



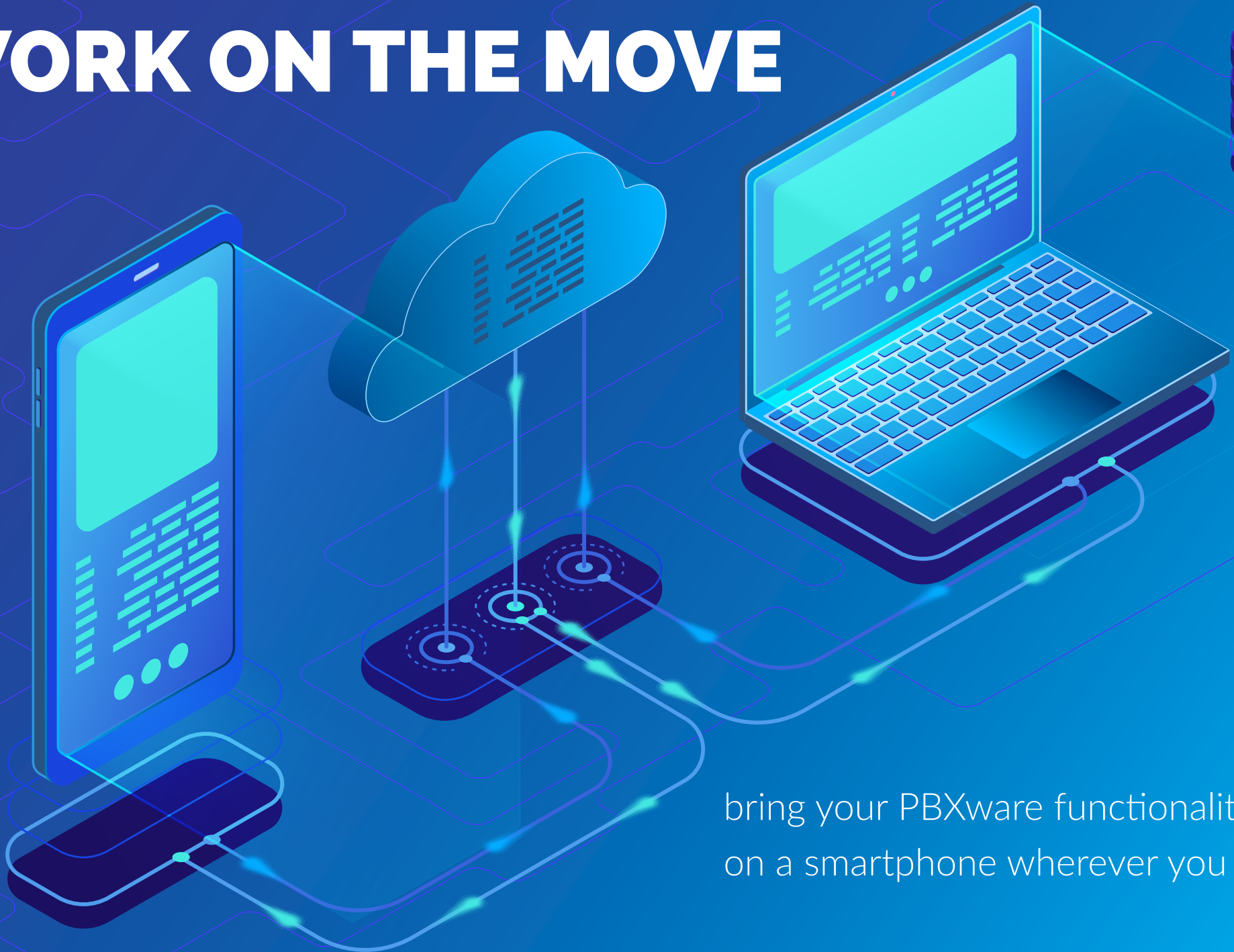
gloCOM GO 5.2.1 DATASHEET

gloCOM GO datasheet contains comprehensive list of features and their detailed description.

bicom
SYSTEMS



WORK ON THE MOVE



bring your PBXware functionality
on a smartphone wherever you go

gloCOM GO

Mobile Unified Communications application is designed to provide business users with a set of features and benefits capable of transforming your company's communications system into a real powerhouse. It is available on Google Android and Apple iOS. Experience efficiency at its best with gloCOM GO Unified Communications app. Plan phone calls, control your time and define availability using the gloCOM GO Presence panel functionality integrated with PBXware.

