

gloCOM User Manual

gloCOM User Manual

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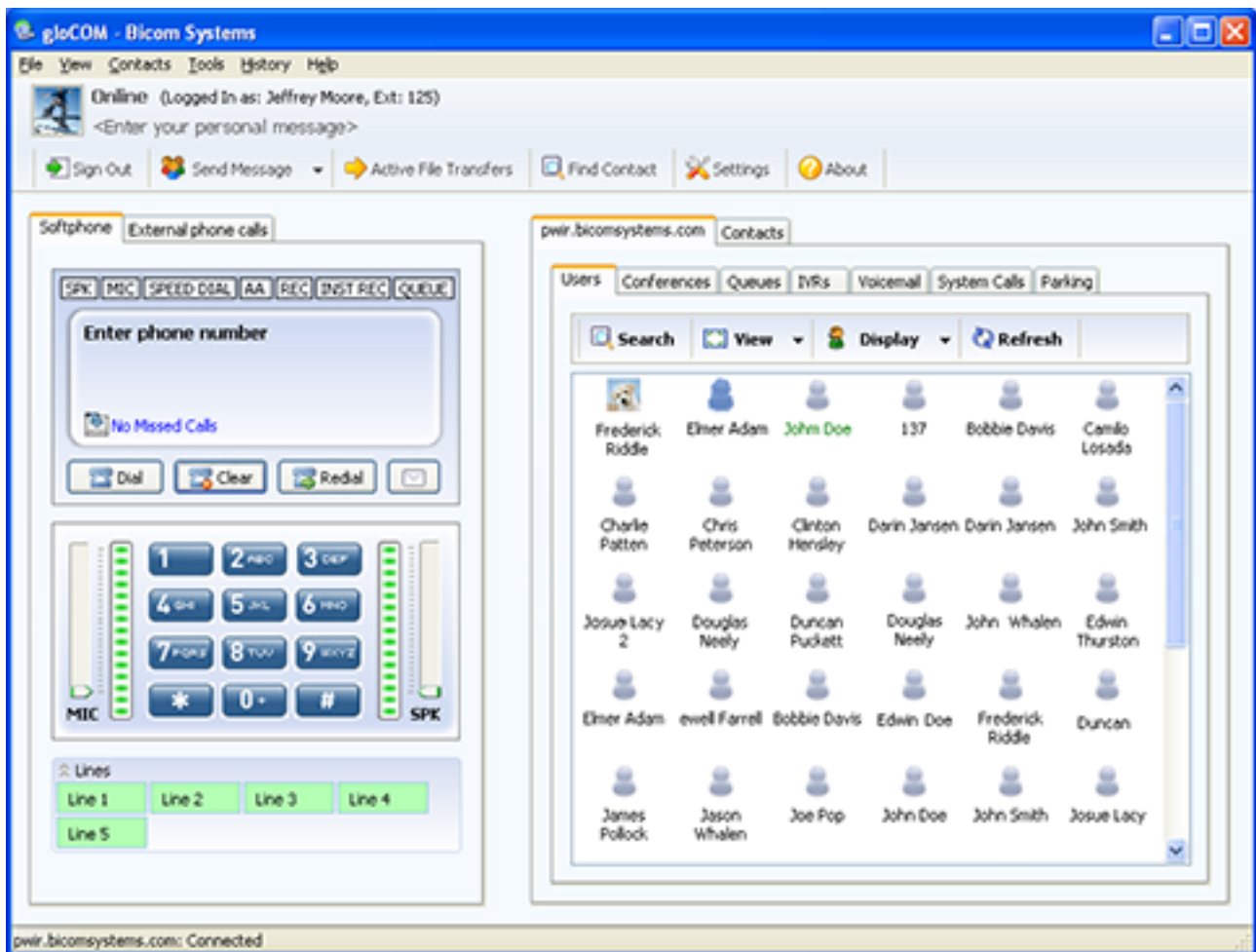
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Introduction



gloCOM is a global communications product that allows placing calls with single mouse click, chat, system real time monitoring, managing system calls and much more.

Chapter 1. Overview

Available functions in different gloCOM editions are listed below:

Table 1.1. Editions

Features	Description	Free	Enterprise	Call Centre	OEM
Softphone					
Phone Accounts	gloCOM supports unlimited number of phone accounts per server or service provider.	1	2(L)	2(L)	3(L)
Phone Lines	gloCOM is designed to support up to 32 lines.	2	4	4	4(L)
Auto Answer	gloCOM can be set to automatically answers all incoming calls.	No	Yes	Yes	Yes
Voicemail Button	No need to know voicemail access code e.g. *123, instead user just presses the voicemail button.	Yes	Yes	Yes	Yes
Custom Ring Tone	Use your own ring tone with gloCOM.	Yes	Yes	Yes	Yes
On Hold/Resume	Hold or resume calls with a single click.	Yes	Yes	Yes	Yes
Redial	Use redial button to dial last or last 10 dialed number(s).	Yes	Yes	Yes	Yes
Speed Dial	Allows you to create your own personal speed dial list.	Yes	Yes	Yes	Yes
Voice Codecs	Currently available voice codecs (ulaw, alaw, gsm, speex, ilbc)	Yes	Yes	Yes	Yes
Echo Cancellation	Minimize echo issues while on a call.	Yes	Yes	Yes	Yes
Blind and Attended transfer	Features allowing call transfer by attended or blind	Yes	Yes	Yes	Yes

Features	Description	Free	Enterprise	Call Centre	OEM
	methods.				
Adaptive Jitter Buffer	Adaptive jitter buffer helps to maintain call quality should network experience jitter delays.	Yes	Yes	Yes	Yes
General Application Features					
Easy Account Import	gloCOM has an easy to use account import facility. It also registers automatically to the server(s) after your system starts.	Yes	Yes	Yes	Yes
Instant Recording	Start to record ongoing conversation at any time with a single click.	No	Yes	Yes	Yes
Audio tuning wizard	Test and tune your audio device settings with Audio Tuning Wizard to best fit your needs.	Yes	Yes	Yes	Yes
Missed calls display	Number of missed incoming phone calls is displayed on phone's display, click on it to see details about caller(s).	Yes	Yes	Yes	Yes
Call History	Dialed, answered and missed calls reports.	Yes	Yes	Yes	Yes
Browsers integration	Select a phone number with your mouse while you browse the web and make a call with gloCOM. This feature is available with Internet Explorer and Firefox.	No	Yes	Yes	Yes
Call parking	Easily park an incoming call for later reconnect with original caller.	No	Yes	Yes	Yes
Call monitoring	Listen other users conversation in real time.	No	Yes	Yes	Yes

Features	Description	Free	Enterprise	Call Centre	OEM
Call from external phones	This feature allows gloCOM to initiate a call from any external phones.	No	Yes	Yes	Yes
MS Outlook Dialing	Right click any MS Outlook contact, and let gloCOM call that contact.	Yes	Yes	Yes	Yes
Email Dialing	Right click any received email and select gloCOM to make a call to that contact.	Yes	Yes	Yes	Yes
Call notification pop-up window	gloCOM let's you know showing a small pop-up details about different ongoing events, your contact signing in and out, incoming call, chat request, when your contacts joins or leaves the conference room etc...	Yes	Yes	Yes	Yes
Drag & drop actions	gloCOM allows you to perform a drag and drop actions in various situations like: inviting a contact to a conference, transferring a call , parking a call etc...	Yes	Yes	Yes	Yes
Keyboard shortcuts	Various keyboard shortcuts are available for users with a such preference performing application actions.	Yes	Yes	Yes	Yes
Number paste	Copy a phone number as text from other application, paste it into a phone display and gloCOM will dial that phone number.	Yes	Yes	Yes	Yes
Multiple sessions	With multiple sessions user can	No	No	No	Yes

Features	Description	Free	Enterprise	Call Centre	OEM
	have "Work", "Home" etc sessions... completely independent of each other.				
Presence display	From user list you can choose to show users with specific presence status. Currently available statuses are: online, offline, on phone, busy, not available.	Yes	Yes	Yes	Yes
Online Self Care	Online self care allows users administration of their system account.	Yes	Yes	Yes	Yes
Service providers	Allows user to connect to multiple servers at the same time	1	1	1	1(L)
System calls	Allows viewing, ending and transferring of live system calls.	No	No	No	Yes
Backup/Restore	Backup and restore all accounts and other personal settings.	No	Yes	Yes	Yes
API	Most of gloCOM features are available in API allowing creation of third party CRM and softphone systems.	No	No	No	Yes
Bluetooth headset	Any bluetooth headset properly recognized by operating system can be used by gloCOM as speaker/microphone.	Yes	Yes	Yes	Yes
DECT headset	gloCOM currently supports Plantronics USB CS61 VoIP USB DECT headset featuring excellent call quality.	Yes	Yes	Yes	Yes
Command line	CLD feature	Yes	Yes	Yes	Yes

Features	Description	Free	Enterprise	Call Centre	OEM
dialing	allowing to perform dialing using operating system command line.				
URL pop-up window	On incoming call event, this feature bring up a browser window to a specific URL.	No	Yes	Yes	Yes
CRM integration	gloCOM can integrate with almost any CRM. Please enquire for details.	No	Optional	Optional	Optional
Conferencing					
Conferences monitoring & barging	Conference monitoring/barging allows authorized user to listen and talk into many conferences at some time.	No	Yes	Yes	Yes
View conference participants	Selecting a conference allows viewing its current participants.	No	Yes	Yes	Yes
Kick out/mute	Authorized users facility to mute/unmute and "kick" conference participants.	No	Yes	Yes	Yes
Conferences scheduling	Conference admin facility to schedule date/time of a conference informing participants of the details by email.	No	Yes	Yes	Yes
Conference direct invite	Clicking on conference allows invitation of any user into that conference.	No	Yes	Yes	Yes
PSTN number invite	A nice facility to invite (immediately call) any PSTN number into any conference.	No	Yes	Yes	Yes
Instant messaging conference invite	Allows users to be invited into conference by sending an instant message.	No	Yes	Yes	Yes
Instant Messaging					

Features	Description	Free	Enterprise	Call Centre	OEM
Group Announce Message	Sending instant message to a number of users with a single click. This is a great feature for any type of group announcement.	No	Yes	Yes	Yes
Fonts customization	Let's you ignore other parties font types by allowing you to define your own type.	Yes	Yes	Yes	Yes
Instant messaging group chat	Invite a group of users into a chat with moderator permissions.	Yes	Yes	Yes	Yes
SSL encryption	All instant messages sent between users are SSL encrypted.	Yes	Yes	Yes	Yes
Instant messaging client	gloCOM is fully featured instant messaging client allowing user to user or group chat.	Yes	Yes	Yes	Yes
Client info	Drag your mouse over a contact to see name, extension, phone and jabber status.	No	No	No	Yes
Personal message	Enter your personal message, other contact will be able to see it.	Yes	Yes	Yes	Yes
Debug					
Debug information	Full asterisk debug information.	No	No(L)	No(L)	No(L)
Network statistics	Get a preview of current network statistics.	Yes	Yes	Yes	Yes
Diagnostics log	Shows diagnostics logs for further issue tracking.	Yes	Yes	Yes	Yes
Call Centre Features					
Queues Real Time Display	RTD shows all system queues, its agents, current calls, waiting time etc.	No	No	Yes	Yes
Agent actions	Login, Logout,	No	No	Yes	Yes

Features	Description	Free	Enterprise	Call Centre	OEM
	Pause/Unpause agents from one or more queues.				
Queue / Agent	Display all system queues with ability to add members/agents.	No	No	Yes	Yes
Quality of service	Protocol headers allowing setting quality of services tags.	No	No	Yes	Yes
Queue URL pop-up	Just before agent is called by a customer waiting in a queue, this feature opens an URL to agent displaying customers data.	No	No	Yes	Yes
Faxing					
Send/Recive Fax(es)	Send and receive faxes with gloCOM.	No	Yes	Yes	Yes
Fax printer wizard	Helps you to setup a printer so your incoming faxes can be printed.	No	Yes	Yes	Yes



Tip

Fields marked with (L) are set in gloCOM license.

Chapter 2. System Requirements

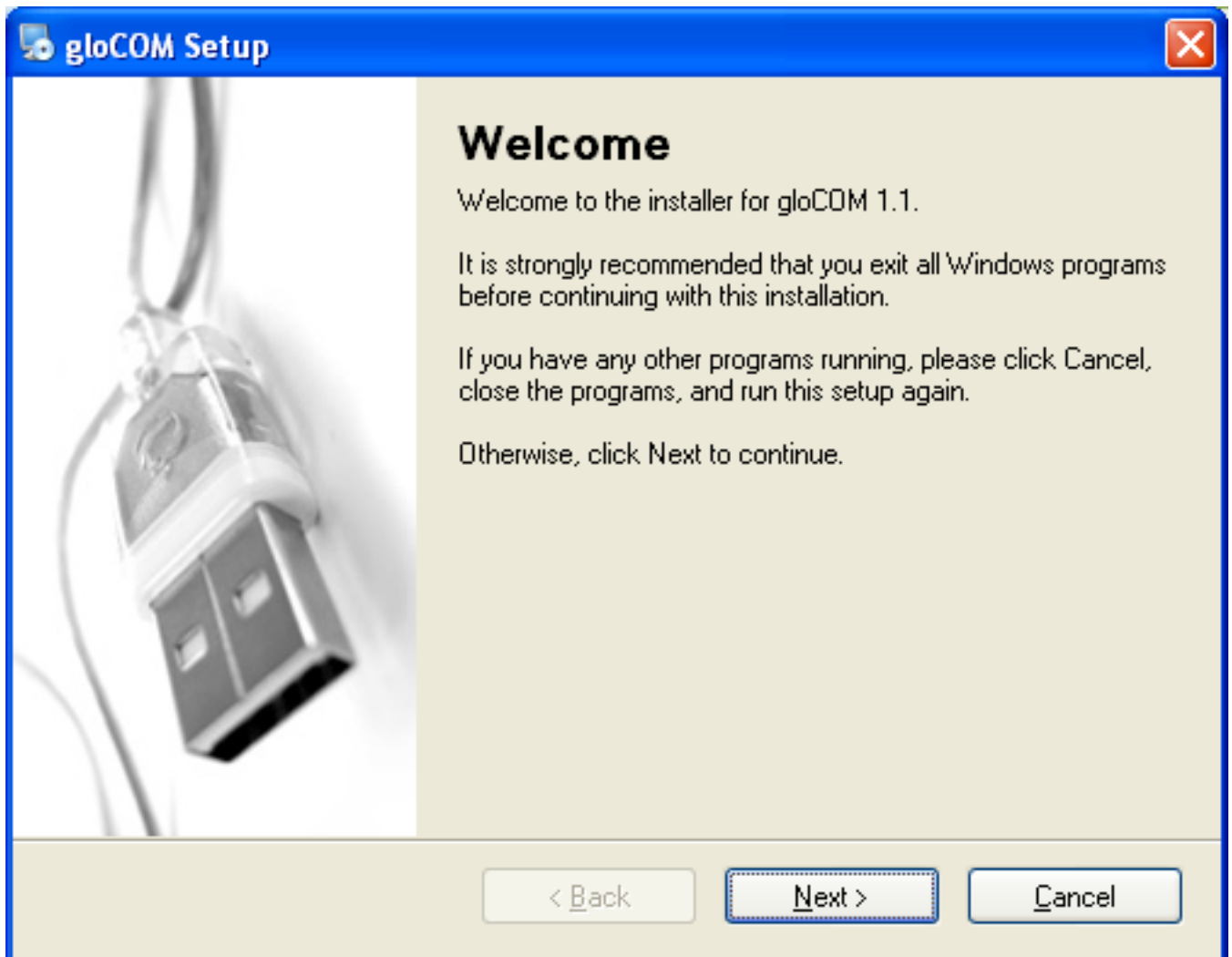
Minumum System Requirements:

- **OS:** Microsoft Windows Operating System 2000/XP/Vista
- **PC:** Pentium III / 800MHz or higher
- **HDD:** 30 MB of free hard disk space.
- **Network:** Internet (Dialup or faster) and/or Local Area Network (LAN)

Chapter 3. Installation

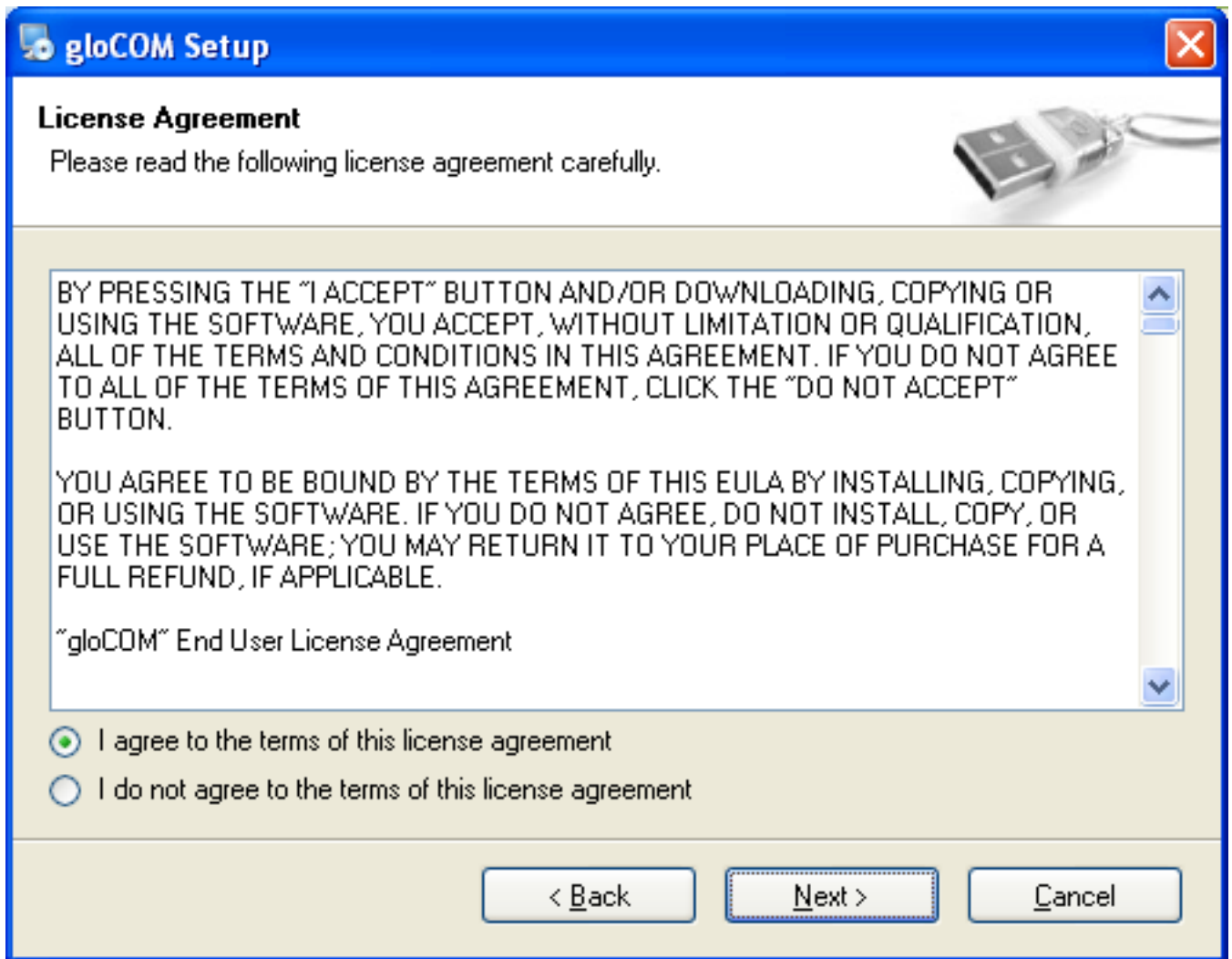
Welcome

Welcome window starts the installation process. Click 'Next' to proceed with the installation or 'Cancel' to exit the installation wizard.



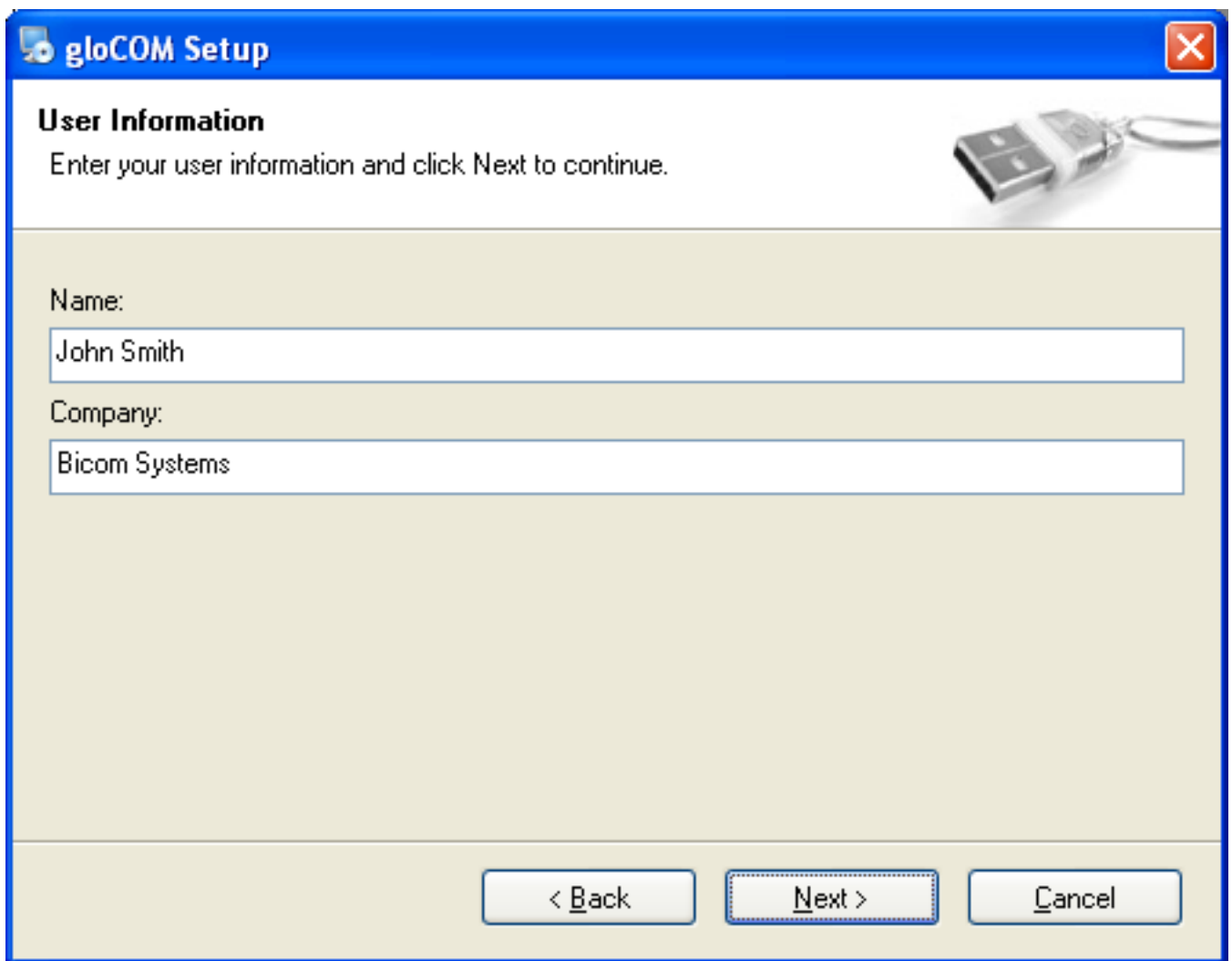
License Agreement

Read the license agreement and select 'I agree...' if you accept 'License Agreement'. Click 'Next' to proceed with the installation or 'Cancel' to exit the installation wizard.



User Information

User Information window prompts for 'User' and 'Company' name for gloCOM installation and registration. Provide required details and click 'Next' to proceed with the installation or 'Cancel' to exit the installation wizard.



The image shows a Windows-style installation window titled "gloCOM Setup". The window has a blue title bar with a close button (X) in the top right corner. Below the title bar, the text "User Information" is displayed in bold. Underneath, a instruction reads: "Enter your user information and click Next to continue." To the right of this text is a small image of a USB cable. The main area of the window is a light beige color. It contains two text input fields. The first is labeled "Name:" and contains the text "John Smith". The second is labeled "Company:" and contains the text "Bicom Systems". At the bottom of the window, there are three buttons: "< Back", "Next >", and "Cancel". The "Next >" button is highlighted with a dashed border.

gloCOM Setup

User Information

Enter your user information and click Next to continue.

Name:

John Smith

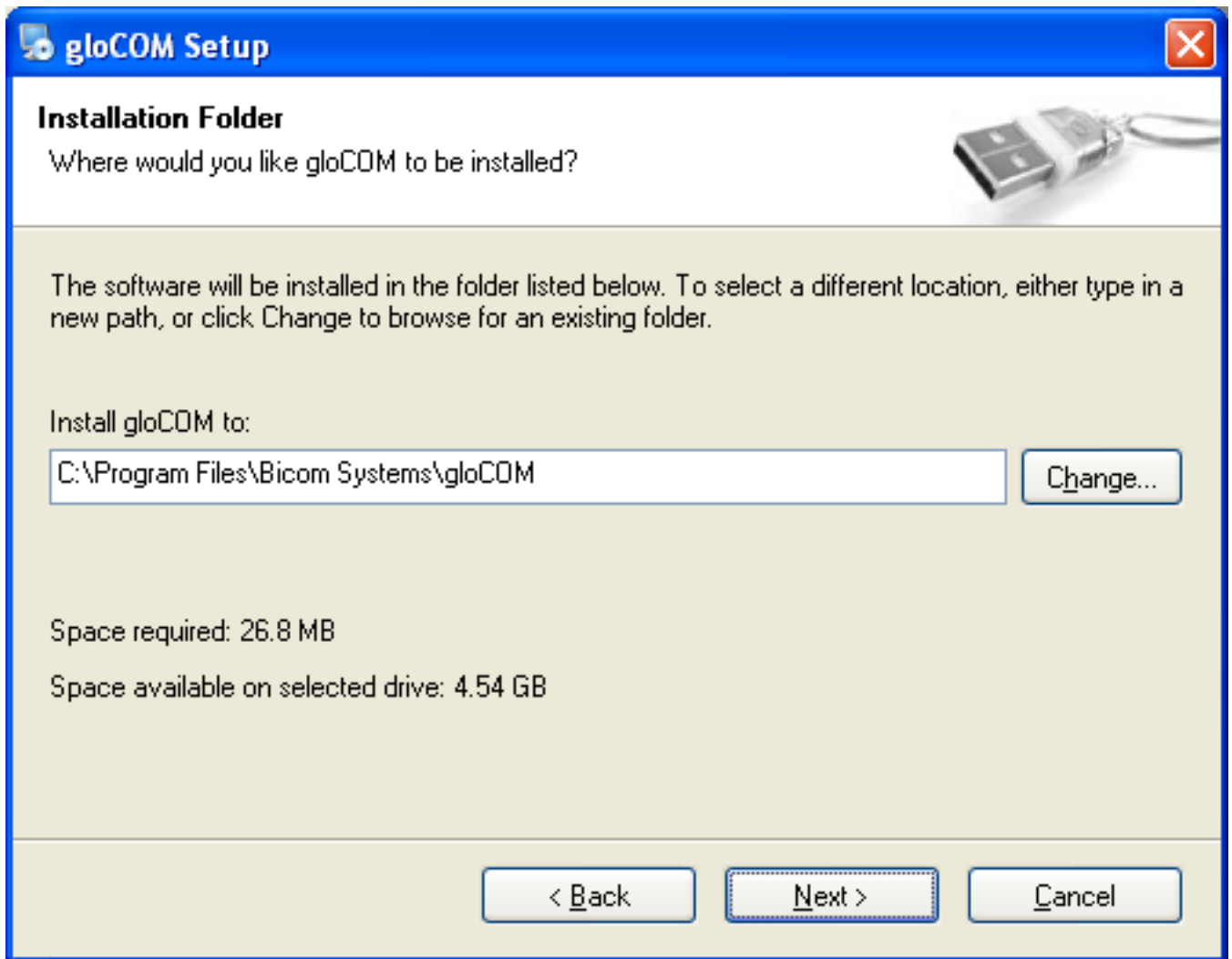
Company:

Bicom Systems

< Back Next > Cancel

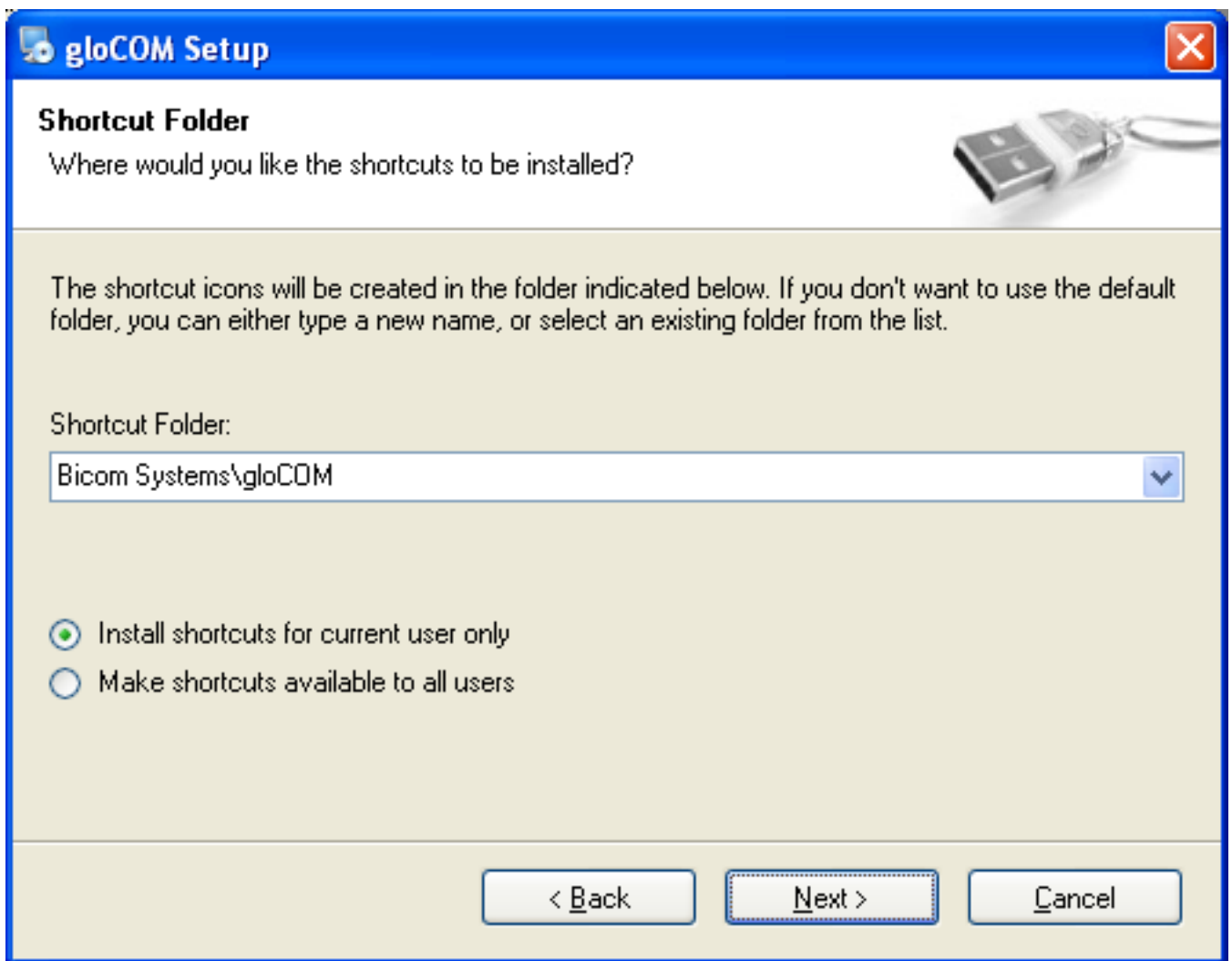
Installation Folder

Installation Folder window sets the default location where gloCOM installation will reside. By default 'C:\Program Files\Bicom Systems\gloCOM' is offered. To select different location click on 'Change...' button. When done, click 'Next' to proceed with the installation or 'Cancel' to exit the installation wizard.



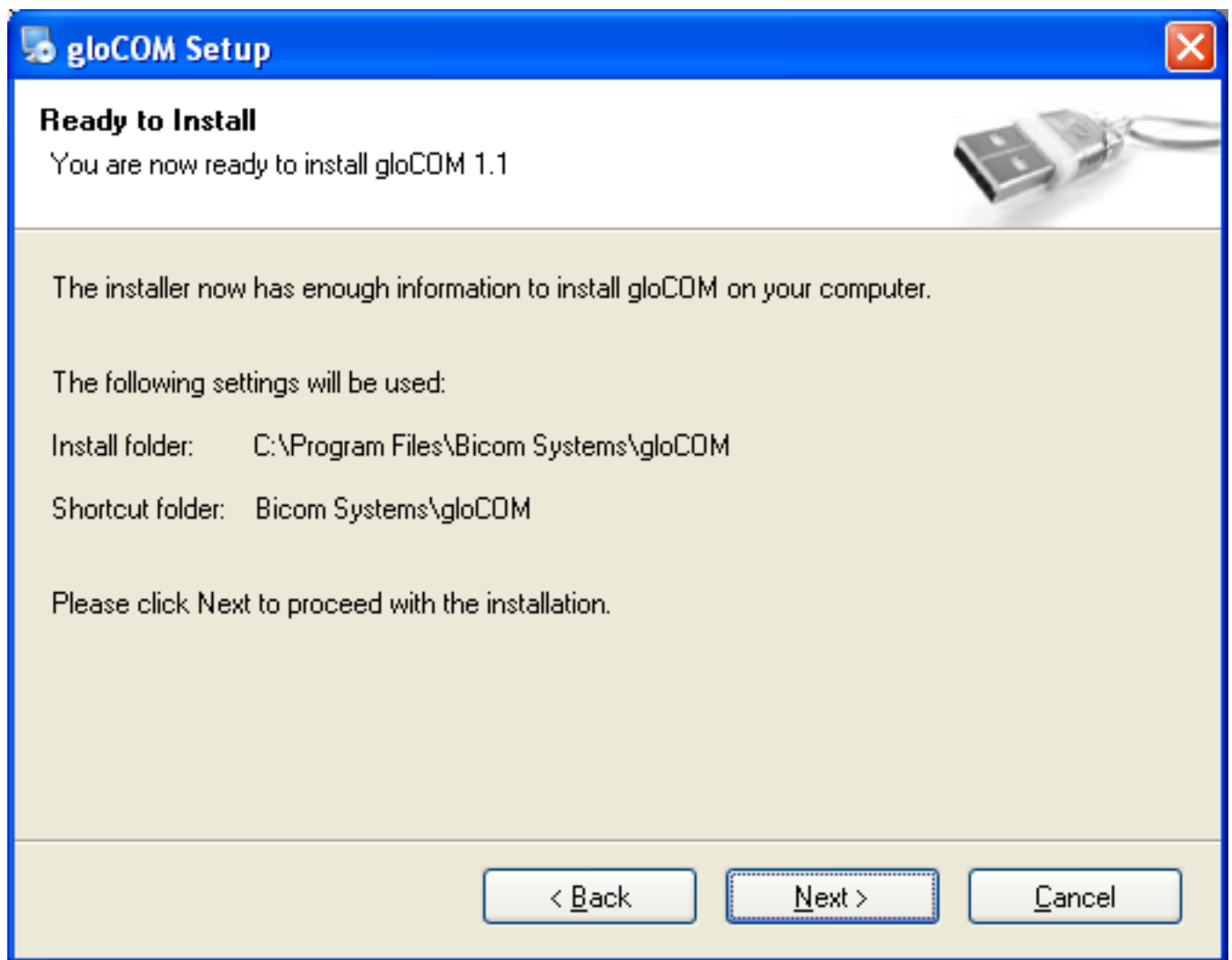
Shortcut Folder

Shortcut Folder window sets the way new gloCOM shortcut will be displayed under Windows 'Start' menu. Select preferred shortcut under 'Shortcut Folder' select box and click 'Next' to proceed with the installation or 'Cancel' to exit the installation wizard.



