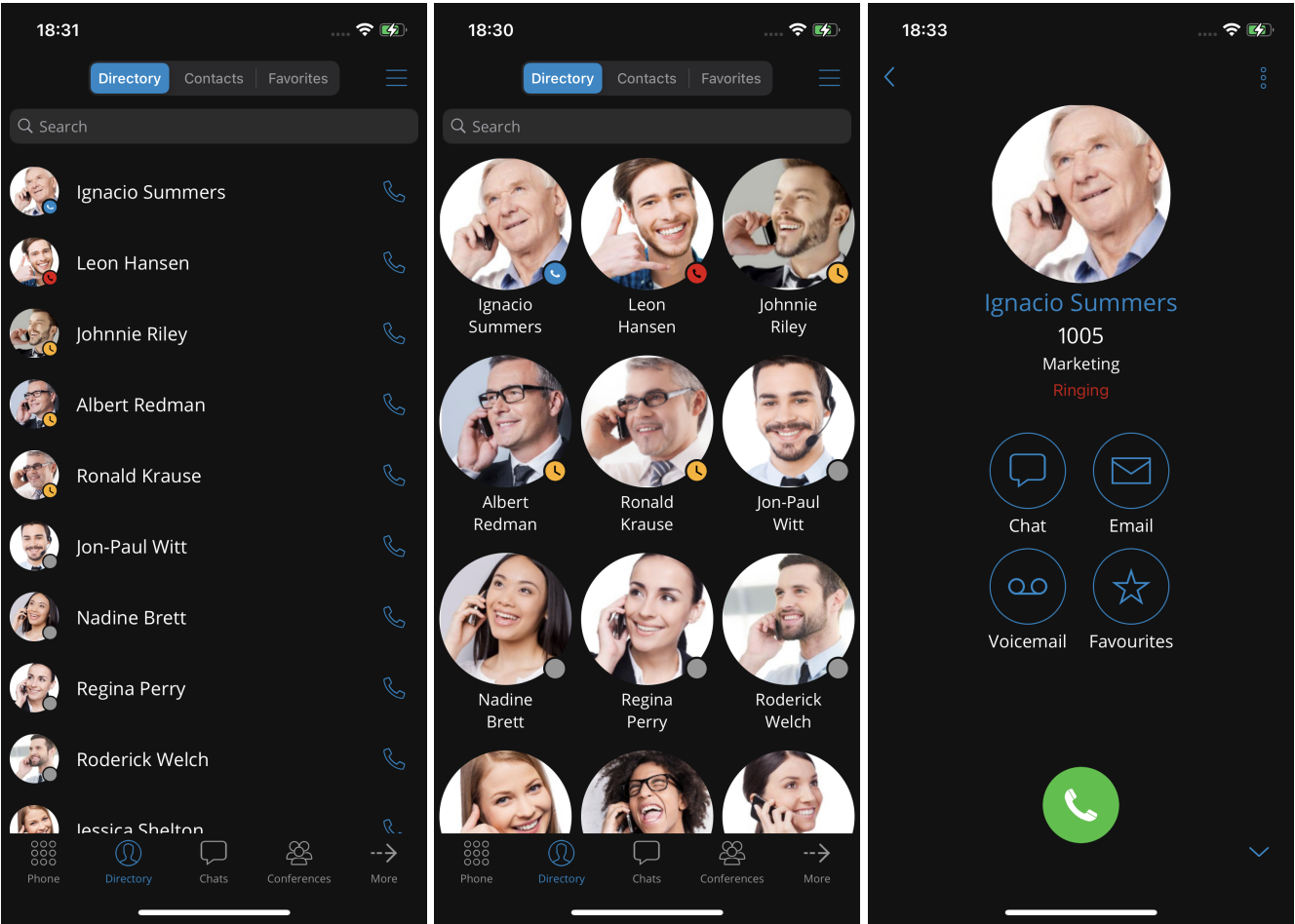
13. Presence

With the **Presence** feature, users' status is visible. Users can also see which users are online, busy, away, or offline. This feature also provides information when other users were last seen on the system.

The users' presence can be seen on the system in the **Directory** tab at the bottom menu. By default, the Directory is sorting online users at the top, alphabetically. Next on the Directory screen are users that recently went away, and then completely offline users.

There are also **User Status Indicators** for users that are actively on a call and those who are currently in the ringing phase.

On Call: • Users who are already engaged in a call will be marked as "On Call." • This status indicates that the user is currently occupied with an ongoing conversation.

Ringing: • Users who are in the process of receiving a call will be marked as "Ringing" • This status indicates that the user's device is currently ringing, and they have not yet answered the call.


