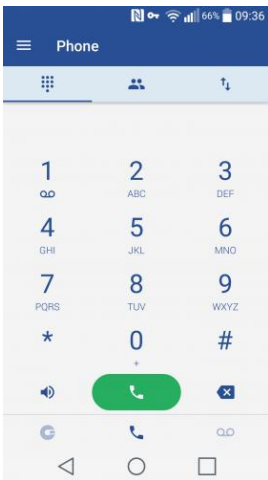


gloCOM GO 5

USER MANUAL

Phone

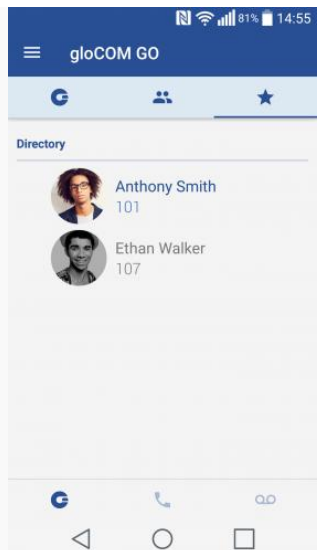
Default dialer screen is displayed once gloCOM GO 5 is started.



Favorites

You can add other users and contacts from phone book to favorites to have them in one place and have them show up first while performing an action, e.g. transferring a call.

Users can be added/removed from favorites by clicking **Add to favorites** or **Remove from favorites** on user's details screen.



Contacts from phone book can also be added or removed from your favorites by clicking on it and choosing Add to favorites or Remove from favorites.

Favorites screen appears when user clicks Favorites Tab from Header Bar in Phone Screen.

When this screen is shown, if there is no favorites, "No Favorites" label should be displayed in the middle of the screen. By default, favorites are displayed in Grid mode and sorted by name in ascending order.

Clicking on the favorite that is a gloCOM GO contact (extension) will display extension options screen and if favorite contact is a contact from your device's phonebook Contact's Screen will be shown.

Recents

This screens will be displayed when user press Recents Tab from Header Bar in Phone Screen and list of the recent calls will be displayed.

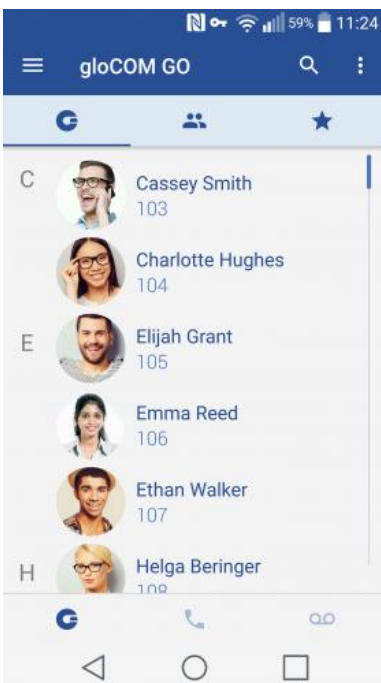
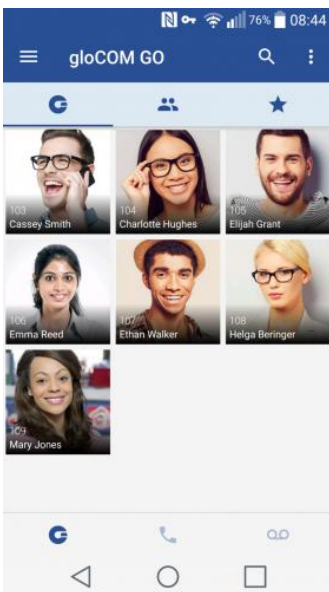
In case there is no recent calls, "No Recents" label should be displayed in the middle of the screen.

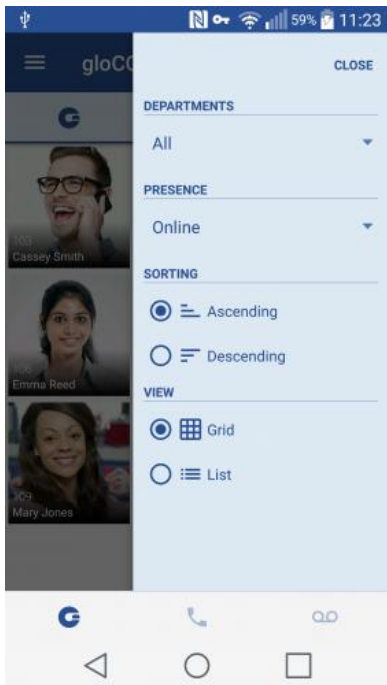
Recent calls are displayed in list mode and sorted descending by the date/time.