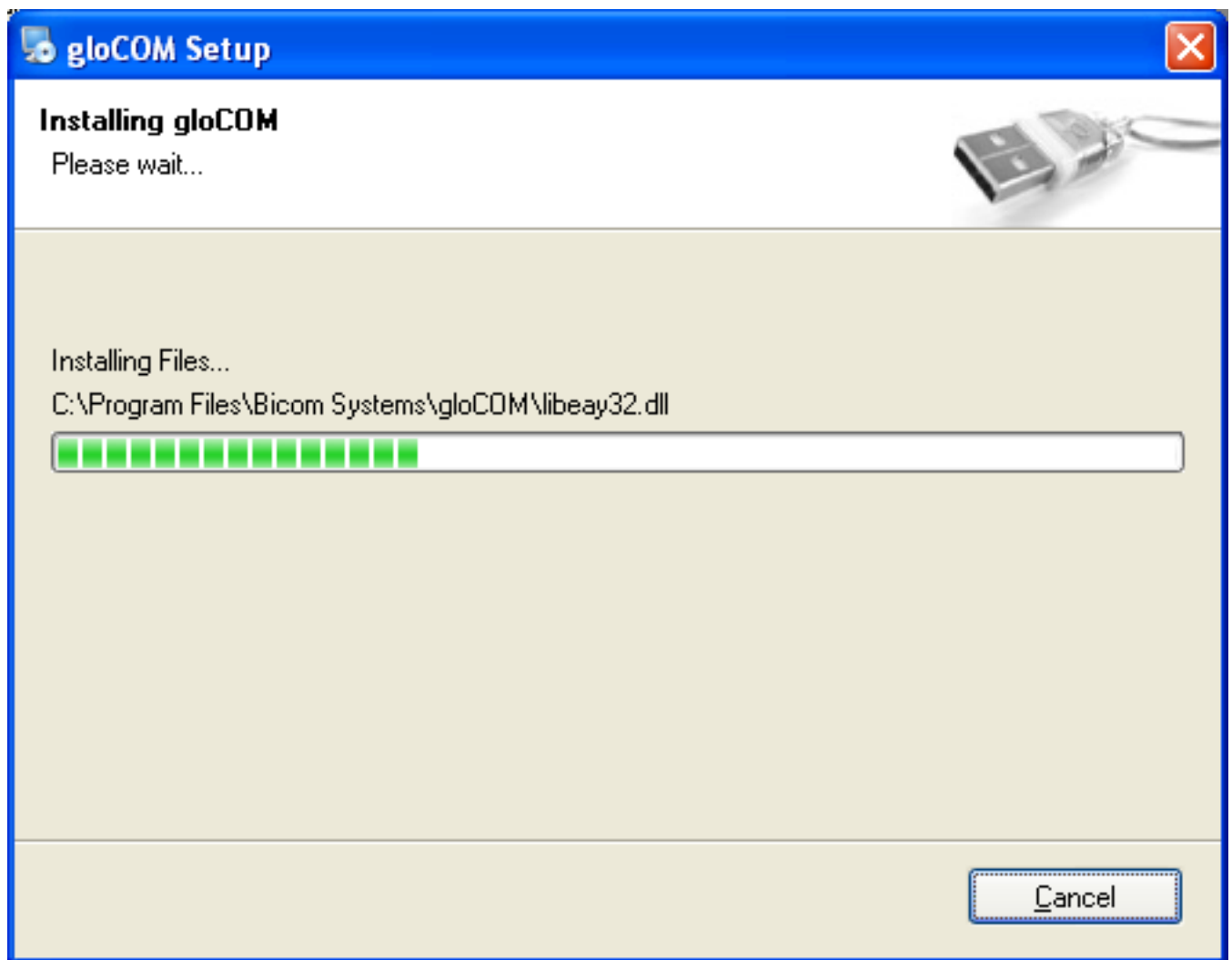
Ready To Install

Ready to Install window summarizes the Installation wizard steps and displays all selected options. If you agree with these click 'Next' to proceed with the installation or 'Cancel' to exit the installation wizard.



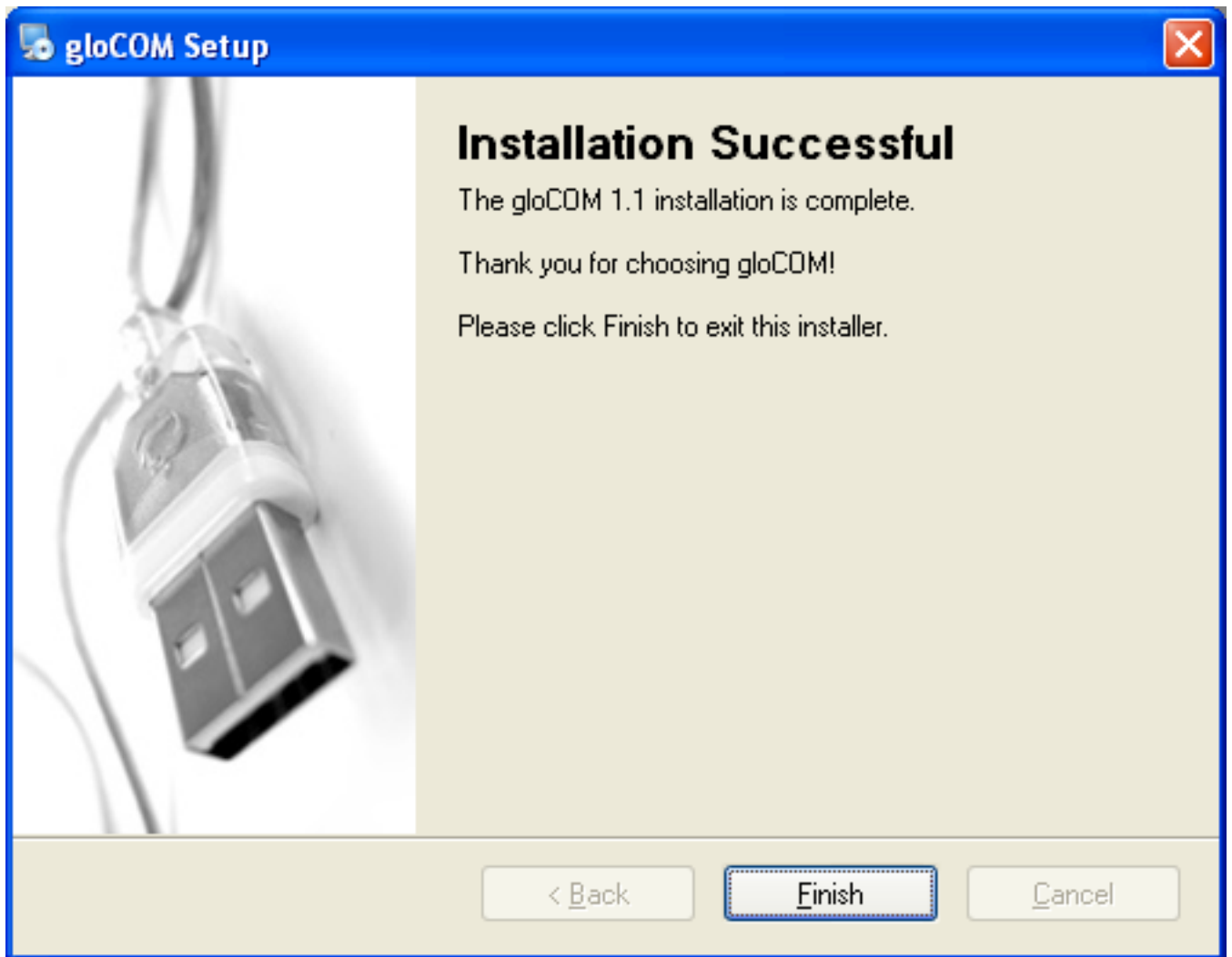
Installation In Progress

Installing gloCOM window shows installation in progress. It takes about 10 seconds to install gloCOM files on a machine with XP operating system, Pentium CPU 3.0 GHz and 1GB of RAM.



Installation Successful

Installation Successful window is displayed after the installation is complete. Click 'Finish' to exit the Installation wizard.



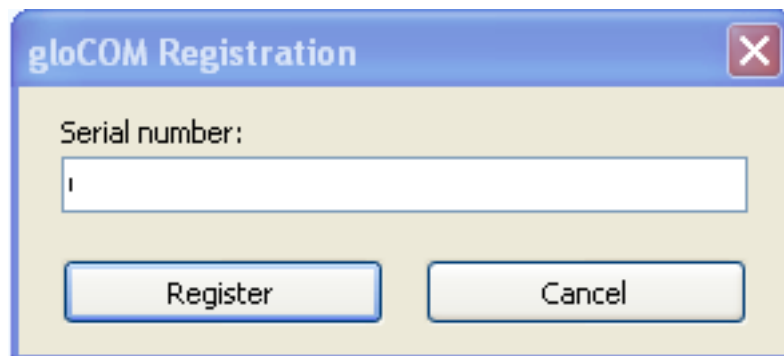
Chapter 4. Starting and Sign In

Start gloCOM 'Start: All Programs: Bicom Systems: gloCOM: gloCOM'

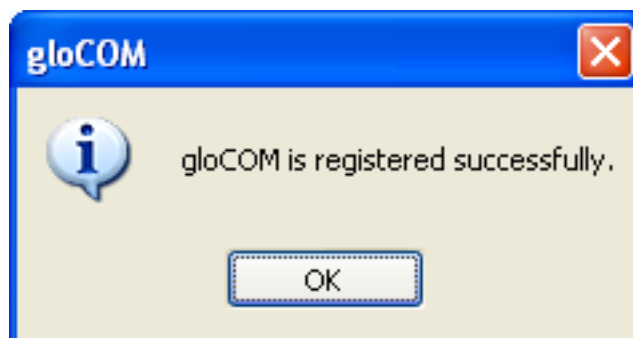
Registration

If you use Enterprise, Call centre or OEM edition you need to enter a registration license.

Please enter your license and click 'Register' to finish registration or 'Cancel' to exit registration.



After you enter a correct and valid license you will see the following dialog box. To continue click 'OK'.

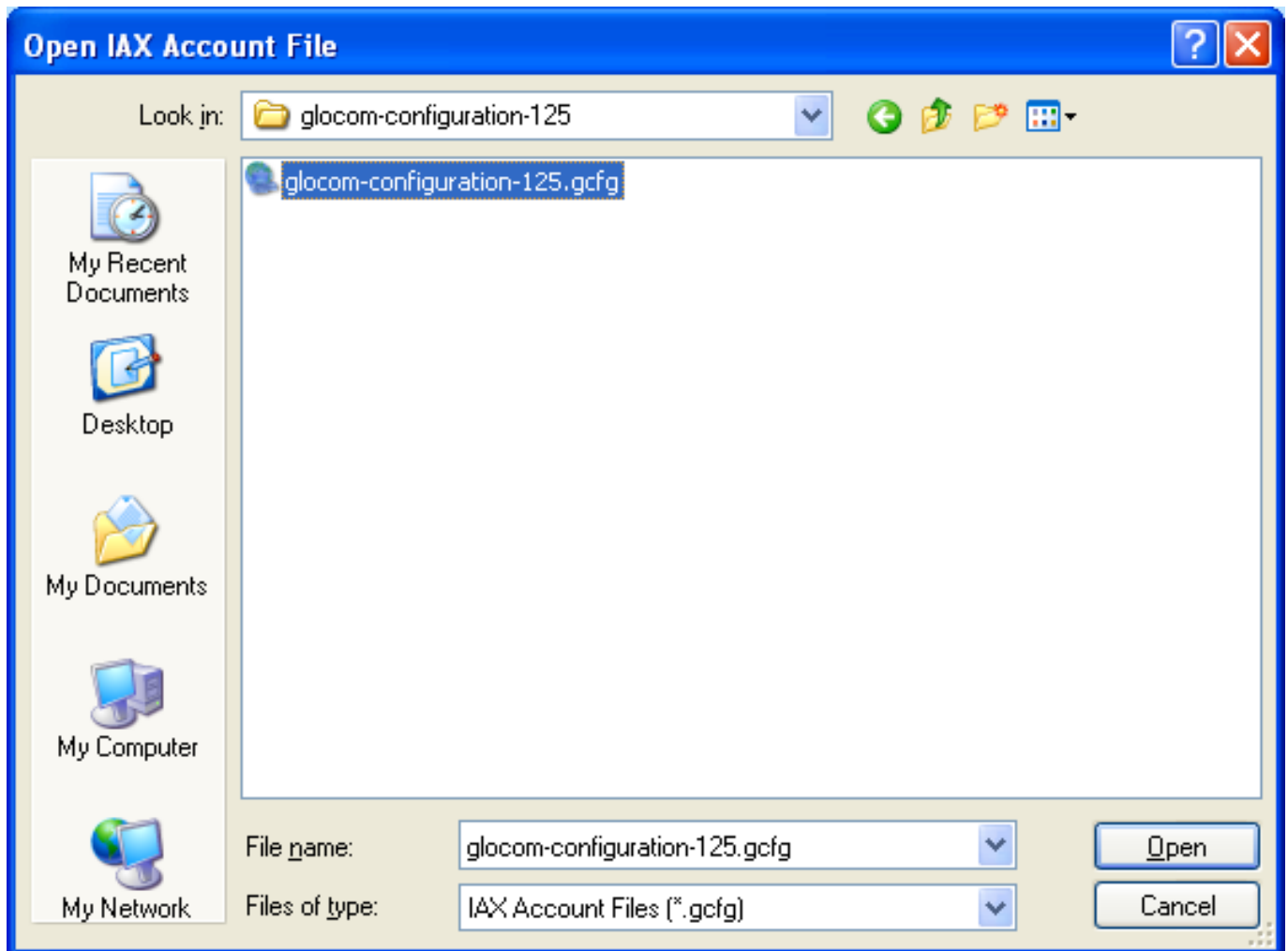


Configure gloCOM

After successful registration of gloCOM, you will need to configure it.

Load config file

Locate your configuration file which was sent in the e-mail for your PBXware account.



After loading of the configuration file you will get a new window with PBXware account details and the possibility to enter the name of Service Provider and the name of the Session. To complete the import of configuration click 'OK' or 'Cancel' to exit.

gloCOM - Import Service Provider

Service Provider details

Username: 125

Password: 125

Server: pwir.bicomsystems.com

Import options

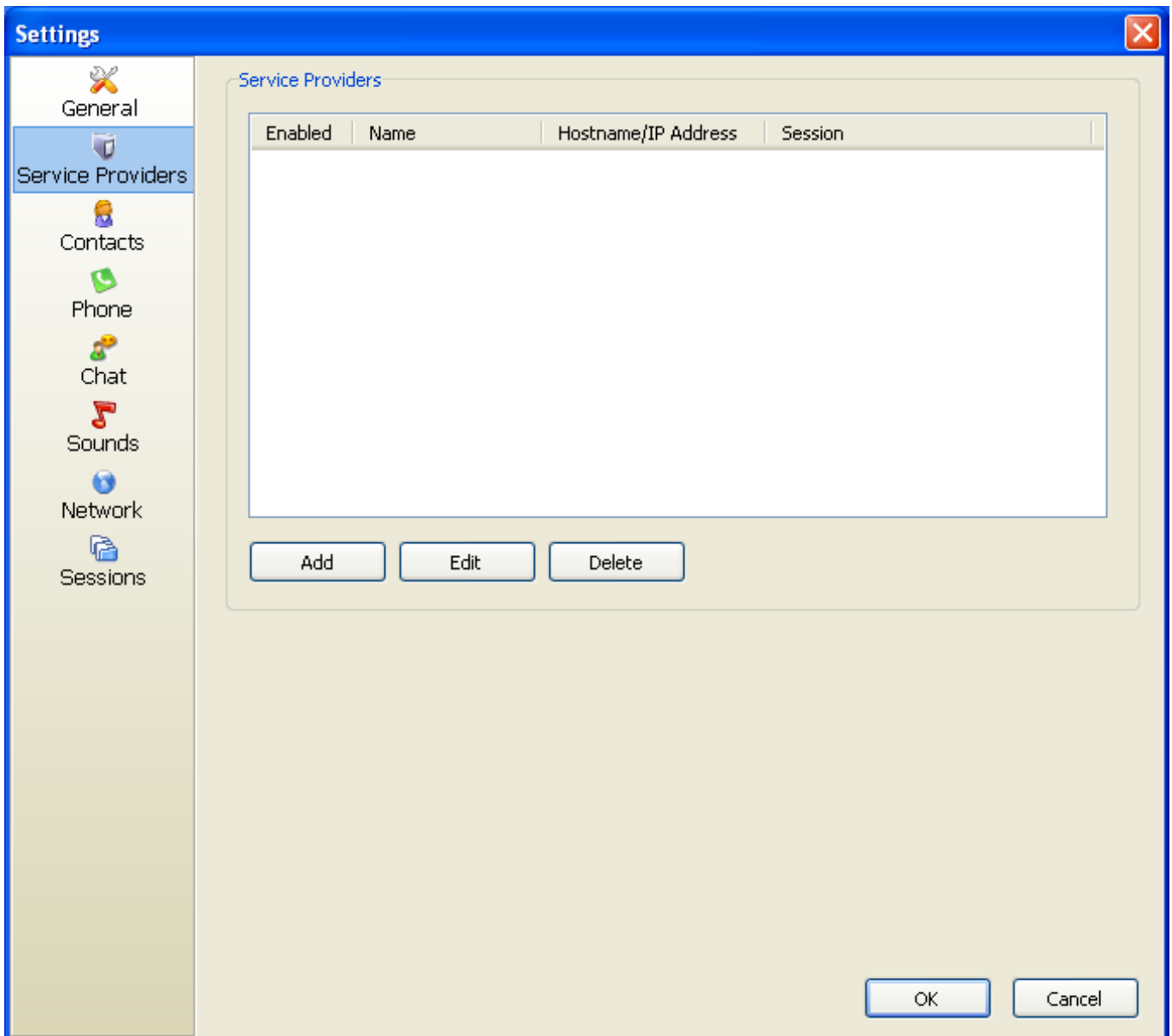
Enter a name for this Service Provider:
Bicom Systems

Enter a name for the Session which is going to be created:
125

OK Cancel

Manual configuration

If for some reason automatic configuration is skipped click on Tools->Settings->Service Providers and click 'Add'.



You will now enter your PBXware account details.

Add Service Provider

Service Provider Settings | Phone accounts | Queue Agents

Service Provider Settings

Save this Service Provider as: Bicom Systems

Add provider to Session: 125

Server Hostname/IP Address: pwir.bicomsystems.com

Username: 125

Password: ***

Jabber resource (i.e. home, work): gloCOM

Scan network

Show Advanced Options

OK Cancel

Table 4.1. Manual config

Field	Description	Example	Field Type
Save this Service Provider as:	Name of the Service Provider.	Bicom Systems	[a-z][0-9]
Server Hostname/IP Address:	Server Hostname or IP address of the PBXware server where you want to connect.	demo.bicomsystems.com	[a-z][0-9][.]
Username:	Username is the extension number on the PBXware that you want to use.	125	[0-9]
Password:	Password is the extension secret code that you need for authorization on the PBXware.	K8dE9sa	[a-z][0-9]
Jabber resource:	Here you can to chose your current location.	Home, Work, etc.	Select box

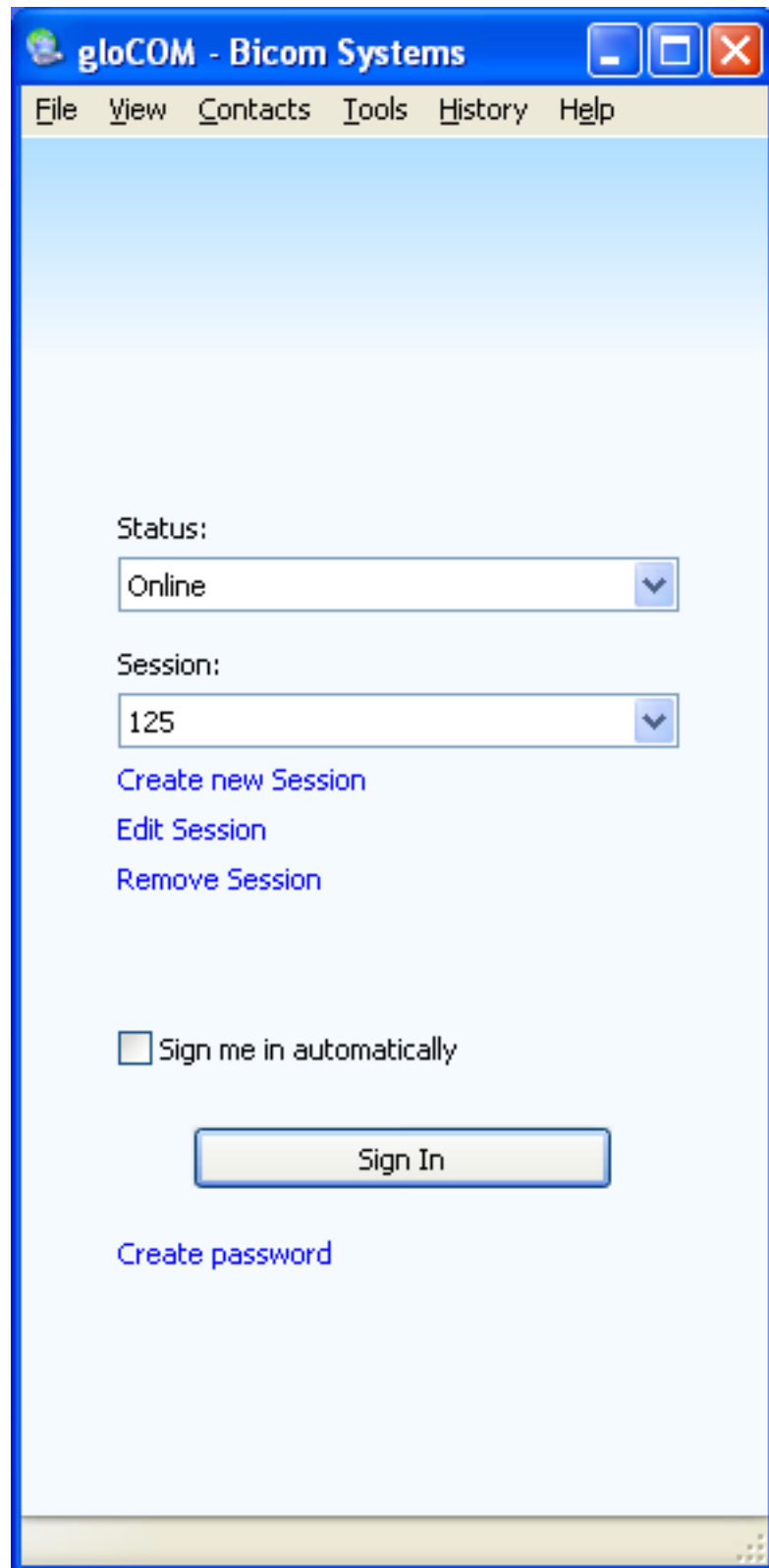


Note

Account details and configuration file was sent by e-mail from your PBXware Administrator.

Signing In

Sign In window. Select your 'Status' and 'Session' and click on 'Sign In' button.



The screenshot shows a window titled "gloCOM - Bicom Systems" with a menu bar containing "File", "View", "Contacts", "Tools", "History", and "Help". The main area has a light blue background. It contains two dropdown menus: "Status:" with "Online" selected, and "Session:" with "125" selected. Below these are three blue links: "Create new Session", "Edit Session", and "Remove Session". There is an unchecked checkbox labeled "Sign me in automatically". A "Sign In" button is centered below the checkbox. At the bottom, there is a blue link "Create password".



Note

Sessions are available only in OEM Edition.

Chapter 5. Using Guide

Sign In

The screenshot shows a web application window titled "gloCOM - Bicom Systems". The window has a menu bar with "File", "View", "Contacts", "Tools", "History", and "Help". The main content area is light blue and contains the following elements:

- A "Status:" label followed by a dropdown menu showing "Online".
- A "Session:" label followed by a dropdown menu showing "125".
- Three blue links: "Create new Session", "Edit Session", and "Remove Session".
- A checkbox labeled "Sign me in automatically", which is currently unchecked.
- A "Sign In" button.
- A blue link "Create password" at the bottom.

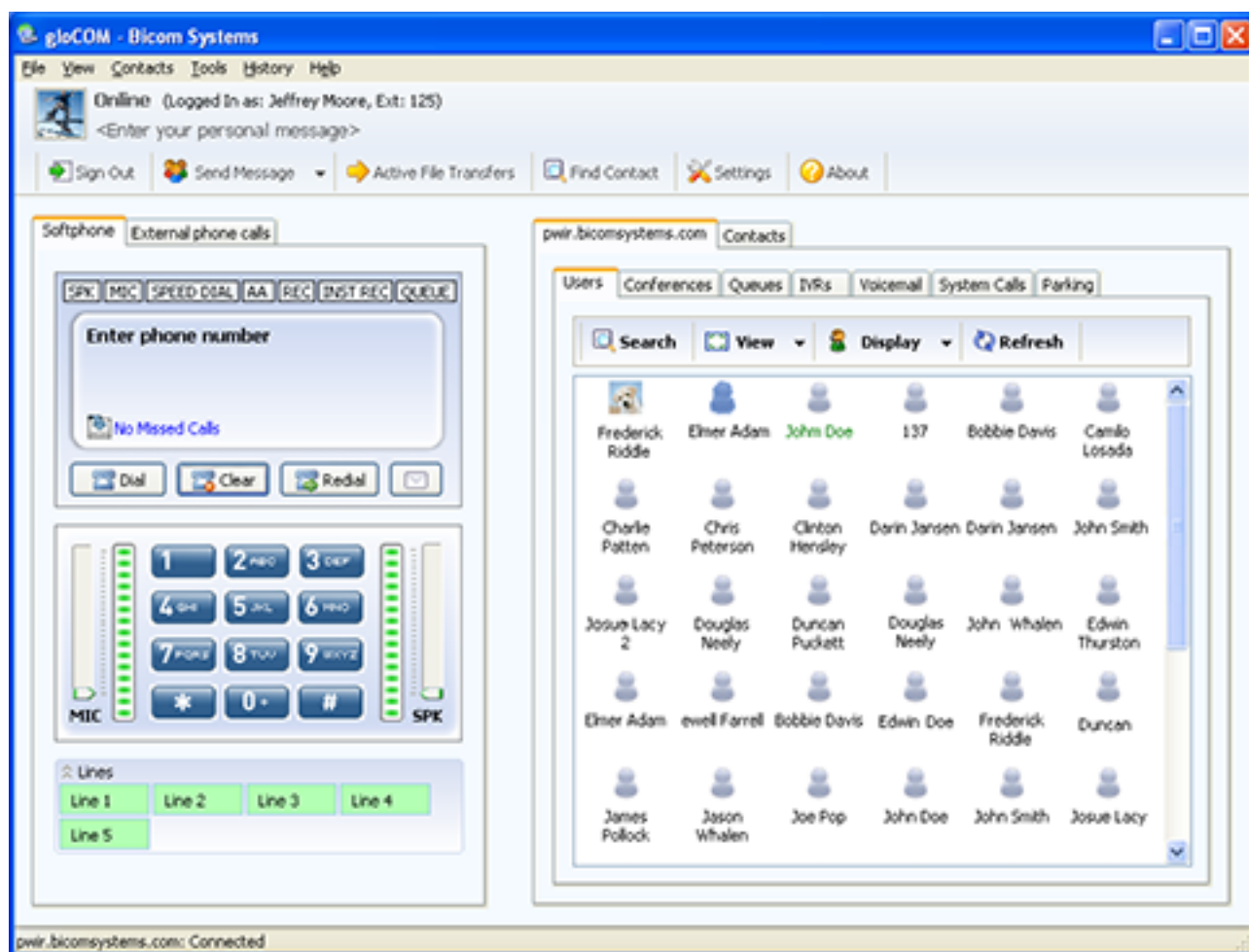
The window has a standard Windows-style title bar with minimize, maximize, and close buttons.

Table 5.1. Sign In window

Field	Description	Example	Field Type
Status:	Select your status	Online, Offline, Away or Busy	Select box
Session	If you are using OEM Edition, you can choose the session you want to use.	125	Select box
Create new Session	By clicking this link you will be able to create a new Session.		Button
Edit Session	By clicking this link you will be able to edit existing session.		Button
Remove Session	By clicking this link you will be able to remove the existing session.		Button
Sign me in automatically	When this option is turned on, gloCOM will sign in automatically. Every time gloCOM is started it will automatically sign in.	On/Off	Check box
Sign In	By pressing this button gloCOM will sign in to PBXware account.		Button
Create Password	By clicking on this link you will be able to create a password for gloCOM.		Button

Main

After you signed in, you can make calls and use gloCOM. This is the default gloCOM window.



Softphone

Softphone

External phone calls

SPK

MIC

SPEED DIAL


AA

REC

INST REC

QUEUE

Enter phone number

 Missed Calls (1)

Dial

Clear

Redial

MIC

SPK

1

2 ABC

3 DEF

4 GHI

5 JKL

6 MNO

7 PQRS

8 TUV

9 WXYZ

*

0 +

#

Lines

Line 1




Line 2








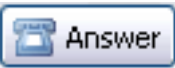




Line 3

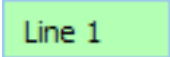
Line 4

Line 5

Table 5.2.

	Description	Example	Field Type
	Mute speaker during active call on a single or all lines.	Once in conversation, click this button and select 'This line' to mute speaker on active line, or select a line number you wish to mute.	Button
	Mute microphone during active call on a single or all lines.	Once in conversation, click this button and select 'This line' to mute microphone on active line, or select a line number you wish to mute.	Button
	Set custom speed dial codes.	Once a short code is dialed, gloCOM will dial assigned number (a proper phone 121255510204 for example). Note that speed	Button

	Description	Example	Field Type
		dial requires a prefix (e.g. *) which is required to be dialed before a short code (e.g. *1 => 121255510204).	
	Automatically accept any incoming call.	With this option enabled, anyone calling your gloCOM extension will be automatically transferred to a speakerphone.	Button
	Record calls locally	If you want to record a call locally, click on this button. Default location of the recorded calls is My Documents > gloCOM Call Recordings.	Button
	Record calls on the PBXware server	During a call you can activate call recording by clicking this button.	Button
			Button
Missed Calls (*)	Missed Calls (number of missed calls)	By clicking on this link you will get a new window with all Missed Calls.	Button
	Dials entered phone number.		Button
	Clear typed number.	If clicked once it will clear only the last digit typed, or if hold for a couple of seconds, it will delete all typed digits on the screen.	Button
	Redial last number.	Click on this button in order to redial the last number.	Button
	Answers incoming call.	When new call is ringing, a click on this button will answer the call.	Button
	Rejects incoming call.	When new call is ringing, a click on this button will reject the call.	Button
	Transfer incoming call.	When new call is ringing, click on this button will transfer the incoming call. Choice between supervised, blind transfer and call parking is available.	Button
	Hangup answered call.	To finish a call simply click on this button.	Button
	Voicemail signal.	When new voicemail message is available, this button will flash. Click on it in order to check your voice mail.	Button

	Description	Example	Field Type
MIC	Microphone volume.	Adjust the microphone volume by moving the slider up or down.	Button
Keypad	Keypad buttons.	Used for entering phone numbers, or simply type them on the keyboard.	Button
SPK	Speaker volume.	Adjust the speaker volume by moving the slider up or down.	Button
	Line indicator.	When line is active or busy it will be marked with red. When call is active, it can be put on hold by clicking on active line.	Button

Toolbar

This is the Toolbar and here we have most used features.

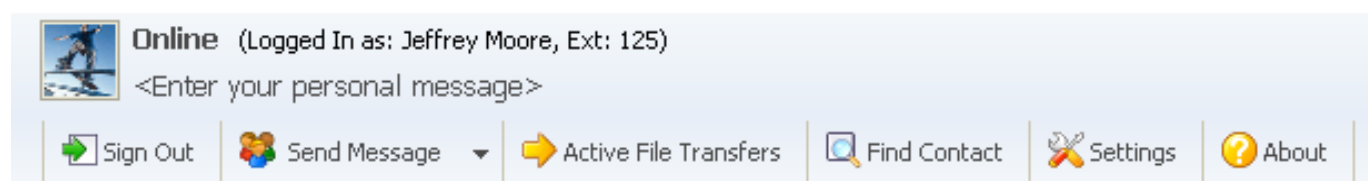

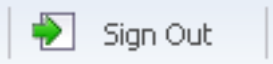
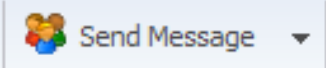
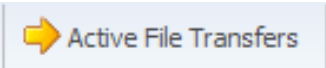
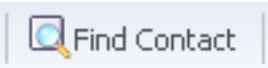




Table 5.3.

	Description	Example	Field type
	User avatar is a user defined image, which is shown in your chat conversations.		Button-Image
Online	User Status	Online, Offline, Busy or Away	Button
	Sign out		
	Allows user to send a message as an announcement or to send an invitation into conference.		Button
	Opens 'Active File Transfer' window showing gloCOM ongoing file transfers.		Button
	Opens 'Find Contact' window to search for contacts.		Button
	Opens 'Settings' window.		Button

	Description	Example	Field type
 About	Opens gloCOM 'About' window which provides more information about the software running (build, revision version).		Button

Send Message

Send Announcement

Message to send:

Everyone, please check your e-mail and send back a reply as soon as possible.

