



Communicate Success

through unique unified communications app delivered on PBXware

Benefits

- **Manage costs**

of your company operations. Get rid of that ridiculously expensive phone system and huge phone bills - now!

- **Stay in motion**

with gloCOM Unified Comms Mode that allows switching phones without need to hang up the call.

- **Easy connect**

through gloCOM connections database with company PBX, MS Outlook, Apple and Google in one.

- **Reduce workload**

of your employees but maintain the high performance. gloCOM features makes it quite easy to do so!

- **Control your time**

and your calls with presence functions - plan how and when to communicate with your colleagues.

- **Retain momentum**

of your work. gloCOM is deployed in minutes and does not need extensive time until user is fully familiar with it.

- **Optimize environment**

your employees work in and increase their efficiency. Start with comms system - you will not regret it!

- **Rise company profits**

by increasing staff productivity and decreasing operating costs. We are providing features - you do the math!

- **Accumulate experience**

that your employees gathered on other systems, since gloCOM does not require any specialized training.

General info

Business Edition of gloCOM provides a specific set of features capable of transforming your phone system into a real powerhouse. Everything your phone system ever needed to be ...

gloCOM is offered in Office, Business, Call Center Agent and Call Center Supervisor editions.



Key features

- Unified Comms Mode
- Office Phone Control
- Switch phone
- Faxing client (FoIP)
- gloCOM Address Book
- Conferencing facility
- Online presence status
- Call on available
- MS Outlook integration
- Data encryption
- Browser integration
- Privacy management



Content

- *Devices & Platforms*
- *Unified Comms Mode*
- *Voice & Video Calls*
- *Conferencing*
- *Faxing (FoIP)*
- *Instant Messaging*
- *Connections*
- *Productivity*
- *Simplicity*
- *Features*