Clicking the favorite which is a gloCOM GO contact (extension) will display extension options screen and if favorite contact is a contact from your device's phonebook Contact's Screen will be shown.

gloCOM contacts

First screen you will see when gloCOM GO is launched will show list of users from your organization. Users can be sorted according to presence and department in ascending and descending order.

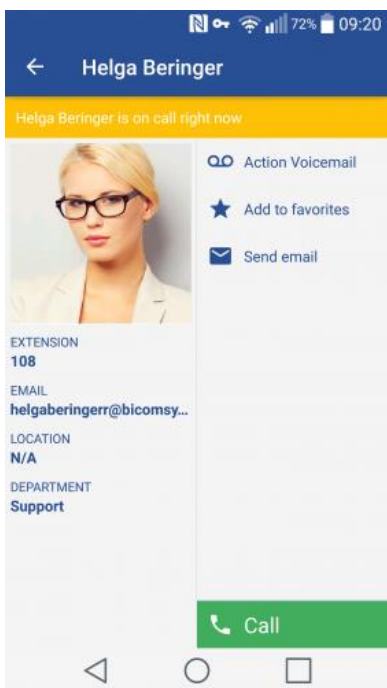




Clicking on a user will open up user's details screen from which you are able to see user information and perform different actions.

In case user associated additional phone numbers with their extension, these numbers will be listed as well and you will be able to dial them by simply pressing the number.

Quick double tap on user initiates a call.



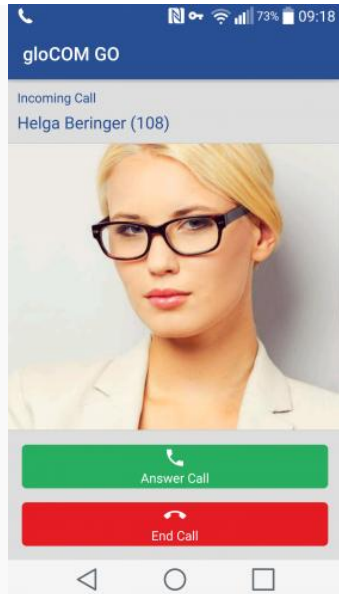
Search gloCOM contacts

To search gloCOM contacts click on the search icon in the upper right corner and search entry field will be displayed. Click in the search field and enter the name of contact you would like to find.

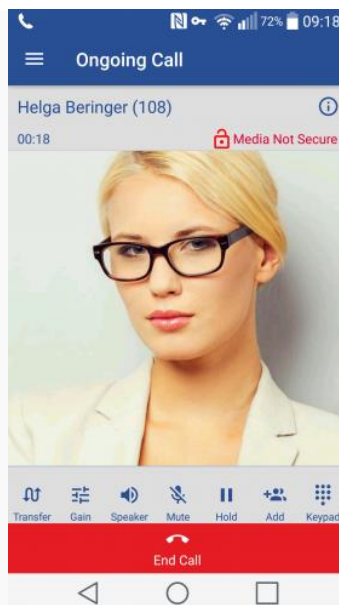
As you start entering search pattern (contact name or extension number) list of gloCOM contacts will be filtered based on the pattern you enter. Once your contact is visible on the screen click on it and you will be taken into gloCOM contact screen. From here you will be able to call this contact or perform other actions.

SIP Call

SIP Call Screen appears when user initiate or receive a call through PBXware. With CallKit integration introduced in gloCOM GO 5 iOS, options on connected call are similar to options available in native iOS dialer app.