Search:

Search

Online Users:

User	Phone number
<input type="checkbox"/> Operator	100
<input type="checkbox"/> Timmy Gomes	101
<input checked="" type="checkbox"/> Tom McClendon	102
<input type="checkbox"/> Mark Hager	103
<input checked="" type="checkbox"/> Marty Redmond	104
<input checked="" type="checkbox"/> Willy Tolliver	105
<input checked="" type="checkbox"/> Duncan Puckett	106
<input type="checkbox"/> Kim Sheridan	107
<input checked="" type="checkbox"/> Fred Apfel	109
<input type="checkbox"/> Joe Pop	110
<input type="checkbox"/> Michael Carmona	111
<input type="checkbox"/> Douglas Neely	112
<input type="checkbox"/> Nick Hutson	113

Select All

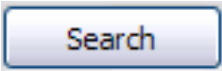
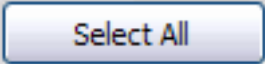
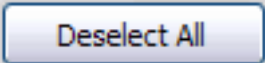
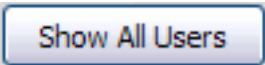
Deselect All

Show All Users

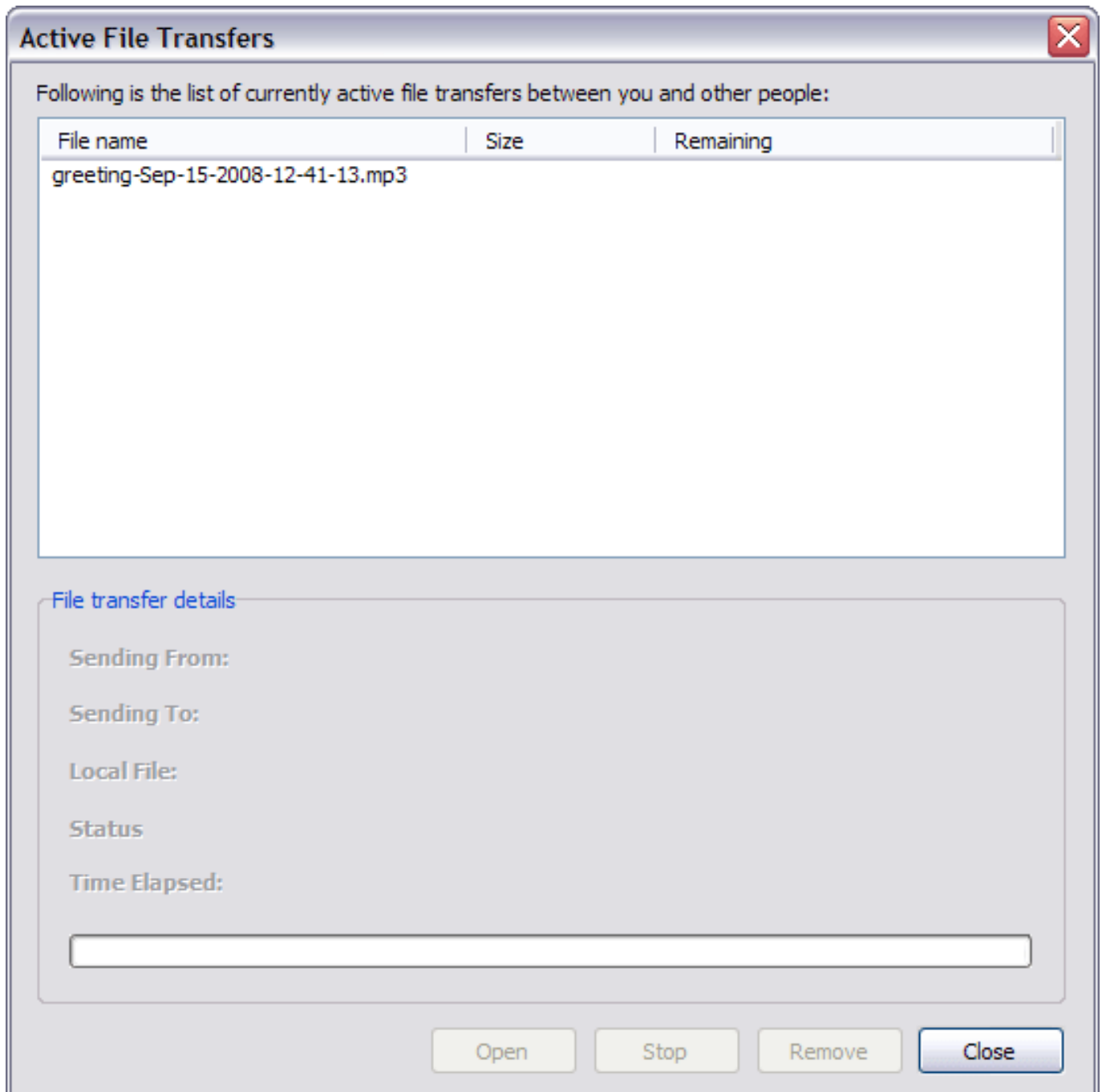
OK

Cancel

Table 5.4.

	Description	Field Type
Message to send:	Type in announcement you want to send to selected contacts.	[a-z][0-9]
	Use 'search' to find a user in the large user list.	[a-z] [0-9]
	Click on 'Select All' button to select all users from the list.	Button
	Click on 'Deselect All' button to deselect all users from the list that you have already selected.	Button
	If you have previously used 'search' to find a user, clicking on this button will show all users again.	Button

Active File Transfer



Find Contact

Find Contact...

Search

Contact name:

Search **Display All**

Search results:

- Joe Pop (110)
- Michael Carmona (111)
- Douglas Neely (112)
- Nick Hutson (113)
- Kirk Dolan (114)
- Ronald Connell (115)
- Clinton Hensley (116)
- Josue Lacy (117)
- Elmer Adam (118)
- John Smith (119)
- Ronald Henley (120)
- Frederick Riddle (121)
- Stefan Gentile (122)
- Juan Sebastian Ayerbe (123)
- Roger Beverly (124)
- Jeffrey Moore (125)
- ewell Farrell (126)
- Camilo Losada (127)
- Edwin Thurston (128)
- Tony Masters (129)
- Jason Whalen (130)
- James Pollock (131)
- Bobbie Davis (132)
- John Doe (133)
- Chris Peterson (134)

Close

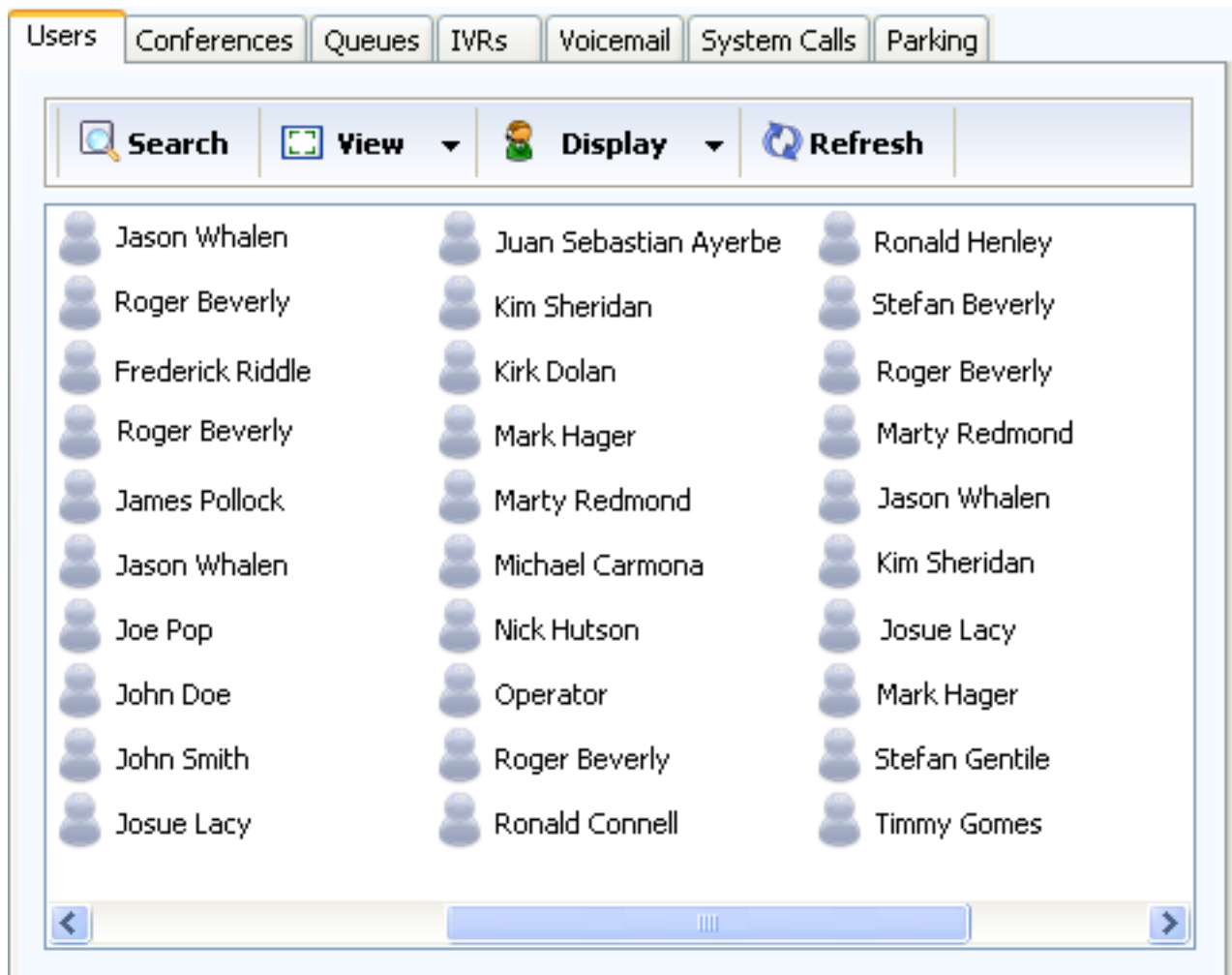
Table 5.5.

	Description	Field Type
Contact Name	A keyword to search for. Provide a full or partial contact's name and click on 'Search' button to display the	[a-z]

	Description	Field Type
	matches.	
Search	Search contacts. Provide a full or partial contact's name under 'Contact Name' field and click on this button to display the matches.	Button
Display All	Displays all contacts. After any search, only matching items will be displayed. Click this button to view all contacts again.	Button
Close	Closes the 'Find Contact' window. Click on this button to close this window.	Button
Right-click options	<p>At any time you can right-click on a contact. The following actions will be displayed.</p> <p>Call: Place a call Chat: Chat with contact Call Monitoring: Monitor calls made by a contact Message History: View your conversation history with the contact</p>	Button

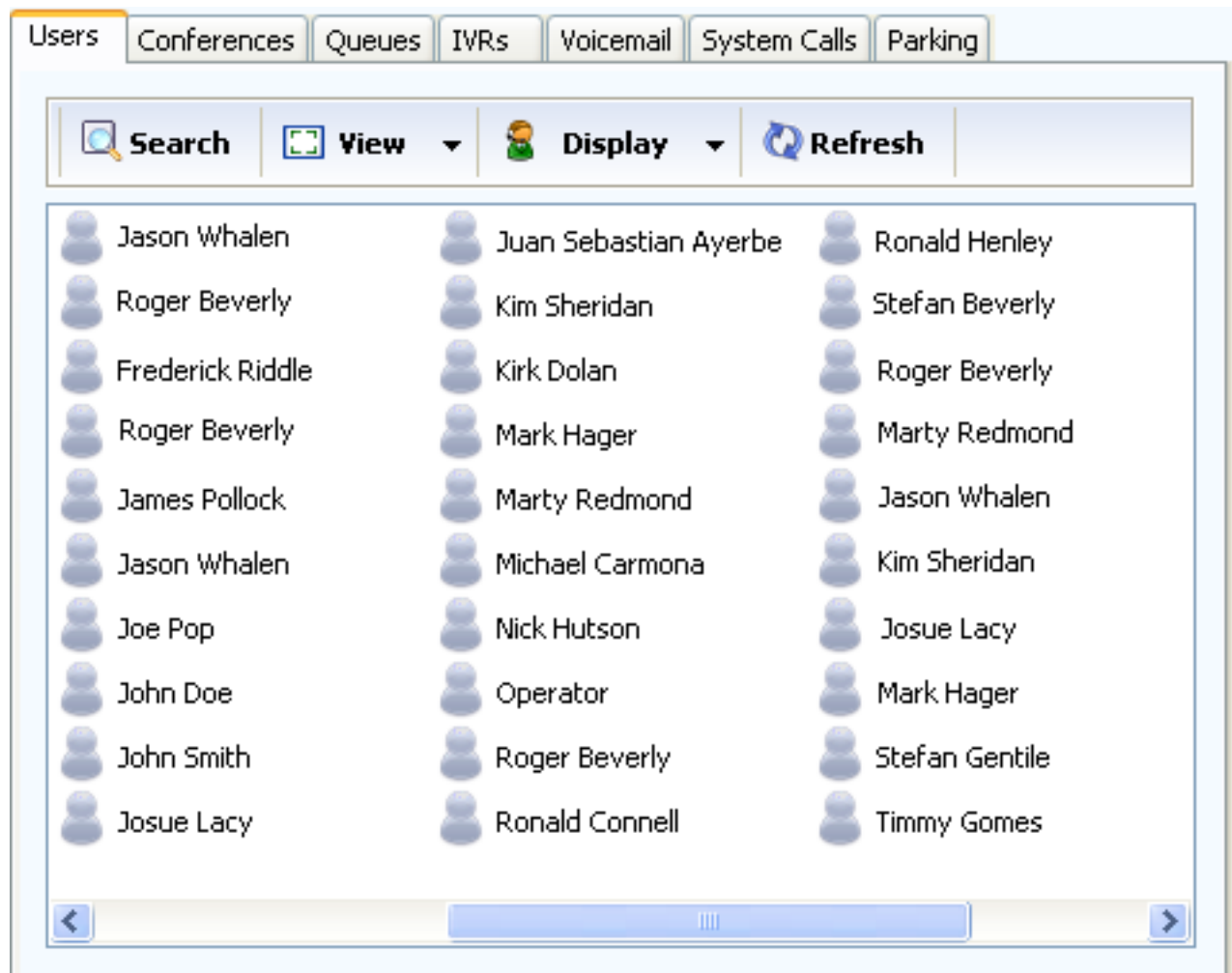
Destinations

gloCOM can place a call to any system destination, for example extension, queues, conference, ivr, voicemail, system calls, parking.



Users

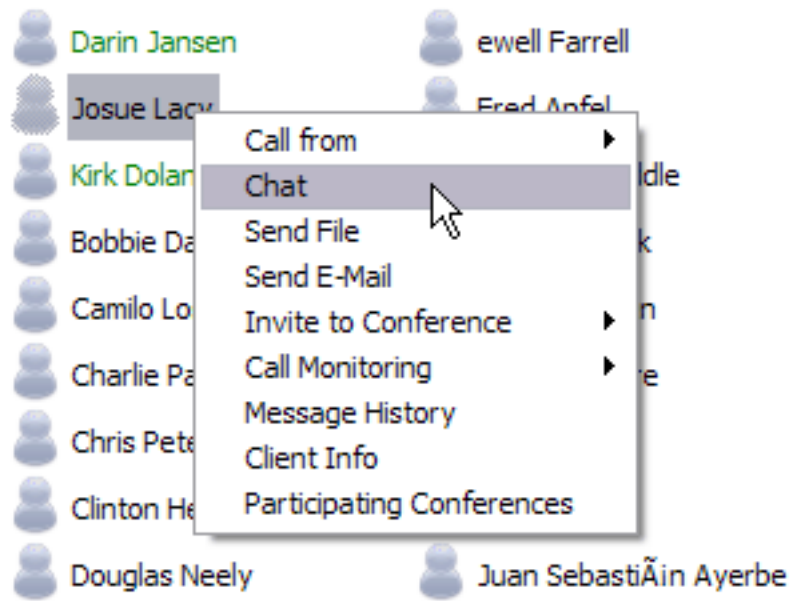
Users tab displays available extensions.



Calls can be placed by drag and drop motion from one extension to another, or directly from phone display to extension for example. A right click on contact name is available as well and offers more possible actions regarding selected extension.

This way user can:

- Make a call from gloCOM
- Chat
- Send File
- Send an email
- Invite into conference
- Monitor calls
- See more information about user
- See in which conferences user is taking part



Conferences

[illegible]**Table 5.6.**

	Description	Field type
Schedule	Select any available system user from the list on the right and click this button to schedule a Conference conversation for user.	Button

The following window is displayed once 'Schedule' button is clicked. All details provided here will be sent on email assigned for selected User/Extension after 'Send invitation' button is clicked.

Schedule

Schedule name:

Conference:

Date:

Time:

This tab displays all scheduled Conference.

Participants Users **Schedule**

Scheduled tasks:

Task name, Conference	Date/Time

Table 5.7.





	Descriptions	Field type
Edit	Edit scheduled Conferences. Select one of the scheduled Conference conversations and click this button to edit its details. All parties involved will receive a notification email about the edited details	Button
Cancel	Cancel scheduled Conferences. Select one of the scheduled Conference conversations and click this button to cancel the Conference. All parties involved will receive a notification email about the cancellation	Button

The following window is displayed when editing a scheduled conference. 'Name' and 'Conference' details cannot be changed but 'Date', 'Time' and invited 'Users' can. Modify settings to suit your needs and click on 'OK' button to confirm the changes.

[illegible]


Existing Conferences

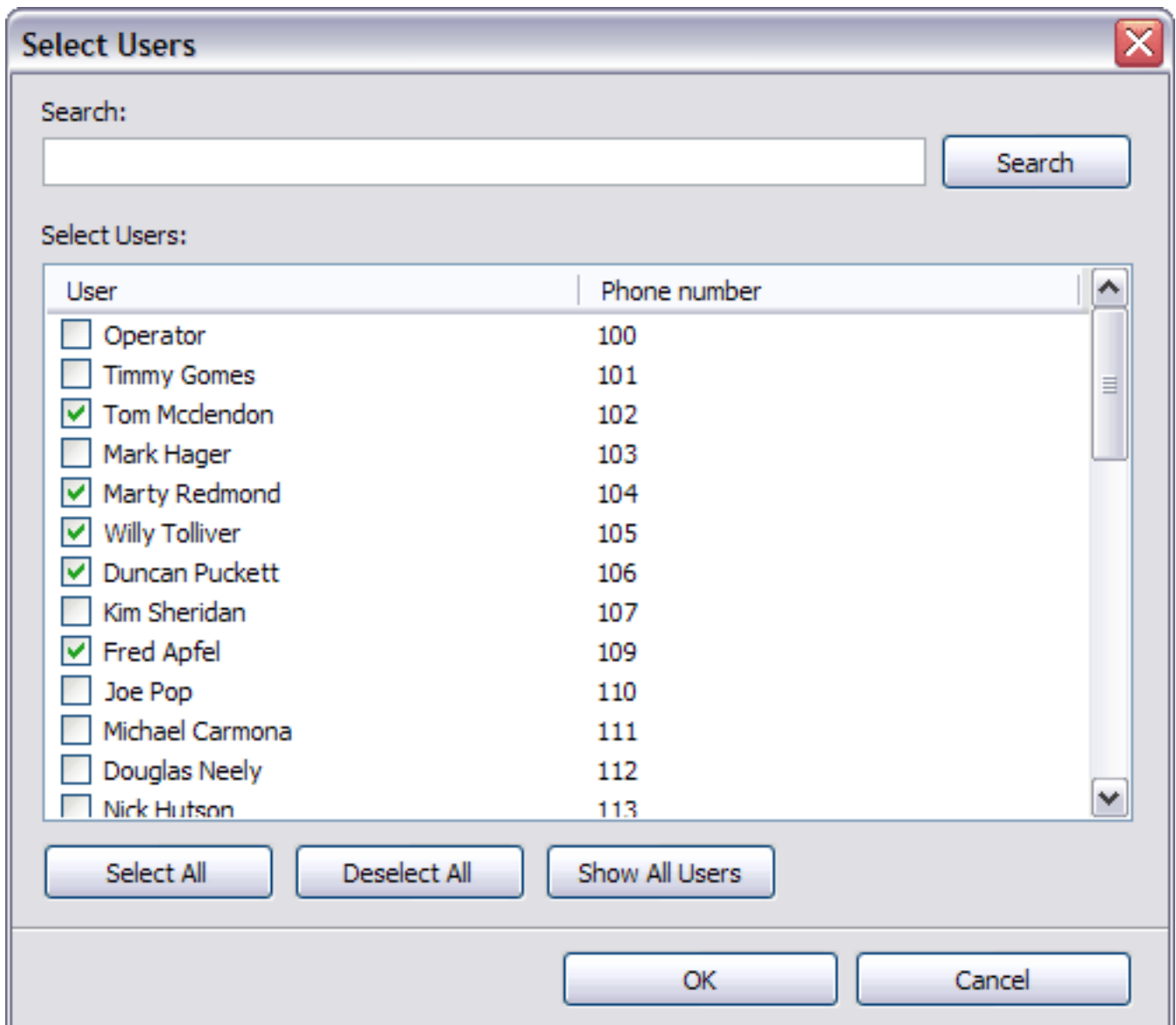
Existing Conferences. Please note that yellow marked conference 'Sales : 400 - 2' is the one which is selected.

Conference name : Number - No. Participants	
 Sales : 400 - 2	 Support : 401 - 0
 Staff : 402 - 0	 Ground Systems : 500 - 0

Invite Users

Table 5.8.

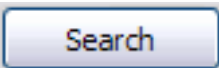
	Description	Field type
 Invite Users	Conference moderator is allowed to invite other users into a conference. Click on 'Invite Users' button in order to open 'Select Users' window.	Button

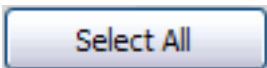
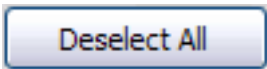
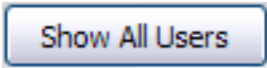


The 'Select Users' dialog box features a search field at the top with a 'Search' button. Below it is a list of users with checkboxes for selection. The list includes columns for 'User' and 'Phone number'. At the bottom, there are buttons for 'Select All', 'Deselect All', 'Show All Users', 'OK', and 'Cancel'.

User	Phone number
<input type="checkbox"/> Operator	100
<input type="checkbox"/> Timmy Gomes	101
<input checked="" type="checkbox"/> Tom McClendon	102
<input type="checkbox"/> Mark Hager	103
<input checked="" type="checkbox"/> Marty Redmond	104
<input checked="" type="checkbox"/> Willy Tolliver	105
<input checked="" type="checkbox"/> Duncan Puckett	106
<input type="checkbox"/> Kim Sheridan	107
<input checked="" type="checkbox"/> Fred Apfel	109
<input type="checkbox"/> Joe Pop	110
<input type="checkbox"/> Michael Carmona	111
<input type="checkbox"/> Douglas Neely	112
<input type="checkbox"/> Nick Hutson	113


Table 5.9.

	Description	Field type
	You don't find the user you are looking for, use 'search' to find him. Enter into search field user 'first name' or user 'extension number' and click on 'Search' button.	[a-z] [0-9]

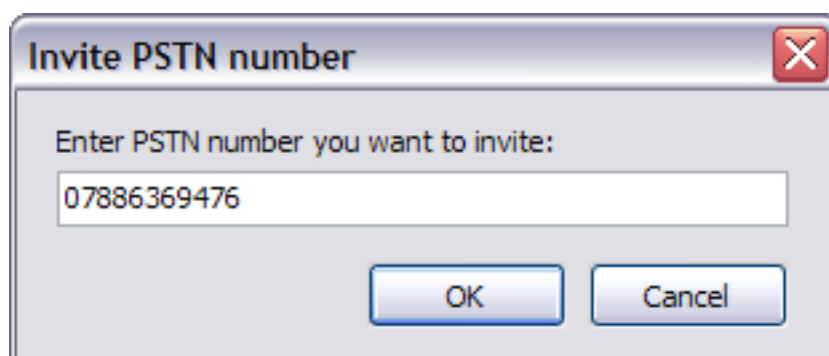
	Description	Field type
	Click on 'Select All' button to select all users from the list.	Button
	Click on 'Deselect All' button to deselect all users from the list that you have already selected.	Button
	If you have previously used 'search' to find a user, and you want to show all users again, click on 'Show All Users'.	Button

Invite PSTN Number

Table 5.10.

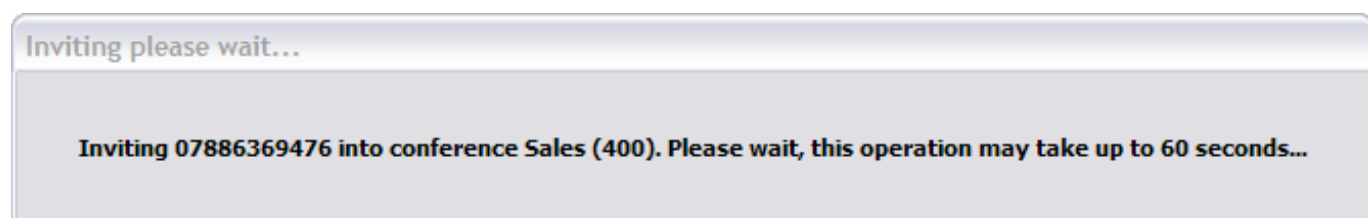
	Description	Field type
	gloCOM user can invite a PSTN number into the conference. Click on 'Invite PSTN number', enter a PSTN number then click on okay.	Button

Enter a PSTN number and click on 'OK' button.



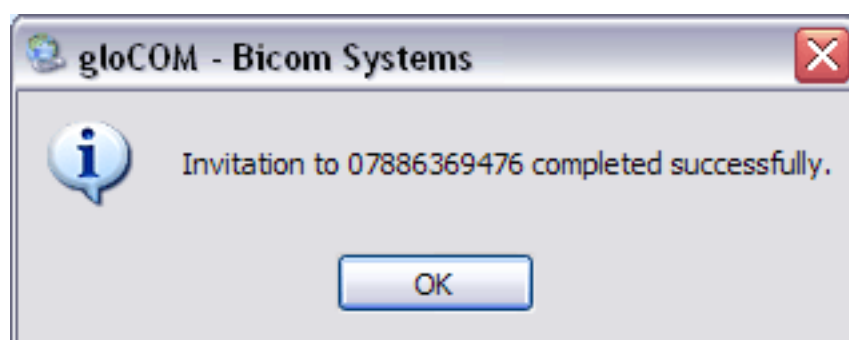
The dialog box is titled "Invite PSTN number" and has a close button (X) in the top right corner. It contains a label "Enter PSTN number you want to invite:" followed by a text input field containing the number "07886369476". At the bottom, there are two buttons: "OK" and "Cancel".

Inviting please wait... window let's you know that inviting is in progress.




The window has a title bar "Inviting please wait...". The main content area displays the text: "Inviting 07886369476 into conference Sales (400). Please wait, this operation may take up to 60 seconds..."

Invitation completed successful window. Click on 'OK' button to close this window.



Set Permissions

Table 5.11.

	Description	Field type
 Set Permissions	As the conference admin, allow another user/extension to access the conference, as a user, admin or moderator. gloCOM extension has admin privileges for conference 'Main 2000'. Click on 'Set permissions' button select a conference where you have admin privileges, then select an extension on the right side from user list.	Button

Select Users window allows you to select which user(s) will access the conference as a user, admin or moderator.

Select Users

Search:

Search



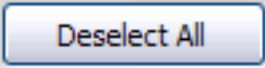
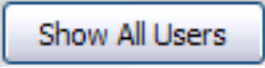
Select Users:

User	Phone number
<input type="checkbox"/> Operator	100
<input type="checkbox"/> Timmy Gomes	101
<input checked="" type="checkbox"/> Tom McClendon	102
<input type="checkbox"/> Mark Hager	103
<input checked="" type="checkbox"/> Marty Redmond	104
<input checked="" type="checkbox"/> Willy Tolliver	105
<input checked="" type="checkbox"/> Duncan Puckett	106
<input type="checkbox"/> Kim Sheridan	107
<input checked="" type="checkbox"/> Fred Apfel	109
<input type="checkbox"/> Joe Pop	110
<input type="checkbox"/> Michael Carmona	111
<input type="checkbox"/> Douglas Neely	112
<input type="checkbox"/> Nick Hutson	113

Select All Deselect All Show All Users

OK Cancel

Table 5.12.

	Description	Field Type
	You don't find the user you are looking for, use 'search' to find him. Enter into search field user 'first name' or user 'extension number' and click on 'Search' button.	[a-z] [0-9]
	Click on 'Select All' button to select all users from the list.	Button
	Click on 'Deselect All' button to deselect all users from the list that you have already selected.	Button
	If you have previously used 'search' to find a user, you'll notice that as a result you'll get displayed no user at all, one or more users. Now if you want again to display all user click on	Button

	Description	Field Type
	'Show All Users'.	

Participants

Participants window shows users participating in selected conference.

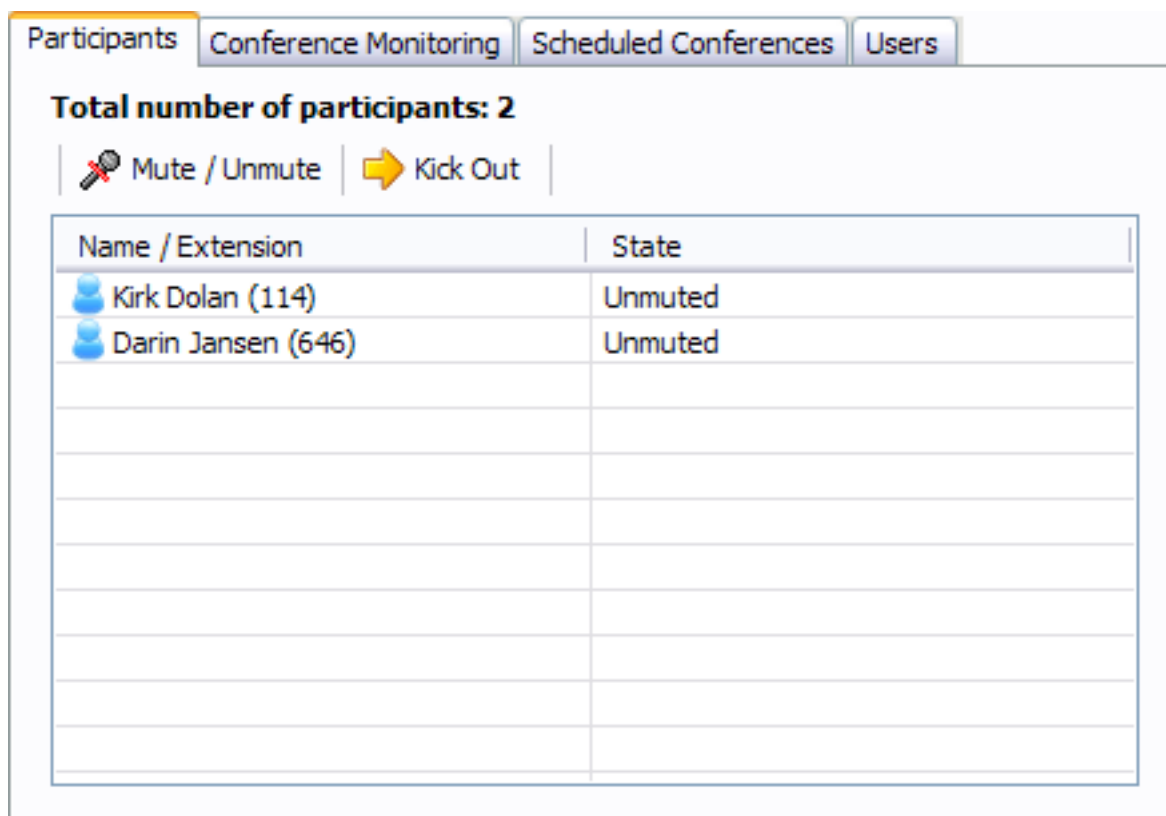




Table 5.13.

	Description	Field type
 Mute / Unmute	Mute or Unmute any of listed users participating in the selected conference. Select a user with a left click on his name, then click on 'Mute/Unmute' button. Current user stat will be shown in the same line on the right side.	Button
 Kick Out	Force quit or kick out of the conference any of listed users participating in the selected conference. Select a user with a left click on his name, then click on 'Kick Out' button in order to kick him out.	Button

Conference Monitoring

Conference Monitoring Window.

