



GLOCOM FOR DESKTOP 4.0

Release Notes

BICOM SYSTEMS
April 2015

www.bicomsystems.com/products/glocom

[Click Here for the 4.0 Upgrade Procedure](#)



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gloCOM Distinctions

gloCOM is a global “communicator” desktop application. It is specifically designed for enterprise and call center customers, allowing placing/receiving calls, instant messaging, sending/receiving faxes, call center agent operations, conferences administration, and much more.

gloCOM is defined by four distinctions: brand, platform, edition, and version.

Platform

- Desktop - Mac OS X, Windows, Ubuntu Linux
- Mobile - iOS, Android

Editions

Different editions of gloCOM offer different functionalities and purposes:

- Free
- Business
- Operator/Receptionist
- Agent (Call Center)
- Supervisor (Call Center)

Brand

- gloCOM - Bicom Systems branded
- Communicator - Non-branded
- OEM - Branded by customer

Version

Software versioning is the process of assigning unique version numbers to different states of computer software. gloCOM version numbers (i.e. 4.0) are assigned in increasing order and correspond to the addition of new features and bug fixes.

The current version is 4.0



New Login

Logging in is slightly different in gloCOM 4.0. Instead of using a SIP username and password, it is now done with your e-mail address and password. You can also use your password to login to OSC instead of a PIN. If there are two or more extensions with the same e-mail address, the passwords must be different.

If DNS SRV is set up correctly for the e-mail domain, clients will automatically find the server. The DNS SRV record that needs to be configured to point to PBXware is: **_pwproxy._tcp.domain. 86400 IN SRV 0 5 10005 pbxserver.domain**


[Click here to find more information on DNS SRV.](#)

If you do not setup DNS SRV, you will have to supply the IP address of the server in the client.

After updating, the system will generate new passwords for all extensions. Users are prompted to change this password upon login. Once changed, the passwords are hashed and unknown to all administrators of the system.

Authentication

Username:	100	✓
Secret:	rJPZ%!TN3mw3N0h1	🔑
	Very Secure - 100%	
User Password:	v5wC_%cr8i3zZSQN	🔑
	Very Secure - 100%	
PIN:	8762	✓

 **Log In**

E-mail:

Password:

Remember password

Log In automatically on startup

[Forgot my password](#)

Login options

Phones | **Advanced**

You can specify Login server and/or SIP proxy manually. If not specified, application will try to discover Login server automatically through DNS SRV record.

Login server:

SIP proxy (leave empty to use server settings):



Major New Features

Password Recovery

If a user forgets his password, he can recover it by clicking the 'Forgot my Password' link. The user will receive a password recovery link via email.

Multiple Client Registration to Single Extension

With PBXware 4.0, users can simultaneously register multiple clients to a single extension.

Users are now able to connect the following devices at the same time:

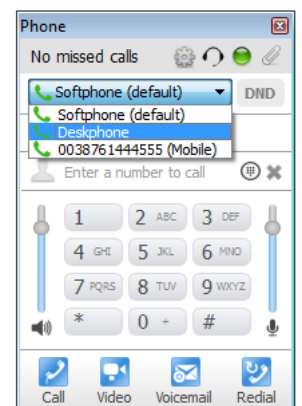
- 1x **Deskphone**
- 1x **gloCOM desktop client**
- 1x **iOS client** (SIP TCP is required)
- 1x **Android client** (SIP TCP is required)

Multiple clients can be seen in **Monitor** → **Extensions** page

Multi-Device Support

Now that gloCOM allows multiple SIP registrations to a single extension, users can also switch between devices before making or receiving a call, or even during call.

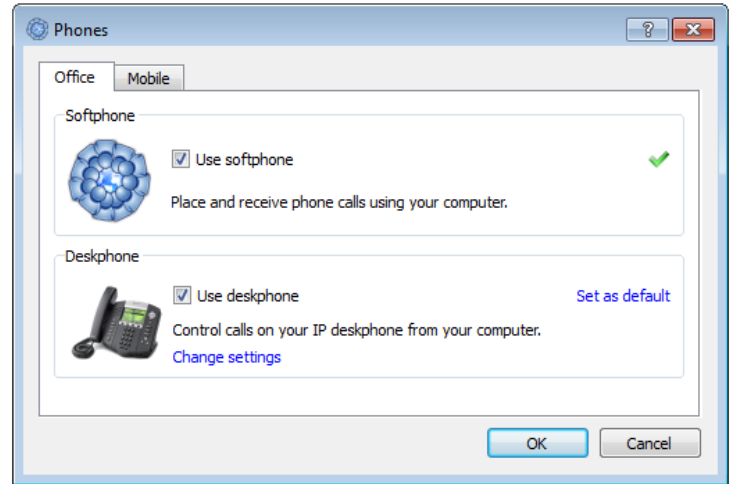
To change the default device for outbound calls, click the phone icon to open the dialpad window, then the wheel icon to open the devices window.