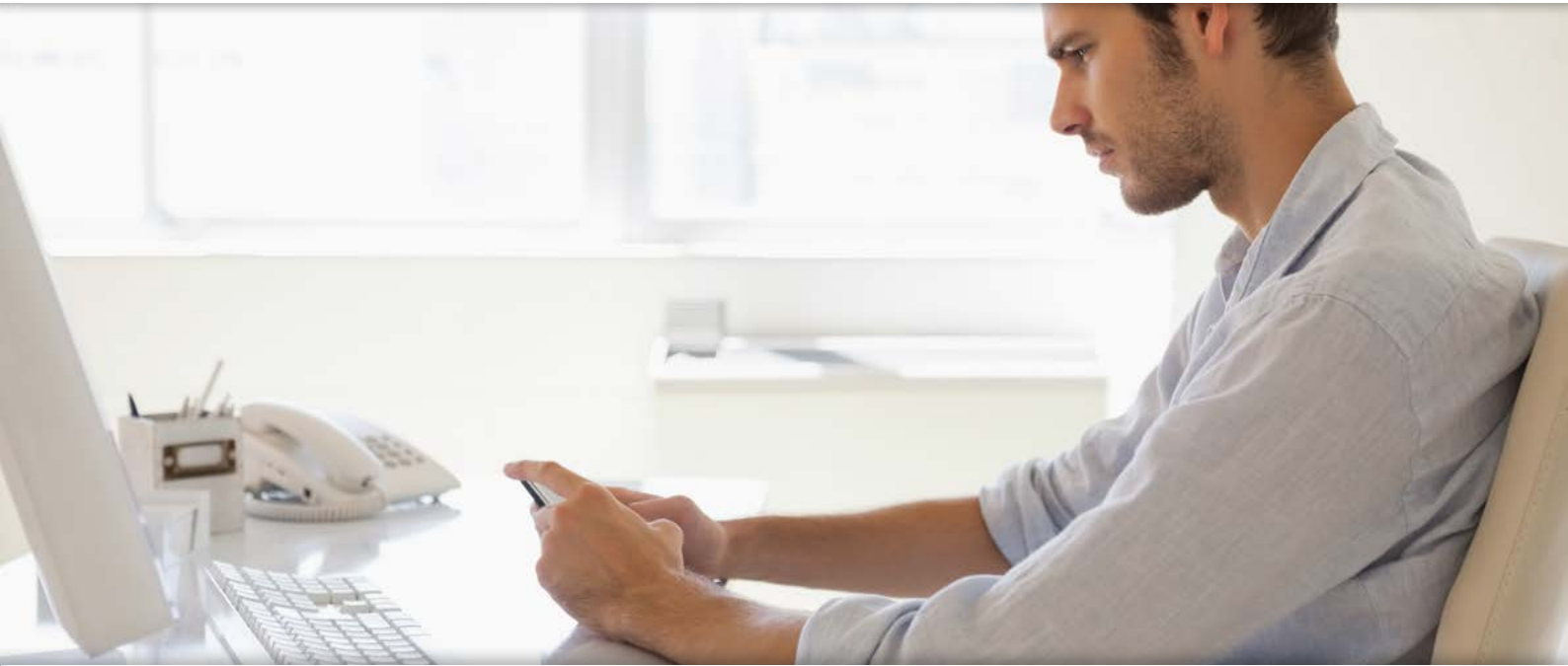
Devices & Platforms

gloCOM is designed as a simple and efficient business assistant, making it even more still than a feature packed consumer SIP client application. It is only application on the market capable to bring PBXware to its full potential.

gloCOM operates on all major desktop and mobile systems:

- *Microsoft Windows (XP and above)*
- *Apple MAC OS X (10.6 and above)*
- *Linux Ubuntu (11.4 and above)*
- *Google Android (4.1 and above)*
- *Apple iOS (iOS 7 and above)*





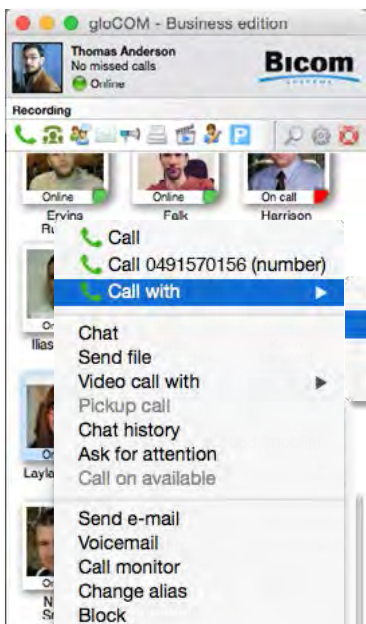
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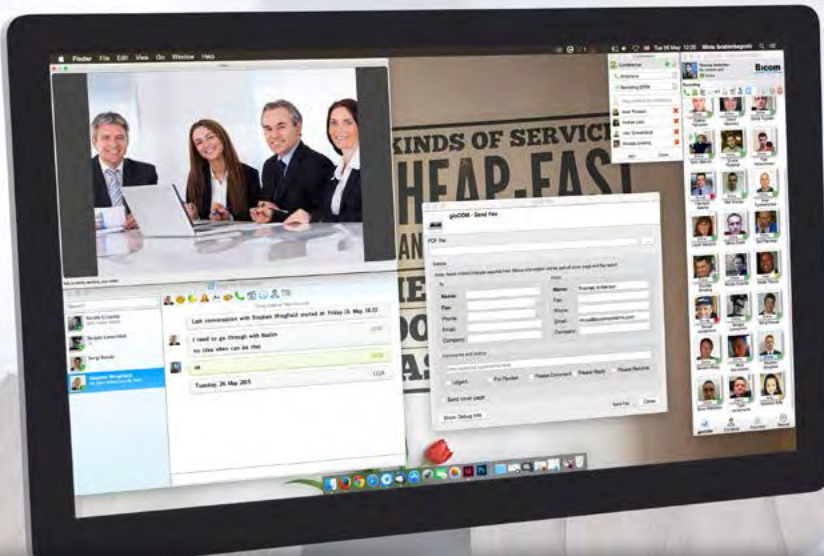
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Unified Comms Mode

Unified comms mode allows gloCOM users to use multiple phones simultaneously. Switch from one phone to another without hanging up the call.

Use soft phone, desk phone and mobile phone in the same (unified) way through gloCOM to do: conferencing, drag & drop, call transfer, call parking, call pickup, voicemail and much more.