Presence can be seen in the Grid or List view on Directory.
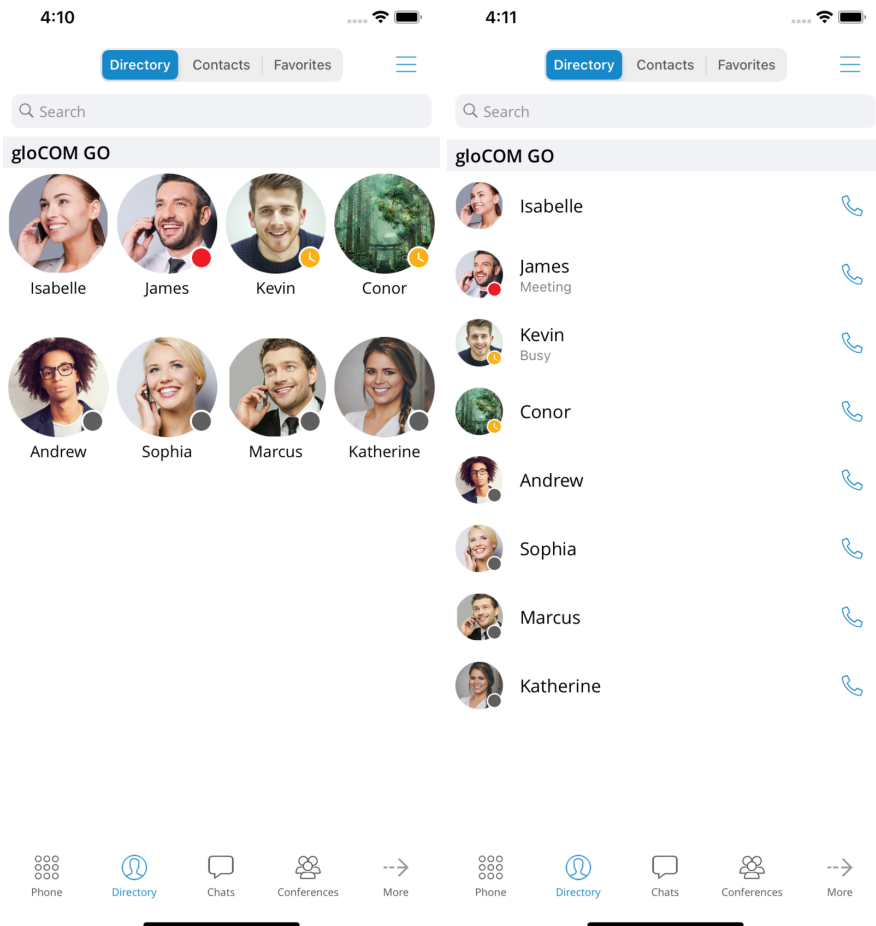
If users prefer alphabetical sorting instead of sorting by **Presence**, they can change that by pressing the icon with three lines in the top right corner of the screen in Directory.

Departments

All ›

Sorting

By online status ✓

Alphabetically

Display

Grid ✓

List
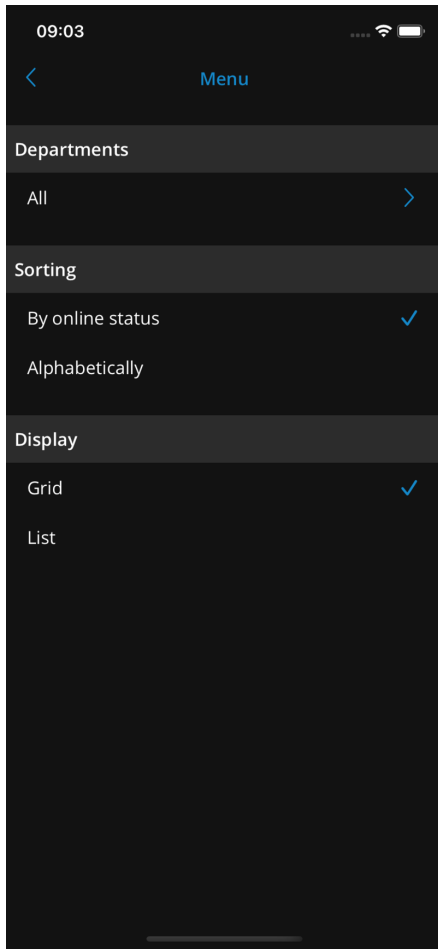
Pressing the user's avatar on **Directory** and opening the user's info screen, more presence information is available.
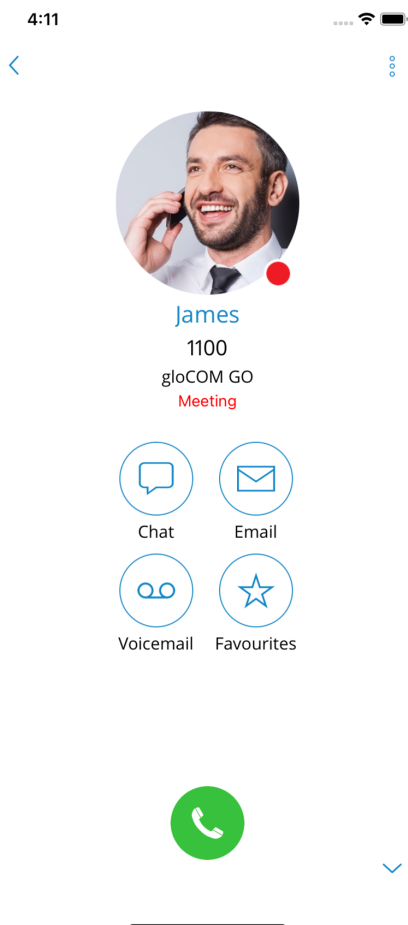
Presence change or update can be done by going to the **Profile** item on the bottom bar. If users can not see the "Profile" item, they can press on More and find it there.