Selecting the checkboxes for both desk phone and softphone will allow users to choose either device when initiating or answering a call. In addition, users can switch between devices during

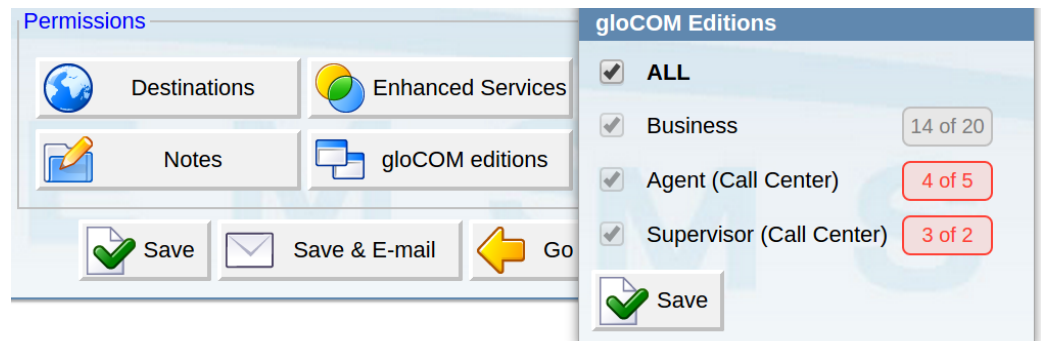


a call by pressing the 'switch phone' button. This will make the call ring on all registered devices. For example, if a user needs to leave the office but cannot end a call, he could switch from desktop to mobile without every hanging up.



gloCOM Editions and License Counter

PBXware 4.0 offers the option to lock the gloCOM edition per extension. This prevents users from switching between editions

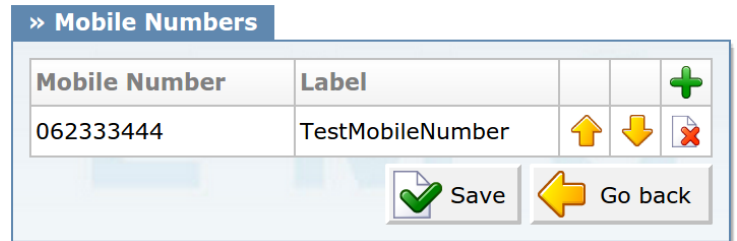


without authorization which could cause the maximum number of licenses to be reached. Click the gloCOM 'editions' button on the extension edit screen and select the checkbox next to any edition to prevent that extension from registering with other editions. In addition, next to each edition you will see the licenses counter which provides the usage count for that particular edition. If your available licenses number is low, the number will be in red.



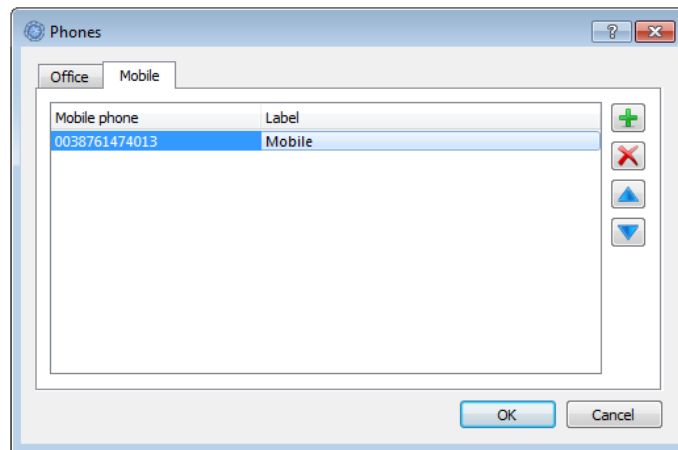
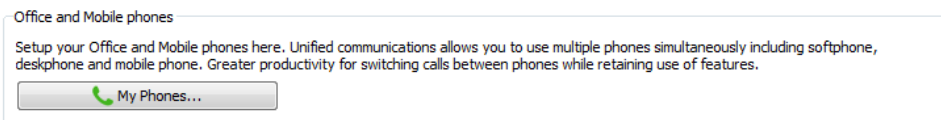
Mobile Phone Numbers

PBXware 4.0 introduces the option for mobile phone numbers in integration with gloCOM. Users can assign a mobile number that they would like to receive calls on when not at their desk. Do so by editing your extension's Enhanced Services, enabling Mobile Numbers, and entering the mobile phone number.