Incoming SIP Call



Once call is connected gloCOM GO allows you to perform several actions:

- **Transfer**

Transfer button allows you to initiate blind or attended transfer to PBXware extension or outbound number.
- **Gain**

Pressing Gain button will display a popup that will allow you to set preferred volume for speakerphone and microphone in gloCOM GO.
- **Speaker**

Press Speaker button if you would like to put your device in speakerphone mode, allowing you to continue the without holding the device on your ear, or to allow other persons in the room to join the conversation through a single device.
- **Mute**

Mute allows you to disable the microphone on your device, preventing any unwanted communication on your side to be transmitted to other side of the call.
- **Hold**

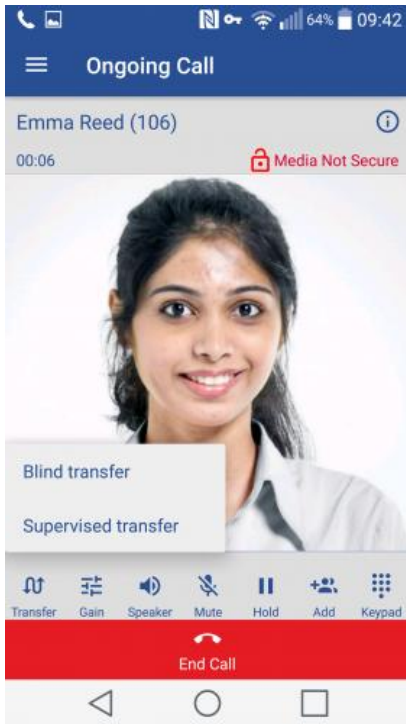
Hold option will put caller on hold and play Music on Hold until Hold is pressed again or call is transferred to another destination.
- **Add**

Add User(s) option allows you to create dynamic conference by adding one or more people to ongoing call. With this option you can add PBXware extensions or any number available from your contact list.
- **Keypad**

Also, there is special case, when there is SIP Call in progress in gloCOM GO app, if there is incoming call (GSM Call) for device (iPhone, iPad) in device's default Phone application, that GSM Call take priority over SIP call. In this case, all SIP calls that are in progress are put on hold, until GSM Call interruption is ended.

Call transfer

You can transfer a call by clicking transfer icon from call options menu. Popup dialog shows with transfer options.



If you press Blind transfer you will be able to transfer your call to three destinations:

- **To all my devices**

Pressing **To all my devices** will transfer a call to all devices that are registered with your extension. They all ring and you can continue call on any of them by answering the call.

This can be particularly useful in situations where you need to leave the office but would like to continue ongoing call on your mobile device.

- **To contact...**

Pressing **To contact...** brings up a screen with favorites, users and phone book contacts to choose someone to transfer call to.

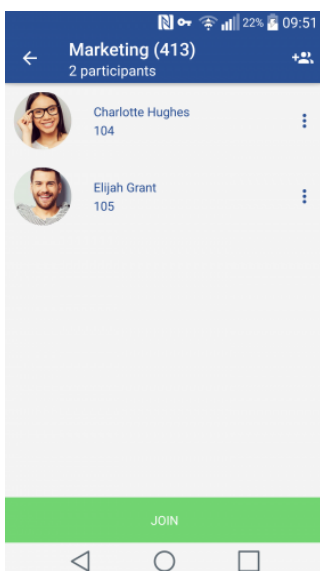
- **Enter number...**

When pressed, this option will display popup dialog with number entry field for number to transfer call to.

Supervised transfer only allow you to select between To contact and Enter number options.

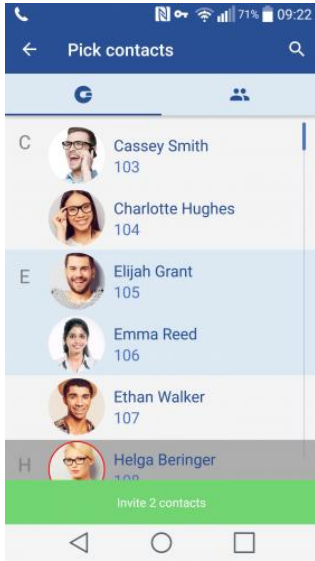
Conference calls

Beside the ability to handle multiple calls, gloCOM GO also allow you to join two calls into dynamic conference. In addition to this, users can join static conference rooms and add other participants same as on gloCOM desktop app.



Selecting a conference will display a list of participants and “JOIN” button at the bottom, which allows you to join selected conference.

List of participants is updated in real time as users join or leave the conference room.