Users can change their personal presence status by pressing on their current status or on the icon of an arrow pointing downwards. A dialog screen will open with three fields: Status, Message, and the display status (for the duration of chosen status).
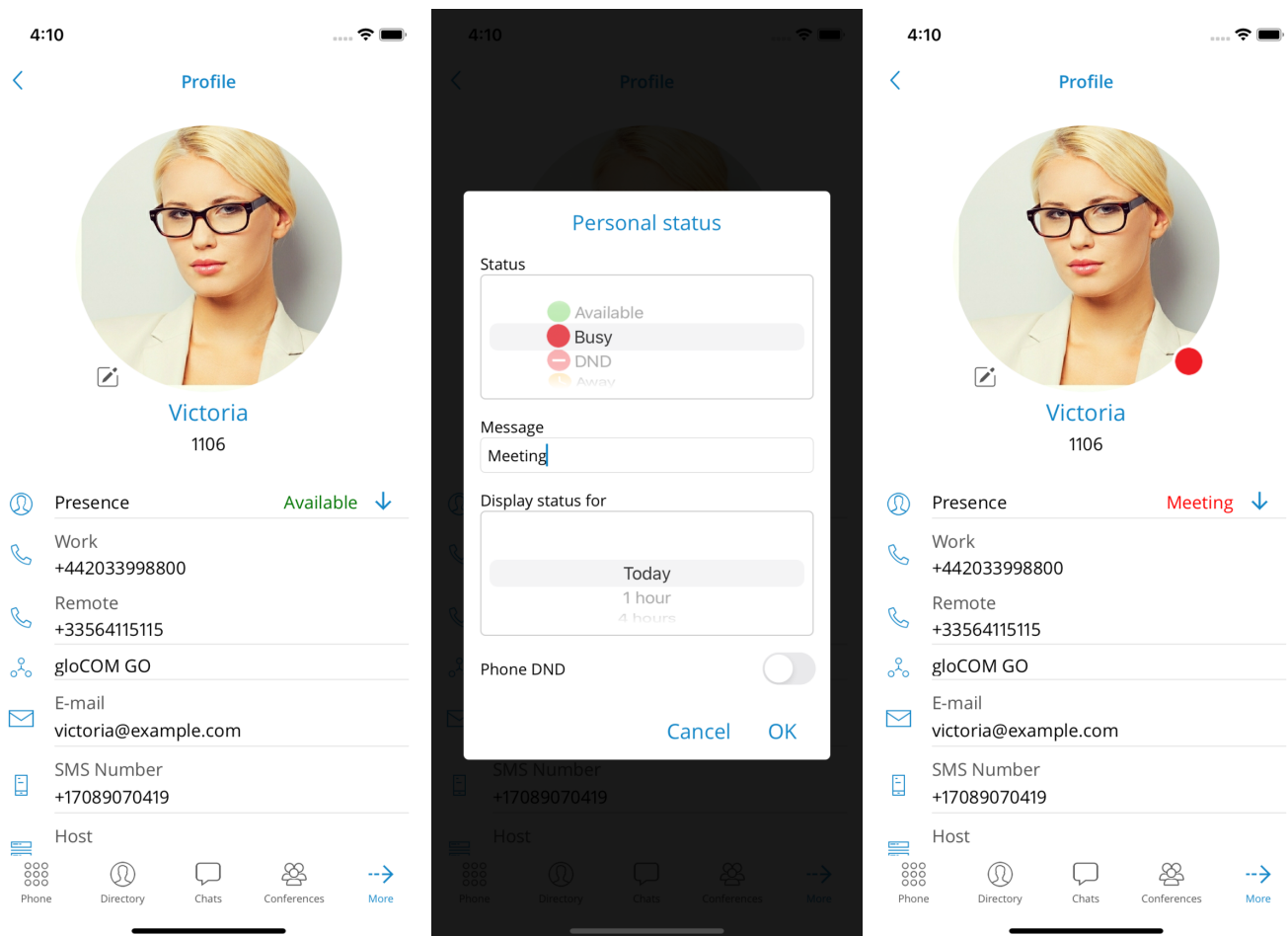
Default statuses are:

- **Available** (green icon)
- **Busy** (red icon)
- **DND** - Do not disturb (red icon with a rectangle)
- **Away** (yellow icon with a clock)

Users can create predefined statuses by adding them to PBXware.

For default statuses, users cannot enter a custom message, but for predefined statuses, they can associate a message that will be displayed to other users with the selected status.