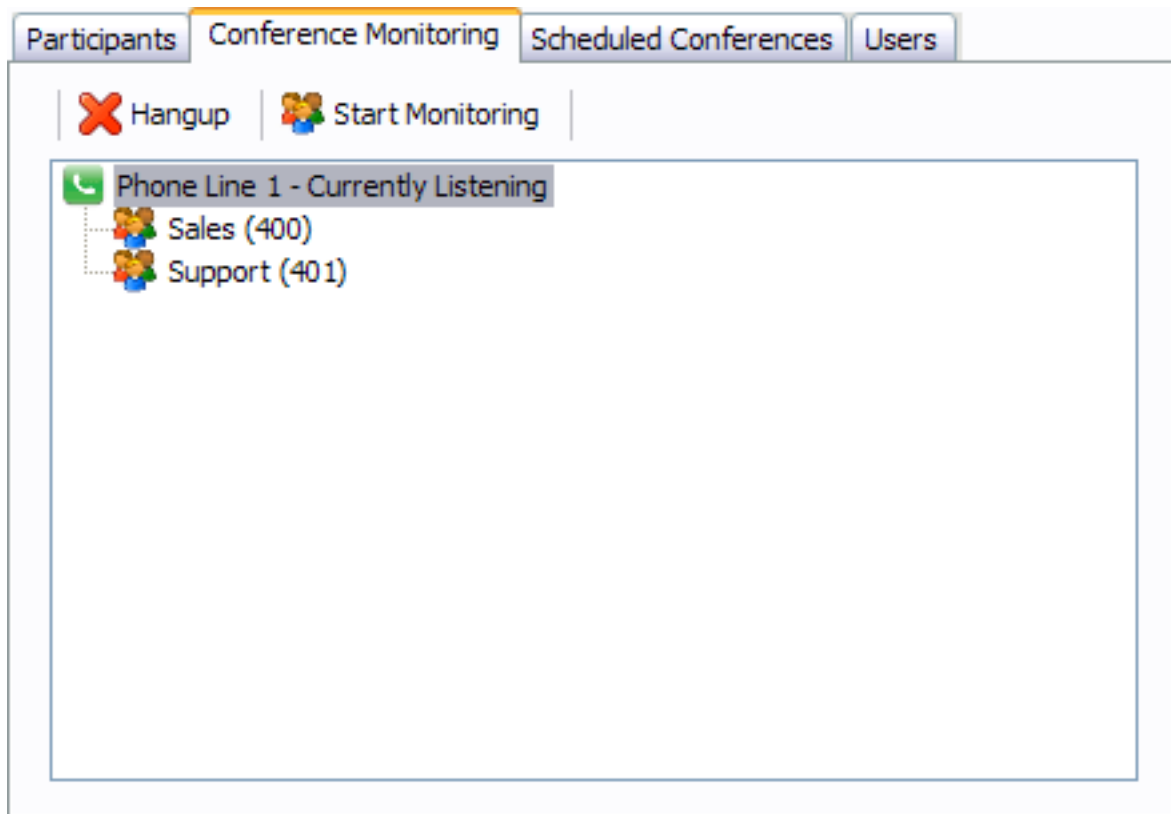


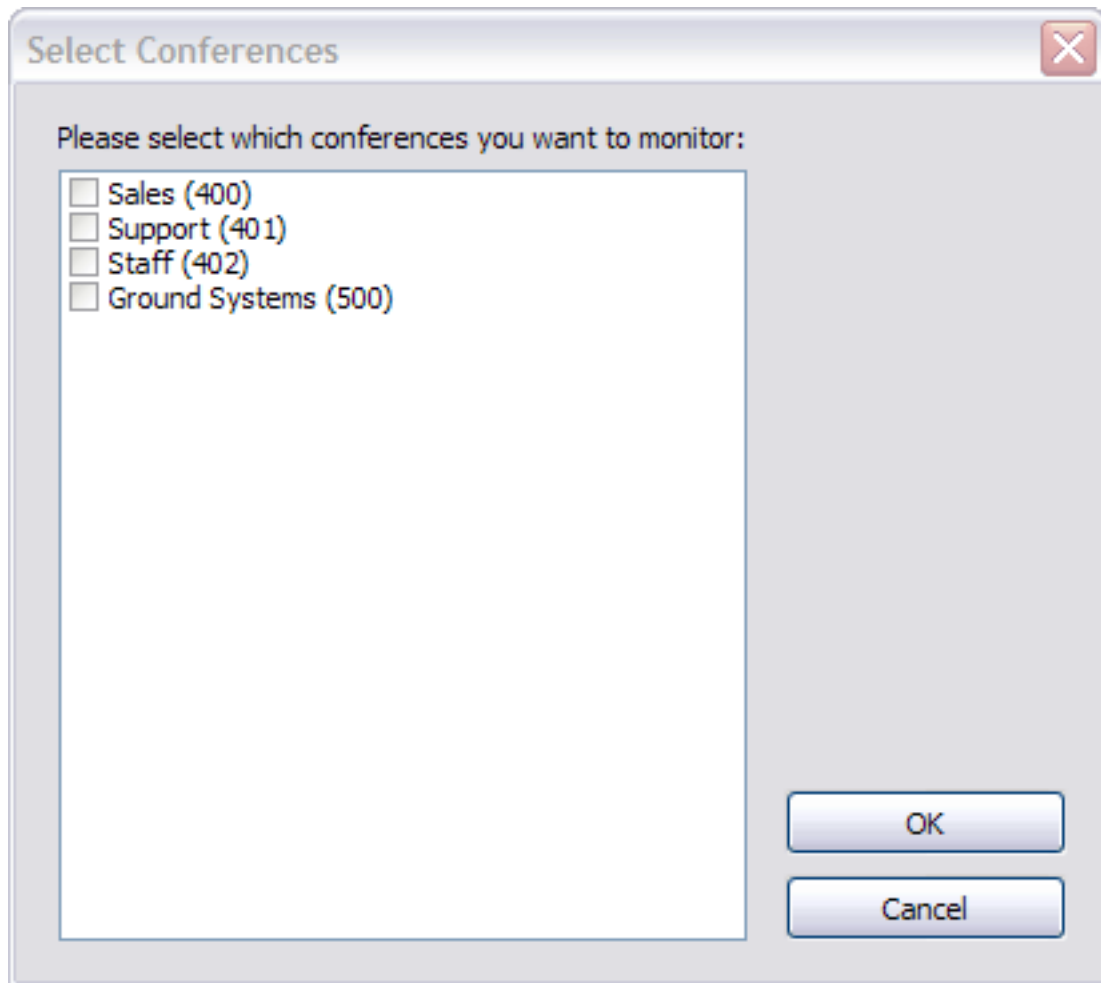


Table 5.14.

	Description	Field type
 Hangup	Stop conference monitoring. Select a conference with a left click on conference name, then click on 'Hangup' button to stop monitoring selected conference.	Button
 Start Monitoring	Start conference monitoring. Click on 'Start Monitoring' button to open a conference select window.	Button

Select conferences window. Click on check box to select a conference you want to monitor, then click on 'OK' button in order to start monitoring.




Scheduled Conference

Scheduled Conferences window.

[illegible]

Table 5.15.

	Description	Field type
	Schedule a conference. Click on 'Schedule' button, it will open a select users window.	Button

Select Users window. Select one or more users and click on 'OK' button.

Select Users

Search:

Search

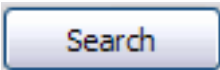
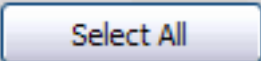
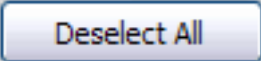
Select Users:

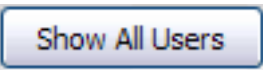

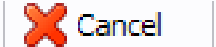
User	Phone number
<input type="checkbox"/> Operator	100
<input type="checkbox"/> Timmy Gomes	101
<input checked="" type="checkbox"/> Tom McClendon	102
<input type="checkbox"/> Mark Hager	103
<input checked="" type="checkbox"/> Marty Redmond	104
<input checked="" type="checkbox"/> Willy Tolliver	105
<input checked="" type="checkbox"/> Duncan Puckett	106
<input type="checkbox"/> Kim Sheridan	107
<input checked="" type="checkbox"/> Fred Apfel	109
<input type="checkbox"/> Joe Pop	110
<input type="checkbox"/> Michael Carmona	111
<input type="checkbox"/> Douglas Neely	112
<input type="checkbox"/> Nick Hutson	113

Select All Deselect All Show All Users

OK Cancel

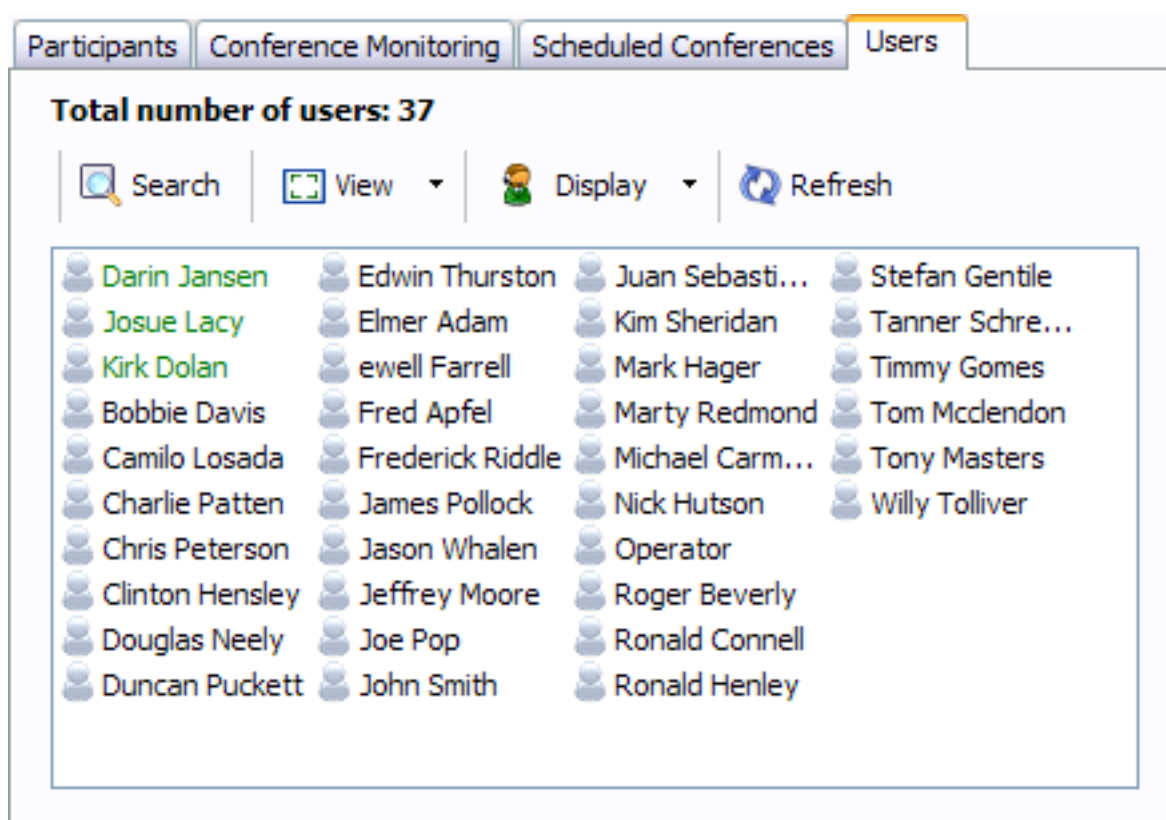
Table 5.16.

	Description	Field Type
Message to send:	Type in announcement you want to send to selected contacts.	[a-z][0-9]
	You don't find the user you are looking for, use 'search' to find him. Enter into search field user 'first name' or user 'extension number' and click on 'Search' button.	[a-z] [0-9]
	Click on 'Select All' button to select all users from the list.	Button
	Click on 'Deselect All' button to deselect all users from the list that you have already selected.	Button
	If you have previously used 'search' to find a user, you'll notice that as a	Button

	Description	Field Type
	result you'll get displayed no user at all, one or more users. Now if you want again to display all user click on 'Show All Users'.	
	Click on 'Edit' button to edit an already scheduled conference in order to change conference settings.	Button
	Click on 'Cancel' button in order to cancel an already scheduled conference.	Button

Users

Users window.

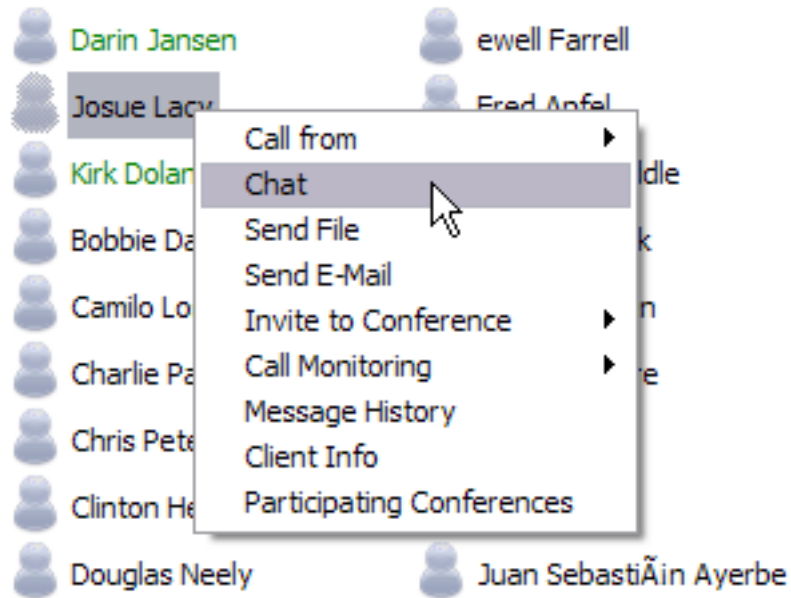


Calls can be placed by drag and drop motion from one extension to another, or directly from phone display to extension for example. A right click on contact name is available as well and offers more possible actions regarding selected extension.

By this way user can:

- Make a call from gloCOM
- Chat
- Send File
- Send an email
- Invite into conference

- Monitor calls
- See more information about user
- See in which conferences user is taking part



Queues

Queues tab displays available queues on the systems. And you are able to control members and agents with it.

Users Conferences **Queues** IVRs Voicemail System Calls Parking

Search View Refresh

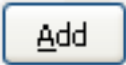
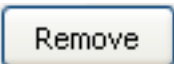

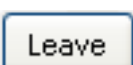
Support **Main** test All Queues

Number: 135 Add Remove Join Leave

Elmer Adam James Pollock Joe Pop John Smith Mark Hager Ronald Connell

☐ Hide unavailable agents

Table 5.17.

	Description	Field type
	Click 'Add' button to add a member or agent to a queue.	Button
	Select a member or agent and click 'Remove' to remove them from that queue.	Button
	This option is only available for Agents, and with this option you can login a person as a callback agent.	Button
	This option is only available for Agents, and with this option you can logout a selected agent.	Button
Hide unavailable agents	When this option is enabled, all agents that are unavailable will be hidden.	Check box

Add Queue Members

Select wanted extensions and press 'OK' to add it as members to a queue. Or press 'Cancel' to abort and exit this

window.

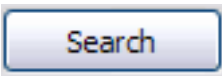

Add Queue Members

Search by name/number:

Agents and Users:

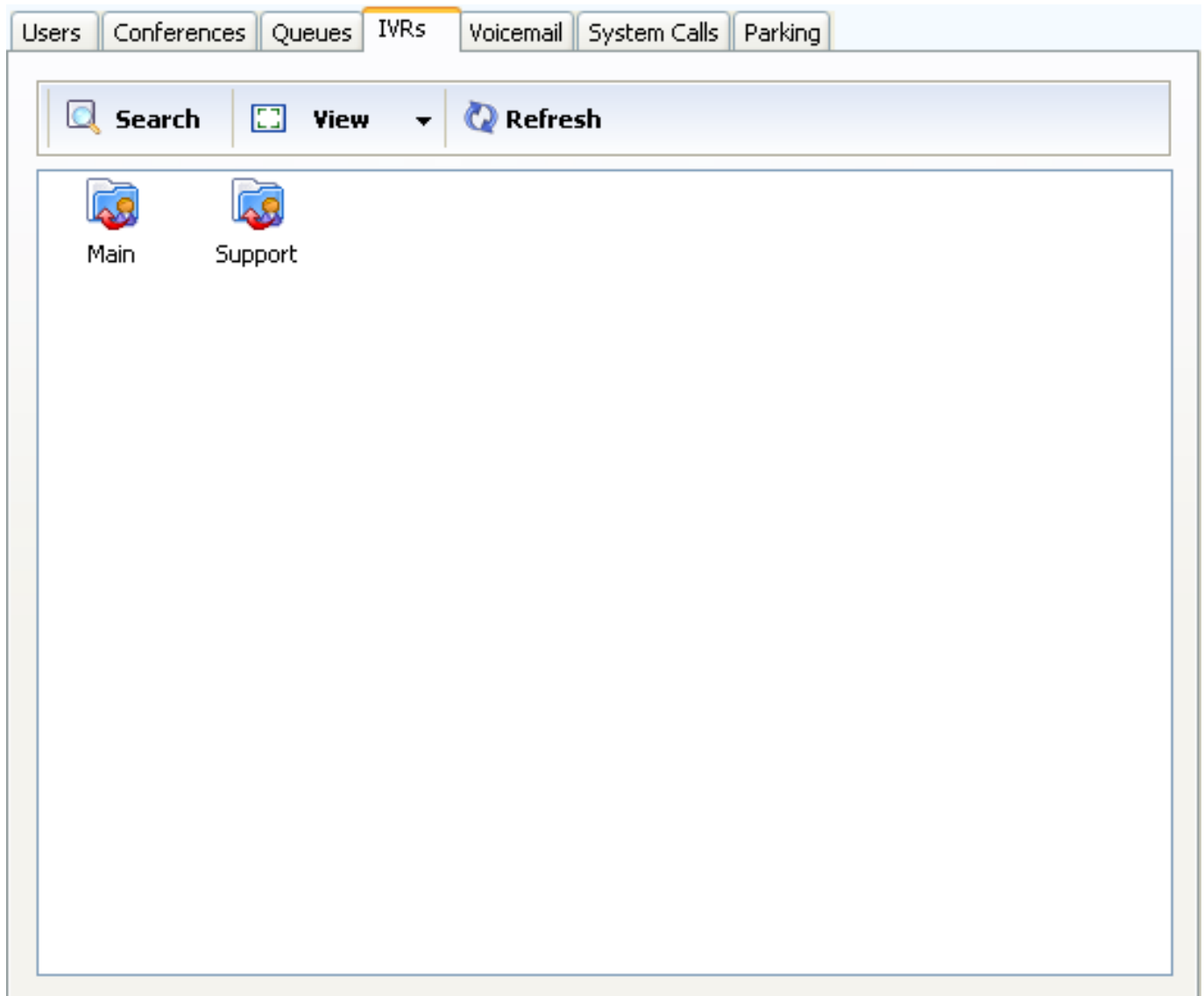
- ☐ Agent/1000 - Agent One Surname
- ☐ SIP/100 - Operator
- ☐ SIP/101 - Timmy Gomes
- ☐ IAX2/102 - Tom McClendon
- ☐ IAX2/103 - Mark Hager
- ☐ SIP/104 - Marty Redmond
- ☐ SIP/106 - Duncan Puckett
- ☐ SIP/107 - Kim Sheridan
- ☐ IAX2/109 - Douglas Hager
- ☐ IAX2/110 - Joe Pop
- ☐ SIP/111 - Michael Carmona
- ☐ SIP/112 - Douglas Neely
- ☐ SIP/113 - Nick Hutson
- ☐ SIP/114 - Kirk Dolan
- ☐ IAX2/115 - Ronald Connell
- ☐ SIP/116 - Clinton Hensley
- ☐ SIP/117 - Josue Lacy
- ☐ IAX2/118 - Elmer Adam
- ☐ IAX2/119 - John Smith
- ☐ IAX2/120 - Ronald Henley
- ☐ SIP/121 - Frederick Riddle

Table 5.18.

	Description	Field type
	You don't find the user you are looking for, use 'search' to find him. Enter into search field user 'first name' or user 'extension number' and click on 'Search' button.	Field & Button
	Click on 'Display all' to see all extensions on the system.	Button

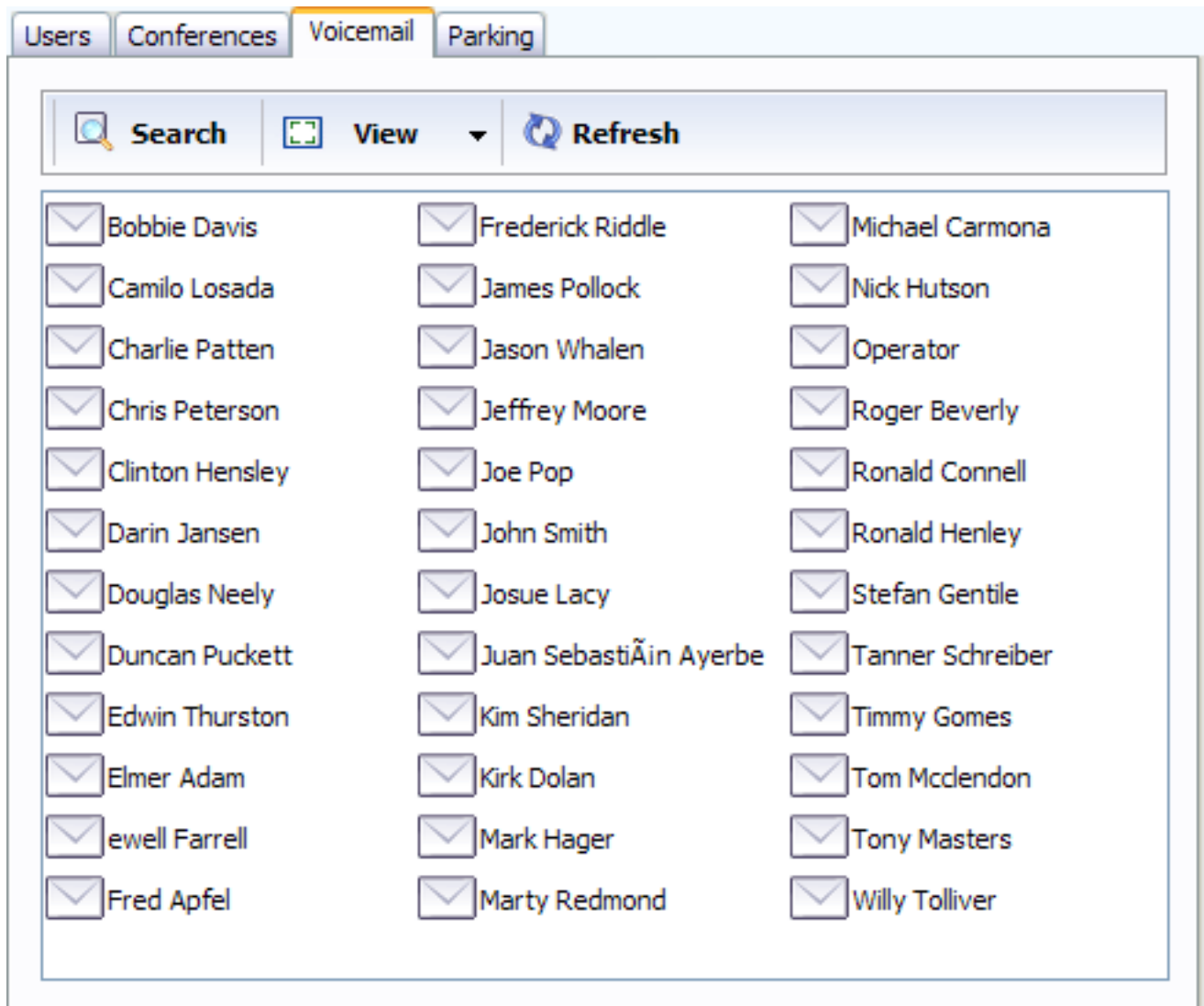
IVRs

IVRs tab displays available IVRs on the system. So that you can call a IVR without that you need to know that number.



Voicemail





Voicemail tab displays available voicemail boxes. A call placed directly to a voice boxes allows user to leave a voice message without ever ringing the extension.





System Calls

In this tab you can monitor all system calls, and transfer them to your self.


Users Conferences Queues IVRs Voicemail **System Calls** Parking

 **Transfer Call** **Legend:**  Inbound Call  Outbound Call  Network Call


Caller	Called Party	Duration	Status
 Jeffrey Moore (125)	Michal (140)	0:00:11	Answered

Transfer 

Please choose who do you want to transfer:

Jeffrey Moore (125) - Caller 

Please choose destination number:

125 (gloCOM) 

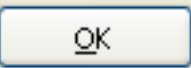
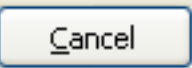

 

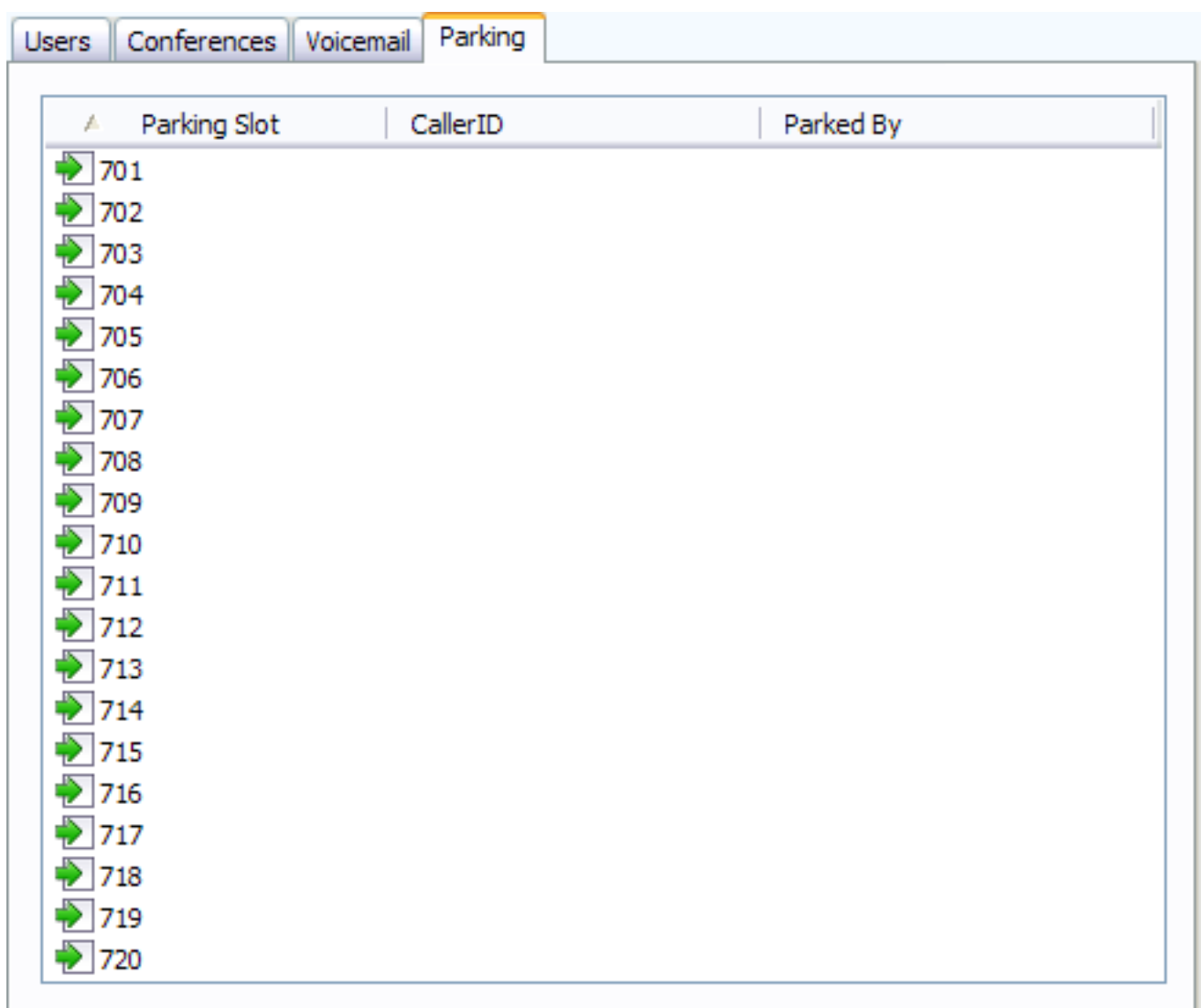
Table 5.19.

	Description	Field type
	Click 'Transfer Call' if you want to	Button

	Description	Field type
	transfer a live call to your extension.	
Please choose who do you went to trasfer:	Select who you went to transfer.	Select box
Please choose destination number:	Select the destination of the transfered call.	Select box

Call Parking

Parking tab displays all parked calls. When call is parked, it can be picked up by gloCOM by right-clicking it and selecting gloCOM or monitored extension to pick it up. Parked call can be also picked up by dialing parked extension number directly from gloCOM or any UAD (701 for example).



Menu

File

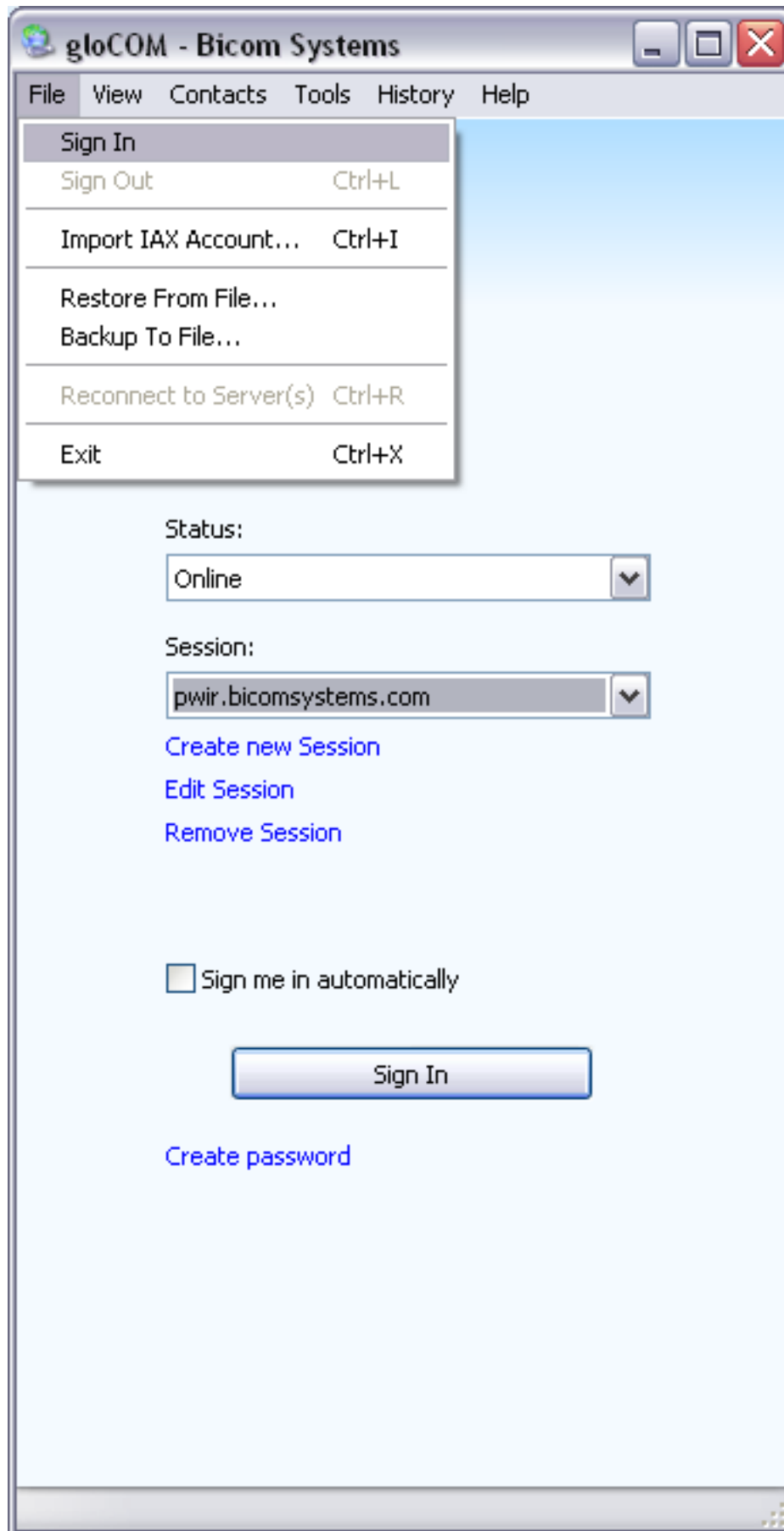


Table 5.20.

	Descriptions	Field type
Sign In	Signs in user.	Menu item
Sign Out	Signs out user.	Menu item
Import IAX Account...	Import gloCOM configuration file which you received in a mail from PBXware.	Menu item
Restore From File...	Restore configuration from backup file.	Menu item
Backup To File...	Backup configuration to a file.	Menu item
Reconnect to Server(s)	Reconnects gloCOM to server(s) if the connection has failed.	Menu item
Exit	Log out of active connection(s) and exit gloCOM.	Menu item

View

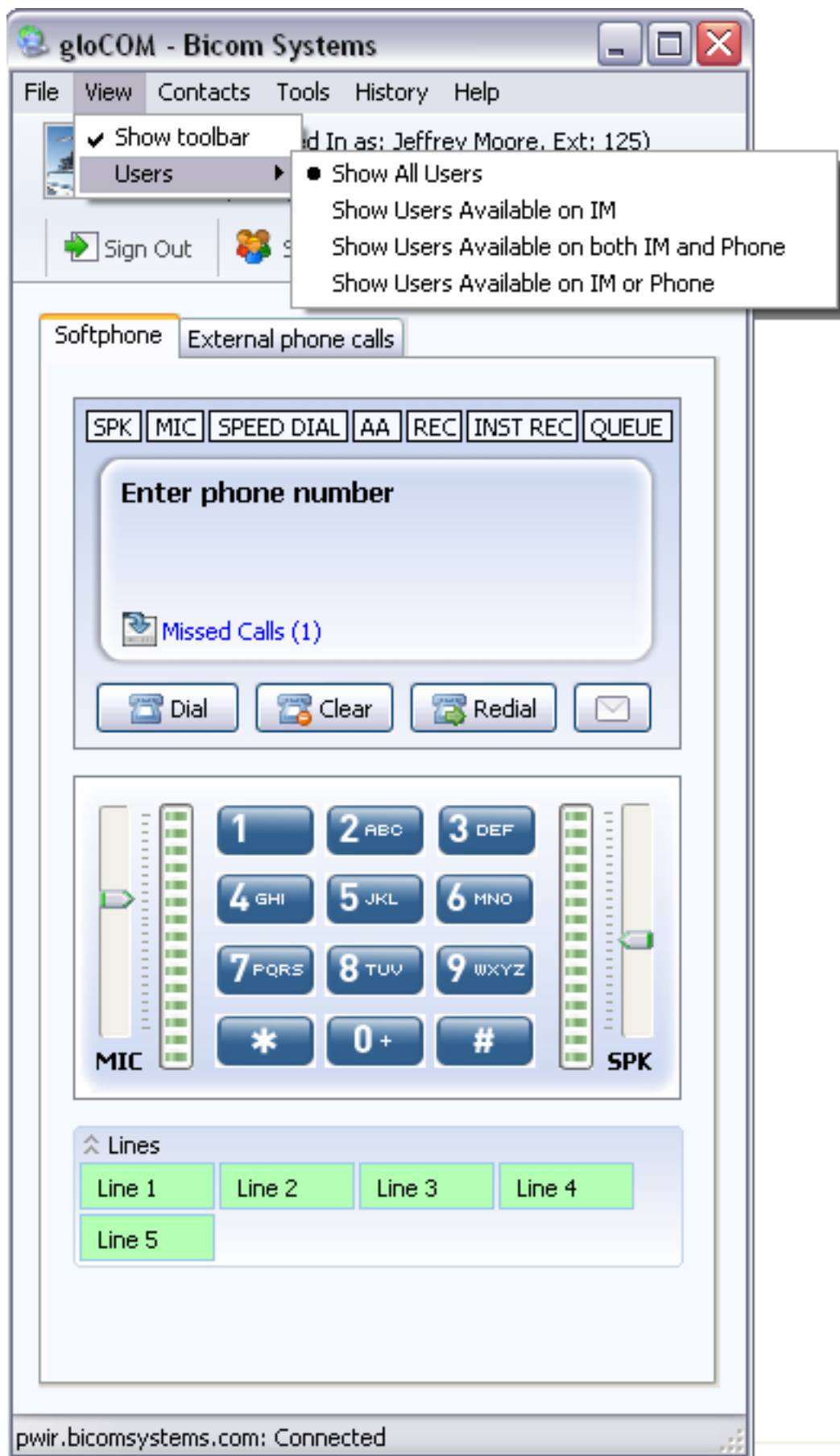


Table 5.21.