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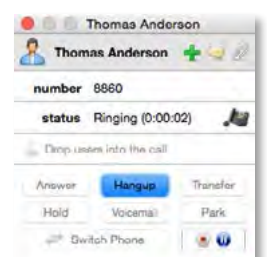
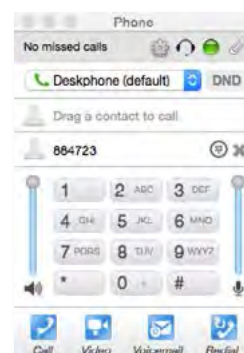
Features

- *Phone accounts*
- *Multiple phone lines*
- *Caller ID display*
- *Notifications display*
- *Redial button*
- *Speed dial keys*
- *In-text number dialing*
- *On hold button*
- *DND button*
- *Call history*
- *Presence panel*
- *Call on Available*
- *Drag to Call action*
- *Call parking*
- *Parking lots*
- *Call from IM*
- *Voicemail module*
- *Speaker & MIC volume control*
- *Network appearance status*
- *Advanced Echo cancelation*
- *Adaptive jitter buffer*

Voice & Video Calls

gloCOM SoftPhone enables users to establish High Quality Audio and Video Calls to any extension or PSTN number anywhere in the world. All phone calls made to your co-workers extensions are free (other calls are cheaper than usual).

SoftPhone mimics the actions and layout of a standard desk phone which makes it easy to use and accomodate. The wide variety of features and actions provided by SoftPhone are perfectly suited to modern, computerized communication.





Content

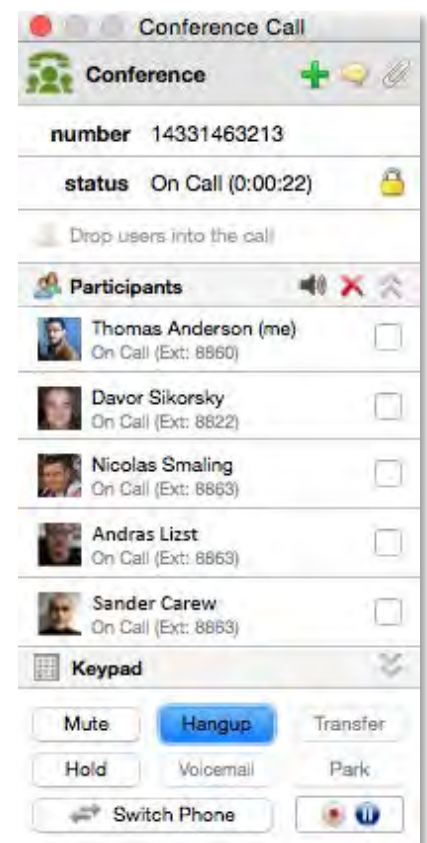
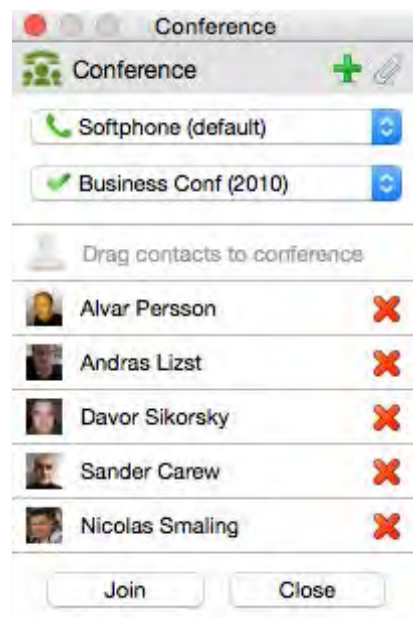
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Features

- *Voice Conferencing*
- *Dynamic conferencing*
- *3-way SIP conference calls*
- *Polycom integration*
- *Conference rooms*
- *System conferences status*
- *View conference participants*
- *Conference Invite (local/PSTN)*
- *Kick/Mute participants*
- *User status*
- *Drag & Drop actions*

Conferencing

Organize meetings with your business associates and co-workers from the comfort of your office. Combined with File Transfer, and Instant Messaging you may achieve efficient collaboration and save significant amounts of your time and money.





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Features

- *Send fax from any application*
- *Send fax from gloCOM interface*
- *Receive fax to gloCOM*
- *Fax history*
- *Fax cover page*
- *Dedicated fax interface*
- *Additional info fields*
- *Comments and status*
- *Request action from receiver*
- *Send fax in various quality*
- *Fax reporting*

Faxing (FoIP)

Users may send any document as fax directly from it's native application (MS Word, MS Excel, etc ...) or send faxes directly from gloCOM interface (PDF files only).

Receive faxes on gloCOM and read them directly from your computer. User also have access to Fax history of received files.