The last option in the Presence dialog is how much time the new Presence status will last.
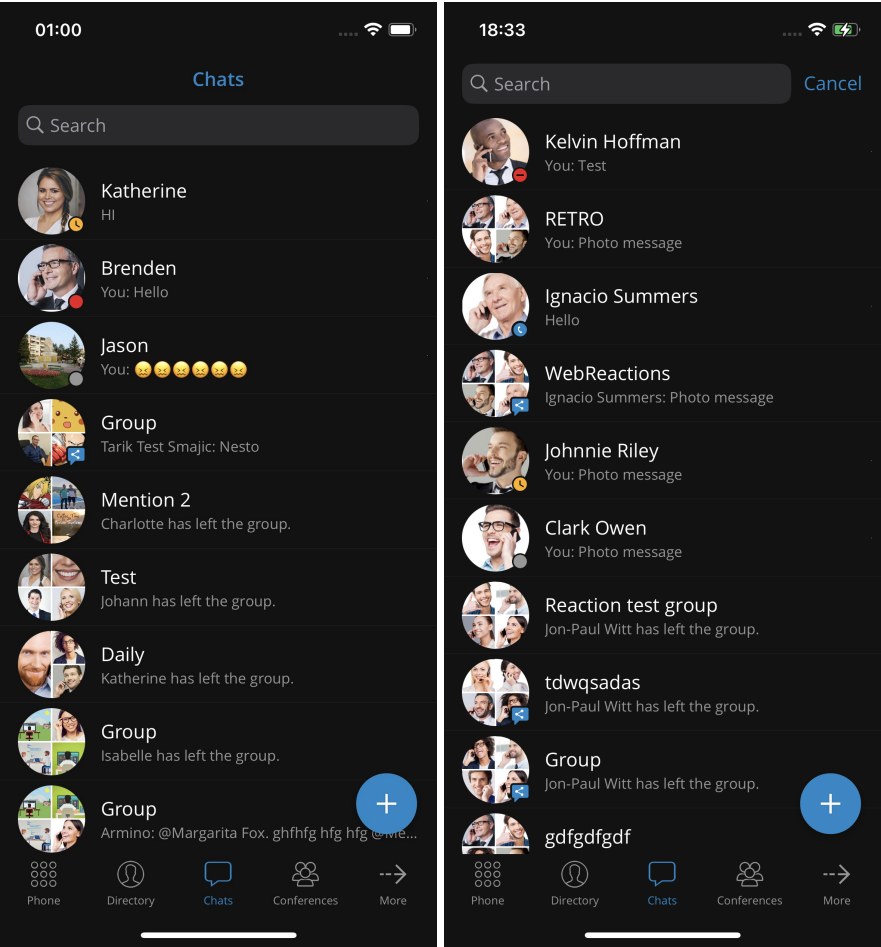
Available values are:

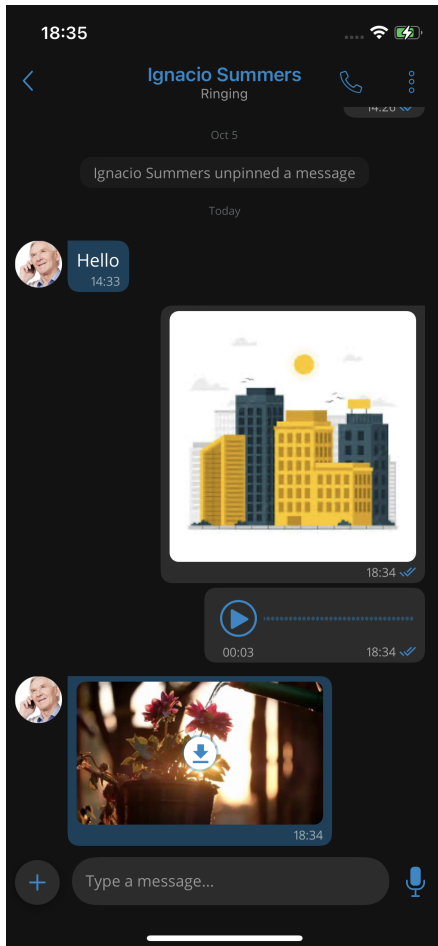- Today
- 1 hour
- 4 hours
- 8 hours
- 12 hours
- 2 days

- 5 days
- This week
- Always

13.1. Presence status in the chat list

The chat list presence status provides information about the availability of other users. It is displayed with the corresponding icon in the bottom right corner of the user's avatar.
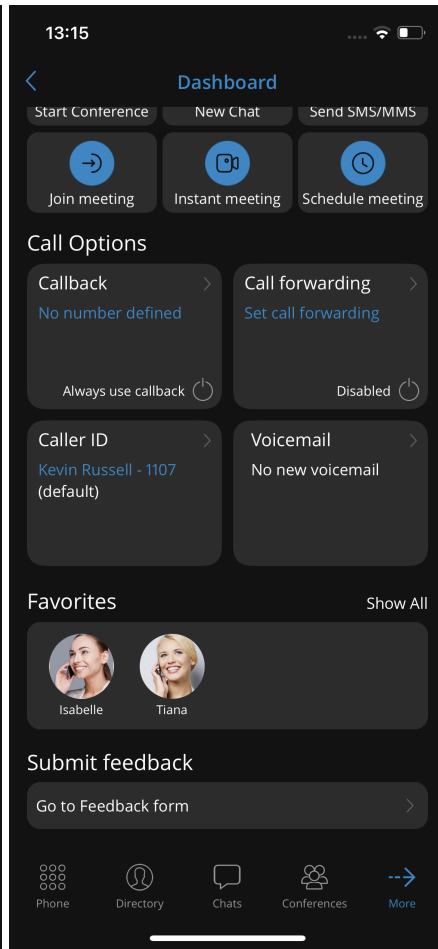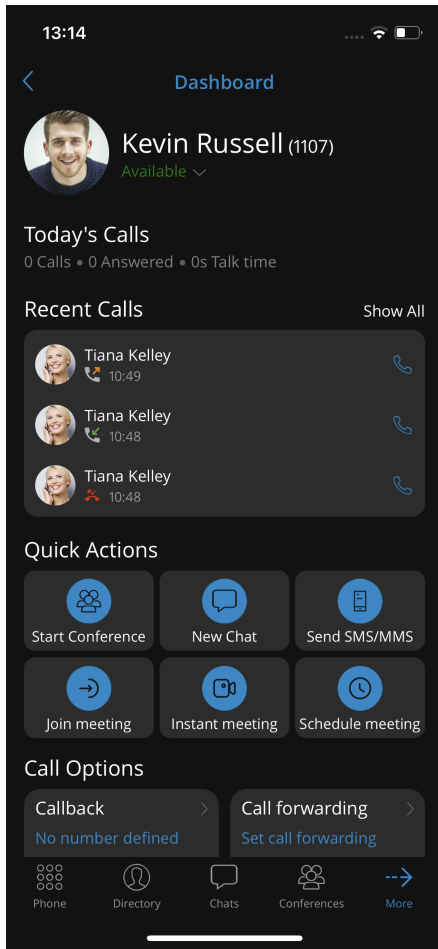