Numbers added to either PBXware or gloCOM are automatically synchronized, so you only need to add the number in one place.

gloCOM users will be able to dial a mobile number by simply right clicking a contact in their list.

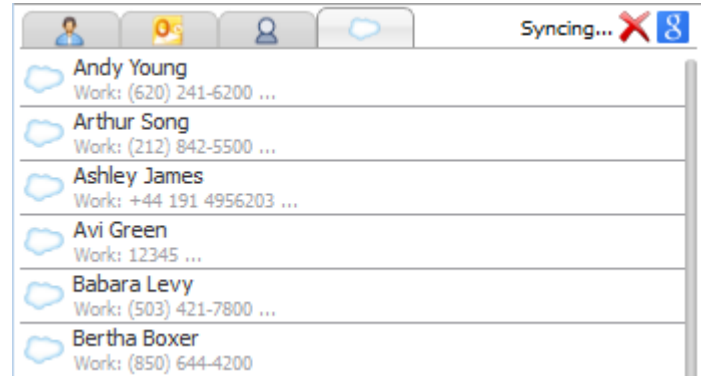




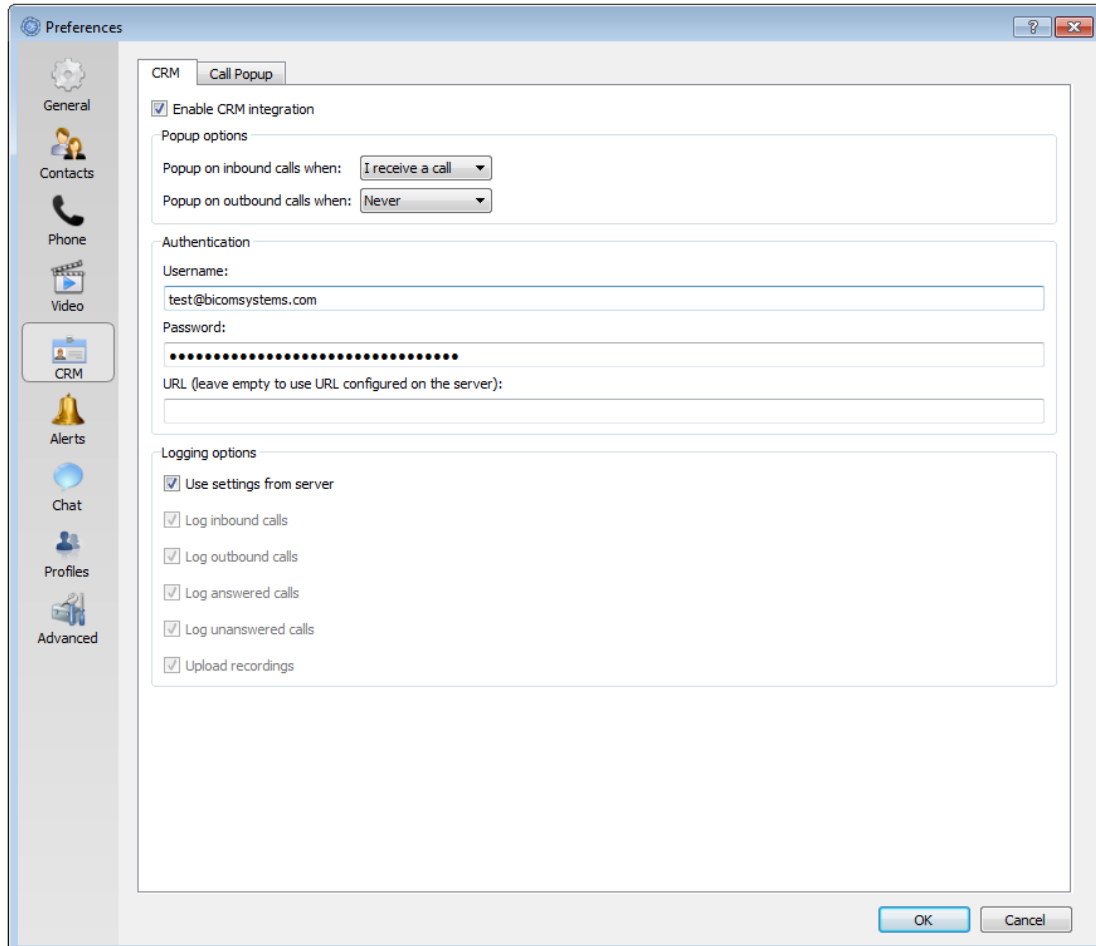
CRM Integration

gloCOM 4.0 is compatible with several Customer Relationship Management solutions. In PBXware 4.0 we are introducing support for Salesforce, SugarCRM, Zoho, and Zendesk.