	Descriptions	Field type
Show toolbar	This option hides/displays the TeamX-com toolbar from the main window.	Menu item
Users	<p>This option filters users displayed under 'Users' tab. Available options:</p> <p>Show All Users Show Users Available on IM (Instant Messenger) Show Users Available on both IM and Phone Show Users Available on both IM or Phone</p>	Menu item

Contacts

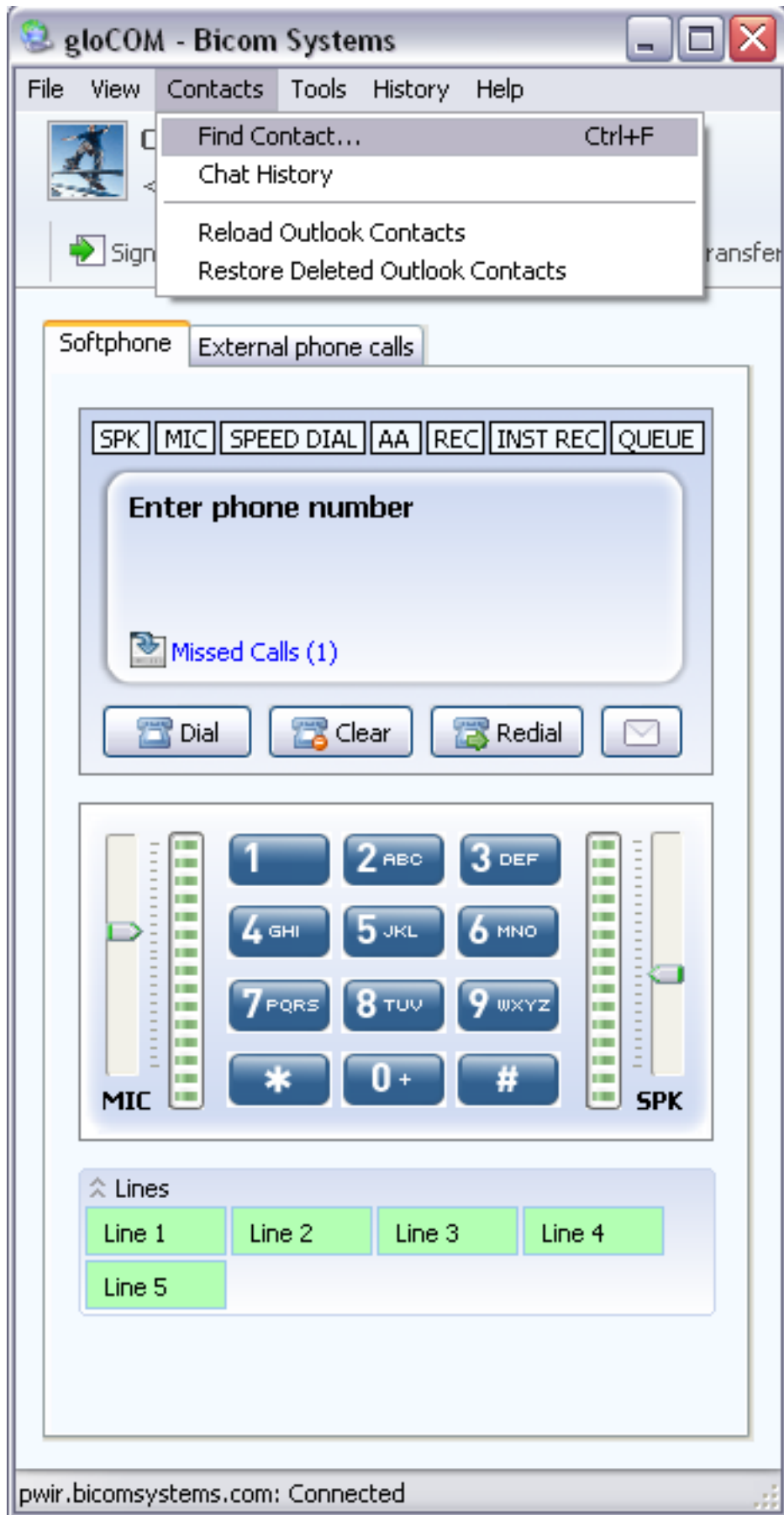
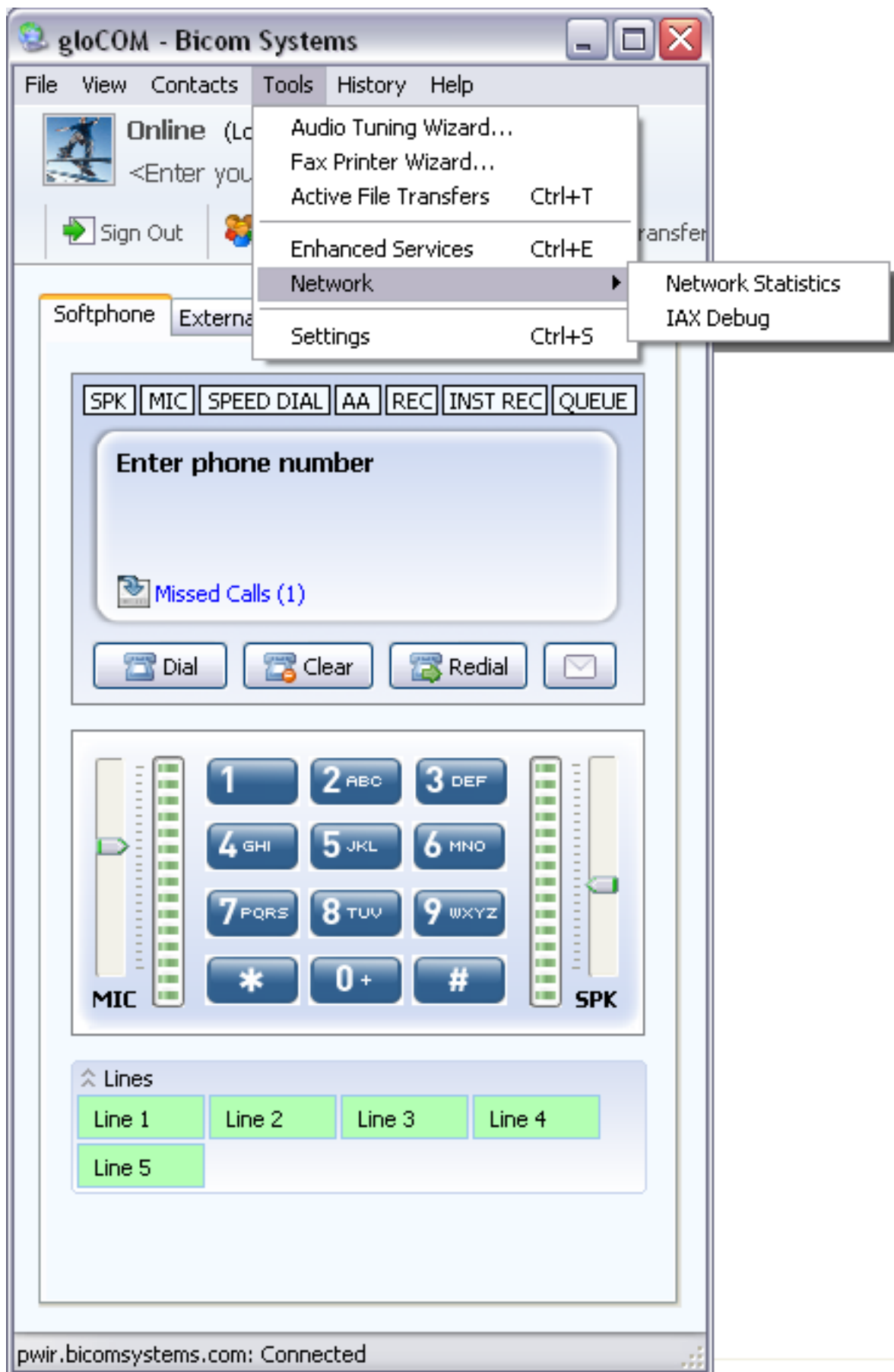


Table 5.22.

	Descriptions	Field type
Find Contact...	Find a contact in your contact list.	Menu item
Chat History	View your chat logs.	Menu item
Reload Outlook Contacts	Reloads Outlook contacts and stores them in gloCOM database.	Menu item
Restore Deleted Outlook Contacts	If you deleted some contacts, this option will restore them from Outlook and show them in gloCOM.	Menu item

Tools

Tools to configure your gloCOM settings.

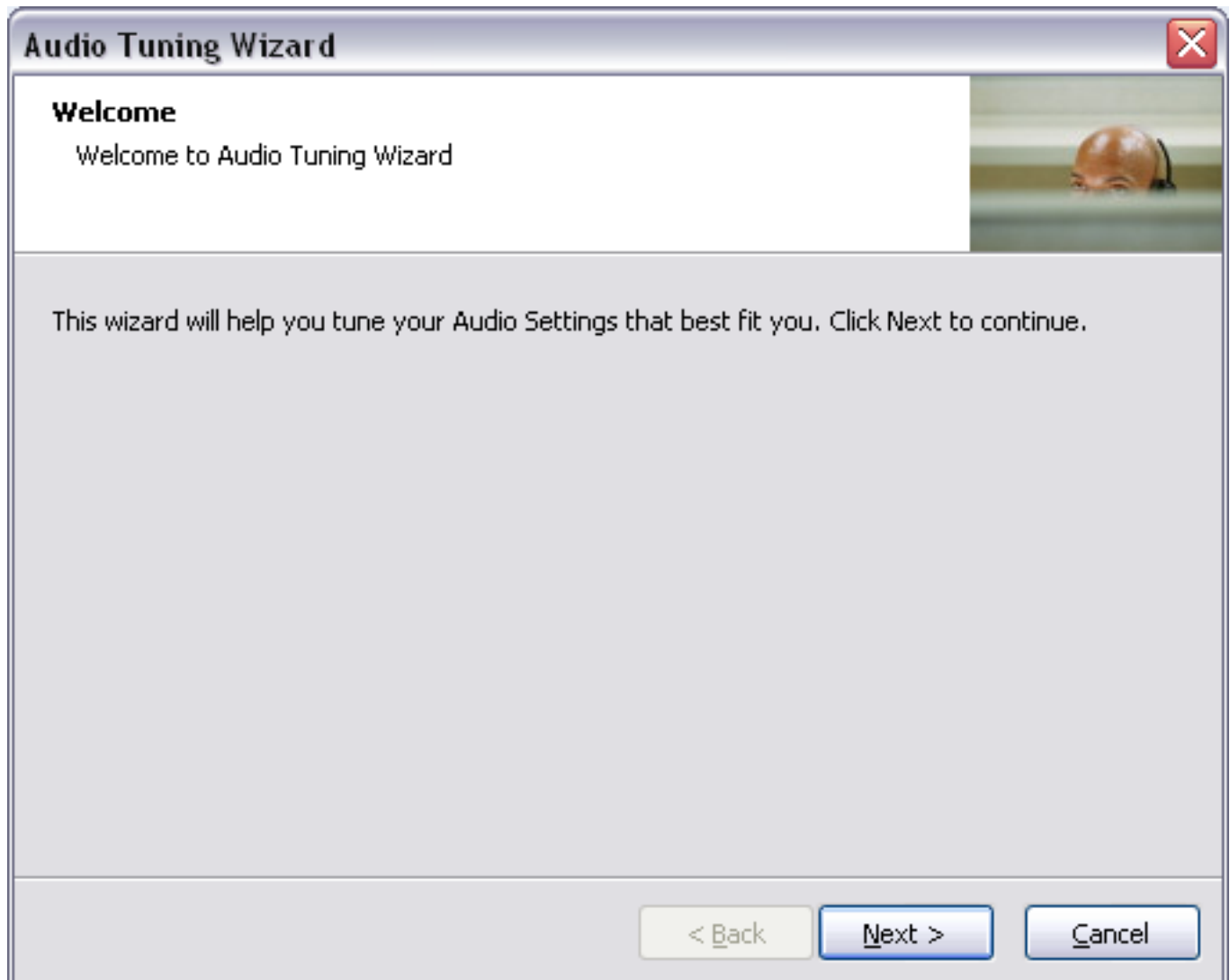


Audio Tuning Wizard

Audio Tuning Wizard is used to configure your audio devices for gloCOM.

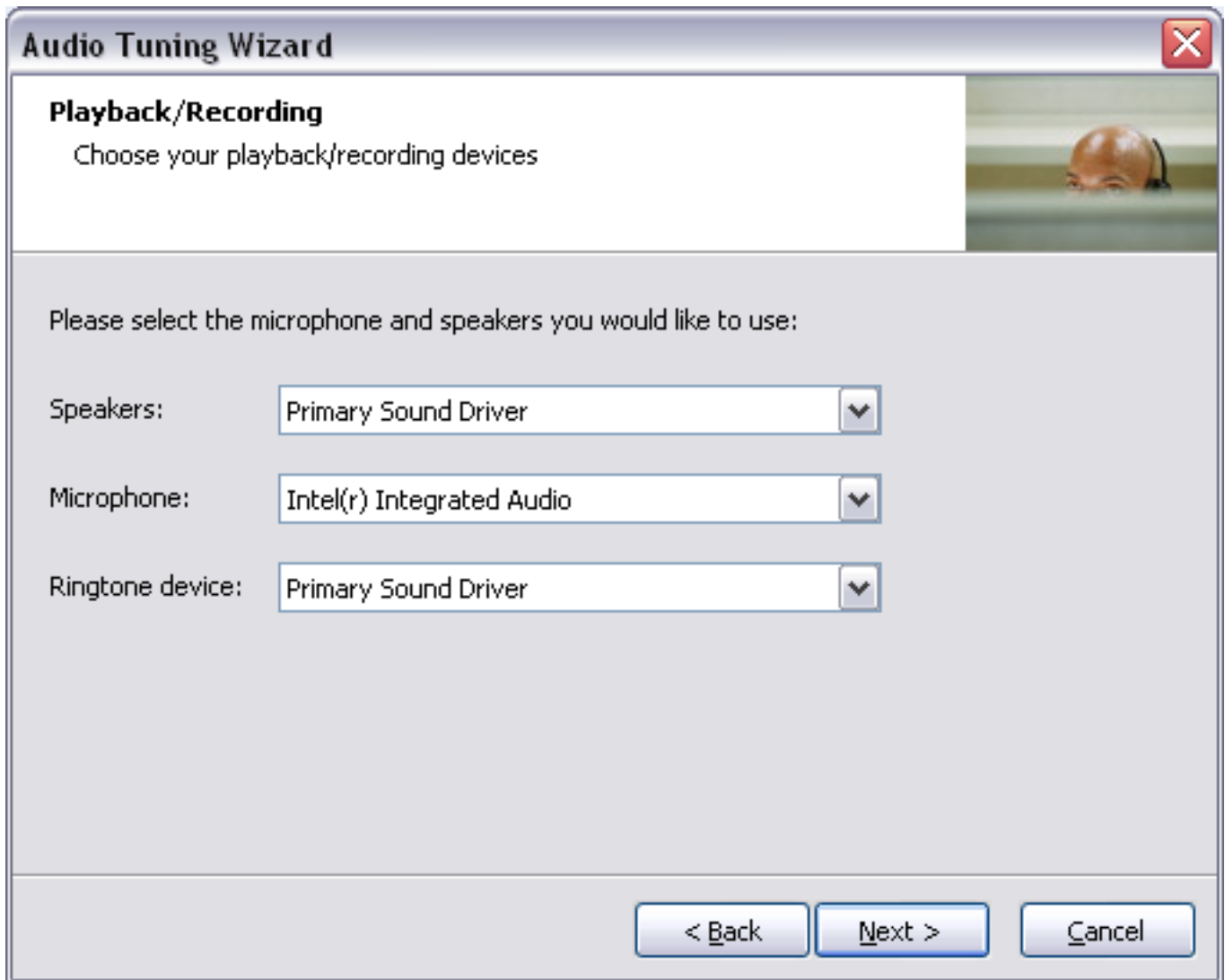
Step I-(Welcome)

This is the Welcome screen and to continue click 'Next' or 'Cancel' to exit.



Step II-(Playback/Recording)

On this screen you can choose which audio device you want to use for Playback and Recording.

**Step III-(Speaker Volume)**

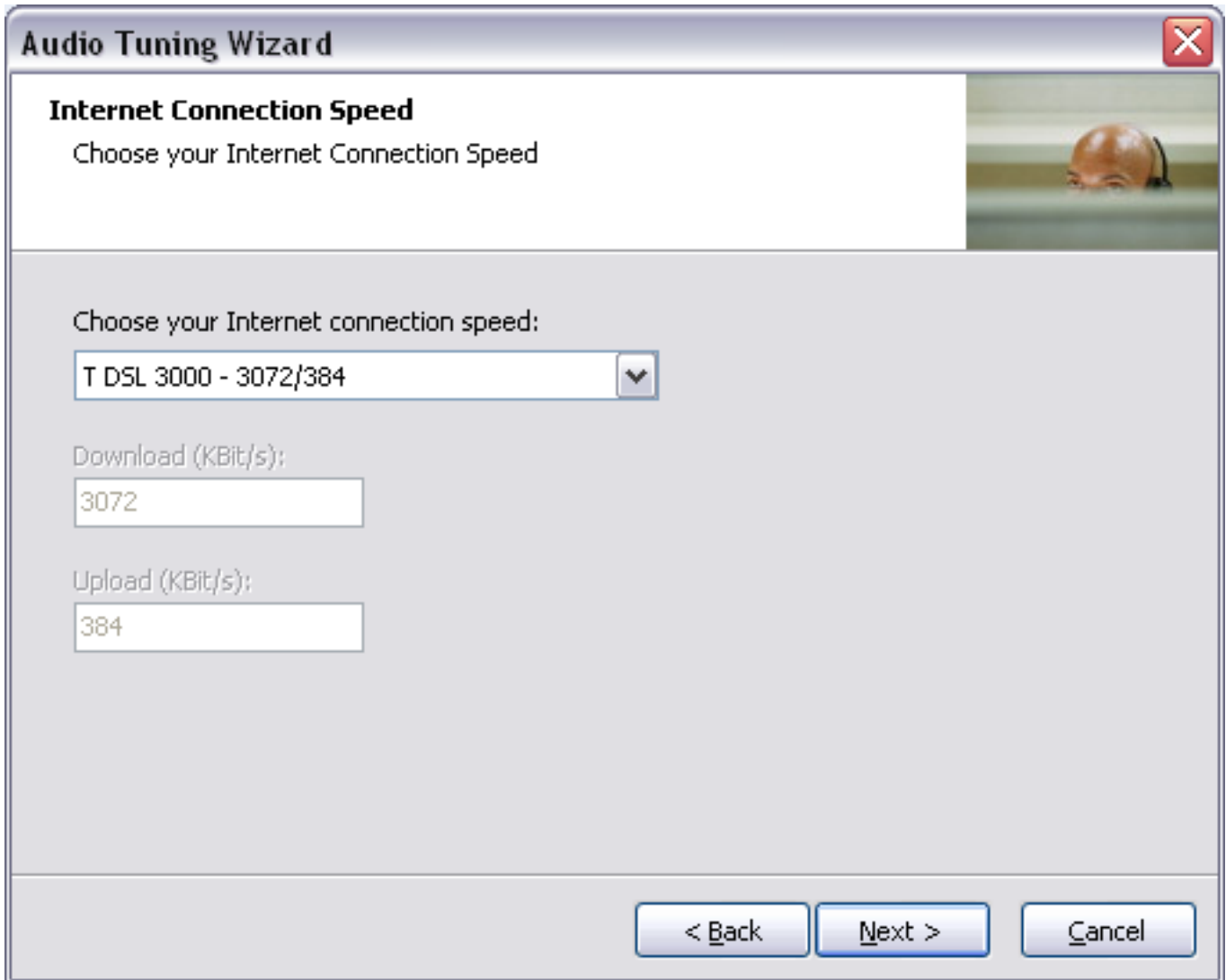
Here we can to adjust speaker volume and test it.

**Step IV-(Microphone Volume)**

Here we can to adjust microphone volume and test it.

**Step V-(Internet Connection Speed)**

Choose your internet connection speed.



The screenshot shows a window titled "Audio Tuning Wizard" with a close button in the top right corner. The main heading is "Internet Connection Speed" with the instruction "Choose your Internet Connection Speed". On the right side of the window is a small image of a swimmer's head above water. Below the heading, there is a label "Choose your Internet connection speed:" followed by a dropdown menu showing "T DSL 3000 - 3072/384". Underneath, there are two input fields: "Download (KBit/s):" with the value "3072" and "Upload (KBit/s):" with the value "384". At the bottom right, there are three buttons: "< Back", "Next >", and "Cancel".

Audio Tuning Wizard

Internet Connection Speed
Choose your Internet Connection Speed

Choose your Internet connection speed:

T DSL 3000 - 3072/384

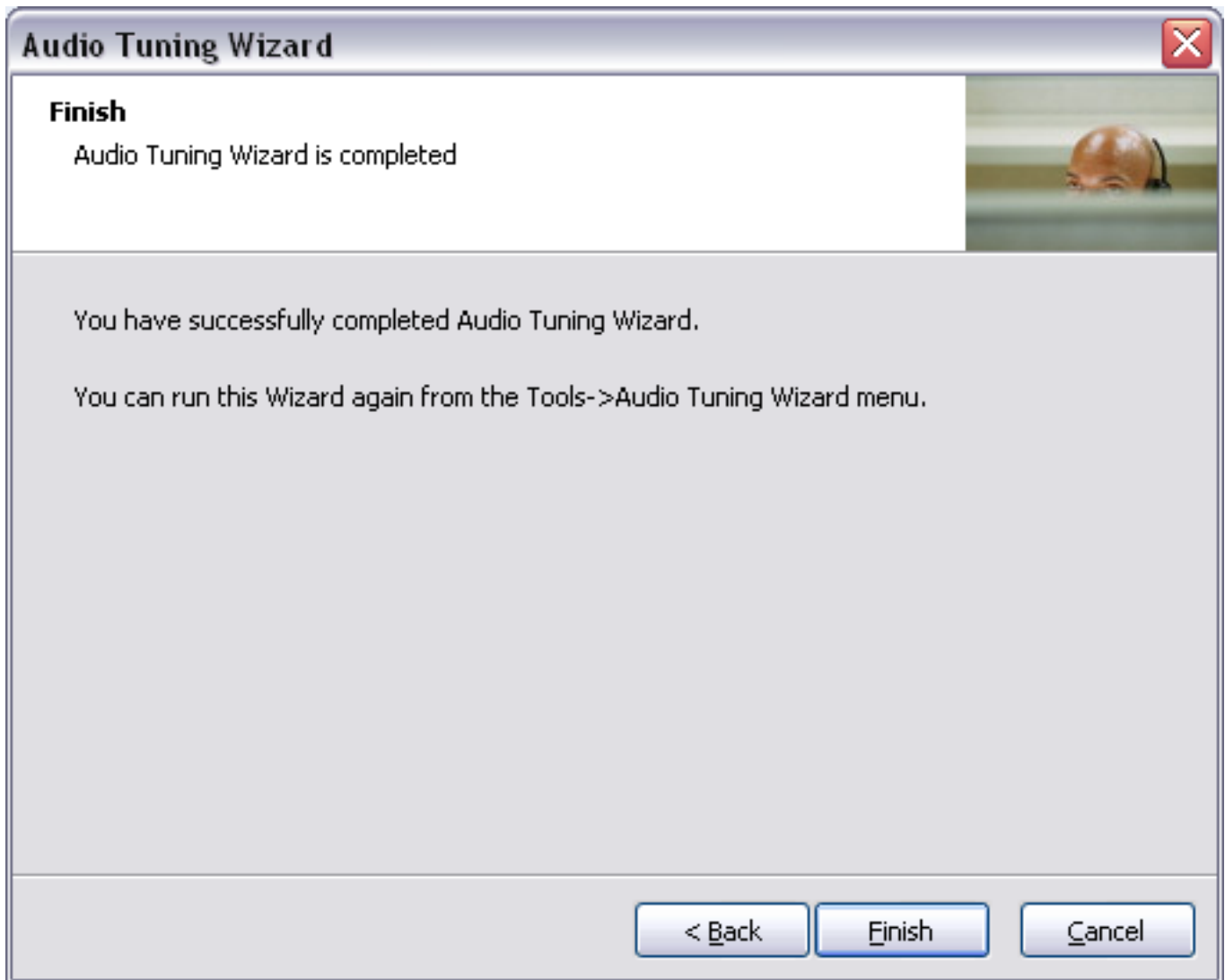
Download (KBit/s):
3072

Upload (KBit/s):
384

< Back Next > Cancel

Step VI-(Finish)

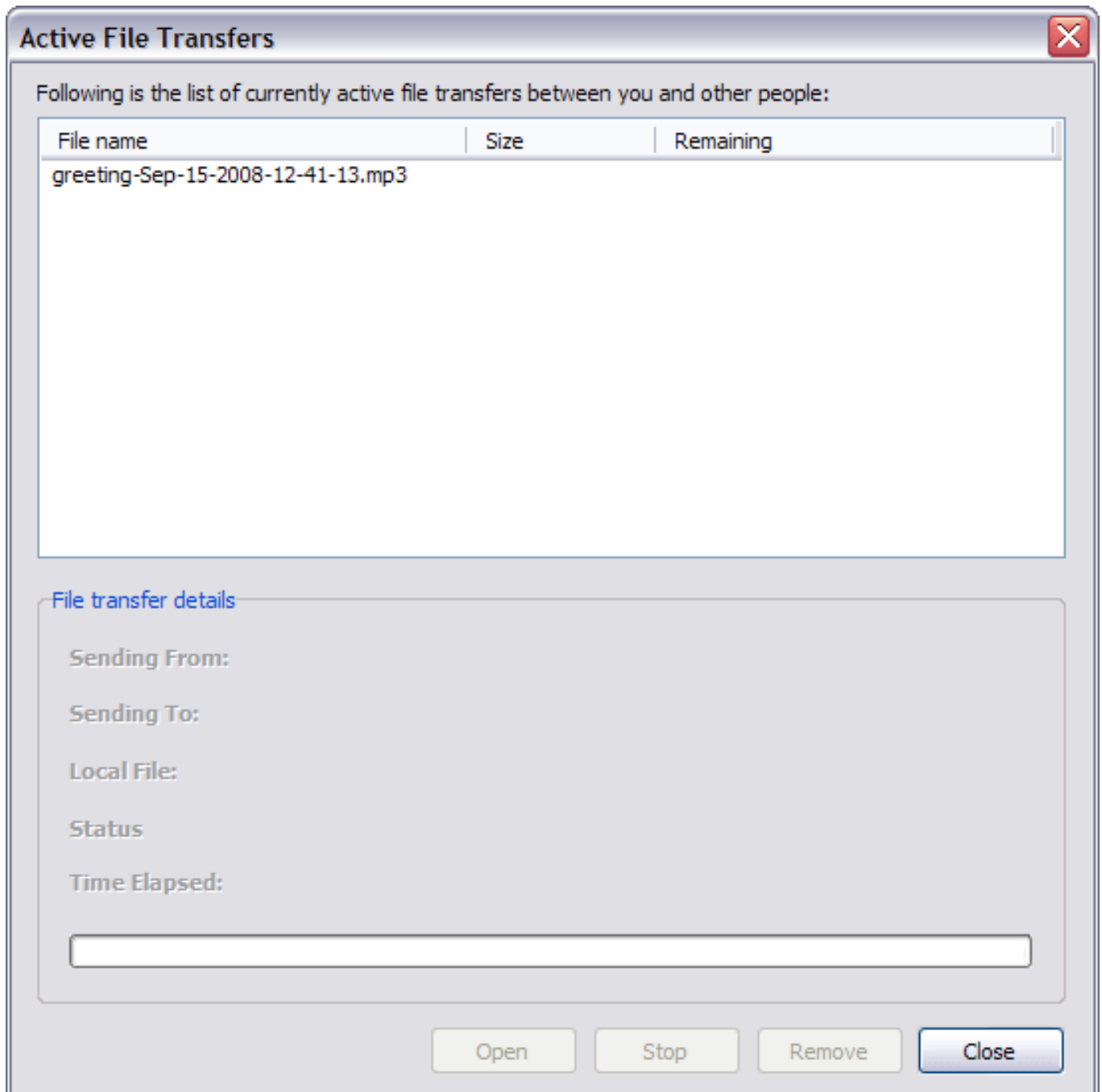
This is the finish screen and when you arrive to it press 'Finish' to complete or 'Cancel' to exit.



Fax Printer Wizard

Active File Transfers

In this window you can see all active file transfers.



Enhanced Services

Here can a users control his accounts like changing PIN's, overview of Voicemail and CDR records.

Site Manager

pwr.bicomsystems.com

PBXware Help Logout Select language: English

Select an extension:
125

My Details
Voicemail
CDR
Settings

Search/Filter Call Print E-mail Advanced

Actions
Download CSV

From	To	Date/Time	Duration	Billing	Cost	Status	
Jeffrey Moore (125)	Operator (100)	14 Apr 2009 13:02:39	00:10:20	00:10:12		Answered	<input type="checkbox"/>
Jeffrey Moore (125)	Main (300)	14 Apr 2009 13:01:45	00:00:06			Unknown	<input type="checkbox"/>
Jeffrey Moore (125)	*2021000	14 Apr 2009 09:42:28	00:00:04	00:00:04		Answered	<input type="checkbox"/>
Jeffrey Moore (125)	*2021000	14 Apr 2009 09:42:14	00:00:05	00:00:05		Answered	<input type="checkbox"/>
Jeffrey Moore (125)	Allison Scoot (192)	14 Apr 2009 09:41:49	00:00:18			Not Answered	<input type="checkbox"/>
Jeffrey Moore (125)	test (141)	14 Apr 2009 09:41:47	00:00:20	00:00:19		Answered	<input type="checkbox"/>
Jeffrey Moore (125)	Main (135)	13 Apr 2009 15:02:49	00:00:08	00:00:08		Answered	<input type="checkbox"/>
Jeffrey Moore (125)	*2021000	13 Apr 2009 10:53:39	00:00:10	00:00:10		Answered	<input type="checkbox"/>
Jeffrey Moore (125)	Cuthbert White (101)	13 Apr 2009 09:42:17	00:00:03			Not Answered	<input type="checkbox"/>
Jeffrey Moore (125)	Nicolas Huber (149)	13 Apr 2009 08:51:56	00:00:14	00:00:07		Answered	<input type="checkbox"/>
Jeffrey Moore (125)	Archer Smith (110)	13 Apr 2009 08:33:59	00:00:05			Not Answered	<input type="checkbox"/>
Jeffrey Moore (125)	John Miller (132)	10 Apr 2009 09:51:39	00:00:50	00:00:17		Answered	<input type="checkbox"/>
Jeffrey Moore (125)	Benjamin Cox (111)	10 Apr 2009 07:57:39	00:00:04			Not Answered	<input type="checkbox"/>
Jeffrey Moore (125)	Archer Smith (110)	10 Apr 2009 07:57:09	00:00:08			Not Answered	<input type="checkbox"/>

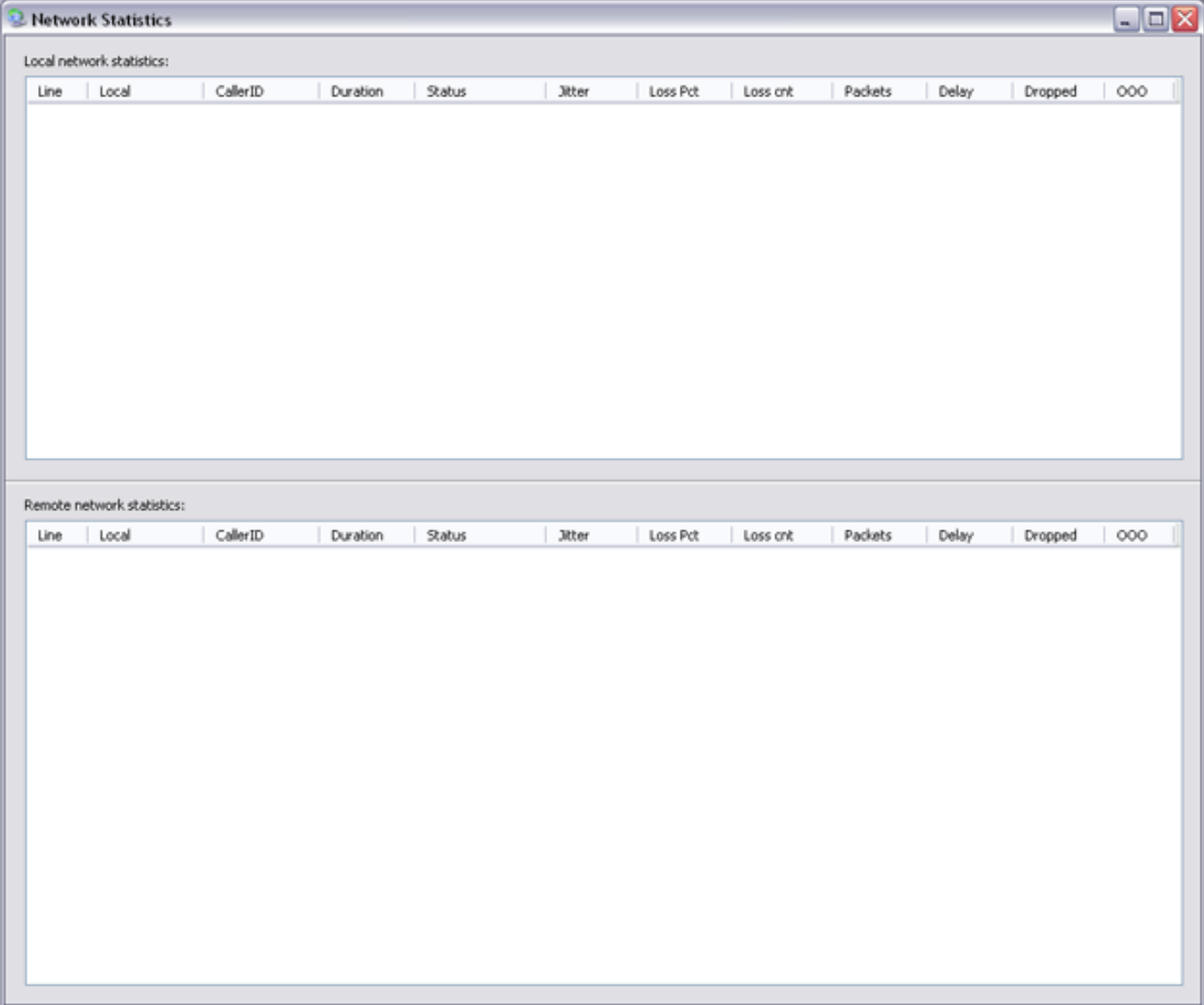
< previous Page 1 of 1 GO next >

Bicom SYSTEMS

Network

Network Statistics

Network Statistics shows you all information about current calls.