The user's presence status is also displayed inside the chat conversation under the user's name.

14. Dashboard

gloCOM GO 7 dashboard incorporates call information and easy control of Enhanced Services.

The dashboard contains easy access modules for Profile info, today's calls stats, Recent calls, Call options & Voicemail, Favorites, and Quick actions.

The profile info module displays the username, extension, avatar, and personal status. Today's calls module displays stats about calls that are made today.

The Recent calls module displays the last three calls and allows interaction with them. The quick actions module will enable users to start a conference quickly, create a new chat, send SMS/MMS and join/schedule/create an instant meeting.

The call options & voicemail module allows users to access settings for call forwarding, callback, caller id, and open voicemail screen.
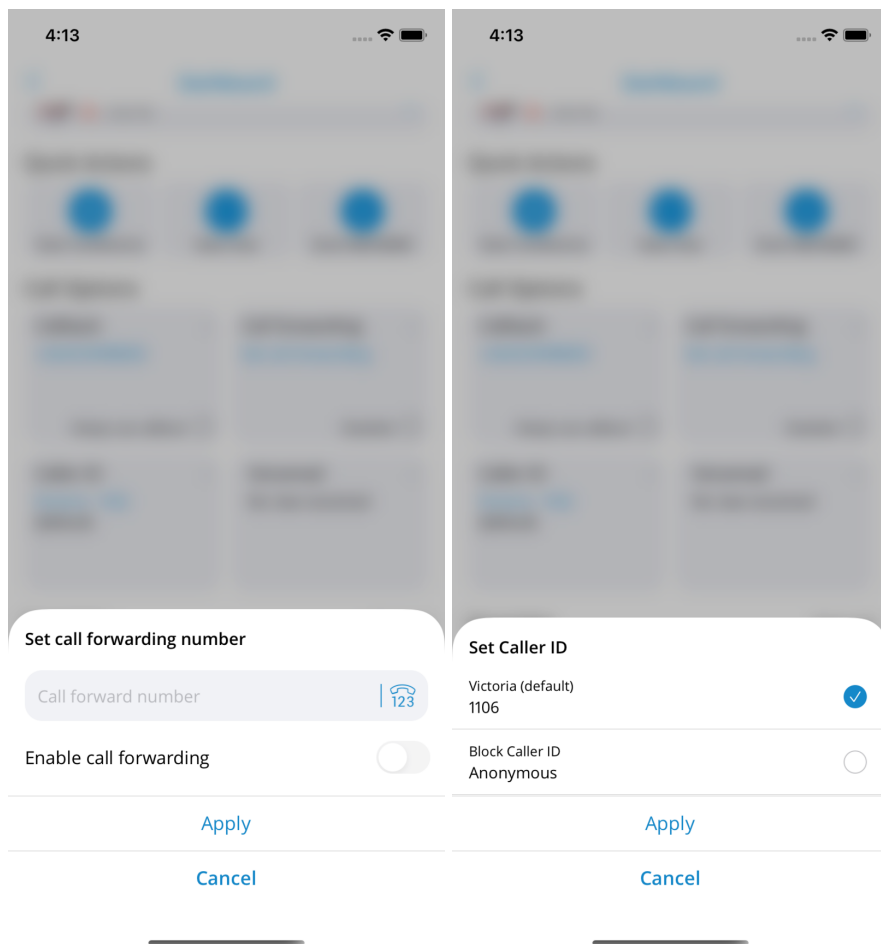
The Favorites module displays ten favorite contacts and allows interaction with them.

At the bottom of the Dashboard screen, users can express their opinion about gloCOM GO 7 by selecting Feedback.

15. Dark Theme support

gloCOM GO 7 users can select light theme, dark theme or system default.

Dark Mode will follow the system options if Dark Mode is selected in the device system.