The image shows two screenshots of the gloCOM interface. The top screenshot is a 'Fax' details window with the following information:

From:	
From:	Polycom
Phone:	103
Fax:	103
Email:	test@bicomsystems.com
Company name:	Bicom Systems
To:	
To:	Polycom
Phone:	103
Fax:	103
Email:	test@bicomsystems.com
Company name:	Bicom Systems

Total pages including cover: 1

The bottom screenshot is the 'gloCOM - Send Fax' dialog box. It includes a 'PDF file:' field, a 'Details' section with fields for 'To' and 'From' (Name, Fax, Phone, Email, Company), and a 'Comments and status' section with checkboxes for 'Urgent', 'For Review', 'Please Comment', 'Please Reply', and 'Please Recycle'. There is also a 'Send cover page' checkbox and a 'Send Fax' button with a dropdown menu for resolution options: Standard Resolution (204x98), Fine Resolution (204x196), and Supertine Resolution (204x391).



Content

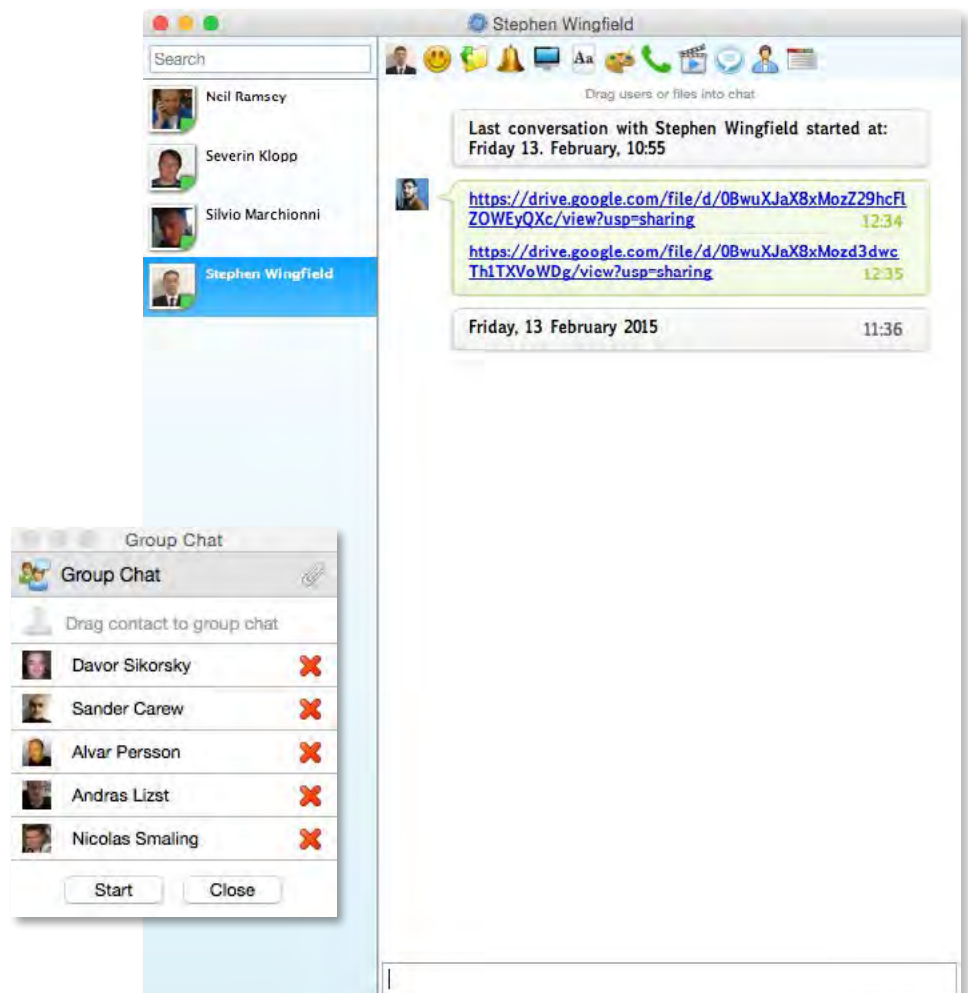
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Features

- *System instant messaging*
- *IM group chat*
- *File transfer*
- *Group announce message*
- *IM history*
- *Notifications*
- *Call from chat*
- *Contact info*
- *Drag & Drop actions*
- *Personal status messages*
- *Font and Color customization*

Instant Messaging

gloCOM provides the Instant Messaging client that enables users to chat / group chat, share personal status messages, exchange files and much more. This makes gloCOM a useful collaboration tool.





