

## Office Communications

delivered in a professional,  
turn-key out of the box pack



### Benefits

#### • Ease of communication

*gloCOM makes office phone system much more powerful, retaining the classic phone system experience.*

#### • Familiar controls

*All phone call related actions made in gloCOM are translated to the desk phone, same as standard calls.*

#### • Connections database

*Keep your PBX, Outlook, Google and Apple connections in the gloCOM Click-to-Dial Connections database.*

#### • Smooth Communication

*Enjoy high quality calls, faxing, instant messages, seamless contact entries and voicemail inbox GUI.*

#### • Efficiency increase

*More work done - less time spent, thanks to the better organization and workflow delivered by gloCOM.*

#### • Availability control

*Plan your calls, control time and define your availability using the Presence panel on gloCOM.*

#### • Straight forward setup

*Reduces the time and knowledge required to complete the setup - from download to call in less than 5 minutes.*

#### • Instant deployment

*Deploy gloCOM on a large scale almost instant using Microsoft Installer™ and Silent Install features.*

#### • Increased productivity

*Implemented throughout gloCOM tools and features - save time, lower the costs and reduce stress level!*

### General info

gloCOM application introduce unmatched communicating capabilities to all PBXware users. Office Edition provides core Unified Communications capabilities, retaining the familiar phone system usability.

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



### Key features

- Available on all major platforms
- Connect to any SIP phone
- Import Apple & Google contacts
- Voice Conferencing
- Share messages and files
- Drag & Drop actions
- Online Selfcare platform
- Noise reduction system
- Web browser integration
- Multilingual interface
- Privacy management tools
- User presence panel



## Content

- *Devices & Platforms*
- *Voice Calls*
- *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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## 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*

## Voice Calls

gloCOM enables users to establish High Quality Audio 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).

gloCOM is ready to connect to any standard desk phone which makes it easy to use and accommodate. gloCOM is able to exploit all of the functionalities that your desk phone provides.



- *Call from IM*
- *Voicemail module*
- *Speaker & MIC volume control*
- *Network appearance status*
- *Advanced Echo cancellation*
- *Adaptive jitter buffer*



## Content

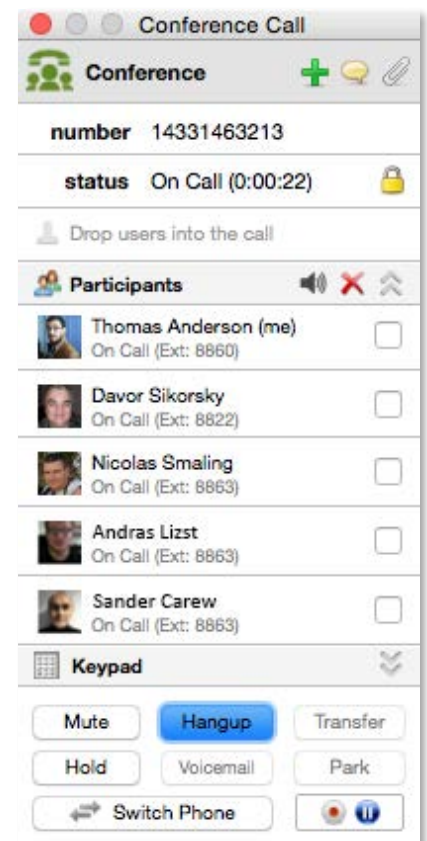
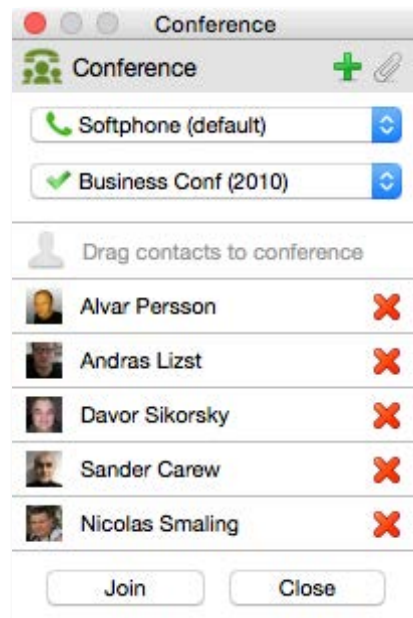
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## Conferencing

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.