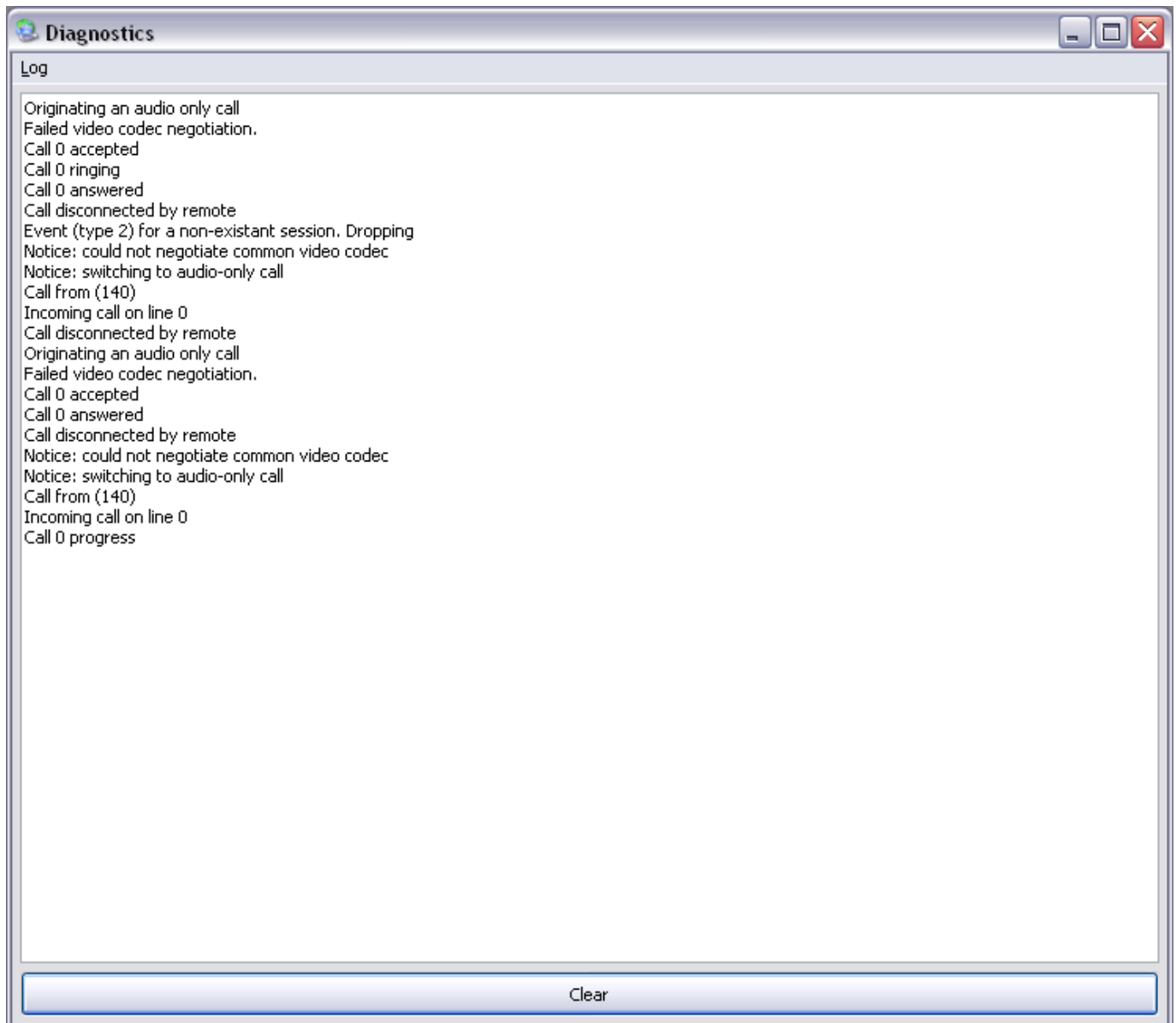
The image shows a window titled "Network Statistics" with standard Windows window controls (minimize, maximize, close) in the top right corner. The window is divided into two main sections: "Local network statistics:" and "Remote network statistics:". Each section contains a table with the following columns: Line, Local, CallerID, Duration, Status, Jitter, Loss Pct, Loss cnt, Packets, Delay, Dropped, and OOO. The tables are currently empty.

Local network statistics:											
Line	Local	CallerID	Duration	Status	Jitter	Loss Pct	Loss cnt	Packets	Delay	Dropped	OOO

Remote network statistics:											
Line	Local	CallerID	Duration	Status	Jitter	Loss Pct	Loss cnt	Packets	Delay	Dropped	OOO

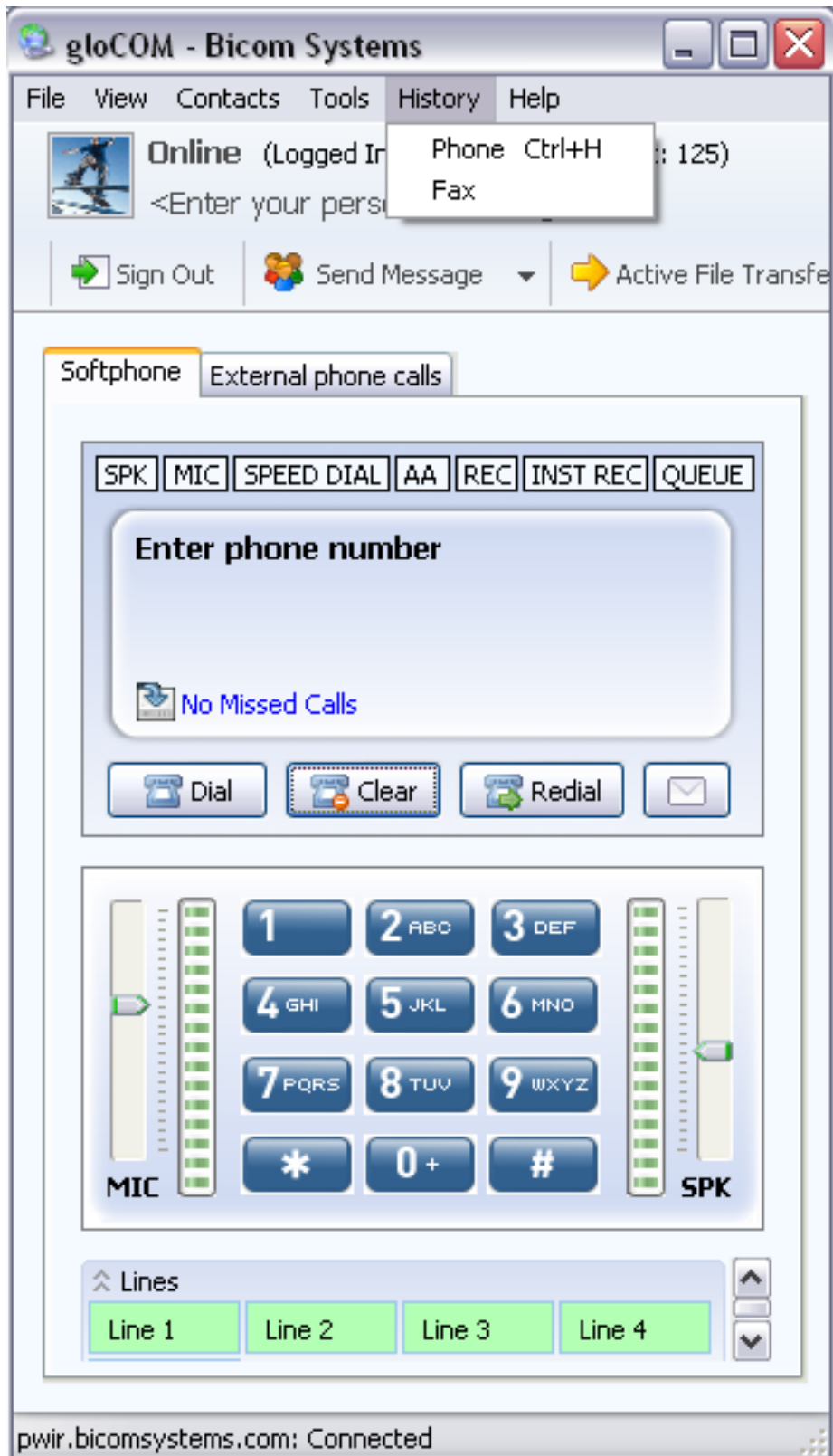
IAX Debug

IAX Debug informations



History

Phone and FAX History



Phone

Here you can find the phone history for missed, recieved and placed calls.

Call History

Placed Calls

Missed Calls

Received Calls

Filter

Extension: Show All

Date: Show All

Search

Enter text to search for:

Search

Display All

☐ Match whole word

Dialed number	Account	Date/Time	Duration
701	gloCOM (125@pwir.bicomsystems....	15.04.2009 14:24	0:00:06
140 (Michal 2)	gloCOM (125@pwir.bicomsystems....	15.04.2009 14:23	0:00:00
140 (Michal 2)	gloCOM (125@pwir.bicomsystems....	14.04.2009 14:18	0:10:14
300	gloCOM (125@pwir.bicomsystems....	14.04.2009 14:18	0:00:00
*2021000	gloCOM (125@pwir.bicomsystems....	14.04.2009 10:58	0:00:03
*2021000	gloCOM (125@pwir.bicomsystems....	14.04.2009 10:58	0:00:05
141	gloCOM (125@pwir.bicomsystems....	14.04.2009 10:58	0:00:19
135	gloCOM (125@pwir.bicomsystems....	13.04.2009 16:19	0:00:07
*2021000	gloCOM (125@pwir.bicomsystems....	13.04.2009 12:09	0:00:09
140 (Michal 2)	gloCOM (125@pwir.bicomsystems....	13.04.2009 10:58	0:00:00
140 (Michal 2)	gloCOM (125@pwir.bicomsystems....	13.04.2009 10:08	0:00:06
140 (Michal 2)	gloCOM (125@pwir.bicomsystems....	10.04.2009 11:07	0:00:21
140 (Michal 2)	gloCOM (125@pwir.bicomsystems....	10.04.2009 09:13	0:00:00
140 (Michal 2)	gloCOM (125@pwir.bicomsystems....	10.04.2009 09:13	0:00:00
705	gloCOM (145@pwir.bicomsystems....	25.02.2009 16:01	0:00:03
*500401402	gloCOM (145@pwir.bicomsystems....	25.02.2009 15:54	0:00:09

Call

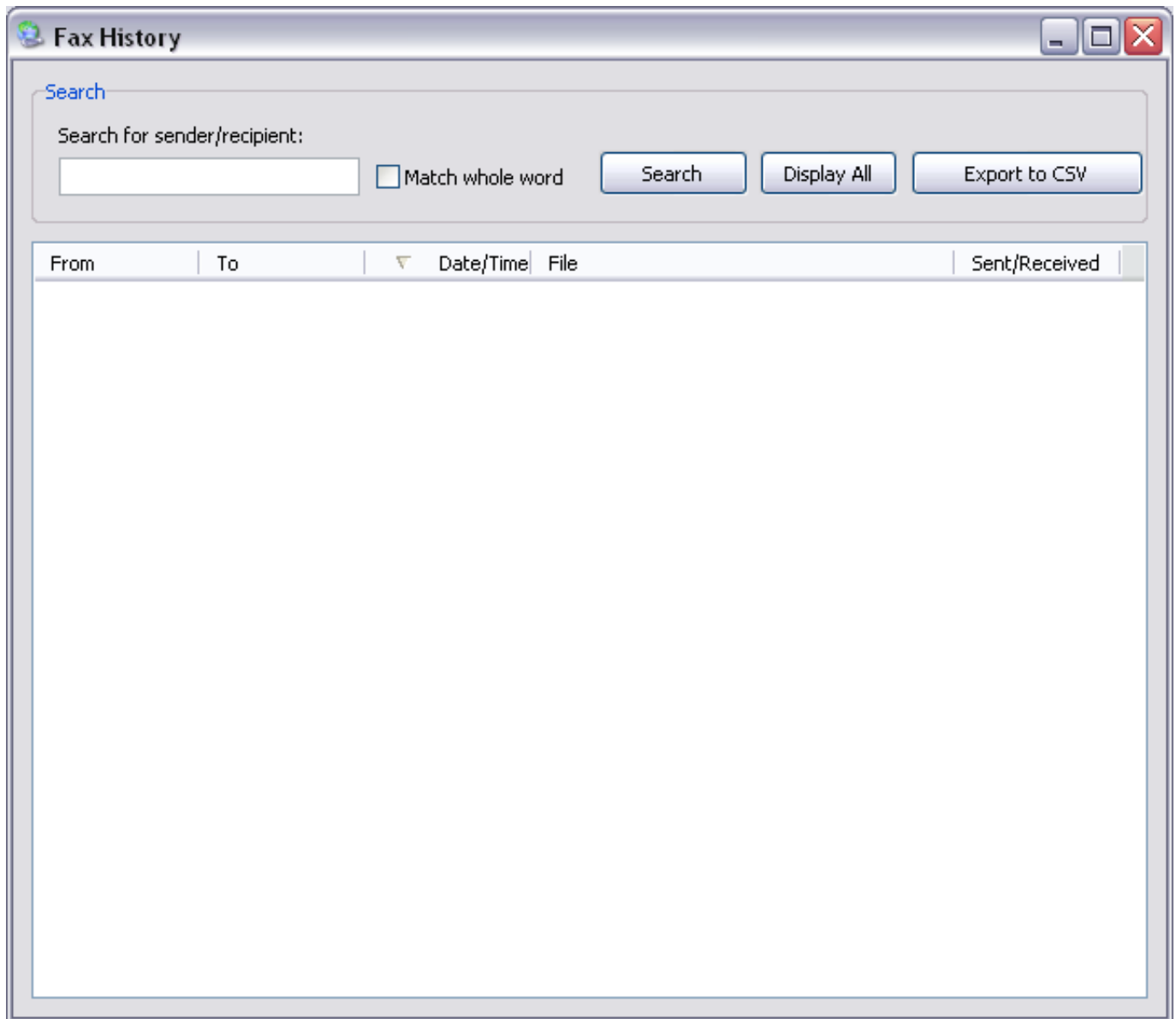
Delete selected

Export to CSV

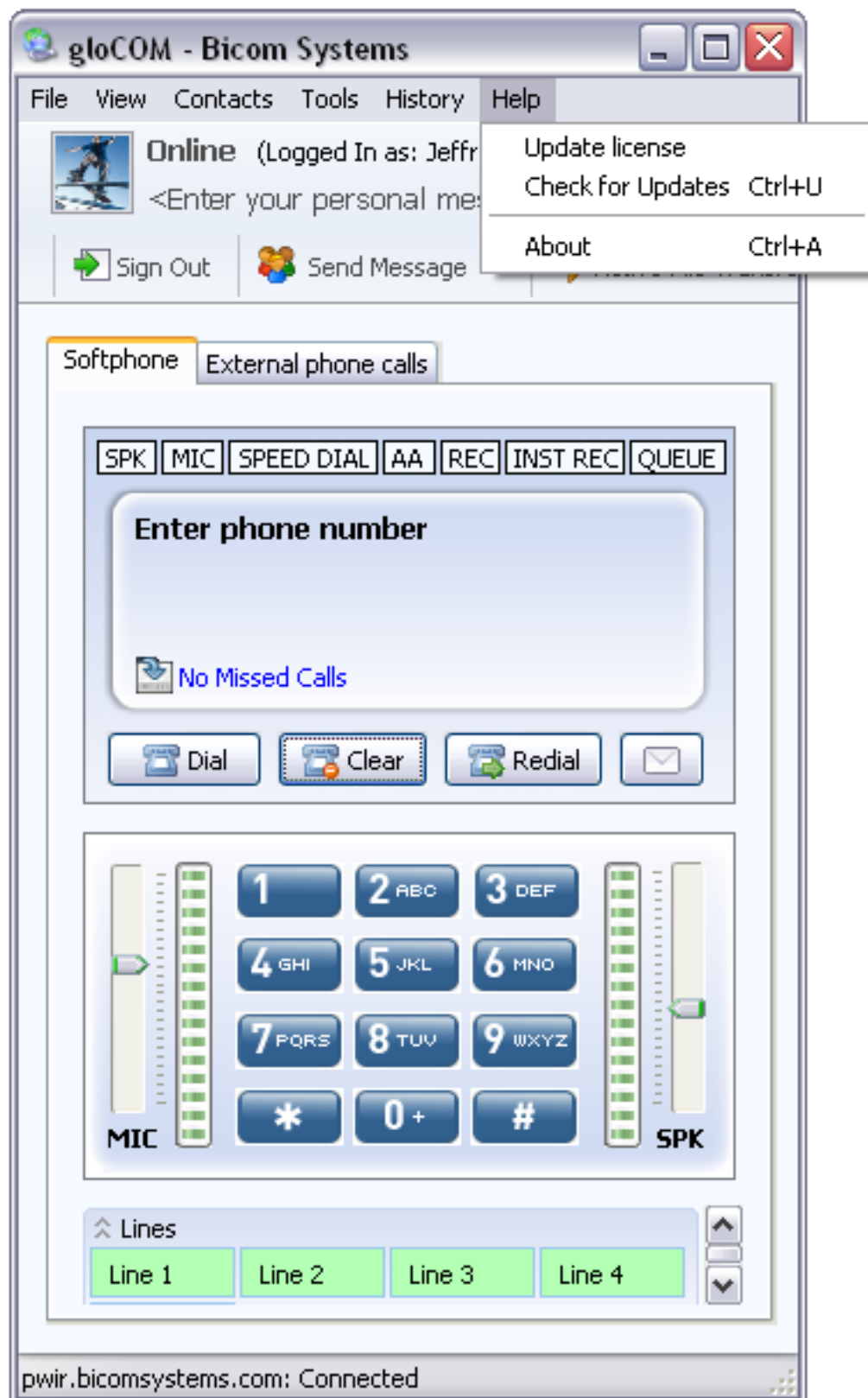
Close

FAX

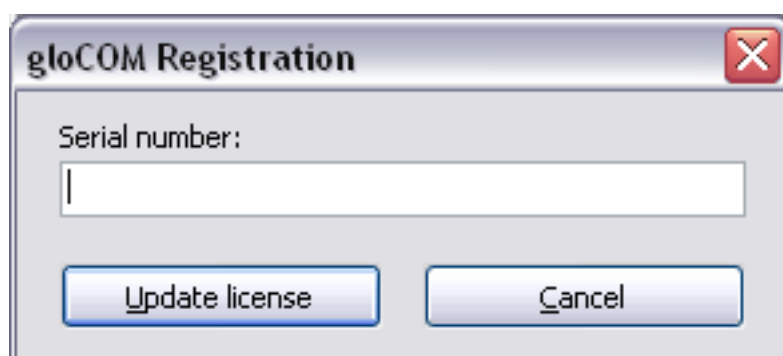
Here you can see the FAX history.



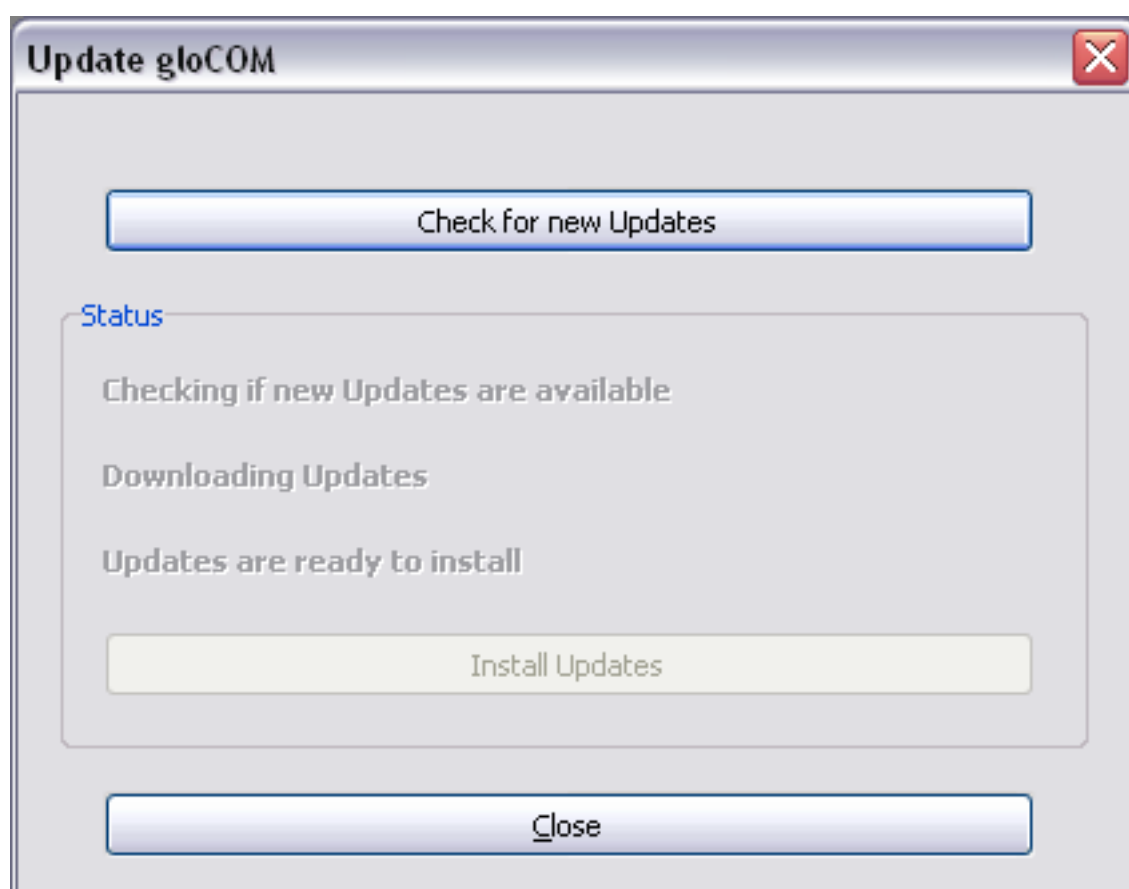
Help



Update license



Check for Updates



About



Settings

General

General

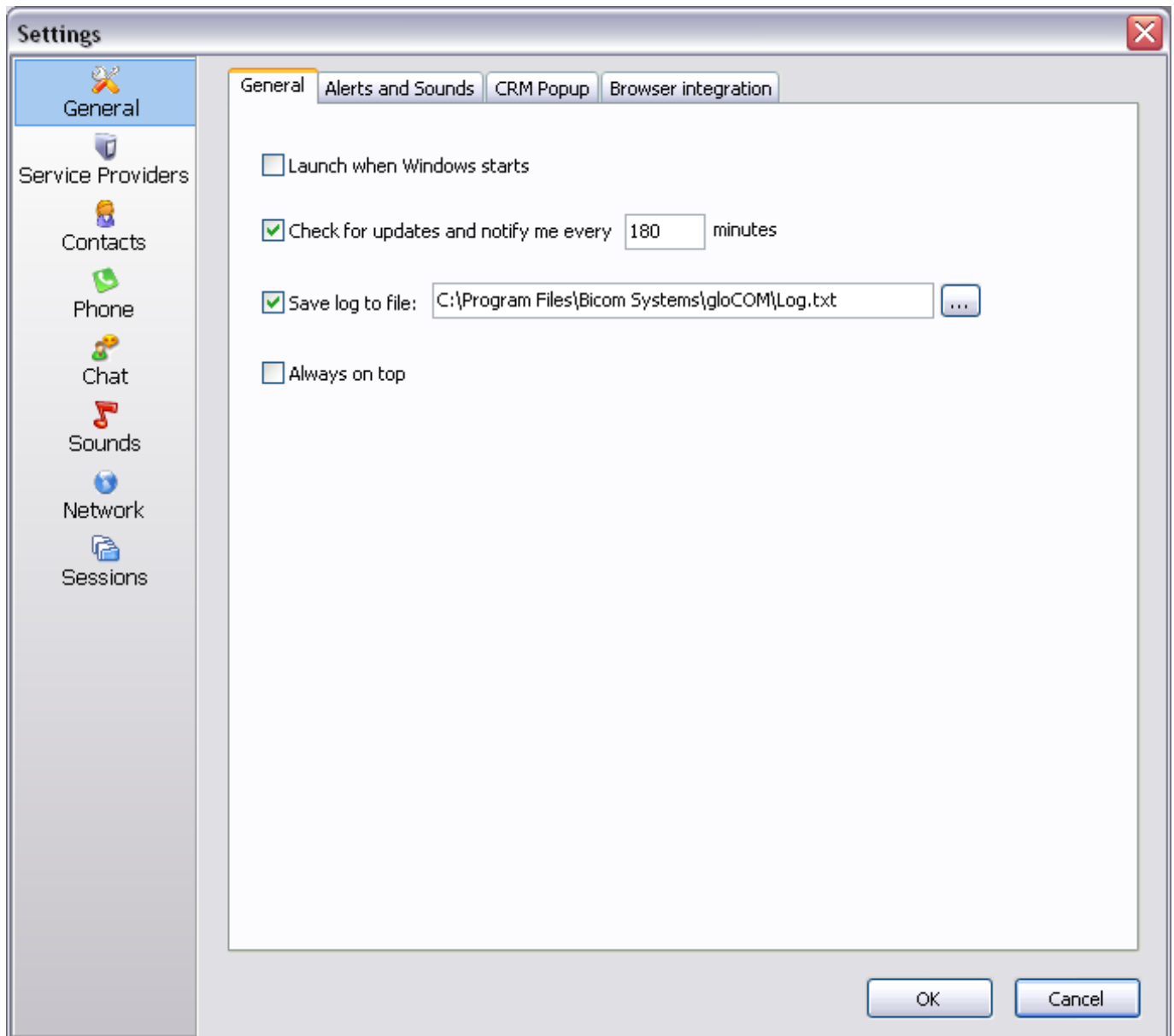


Table 5.23.

	Description	Field type
Launch when Windows starts	This option will automatically start and launch gloCOM every time when Windows starts.	Check box
Check for updates and notify me every *180* minutes	This option will automatically check for gloCOM updates and notify if there is one. You can define how often should it check (example: every 180 minutes).	Check box
Save logs to file:	When this option is enabled, gloCOM will save all logs into a file. The file can be saved on every location, by default that location is C:\Program Files\Bicom Systems\gloCOM\Log.txt	Check box
Always on top	If this option is enabled gloCOM will always be on top of the desktop.	Check box

Alerts and Sounds

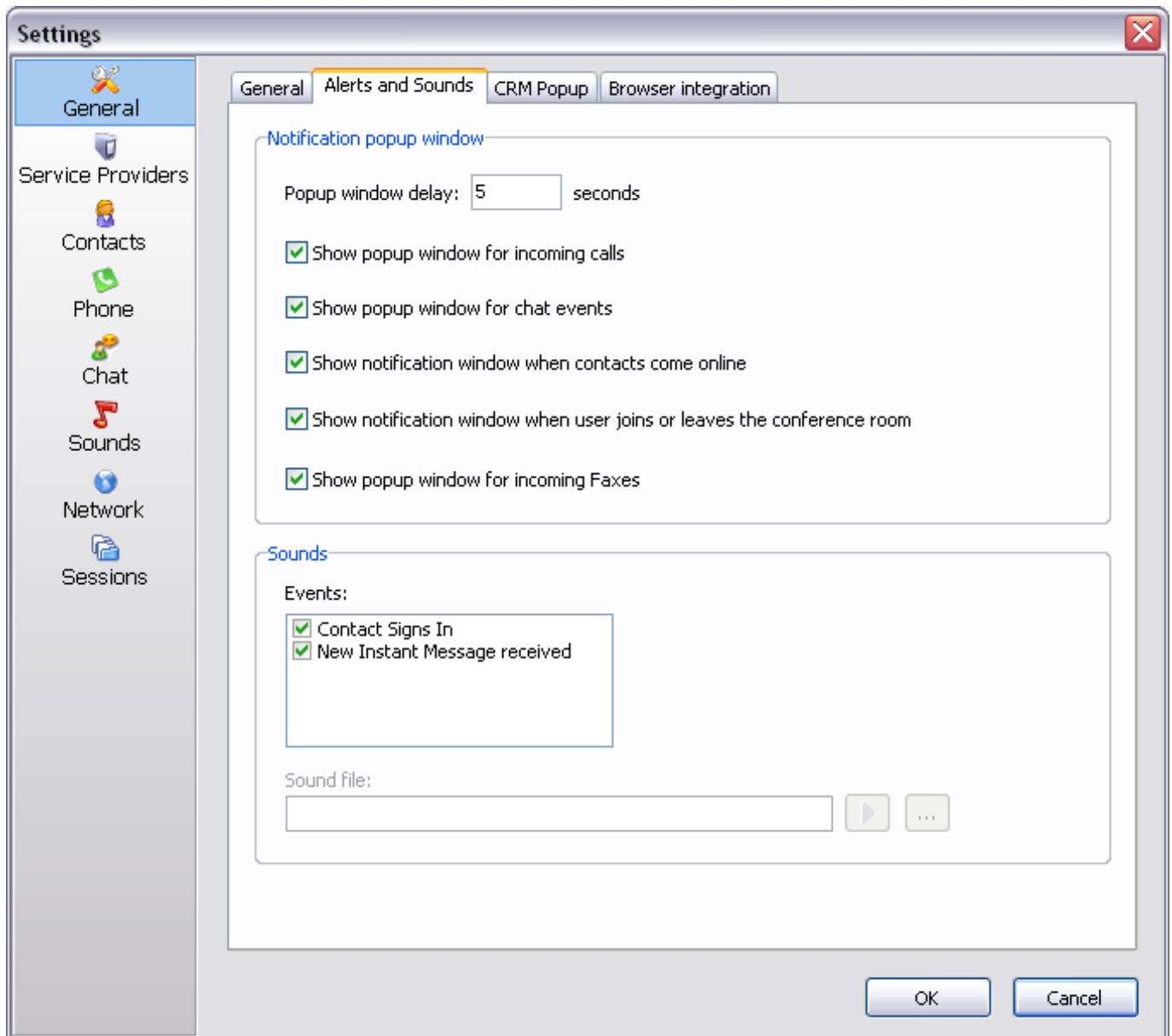
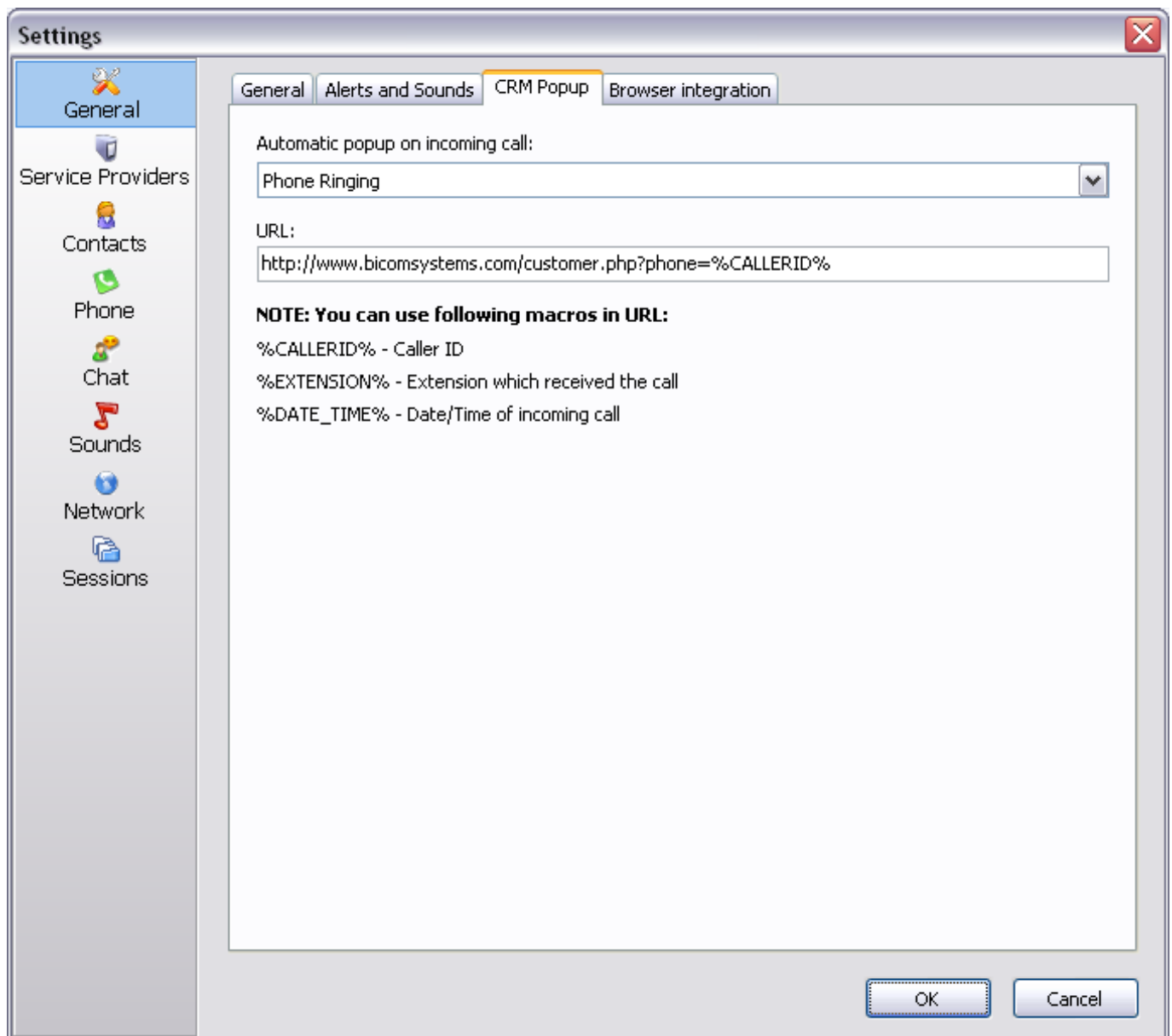


Table 5.24.