SUPPORTED OS

	iOS	Android
Apple iOS gloCOM GO can be installed on Apple iOS platforms (iOS 7 and above).	✓	✗
Google Android gloCOM GO can be installed on Android platforms (Android 4.0 and above).	✗	✓

BASIC PHONE OPERATIONS AND CALL CONTROL

SoftPhone client enables users to make and receive their calls while on the go, without being confined to their office desk. gloCOM GO allows you the full control of your calls. You can place, receive and control calls using the mobile app.

	iOS	Android
Hold Call The Hold Call feature allows you to place an active call on hold by pressing the hold button.	✓	✓
Transfer Call The Transfer Call feature allows a user to transfer a call from their mobile client to a PBXware extension, phonebook contact or any other number entered manually.	✓	✓
Transfer Call (Supervised) Users are able to make supervised transfers from their mobile client to a PBXware extension, phonebook contact or to any other number entered manually.	✓	✓
Mute Call gloCOM GO allows you to mute yourself while on an active call by pressing the mute button.	✓	✓
Pause Call If the pause button is pressed during an active call, both parties will be muted and unable to hear each other but the call will stay connected.	✓	✓
Caller ID Display gloCOM GO will display the Caller ID number and/or Caller ID name during incoming calls.	✓	✓

	<i>iOS</i>	<i>Android</i>
Call History The Call History list will allow you to see placed, missed and received calls in your mobile app. You can check the Caller ID and date/time for all calls on the list.	✓	✓
Click to Call You can call people from your company by clicking on their entry in the gloCOM GO extensions screen.	✓	✓
Voicemail gloCOM GO allows you to easily manage your Voicemail messages from your mobile client.	✓	✓
Phone Callback gloCOM GO can use the callback feature to make calls via GSM when a softphone is not registered or when network quality is poor. After you dial a number on gloCOM GO, a callback will be initiated and your mobile phone will be called by PBXware. Once you answer the phone, the call to the number you dialed will be initiated.	✓	✓
Conferencing gloCOM GO allows you to list existing defined and instant conferences in order to join them. In addition to that, users can also check conference participants and invite new users to the conference. Depending on the assigned conference privileges, users can also mute and kick out other conference members.	✓	✓
Call Monitor When call monitoring is enabled in the ES on the extension, users will see a 3-dot menu inside the extension profile. When it's pressed, the call monitoring feature will be available. If you don't have call monitoring enabled on the extension, you will not be able to see that option.	✓	✓
Editable Dial Number The entered number inside the dialer of the mobile application can now be modified before placing a call.	✓	✓

UNIFIED COMMUNICATIONS FEATURES

Unified Communications Features is an essential set of tools which is integrating organizations, users and services into much more productive business units.















	iOS	Android
SIP Presence gloCOM GO allows you to set your presence status according to your availability on gloCOM GO. In addition, you can also see the presence of other members of the company.	✓	✓
Sound Notifications The gloCOM GO interface allows you to change sound notifications for incoming calls and voice messages.	✓	✓
PBXware Directory The PBXware directory will allow you to see all the extensions in the PBXware directory with the option to hide or block them as well as to set an alias for each PBXware extension.	✓	✓
User Phone Contacts Dialing gloCOM GO allows users to dial any number from their phonebook or SIM card directly from the gloCOM GO application.	✓	✓
Favorites As bigger companies can grow to have a large number of users, gloCOM GO enables you to create a Favorite list of users you are communicating with on a daily basis so you do not have to waste time browsing through the list to find people.	✓	✓

CONFERENCING FEATURES

	iOS	Android
Defined Conferencing gloCOM GO provides you with an overview and controls for defined conference rooms. With the use of your mobile phone, it allows you to add participants by instructing the PBXware to call out external numbers you would like to add to the conference call.	✓	✓
Instant Conferencing You can create and control instant conference calls on your mobile device. In addition, you are able to convert two-way calls into an instant conference call and add as many participants as you want.	✓	✓
Convert 2 Party Call to Conference gloCOM GO enables you to do a seamless transition from a regular call to an Instant conference by simply adding one or more contacts from your contact lists into an existing call.	✓	✓
Invite External Phone Numbers You can also invite any external phone number to a conference by clicking the “+” icon and entering the number you would like to join the conference.	✓	✓

ADVANCED UNIFIED COMMUNICATIONS FEATURES

	iOS	Android
TLS Encryption gloCOM GO allows you to encrypt all SIP traffic using TLS. <i>NOTE: This feature requires some additional server setup.</i>	✓	✓
Audio Codecs Supported gloCOM GO supports μ -Law, a-Law, G722, GSM, iLBC, Speex ,G729.	✓	✓
Opus Codec Integration Opus codec integrated.	✓	✓