## 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*





## Content

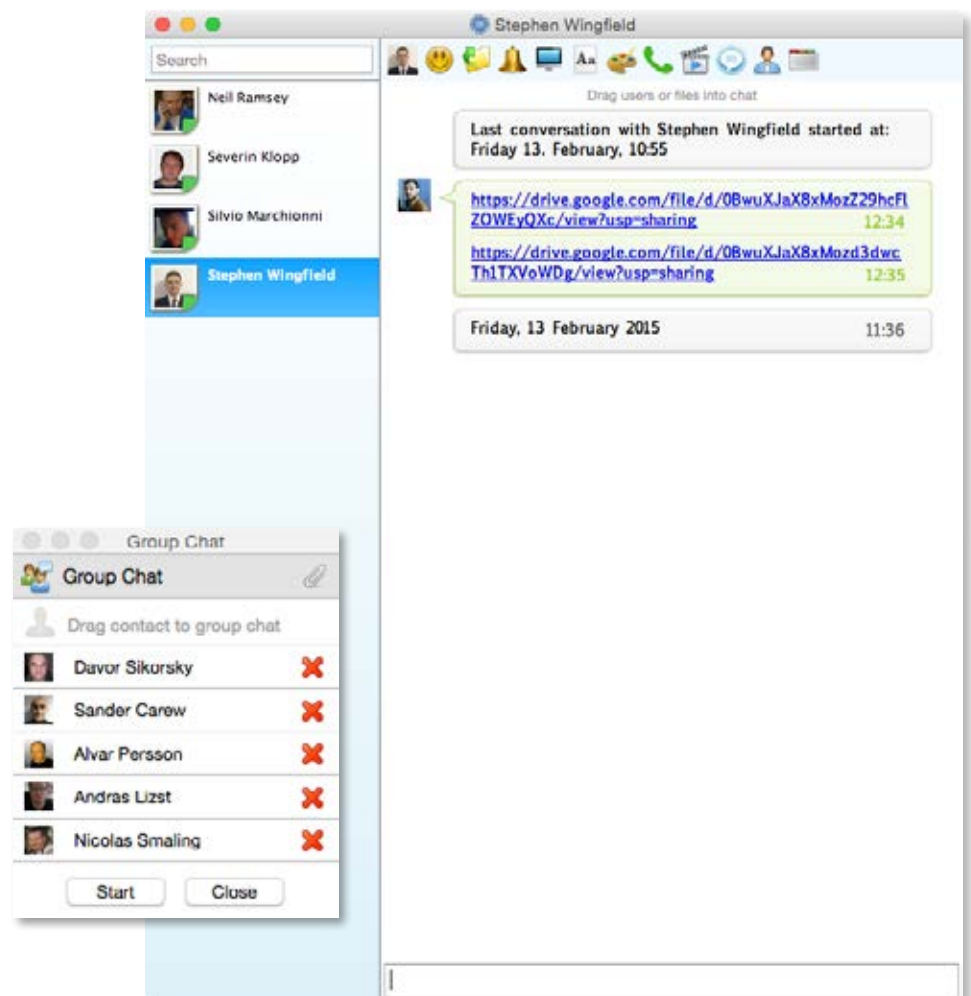
- *Devices & Platforms*
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## Features

- *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.