To set up CRM integration, navigate to
Tools -> Preferences -> CRM



When integrated with any of the previously mentioned CRMs, gloCOM will synchronize CRM contacts and display them in the CRM contacts tab.





Pause Recordings (PCI compliance)

gloCOM 4.0 allows you to pause a call recording at any point during a conversation. This is useful in cases where the customer has to provide personal information like credit card or social security numbers.

Multiple Departments

One extension can now be set up as a member of multiple departments. Multiple departments can be uploaded via CSV when creating new extensions and modified via API.

General

Extension: 100 ✓

Name: Yealink T22 ✓

E-mail: test@bicomsystems.com ✓

Department: Billing ✓ Marketing ✓

Agent Pause Reason Codes

Call Center administrators are now able to set reasons for agents to pause gloCOM (for example: a lunch or restroom break), allowing agents to specify a reason when they need to take a break. The reason code is logged as a pause event. This feature can be used by clicking the pause button in gloCOM Agent edition and then selecting the reason from the drop down list. Or the user can dial *204 + Reason Code from their desk phone.

>> Pause Reason

General

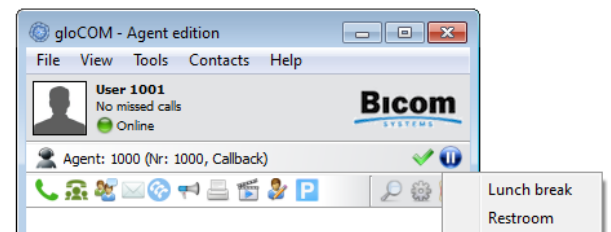
Name: Lunch break ✓

Code: 123 ✓

Description: Out on a lunch break

Billable: Yes No N/A

Payable: Yes No N/A



Improved TLS/SSL Security

PBXware now supports SIP TLS and SRTP in integration with gloCOM. Although some manual setup is required on the server, using TLS greatly enhances security. TLS 1.2 is now being used in all communication channels, including pwproxy, jabber and SIP.



Paging

gloCOM for desktop now supports paging similar to any other supported desk phone.

Fax Cover Page

One of our favorite additions to gloCOM 4.0 is the option to set up a Fax cover page that will be sent out whenever users send faxes via gloCOM. To set up Fax cover page, navigate to Settings -> FAX settings.

gloCOM allows users to set a cover page size (A4, Legal, Letter), company name, and company logo to display on the fax cover page.

» FAX Settings

FAX Cover Page

Cover Page Size: A4

Company Name: Bicom Systems ✓

Company Logo (JPEG): Choose File No file chosen

Current Company Logo: logo.jpg

PDF Preview

Save

Fax **Bicom**
SYSTEMS

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

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

Total pages including cover: 1

Comment:
Comment goes here.

Urgent For Review Please Comment Please Reply Please Recycle

gloCOM - Send Fax

PDF file:

Details

Note: Items in bold indicate required field. Below information will be part of cover page and fax report.

To	From
Name: Support Bicom Systems	Name: Testing & Documentation
Fax: +19542788470	Fax: +442033998800
Phone: support@bicomsystems.com	Phone: test@bicomsystems.com
Company: Bicom Systems	Company: Bicom Systems

Comments and status

Urgent For Review Please Comment Please Reply Please Recycle

Send cover page

Show Debug Info Send Fax Close

Standard Resolution (204x98)
Fine Resolution (204x196)
Superfine Resolution (204x391)



Other New Features

- Fax reporting - After a fax is sent from gloCOM, the user can save a report as a PDF or print it. The report includes: From, To, Date, Status, Pages, Document Name
- Avatars - gloCOM now supports higher resolutions (256x256 - 512x512px)
- Phone DND - Do Not Disturb can be set on phone or chat separately
- Trial alerts - Users will receive a notification when their gloCOM trial is reaching an end
- Improved user interface responsiveness
- Multiple bug fixes
- Email/Password login - Logging in is now simpler with just an email and password
- Multiple SIP devices - Ability to use multiple SIP devices for one gloCOM account.
- Editions per user - Different users within an organization can use different editions
- Switch phone (when on a call) - Users can seamlessly switch to another device while on a gloCOM call without dropping the call
- Mobile phones - gloCOM is now available for Apple and Android mobile phones
- Call recording status
- pwproxy TCP issues on high load systems (MT)
- UI responsiveness
- License work
- FREE limitations
- pwproxy reload / restart and high load, mysql params
- User logged in issue (tcp params / silent login / logout)



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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.