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Features

- *MS Outlook integration*
- *Apple Address Book integration*
- *Google Contacts integration*
- *System extensions*
- *User avatars*
- *List and grid view*
- *Action buttons on contacts*
- *Contact informations*

Connections

gloCOM is all-in-one solution for faster and more efficient management of connections. gloCOM will automatically load and display the system extensions from your PBXware.

gloCOM gathers your connections from MS Outlook, Google and Apple Address Book into one place so you can make phone calls straight from the application.





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Features

- *Drag & Drop actions*
- *Easy file transfer*
- *CRM integration*
- *Web browser integration*
- *E-mail client integration*
- *Online Self Care portal*
- *Fax over IP (FoIP)*
- *Call on available function*
- *Ask for attention action*
- *Speed dialing*
- *Display always on top*

Productivity

Designed as a unmatched productivity tool, gloCOM packs a wide variety of actions and features that make your daily business a pleasure instead of a nightmare.



Contacts management



Browser integration



Multilingual



File sharing



FoIP - Fax over IP



CRM integration



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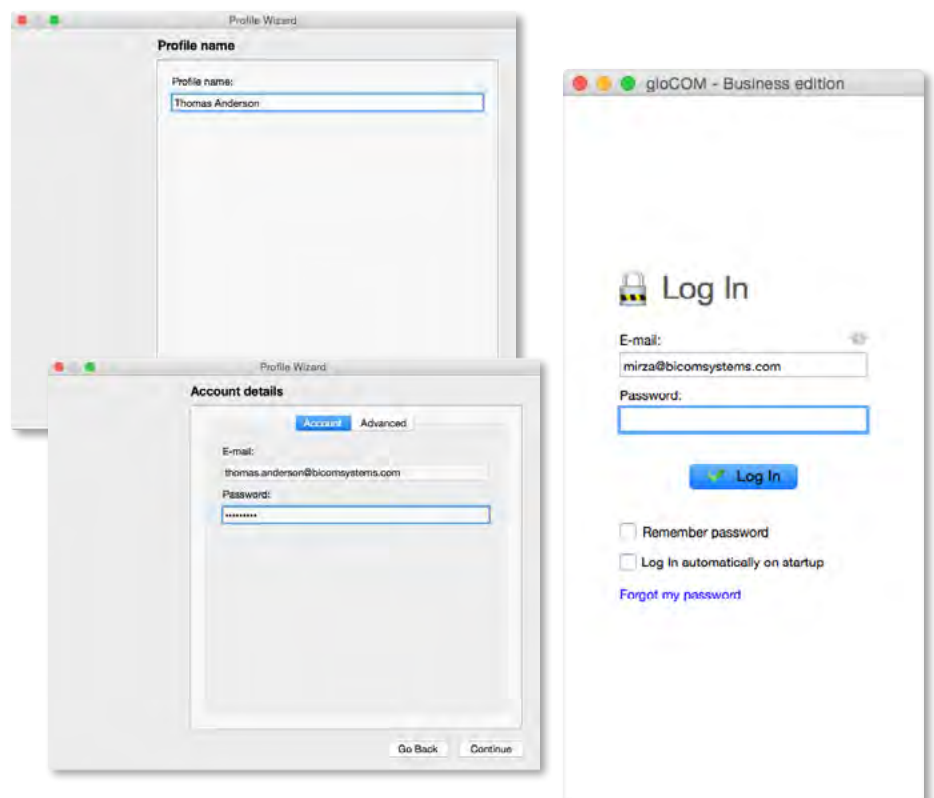
- *Under 5 minutes installation*
- *Automatic provisioning*
- *Email / Password registration*
- *Silent install capability*
- *MSI install capability*
- *Zero user training required*
- *Intuitive interface design*
- *User friendly SoftPhone design*
- *Image-based contacts display*
- *Personalization*
- *Drag & Drop actions*

Simplicity

User experience and benefits are gloCOM's core priority. gloCOM is designed to enable users quick and easy setup, streamlined work and pleasant experience.

gloCOM features easy and secure user provisioning/registration with email/password only, the remaining procedure is done automatically.