	<i>iOS</i>	<i>Android</i>
Handling SIM Change/Country Change Prompts for the numbers selection would be shown when the app starts or detects a SIM change while running.		
Push Notifications gloCOM GO supports Push notifications which will increase user connectivity and flexibility for business trips, working from home or any other calls made outside of the office. The push service should also minimize battery impact made by the app.		
Improved Connectivity gloCOM GO allows you to switch between mobile and wireless networks without being disconnected from an ongoing call. In the previous version switching from a mobile to wireless network and vice versa would lead to a connection drop with the server which is not the issue anymore. In the worst case scenario, users may experience a small call interruption which should not take longer than a few seconds.		
QR Code Based Login QR Code allows an easy login on the gloCOM GO mobile app. Instead of entering an e-mail, password and server address manually on the first login, all you have to do is scan the QR Code sent to your e-mail from your mobile app and all the information will be entered automatically.		
Use SIP over Mobile Networks Ability to control whether gloCOM GO will use the mobile network for sip traffic or not. This is useful for avoiding charges if you are roaming on different networks.		
QoS QoS is a set of technologies that work on a network to guarantee its ability to dependably run high-priority applications and traffic under a limited network capacity (must be supported by a user network). QoS can be enabled /disabled through the application interface in settings.		
Custom Ports for SIP Provisioning GloCOM GO can use custom TCP/UDP/TLS ports for SIP provisioning set on the server side.		

INTEGRATION

	iOS	Android
E-mail Client Integration gloCOM GO enables you to send e-mails to any gloCOM user directly from within the app by selecting your contact and pressing the Send Email option. This feature will use your default e-mail client to send the e-mail.	✓	✓
Integration with Native Dialer This feature allows users to select gloCOM GO from the list of apps they would like to use as the default app to make calls with.	✓	✗
Contacts Integration Option "Call via GloCOM" in the phone contacts section.	✗	✓