	Description	Field type
Popup window delay:	Here you define how long in seconds should the popup be displayed.	[0-9]
Show popup window for incoming calls	When this option is enabled every time you get an incoming call a popup window will be displayed.	Check box
Show popup window for chat events	When this option is enabled every chat event will get user notified in a popup window.	Check box
Show notification window when contacts come online	Every time when a contact comes online user will get popup notification window.	Check box
Show notification window when	Every time one of the participants	Check box

	Description	Field type
user joins or leaves the conference room	joins or leaves a conferece room that event will be displayed in a popup window.	
Show popup window for incoming Faxes	When a new fax is received notification will be displayed in a popup window.	Check box
Sounds: Events	Here you can choose sound you want to use.	Check box
Sound files:	If you select one of the sounds in Sounds: Events this field will be enabled and you can chose the sound.	Browse

CRM Popup



The screenshot shows a 'Settings' dialog box with a sidebar on the left containing icons for General, Service Providers, Contacts, Phone, Chat, Sounds, Network, and Sessions. The 'CRM Popup' tab is selected in the top navigation bar. The main area contains the following settings:

- Automatic popup on incoming call:** A dropdown menu currently showing 'Phone Ringing'.
- URL:** A text field containing the URL: `http://www.bicomsystems.com/customer.php?phone=%CALLERID%`.
- NOTE: You can use following macros in URL:**
 - `%CALLERID%` - Caller ID
 - `%EXTENSION%` - Extension which received the call
 - `%DATE_TIME%` - Date/Time of incoming call

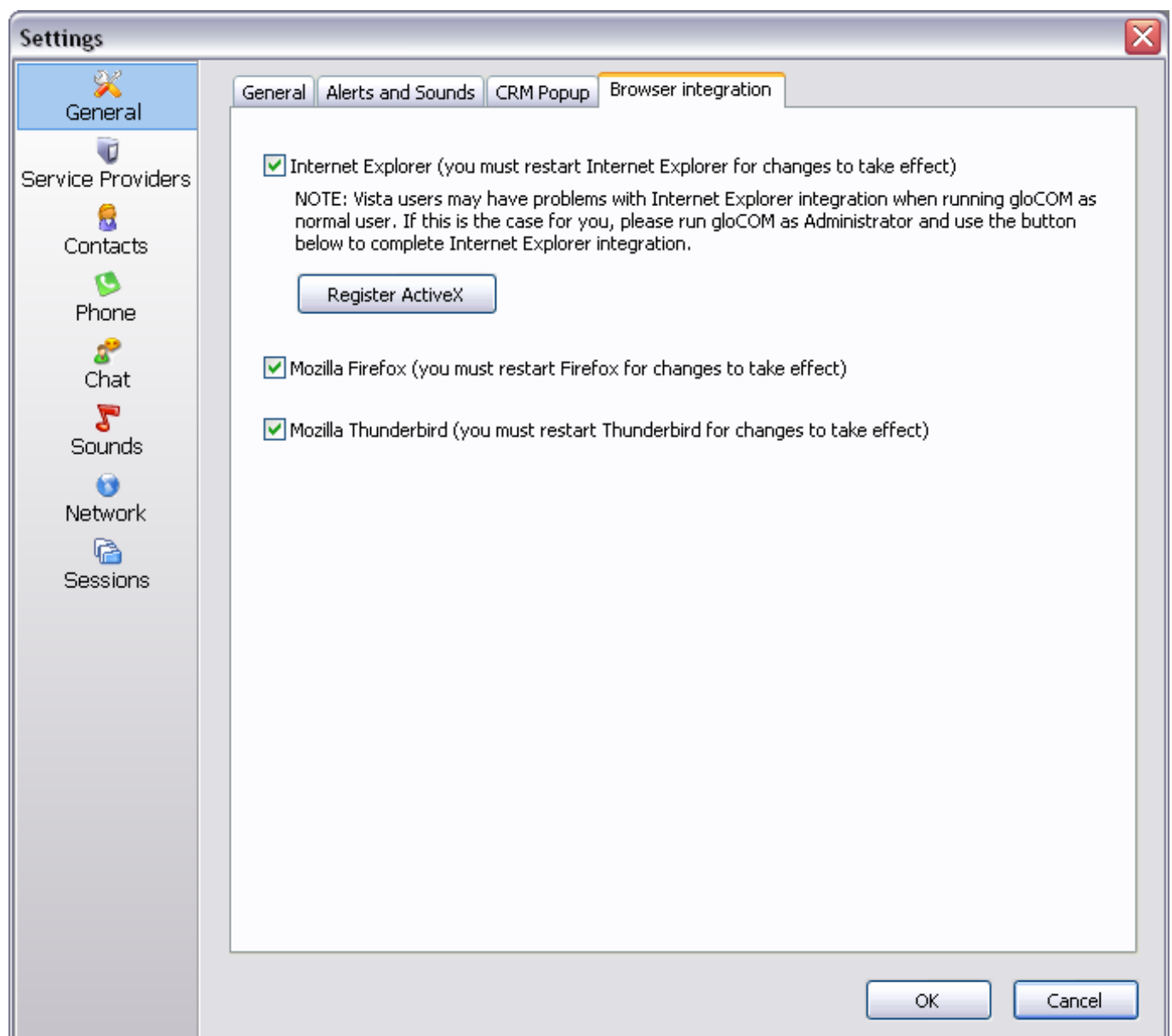
At the bottom right of the dialog are 'OK' and 'Cancel' buttons.

Table 5.25.

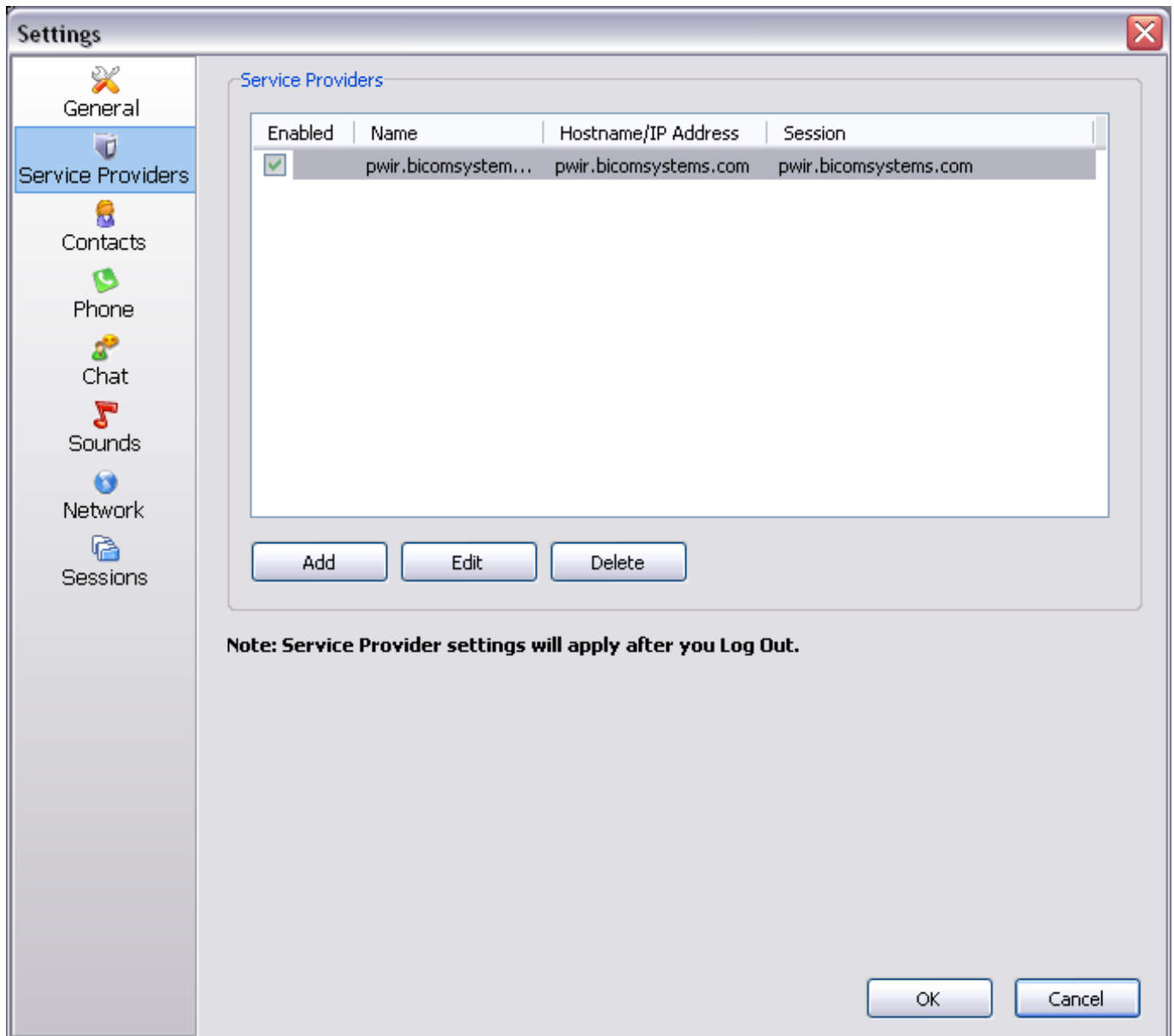
	Description	Field type
Automatic popup on incoming calls	Choose the action on which you want to show the popup.	Select box
URL:	Enter your URL of CRM with using macros like %CALLERID, %EXTENSION% or %DATE_TIME%.	[a-z][0-9]

Browser integration

Allows you to use glocom in browser and e-mail client to make calls.



Service Providers



Service Providers Settings

Add Service Provider

Service Provider Settings | Phone accounts | Queue Agents

Service Provider Settings

Save this Service Provider as:

Add provider to Session: ▼

Server Hostname/IP Address:

Username:

Password:

Jabber resource (i.e. home, work): ▼

Hide Advanced Options

General | Network configuration

☒ Display all users from this server

☒ Enable this service provider

Filter users

OK Cancel

Table 5.26.

Field	Description	Example	Field Type
Save this Service Provider as:	Name of the Service Provider.	Bicom Systems	[a-z][0-9]
Server Hostname/IP Address:	Server Hostname or IP address of the PBXware server where you want to connect.	demo.bicomsystems.com	[a-z][0-9][.]

Field	Description	Example	Field Type
Username:	Username is the extension number on the PBXware that you want to use.	125	[0-9]
Password:	Password is the extensions secret code that you need for authorization on the PBXware.	K8dE9sa	[a-z][0-9]
Jabber resource:	Here you can to chose your current location.	Home, Work, etc.	Select box

General

The screenshot shows a configuration window with two tabs: 'General' and 'Network configuration'. The 'General' tab is active. It contains two checked checkboxes: 'Display all users from this server' and 'Enable this service provider'. To the right of the first checkbox is a button labeled 'Filter users'.

Table 5.27.

	Description	Field Type
Display all users from the server:	If this option is enebled you will see all users in the users tab in main window. Otherwise you can filter it.	Check box
Enable this service provider	Enables service provider	Check box

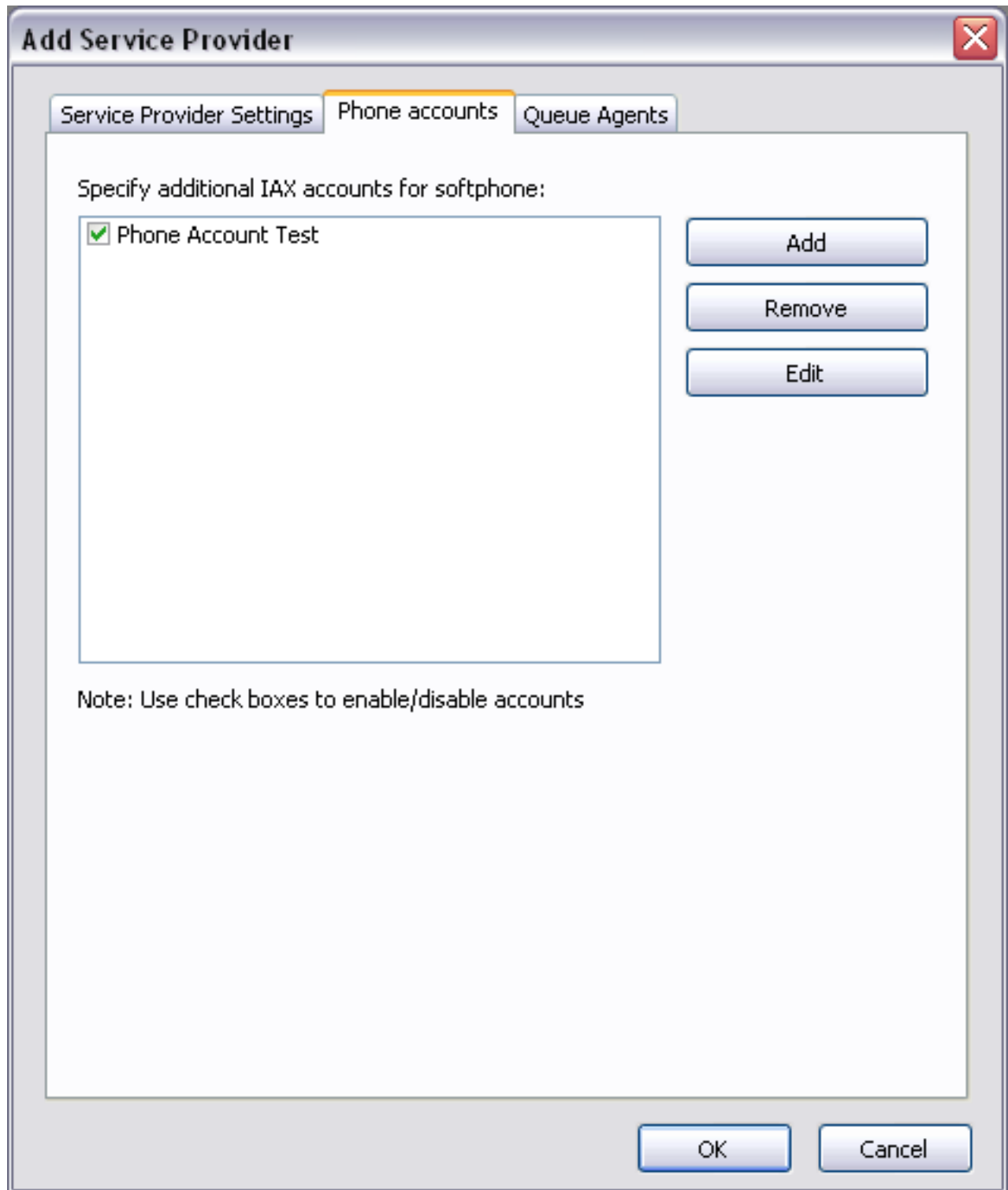
Network Configuration

The screenshot shows a configuration window with two tabs: 'General' and 'Network configuration'. The 'Network configuration' tab is active. It contains three input fields: 'Manager port' with the value 5037, 'PBXware Daemon port' with the value 10001, and 'Jabber port' with the value 5222. To the right of the 'Jabber port' field is a checked checkbox labeled 'Look up the Jabber port via DNS SRV'.

Table 5.28.

	Description	Field Type
Manager port:	The port of Asterisk Manager. Default 5037.	[0-9]
PBXware deamon port:	PBXware deamon port. Default 10001.	[0-9]
Jabber port:	Jabber (Instant Messaging client) port. Default is 5222, or you could enable 'Look up Jabber port via DNS SVR' for automatic configuration.	[0-9]

Phone Accounts

**Add/Edit Phone Account**

Add new account

Display name:

Extension:

Username:

Password:

☒ Enabled

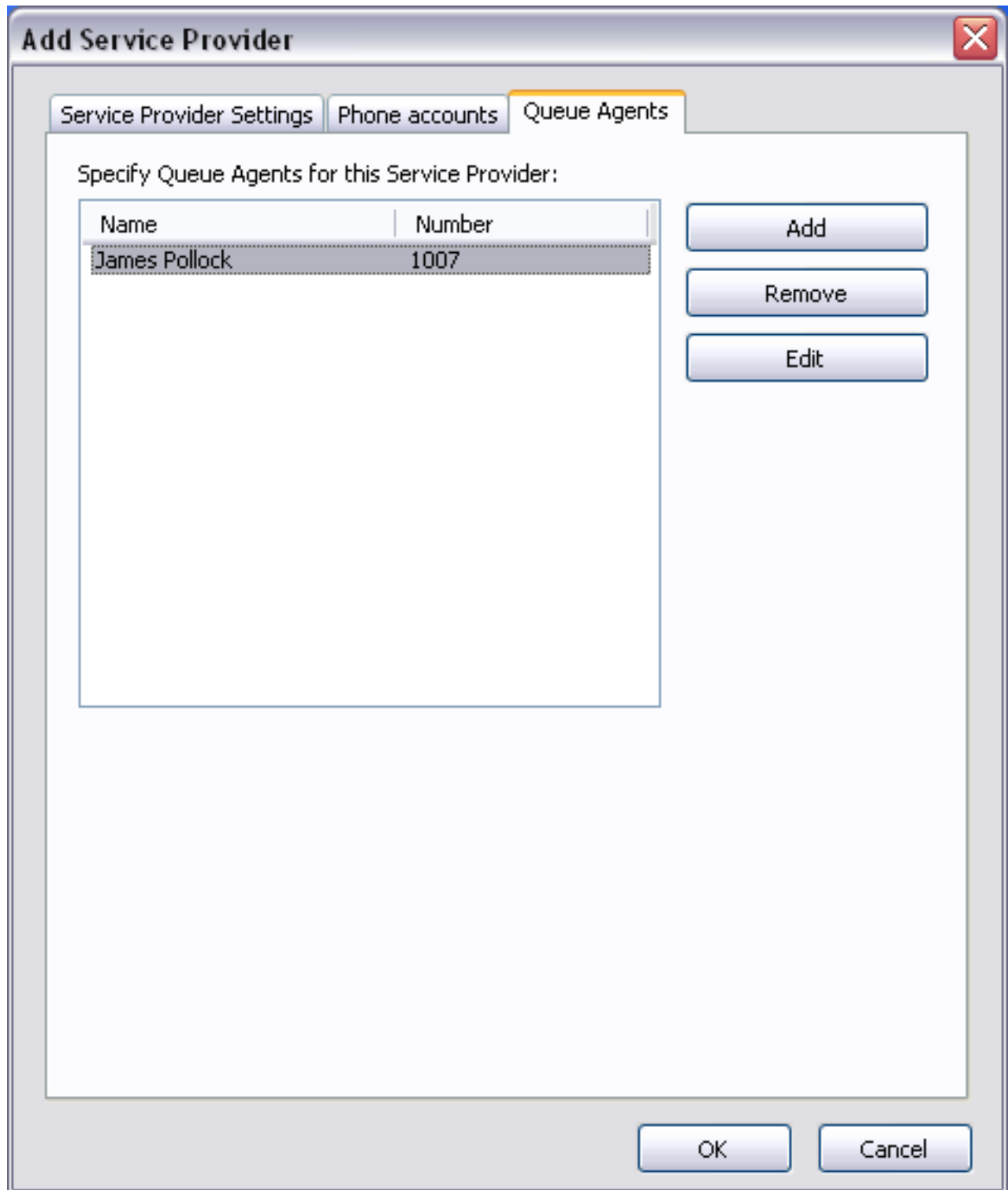
☐ External phone extension

Protocol:

Table 5.29.

	Description	Field Type
Display name	Display name of the extension. Example: External phone John	[a-z][0-9]
Extension:	Extension number. Example: 140	[0-9]
Username:	Username of the extension. In most cases it is the extension number. Example: 140	[0-9]
Password:	Password is the secret of the extension. Example: 45aCs7	[a-z][0-9]
Enable	Here you can Enable or Disable a phone account.	Check box
External phone account	If you use an external phone you need to enable this option and select phones protocol.	Check box

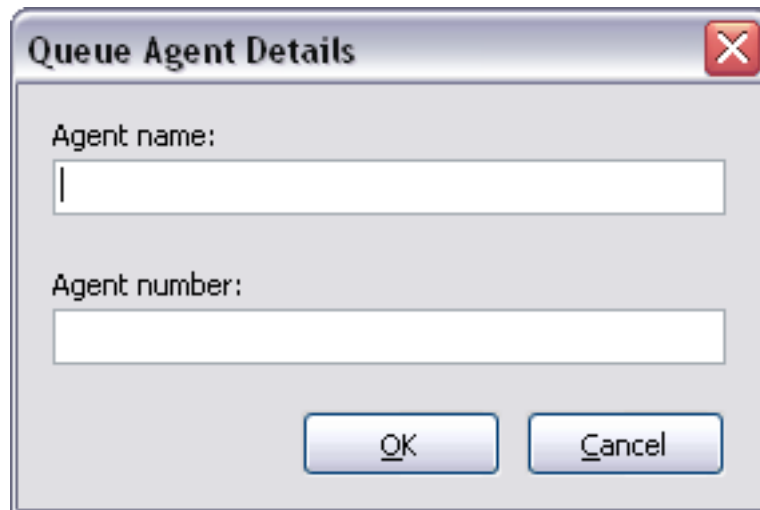
Queue Agents



The image shows a Windows-style dialog box titled "Add Service Provider". It has a close button (X) in the top right corner. The dialog contains three tabs: "Service Provider Settings", "Phone accounts", and "Queue Agents". The "Queue Agents" tab is currently selected. Below the tabs, the text "Specify Queue Agents for this Service Provider:" is displayed. Under this text is a table with two columns: "Name" and "Number". The table contains one row with the values "James Pollock" and "1007". To the right of the table are three buttons: "Add", "Remove", and "Edit". At the bottom right of the dialog are "OK" and "Cancel" buttons.

Name	Number
James Pollock	1007

Add/Edit

A screenshot of a Windows-style dialog box titled "Queue Agent Details". It has a standard title bar with a close button (X) in the top right corner. The dialog contains two text input fields. The first is labeled "Agent name:" and the second is labeled "Agent number:". At the bottom of the dialog, there are two buttons: "OK" and "Cancel".

Queue Agent Details

Agent name:

Agent number:

OK Cancel

Table 5.30.

	Description	Field Type
Agent name:	Name of the Agent. Example: Jessy Muller	[a-z][0-9]
Agent number:	The Agent number of that user. Example: 2001	[0-9]

Contacts

General

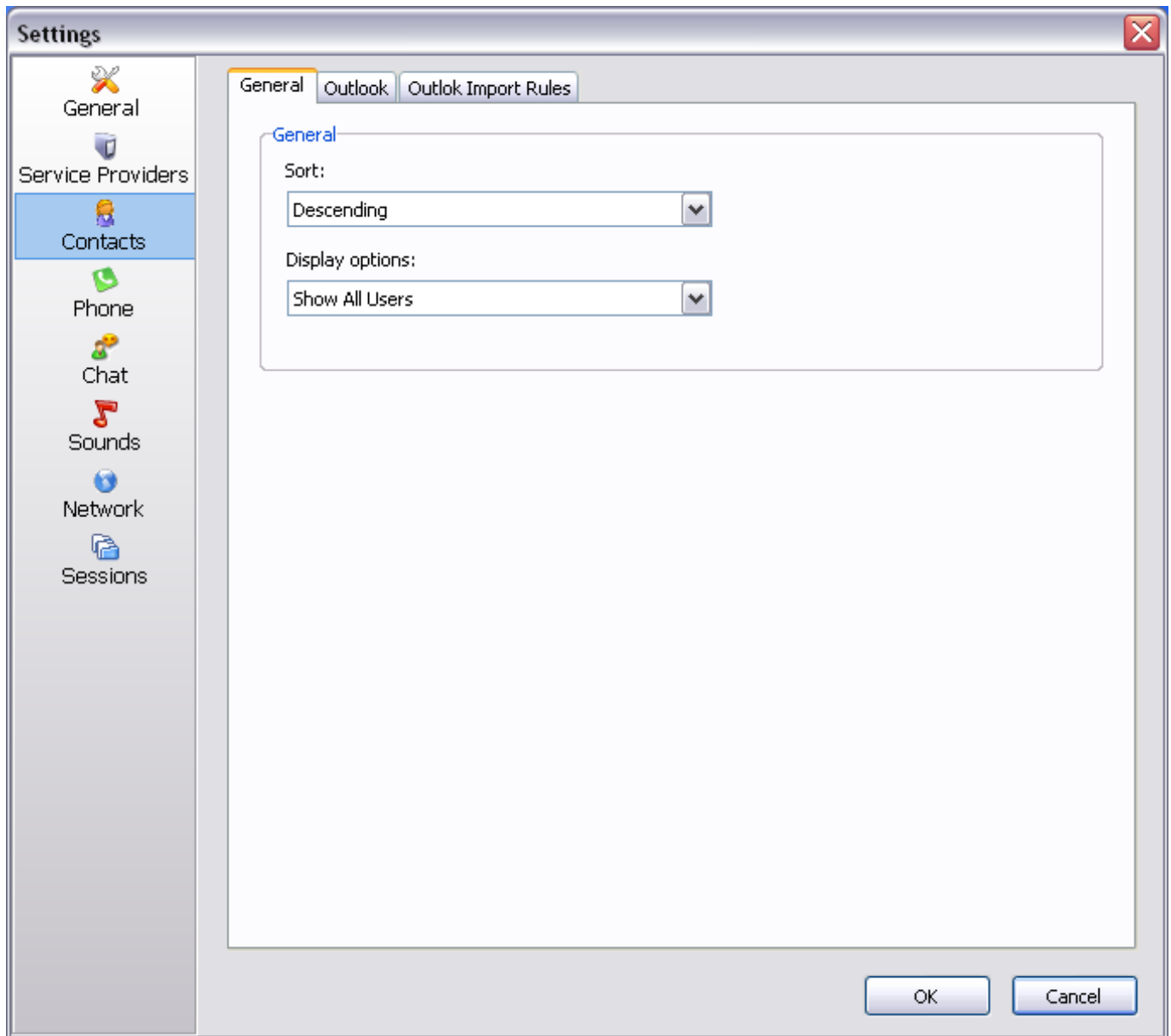


Table 5.31.

	Description	Field Type
Sort:	Sort contacts Ascending, Descending or Disabled.	Select box
Display options:	Show contacts by type or status.	Select box

Outlook

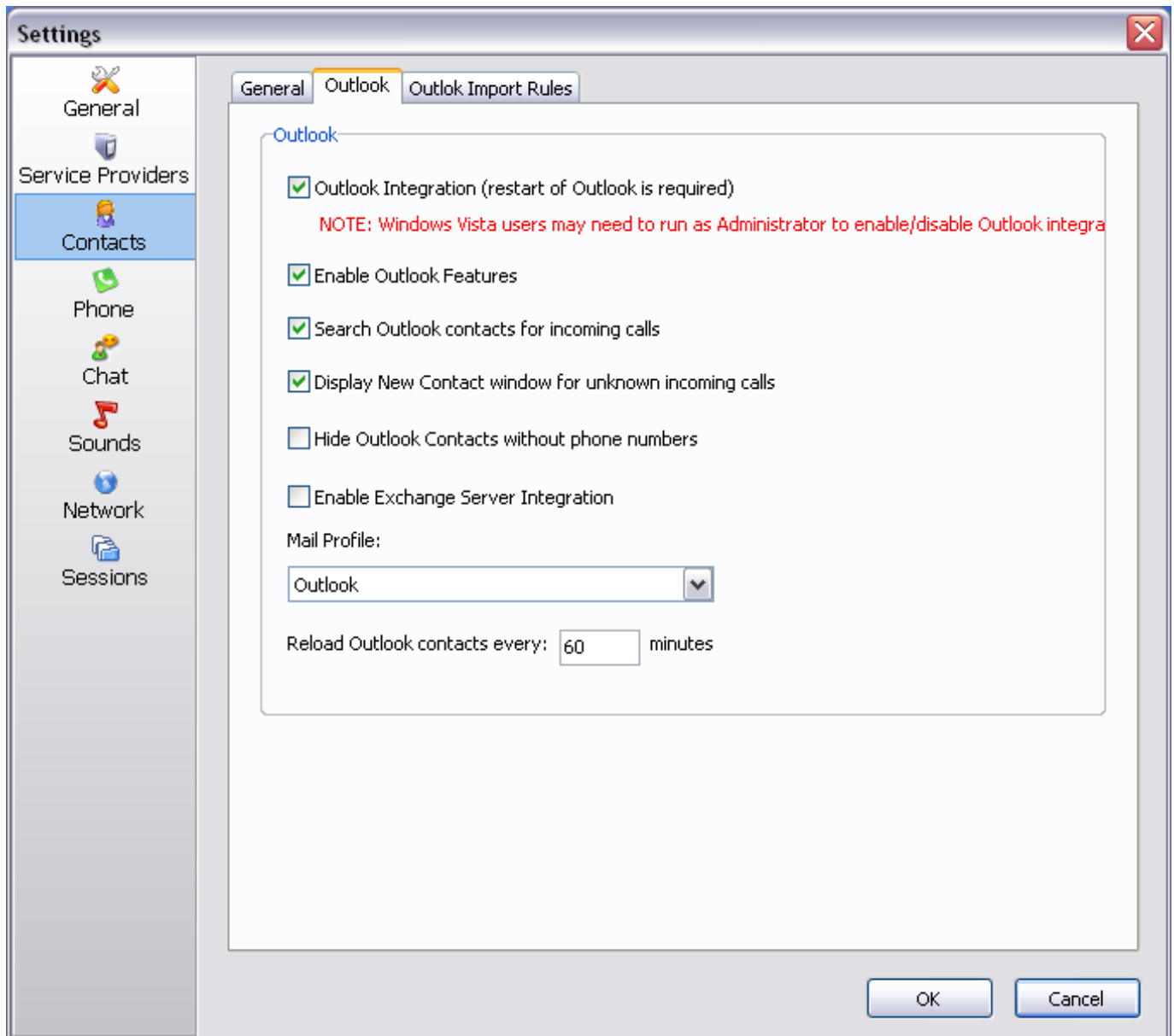
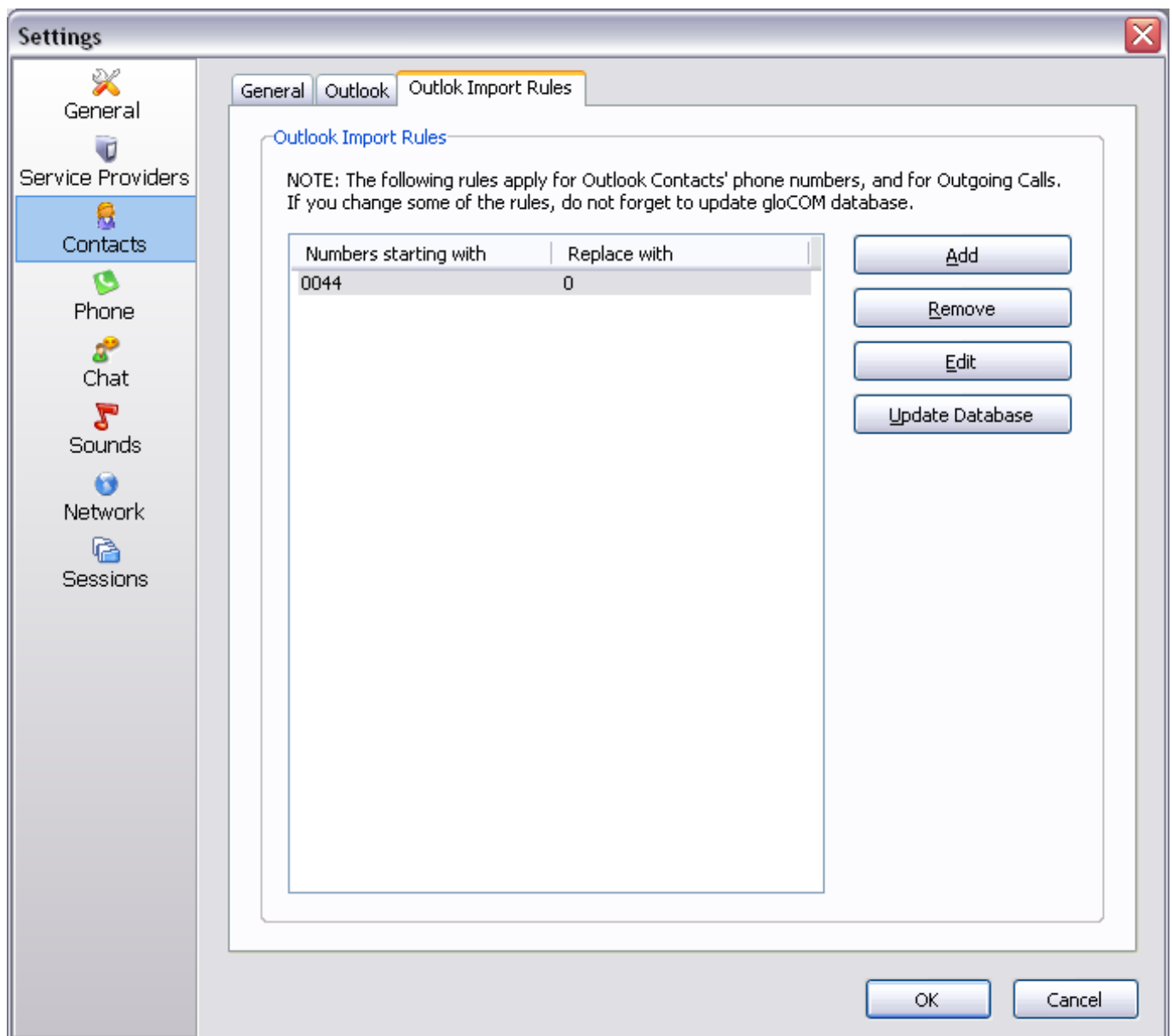


Table 5.32.

	Description	Field Type
Outlook integration	This option allows you to make calls with gloCOM from Outlook.	Check box
Enable Outlook Features	This option will allow gloCOM to use Outlook.	Check box
Search Outlook contact for incoming calls	Every incoming call will be searched in outlook and if it exist there details will be displayed.	Check box
Display new contact windows for unknown incoming calls	If a incoming call is unknown gloCOM will open a new contact window from Outlook so that you can create this contact.	Check box
Hide Outlook contacts without phone number	This option will hide all Outlook contacts that hadn't phone number in gloCOM.	Check box

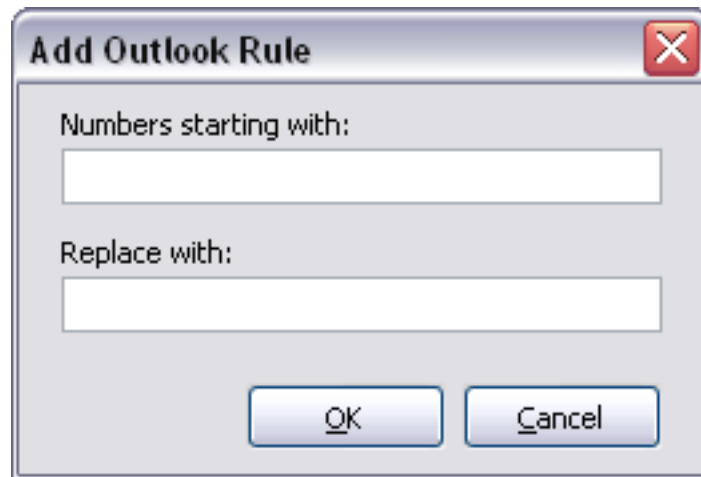
	Description	Field Type
Enable Exchange Server integration	With this option you can enable Exchange server integration so that gloCOM can use his database of contacts.	Check box
Mail profile	Here you select the mail profile that you want to use.	Select box
Reload Outlook contacts every:	Time that will be used for reload of Outlook contacts.	[0-9]

Outlook Rules



Every time you change some settings you need to click on 'Update database'. So that this changes can affect.

Add/Edit



'Number that starts with:' enter number that you want to change with 'Replace with:'. Example: You have all contacts with UK national code '0044' and you need that contacts in UK so you want to change it with '0'.
004412345678 - 012345678.