In order to select a light, dark, or system default theme, users press on Theme in Settings, and select the preferred theme from the pop-up menu. Once the preferred theme is selected, it will change immediately.
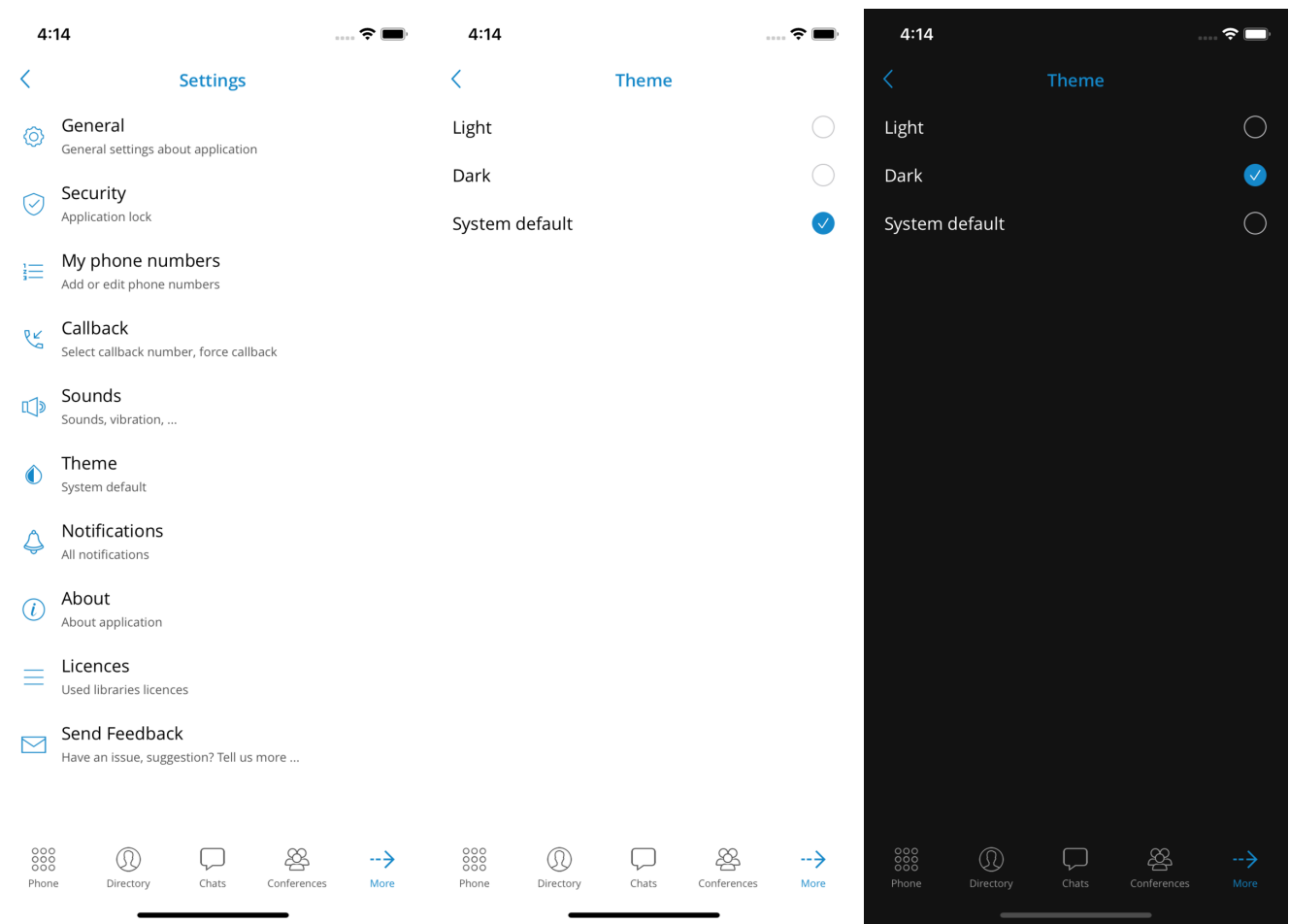
Light ✓

Dark ○

System default ○

Phone Directory Chats Conferences More

16. Localisations (translations)

gloCOM GO 7 is available in different languages. The app detects the system language and applies the translations if that language is supported.