SELF CARE

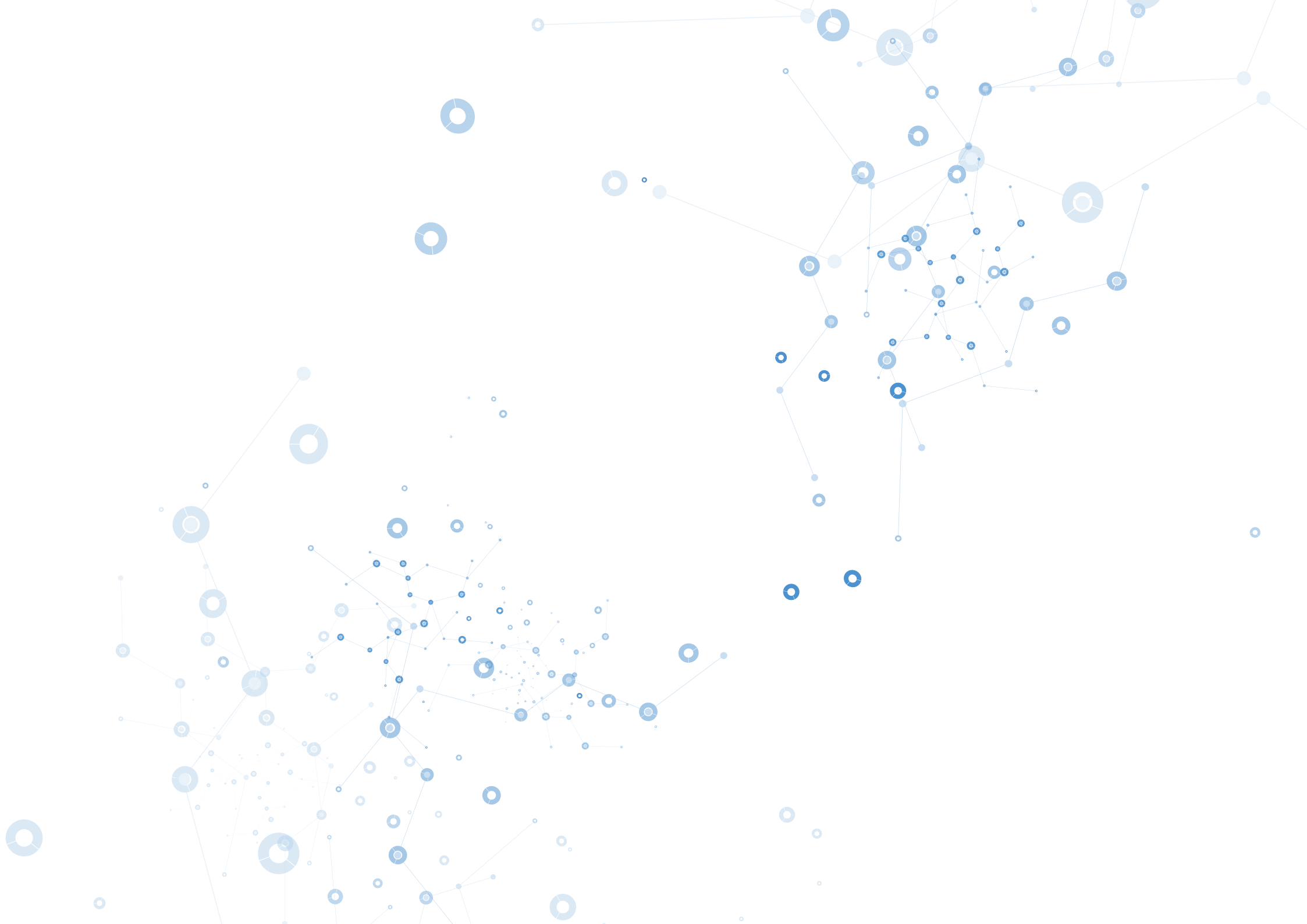
	iOS	Android
Blocking Caller ID gloCOM GO allows you to easily block your caller ID in the gloCOM GO settings. Once blocked, your Caller ID should be presented as Unknown/Whitheld until you change this setting.	✓	✓
Call Forwarding You are able to create Call Forwarding rules and set the number you would like to forward your calls to in your gloCOM GO settings.	✓	✓
Mobile Phone Numbers When you click on a gloCOM GO contact, you will be presented with a list of mobile phone numbers associated with this extension. This is where you can select one of the numbers in order to call the person directly. In order for this option to be available, users must add the numbers they would like to be reached on when not in the office in the PBXware Enhanced Service named Mobile Numbers.	✓	✓
Self Care Dashboard The Self Care Dashboard provides information on calls statistics, connected devices as well as a preview of extensions settings.	✓	✓

PERSONALIZATION

	iOS	Android
Avatar You can set your avatar image in gloCOM GO, and the avatar will be saved on the server and other contacts will be able to see it whenever you log in to gloCOM.	✓	✓
Sounds You are able to customize existent or upload your own alert tones in order to use them for gloCOM GO notifications.	✓	✓
Different View Modes Depending on your preference, you can select whether you would like your gloCOM GO contacts to be displayed in a List or Grid (Thumbnail) view mode.	✓	✓
Password Reset Users are able to initiate a password reset procedure in case they lost or forgot their User password.	✓	✓
Avatar Rotate Option Users can now rotate an Avatar image on iOS.	✓	✗
Avatar Rotate Option Users can now rotate and crop Avatar images on Android phones.	✗	✓
Navigation Customization Users can customize the display order of navigation icons and rearrange if needed.	✗	✓
Italian Translation The app GUI has now been translated into Italian so our Italian users can explore the benefits of the mobile application in their native language!	✓	✓

UNCATEGORIZED FEATURES

	iOS	Android
PBXware & Libraries Info “About” screen now displays the PBXware version, and the new screen has been added for licenses of all 3rd party libraries used in the application under “Settings->Licenses”	✓	✓
Strong Password Requirements Tooltip A pop-up explaining updated password criteria for new passwords.	✓	✓
Audio Notifications for Network Related Changes During a Call When a network is disconnected during a call or when a switch occurs between WiFi and a mobile network, users will hear a sound notification.	✓	✓
Optimization for Android Oreo and Above, Background Service Limitations The “Application is running” persistent notification is visible while the app is running (or in the background) and calls are active so the Android OS does not kill the background service.	✗	✓
Improved Stability for Android Oreo and Above Android Oreo (8.0) background processes have now been improved upon and are faster than before. This will help those customers using Android Oreo to run the Android app smoothly.	✗	✓
Optimization for Large Contacts Directories Loading for large phonebooks now works faster than ever so Android mobile app users are not inconvenienced when having lots of numbers to load.	✓	✓



OFFICE IN YOUR POCKET

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to find out more about our services

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