Phone

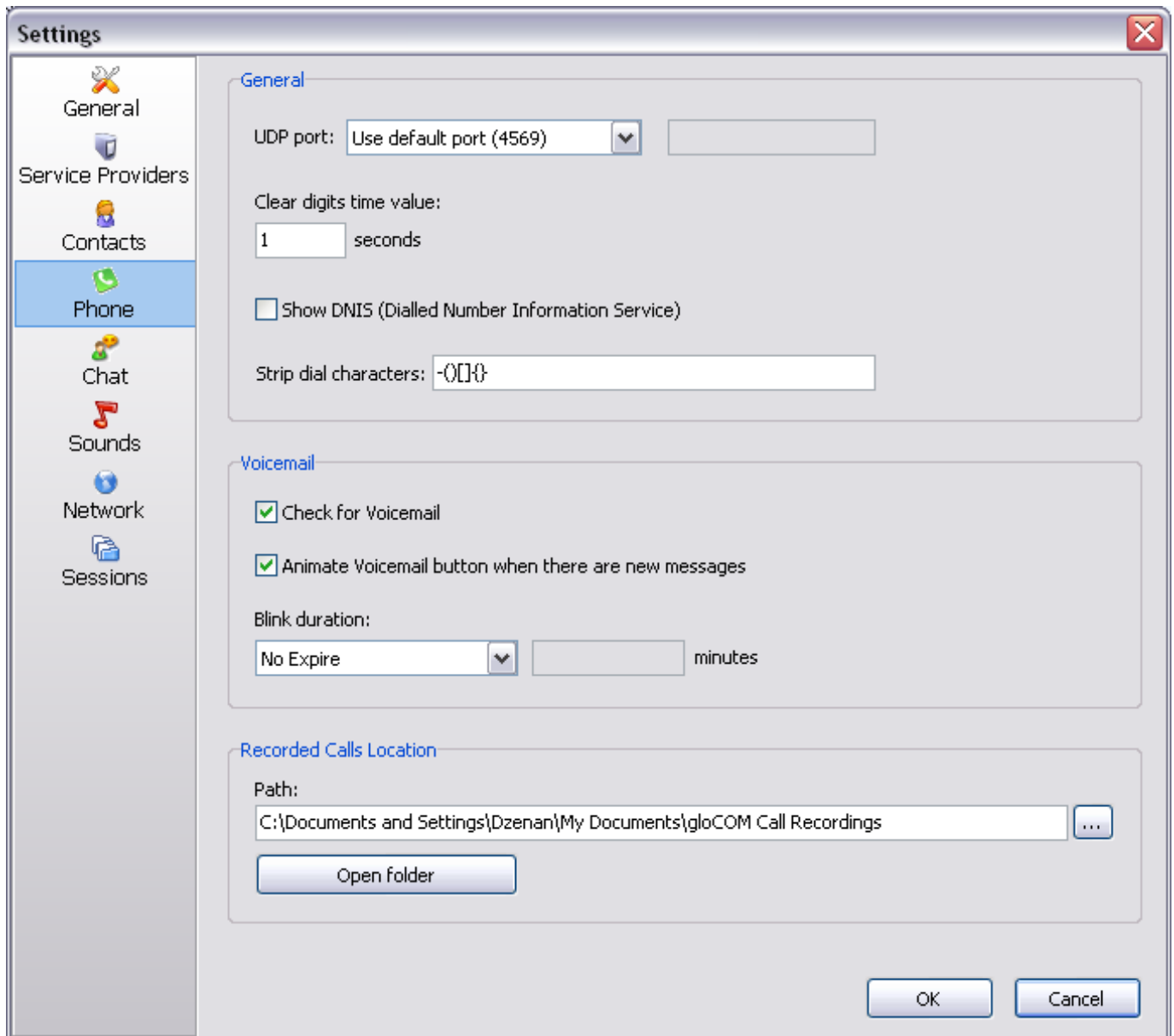
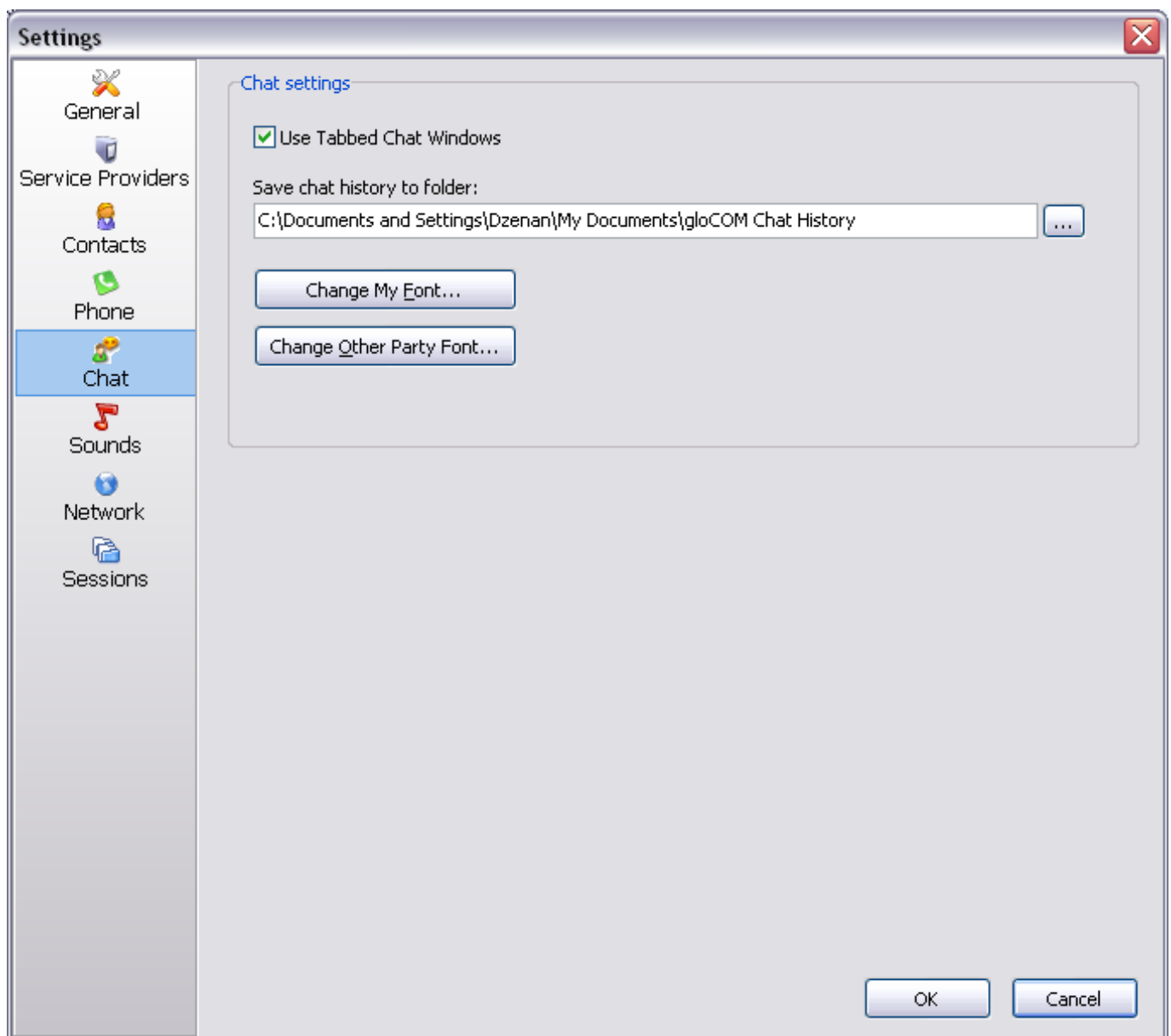


Table 5.33.

	Description	Field Type
UDP Port:	Select your UDP Port. If you choose 'Use dynamically assigned port' the gloCOM will use the first free local port. Or if you use 'Bind to the specified port' you will be able to enter your port.	Select box
Clear digits time value:	How long to hold the Clear button in dialer, to clear the whole number.	[0-9]
Show DNIS:	Show Dialed Number Information Service	Check box
Strip dial characters:	In this field you can enter characters that you want to strip while dialling.	[-{}[]/()]
Check for Voicemail	When this option is enabled gloCOM will check for new voicemails automatically.	Check box

	Description	Field Type
Animate Voicemail button when there are new messages	Every time you get a new voicemail, the voicemail button will blink.	Check box
Blink duration:	Here you define how long should the voicemail button blink if there is a new voicemail. If you choose 'Limited' you will be able to enter the time in minutes.	Select box
Recorded Calls Location	Select a location on your PC where you want to save your call recordings.	Browse

Chat

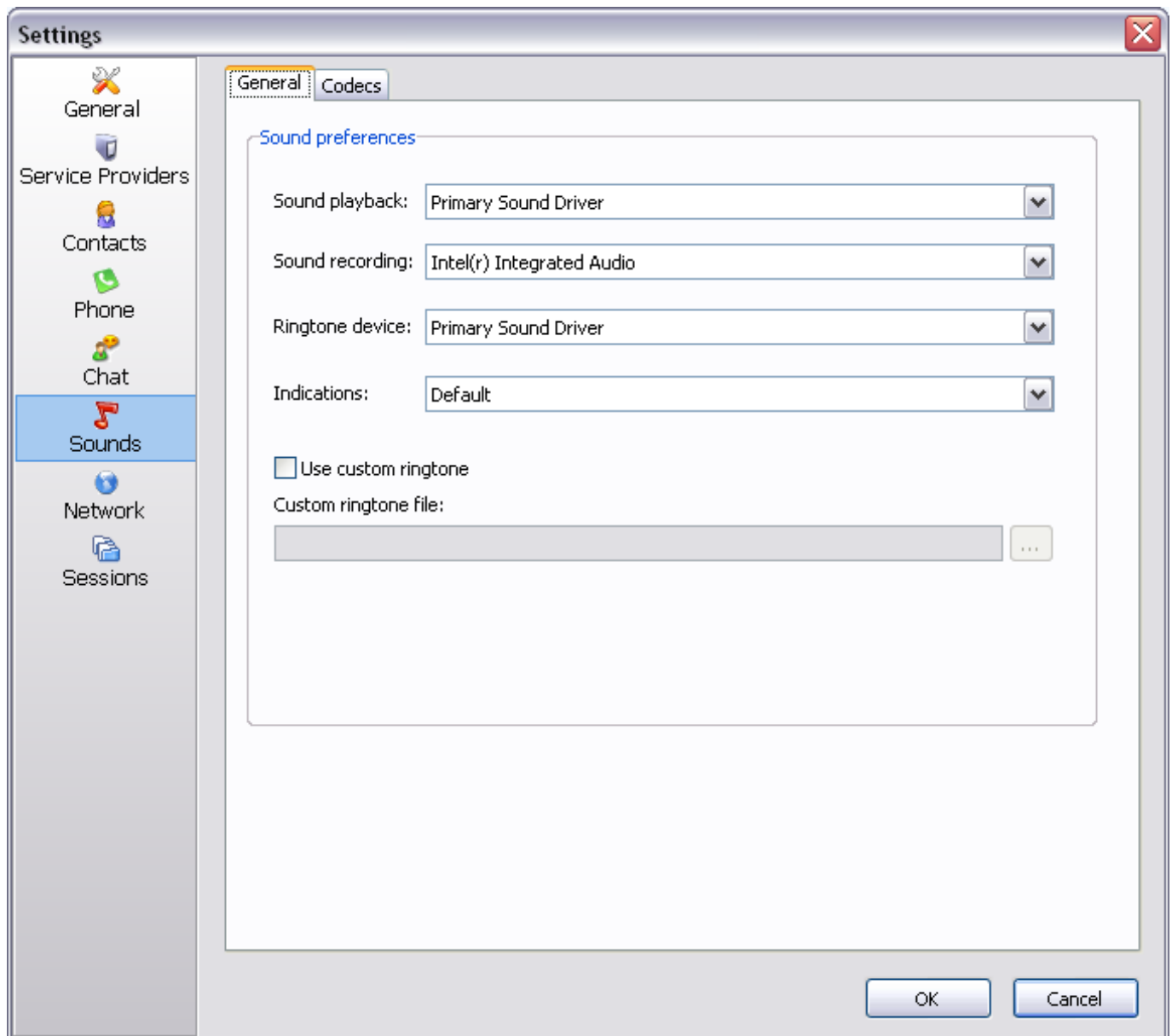


Here are your chat (Instant Messages) settings. Tabs, chat history location and fonts.

Sounds

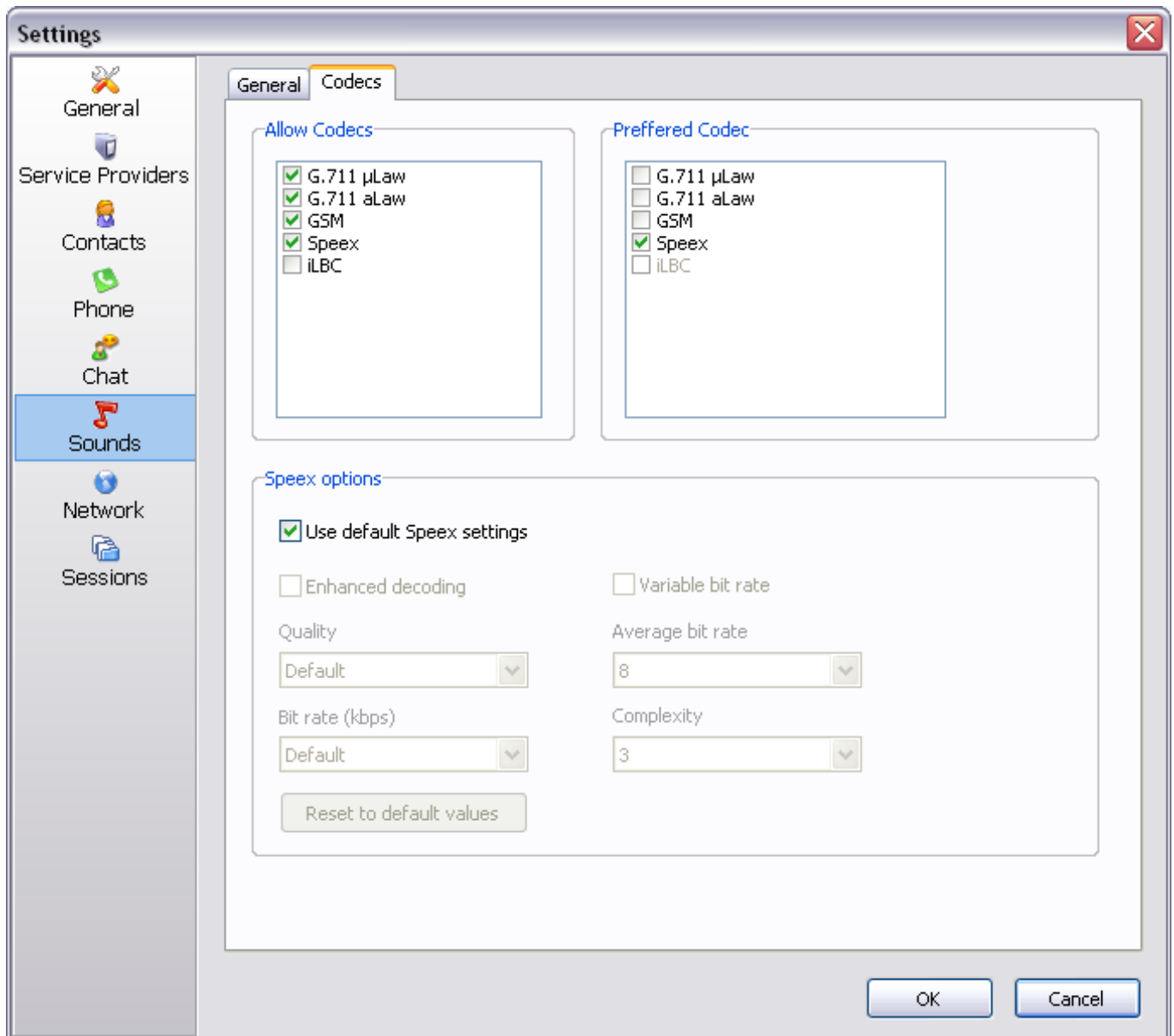
General

In this window you can choose audio devices that you want to use. For Playback, Recording and Ringing.



Codecs

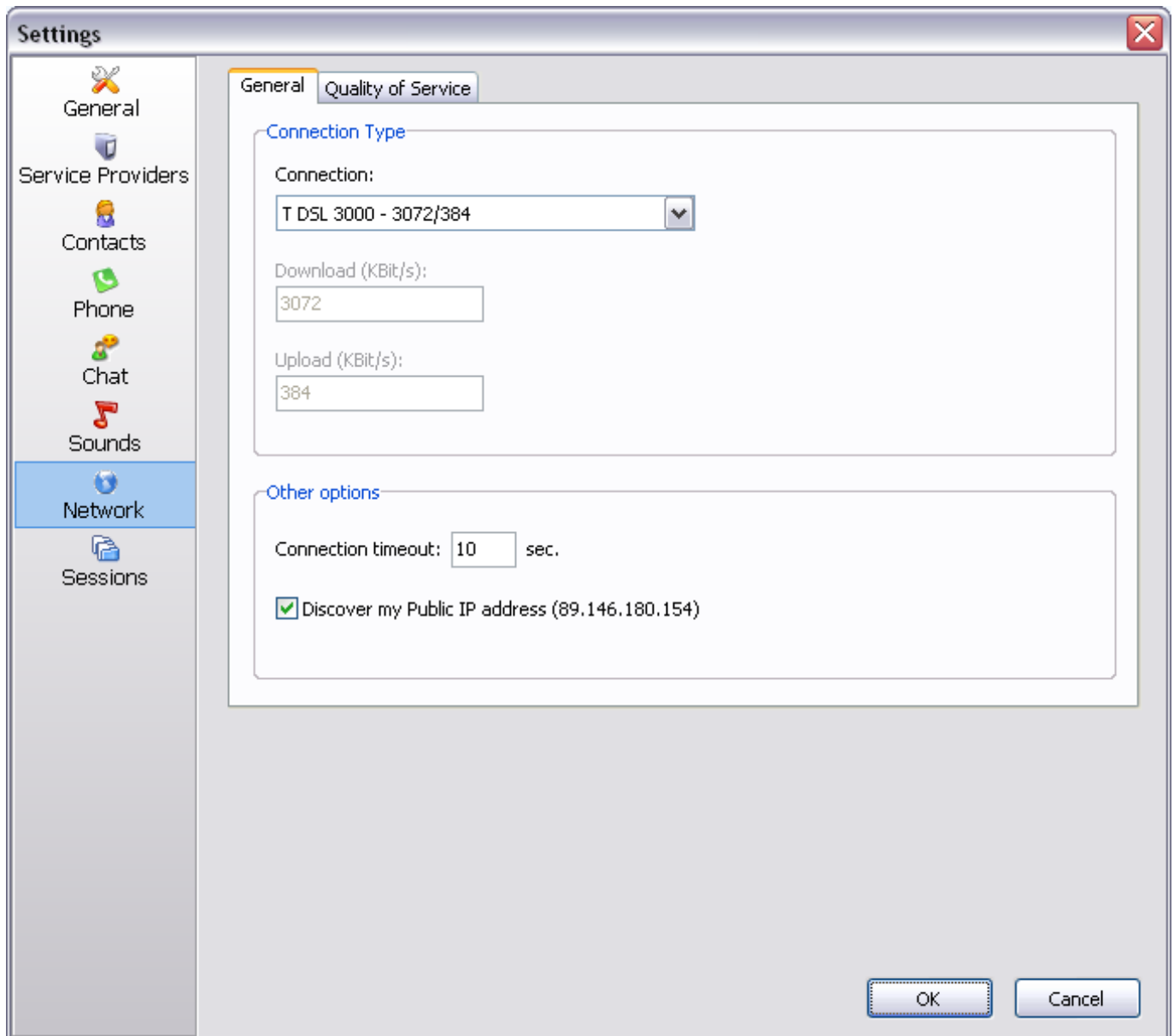
Select codecs you want to use and tweak advanced Speex options.



Network

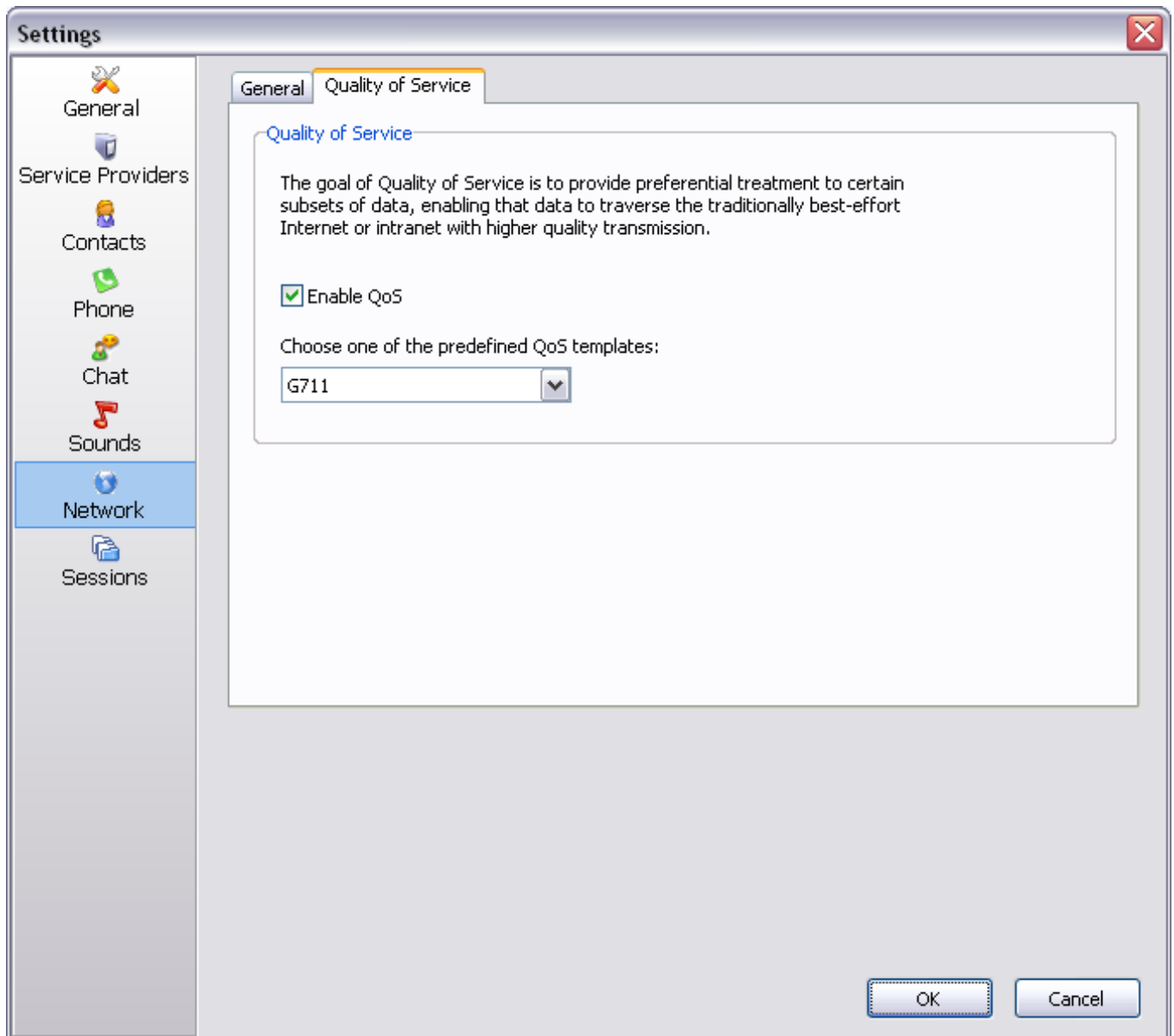
General

Choose your 'Connection Type' and set your 'Connection timeout'.



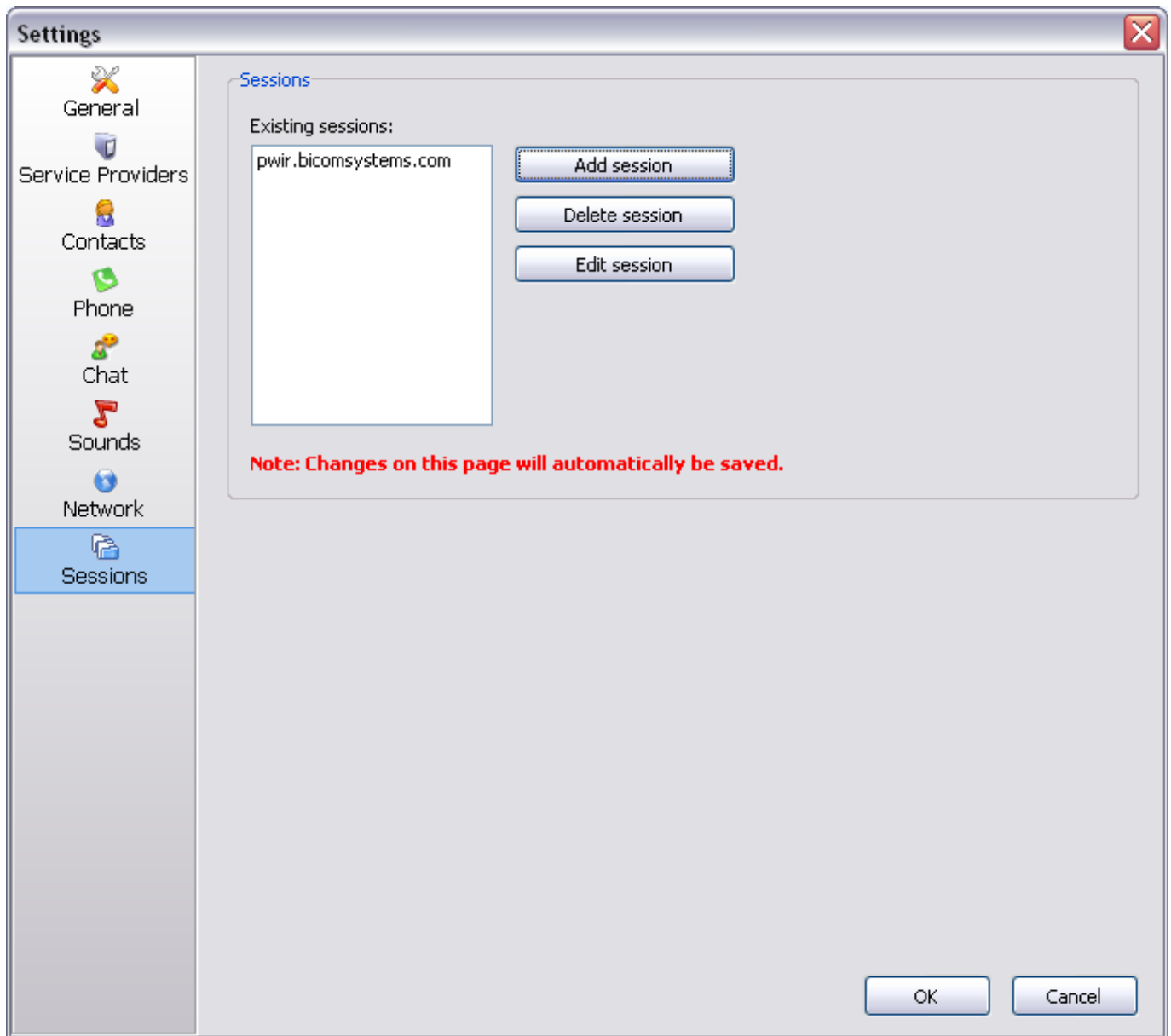
Quality of Service

The goal of Quality of Service is to provide preferential treatment to certain subsets of data, enabling that data to traverse the traditionally best-effort Internet or internet with higher quality transmission.



Session

Add, Edit or Delete sessions.



Instant Messaging

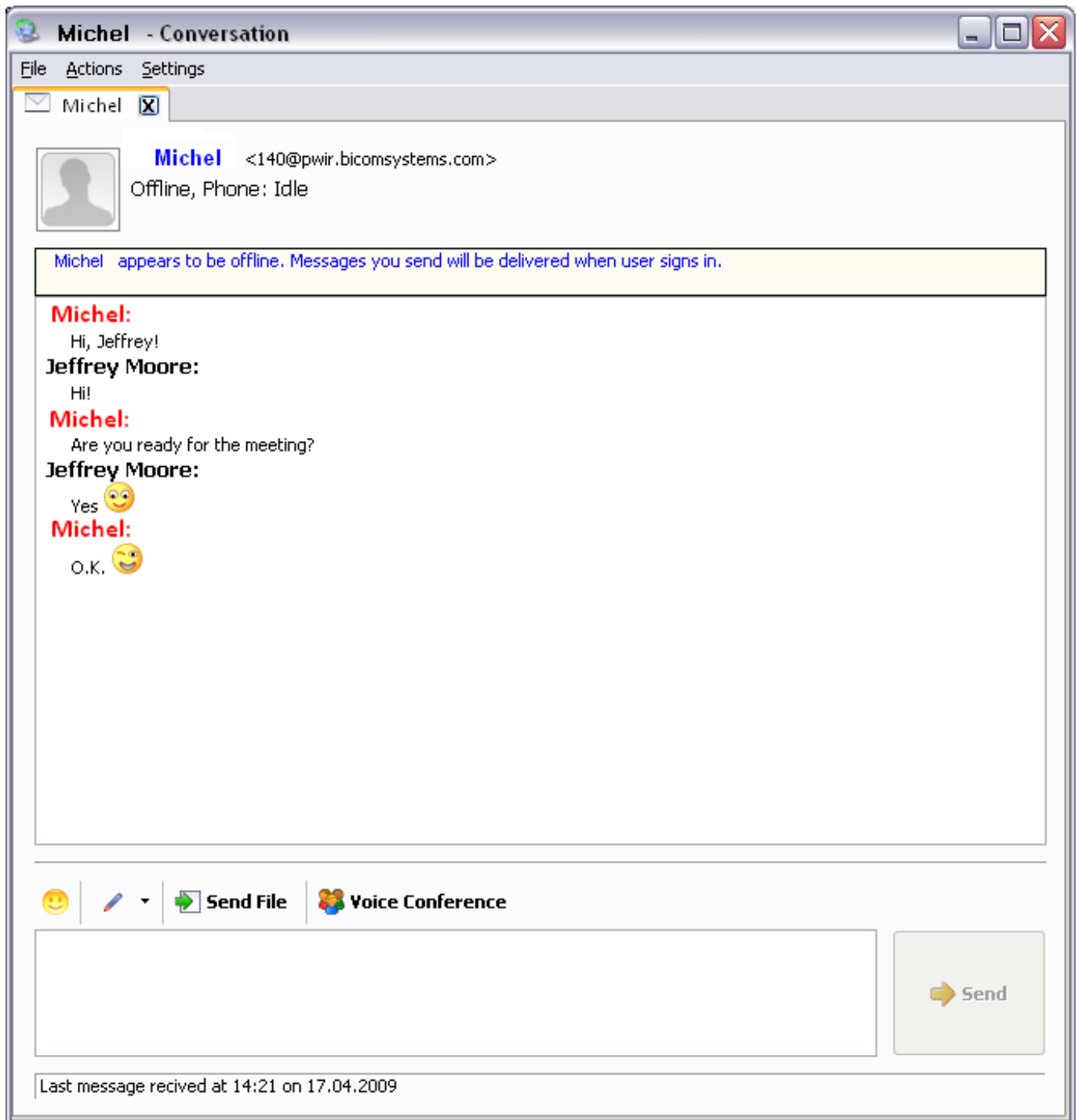




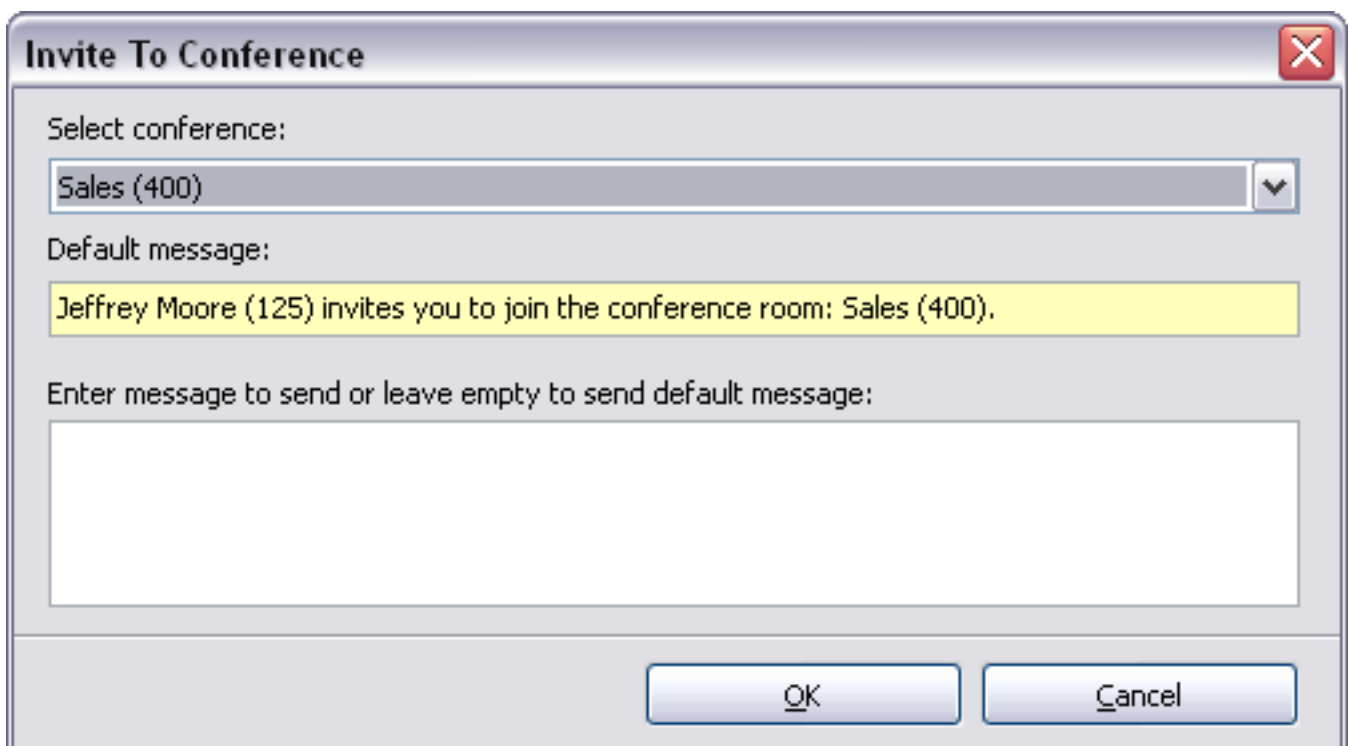


Table 5.34.

	Description	Field Type
	Select an Emoticon you want to send.	Button
	Select fonts 'My Font' and/or 'Other Party Font'. And change them in your favorite.	Button
	Send files to others.	Button

	Description	Field Type
 Send File		
 Voice Conference	Invite others to a Voice Conference during a chat.	Button

Voice Conference



The dialog box is titled "Invite To Conference" and has a close button (X) in the top right corner. It contains three main sections: "Select conference:" with a dropdown menu showing "Sales (400)"; "Default message:" with a text field containing "Jeffrey Moore (125) invites you to join the conference room: Sales (400)."; and "Enter message to send or leave empty to send default message:" with a large empty text area. At the bottom, there are "OK" and "Cancel" buttons.

'Select Conference' and enter message to send or leave empty to send default message.