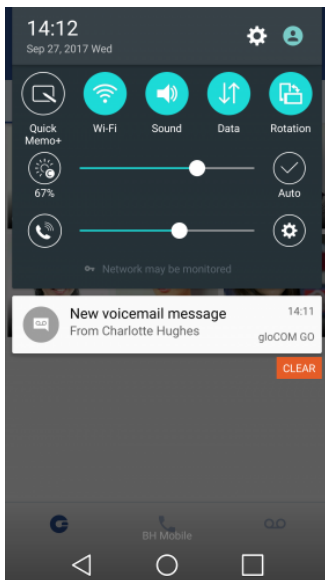


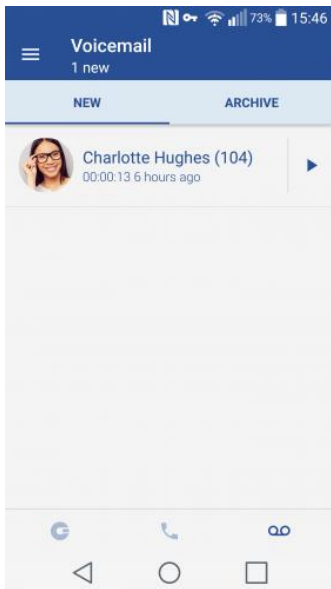
When flagged as conference Admin, user will also have option to Mute or Kick conference participants.

Voicemail management

With gloCOM GO you can listen to new and archived voice messages, archive and delete one or many messages. You can also call other users' voicemail directly.

Notifications are shown for new voice messages as shown below.

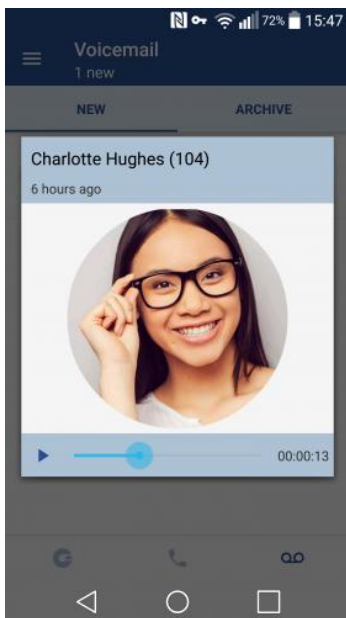


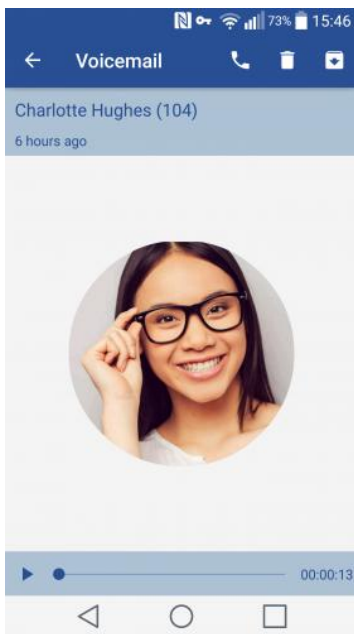


Playing voice messages

Messages can be played by opening the message itself and then playing it or by played in preview mode by clicking play button from the messages list.

If the message is not downloaded when play is clicked, progress dialog will be shown and once download is done message should start playing.



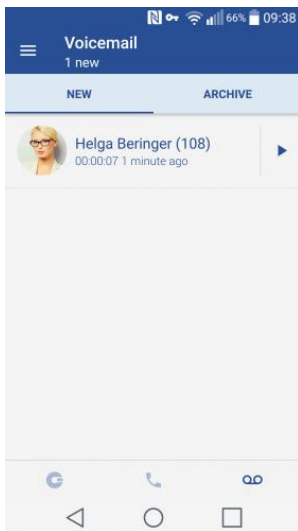


When playing messages in separate screen you can swipe left or right to switch between messages.

Deleting and archiving voice messages

You can delete or archive individual messages by clicking on them and then clicking delete icon () or archive icon () in toolbar.

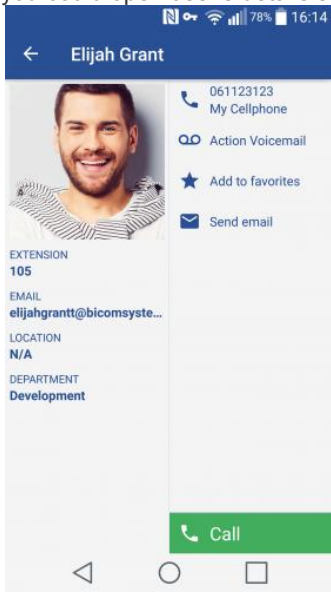
You can also select more messages and delete or archive them together by long clicking a message from the list and then clicking delete icon or archive icon in toolbar.