Download and setup gloCOM in less than 5 minutes.



Editions	Office Edition	Business Edition	Agent Edition	Supervisor Edition
Unified Comms Mode	Single	Multiple	Multiple	Multiple
PBX Accounts		•	•	•
Lines	1	Unlimited	Unlimited	Unlimited
SoftPhone	•	•	•	•
Mobile Phone		•	•	•
Office Phone		•	•	•
Any Phone		•	•	•
Office Phone Control				
Answer a Call		•	•	•
Hangup / Reject		•	•	•
Switch Between Calls		•	•	•
Transfer a Call		•	•	•
Hold / Resume		•	•	•
Redial		•	•	•
Click to Dial		•	•	•
Mute		•	•	•
Speakerphone		•	•	•
Unified Comms Features				
File Transfer	•	•	•	•
Drag & Drop	•	•	•	•
Instant Messaging by Chat	Unlimited	Unlimited	Unlimited	Unlimited
Department Group Messaging		Unlimited	Unlimited	Unlimited
Presence	•	•	•	•
MS Outlook Contacts	•	•	•	•
MS Exchange		•	•	•
Apple Address Book	•	•	•	•
Google Contacts	•	•	•	•
Send vCard	•	•	•	•
Switch Phone		•	•	•
Web Browser Integration	•	•	•	•
Email Client Integration	•	•	•	•
iTunes Integration	•	•	•	•

Editions	Office Edition	Business Edition	Agent Edition	Supervisor Edition
IP Camera / Alarm / Surveillance		•	•	•
Personal Message	•	•	•	•
Avatar Image	•	•	•	•
Standard Comms Features				
Voice Calling	•	•	•	•
Video Calling		•	•	•
Voicemail	•	•	•	•
Faxing (FoIP)		•	•	•
PBXware Directory	•	•	•	•
Conferencing Features				
Dynamic Conferencing		Unlimited	Unlimited	Unlimited
Static Conferencing		Unlimited	Unlimited	Unlimited
Standard Application Features				
Notifications	•	•	•	•
Multilingual Interface	•	•	•	•
Online Self Care (OSC)	•	•		•
Color Schemes	•	•	•	•
Different View Modes	•	•	•	•
Quick Configuration	•	•	•	•
Automatic Updates	•	•	•	•
Multi-Tenant Compatible	•	•		
Call Center Features				
Queues			•	•
Supervisor Panel				•
Real-Time Call Monitoring				•
Agent Status and Efficiency			•	•
Wallboard Facility				•
Agent Operations			•	
Agents Panel				•
Not Ready Reason Codes			•	

Bicom Systems (USA)
3901 S OCEAN DR Suite 9E
Hollywood
Florida
33019-3003
United States

Tel: 1-954-278-8470
Fax: 1-954-278-8471
sales@bicomsystems.com

Bicom Systems (CAN)
126C Hampton Rd
Suite# 316
Rothesay
NB - E2E 2N6
Canada

Tel: +1-647-313-1515
Tel: +1-506-635-1135
sales@bicomsystems.com

Bicom Systems (UK)
Rockware Centre
5 Rockware Avenue
London
UB6 0AA
United Kingdom

Tel: +44 (0)20 3399 8800
Fax: +44 (0)20 3399 8801
sales@bicomsystems.com

Bicom Systems (France)
188 Route de Blessy
St. Quentin
Aire-sur-la-Lys
62120
France

Tel: +33 3 61 08 01 32
Fax: +44 20 33 99 88 99
sales@bicomsystems.com

Vision Statement

We Unify Communications!

Mission Statement

We provide the Communication World with the most Complete Turnkey Communication Systems available by Creating, Unifying and Supporting the Most Advanced of Current Technologies.

Overview

Bicom Systems was the first company to deliver Open Source Communications Software as Professional Turnkey Solutions.

By combining the best of open source telephony and its own proprietary software, Bicom Systems can provide enterprises with turnkey solutions that take account of the clients' exact needs within a very cost-effective framework - giving CIOs the safest choice. This mix includes royalty-free software, vibrant open source communities, available custom development backed up by accountable, professional support services.

The company finds innovative open source communication projects and professionalizes the project by creating, unifying and supporting turnkey systems with its proprietary in-house software. Bicom Systems provides the resources, core development and support services to enable popular open source projects to scale into enterprise-class communications software.

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