The gloCOM GO 7 has been translated to Italian, Portuguese, French and German languages, so our international gloCOM GO 7 users can explore the benefits of the gloCOM GO 7 in their native language.
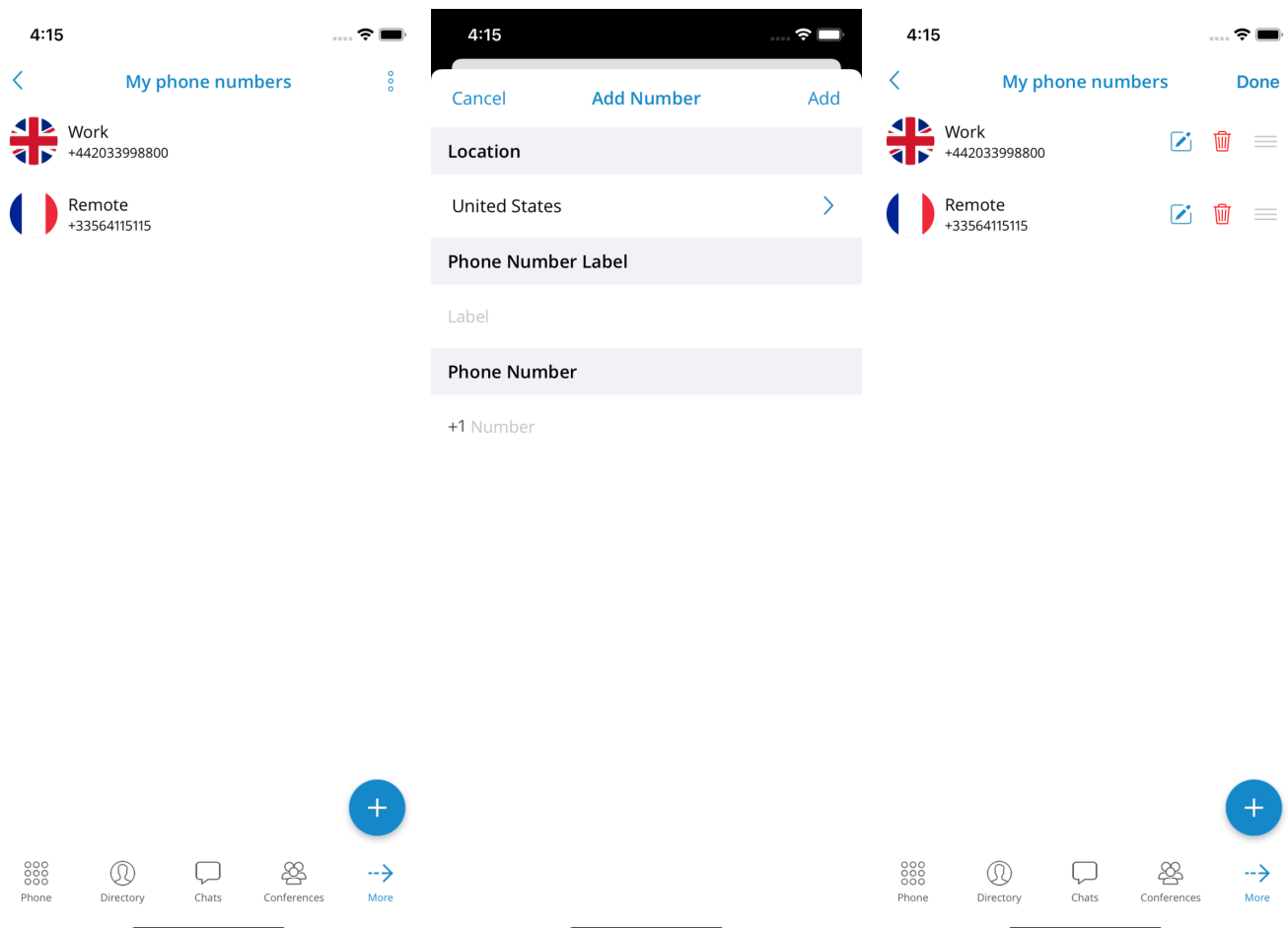
17. Settings

- **General -** option shows a screen with general settings for gloCOM GO 7.
- **Phone -** shows a screen where it is possible to change phone and dialer options.
- **Meetings -** shows a screen where it is possible to change meeting integration options.
- **Security -** offers users to enable Biometrics security for gloCOM GO 7.
- **My phone numbers -** shows a screen with settings for Country, SIM number, add, edit or delete a phone number, and phone numbers associated with the user's account.
- **Callback -** screen with settings for a Callback feature.
- **Sounds -** offers an option to select a ring tone for incoming calls and to Enable/Disable dialpad sounds.
- **Video -** provides an option to enable surveillance camera feed. (URL is required)
- **Theme -** screen with settings for the gloCOM GO 7 theme (dark, light or system default).
- **Notifications -** option shows all new notifications for gloCOM (e.g. missed calls, new voicemail, server notifications...)
- **About -** will display gloCOM GO 7 about page with version number and contact information.
- **Licenses -** shows a screen with a list of the gloCOM GO 7 libraries.
- **Storage and Media -** option in which users can clear all downladed media and files from storage.
- **Send Feedback -** launches integrated feedback submission form.
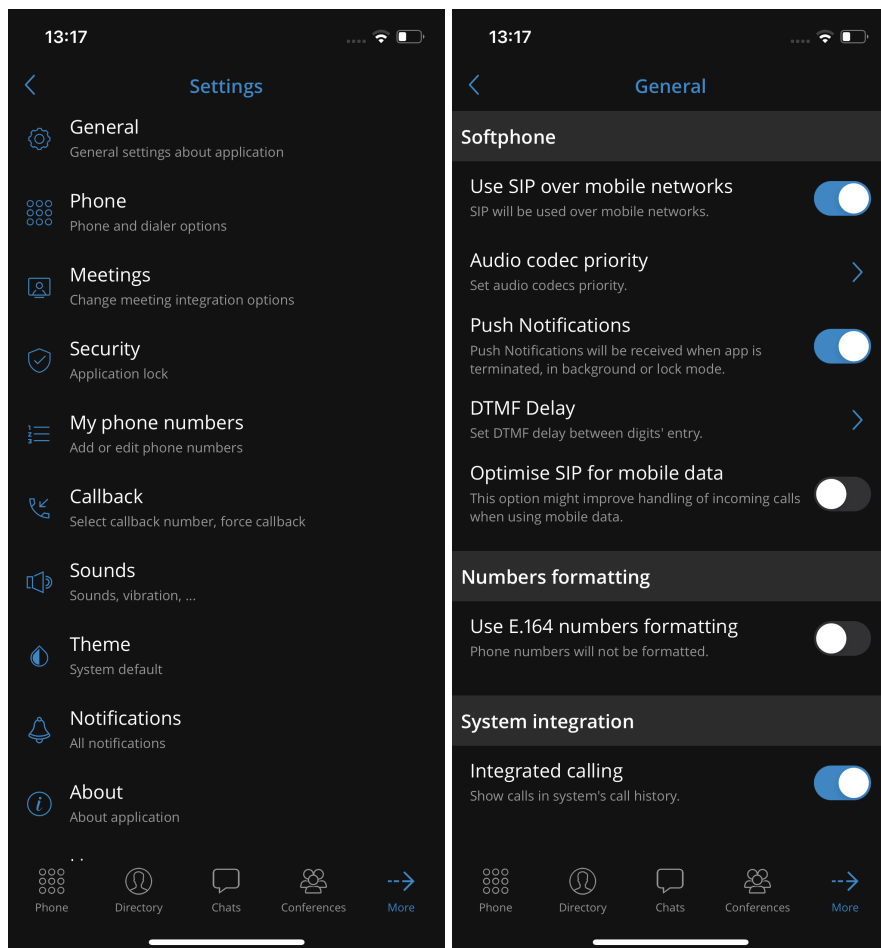
17.1. My phone numbers