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## Simplicity

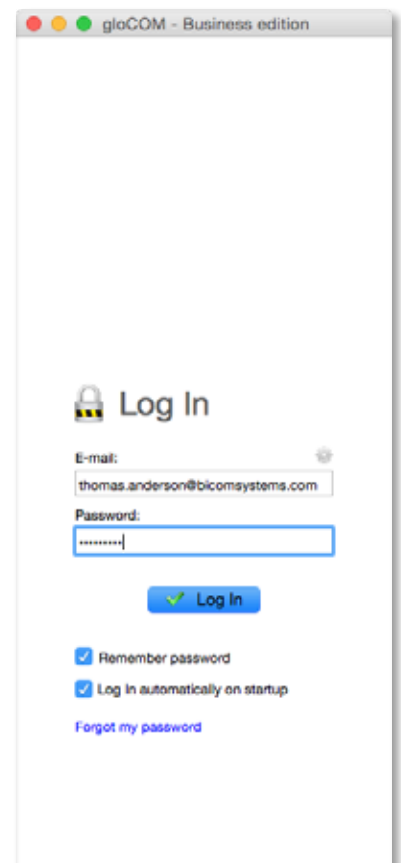
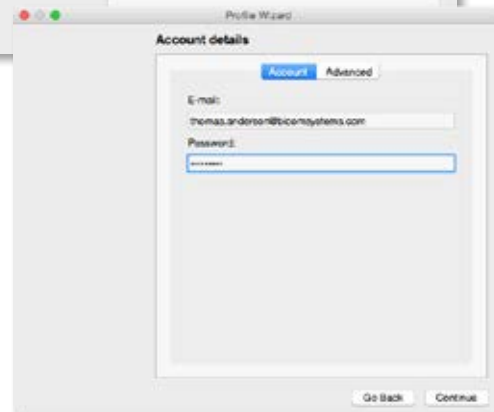
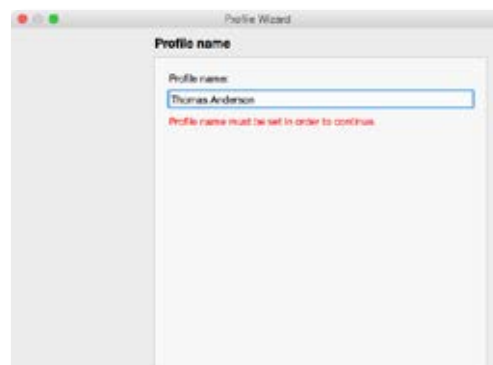
User experience and benefits are gloCOM's core priority. gloCOM is designed to enable users quick and easy setup, streamlined work and pleasant experience.

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.

## Features

- *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*



Editions	Office Edition	Business Edition	Agent Edition	Supervisor Edition
<b>Unified Comms Mode</b>	Single	Multiple	Multiple	Multiple
PBX Accounts	1	•	•	•
Lines		Unlimited	Unlimited	Unlimited
SoftPhone		•	•	•
Mobile Phone		•	•	•
Office Phone		•	•	•
Any Phone		•	•	•
<b>Office Phone Control</b>				
Answer a Call	•	•	•	•
Hangup / Reject	•	•	•	•
Switch Between Calls	•	•	•	•
Transfer a Call	•	•	•	•
Hold / Resume	•	•	•	•
Redial	•	•	•	•
Click to Dial	•	•	•	•
Mute	•	•	•	•
Speakerphone	•	•	•	•
<b>Unified Comms Features</b>				
File Sharing	•	•	•	•
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
<b>Features</b>				
IP Camera / Alarm / Surveillance		•	•	•
Personal Message	•	•	•	•
Avatar Image	•	•	•	•
<b>Standard Comms Features</b>				
Voice Calling	•	•	•	•
Video Calling		•	•	•
Voicemail	•	•	•	•
Faxing ( FoIP )		•	•	•
PBXware Directory	•	•	•	•
<b>Conferencing Features</b>				
Dynamic Conferencing	•	Unlimited	Unlimited	Unlimited
Static Conferencing	•	Unlimited	Unlimited	Unlimited
<b>Standard Application Features</b>				
Notifications	•	•	•	•
Multilingual Interface	•	•	•	•
Online Self Care (OSC)	•	•		•
Color Schemes	•	•	•	•
Different View Modes	•	•	•	•
Quick Configuration	•	•	•	•
Automatic Updates	•	•	•	•
Multi-Tenant Compatible	•	•		
<b>Call Center Features</b>				
Queues			•	•
Supervisor Panel				•
Real-Time Call Monitoring				•
Agent Status and Efficiency			•	•
Wallboard Facility				•
Agent Operations			•	
Agents Panel				•
Not Ready Reason Codes			•	



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## 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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