This section contains numbers defined by the user's account. Users can add more numbers by using the ADD NEW NUMBER button and sort them by priority using the drag option on the right side of the number and label. These numbers appear in a list of numbers associated with the user's account when someone tries to call them from gloCOM GO 7 or gloCOM.

17.2. Video

Pressing **Settings** and then **Video** enters the section where surveilance camera can be enabled/disabled. Users will have to provide the URL of the surveilance camera stream, which allows them to view CCTV footage from their device within the gloCOM GO 7.
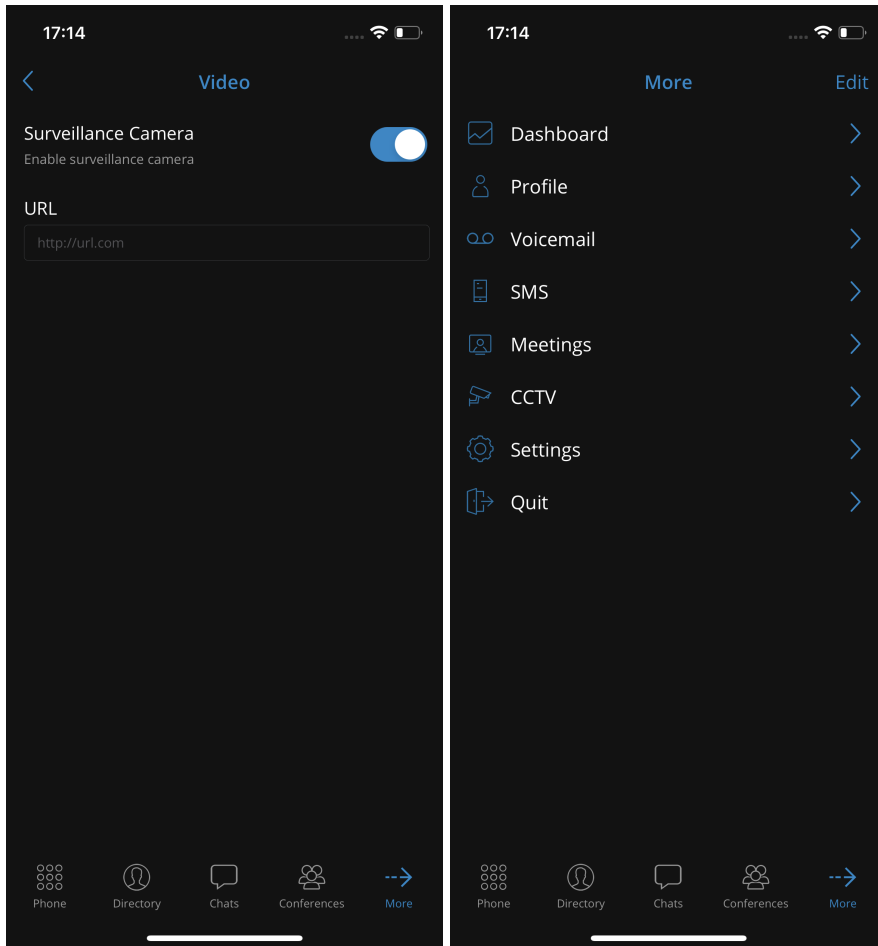
17.3. Feedback

Feedback can be submitted by pressing **Settings** and then **Feedback** which will allow users to send feedback from the gloCOM GO 7.

Feedback text needs to be longer than ten characters for the **Send** button to be enabled. Users will be notified about successful or failed feedback submissions.

18. Signing out and Quitting gloCOM GO 7

There are two ways to quit gloCOM GO 7 when users press **Quit** from the **More** menu.

Sign Out will clear profile data, and users will be asked to provide a password next time they start gloCOM GO 7.

Users also can use to **Quit** the application. This exits gloCOM GO 7 leaving all profile data and settings untouched. Next time when users start gloCOM GO 7, they will not be asked for a password. Quit will also disable push notifications, and they will be automatically enabled next time the users enter the gloCOM GO 7.