- Select all icon () selects/de-selects all messages in the list.
- Delete icon deletes selected messages.
- Archive icon archives selected messages.

Calling other voicemail boxes directly

In case you would like to leave a voicemail directly, dial ***125EXT_No** where EXT_No is extension number of a contact, alternatively or you could open user's details screen and click **Call voicemail** as shown below.



Click **Call Voicemail** to leave a voicemail message to contact.

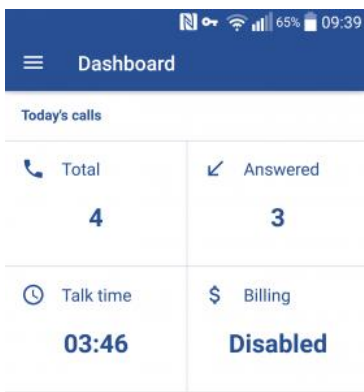
Dashboard

gloCOM GO dashboard incorporates call information and easy control of Enhanced Services.

Dashboard can be started from the drawer menu and will present you with latest call information. Call related data like total calls, number of answered calls, talk time and Billing information will be displayed in the dashboard.


In addition, user will be able to see voicemail status and number of voicemail messages. On top of that, users will now be able to see current status of enhanced services as well as be able to enable or disable them. Users are now able to control Call Forwarding, Do Not Disturb and Block Caller ID services. In case one or more of these enhanced services are not visible in gloCOM GO Dashboard, PBXware Administrator did not enable user to control them.

In case more than one device is registered to particular extension Registered Devices section will display information about all connected device including User Agent, IP address and Country name device is connecting from (based on GeolP information).

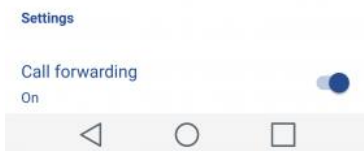


The screenshot shows the top part of the dashboard. At the top, there is a status bar with icons for signal, Wi-Fi, 65% battery, and 09:39. Below that is a blue header with a hamburger menu icon and the word "Dashboard". The main content area is titled "Today's calls" and contains a 2x2 grid of statistics:

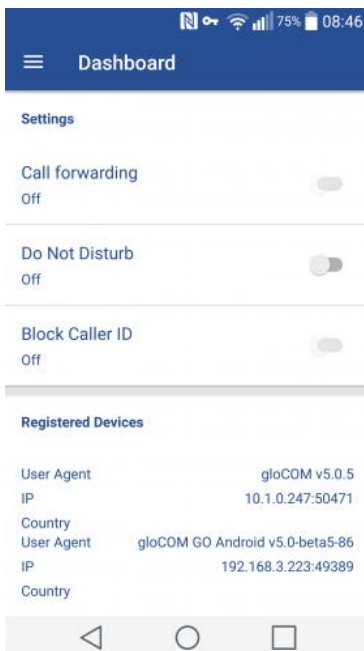
Total 4	Answered 3
Talk time 03:46	Billing Disabled



The screenshot shows the "Voicemail" section with a speech bubble icon and the text "No new messages".



The screenshot shows the "Settings" section. Under "Call forwarding", the status is "On" and there is a blue toggle switch.



The screenshot shows the "Registered Devices" section. It lists two devices with their respective details:

User Agent	gloCOM v5.0.5
IP	10.1.0.247:50471
Country	
User Agent	gloCOM GO Android v5.0-beta5-86
IP	192.168.3.223:49389
Country	

Today's calls

Today's calls section displays information on call statistics for current day.

- **Total**
This field provides information on total number of calls (inbound/outbound) extension made today.
- **Answered**
This field provides information on number of answered calls extension made today.
- **Talk time**
This field provides information on total time extension was on call today. Talk time is formatted as H:MM:SS.
- **Billing**
This field will display the amount of extension funds spent for the day. In case billing is not enabled, **Disabled** notification will be displayed.
- **Voice messages**
This field displays total count of new voicemail messages. In case no new messages are available **No new messages** notification will be displayed.

Settings

Settings section allows you to check status of extensions Enhanced Services, as well as option to enable or disable them.

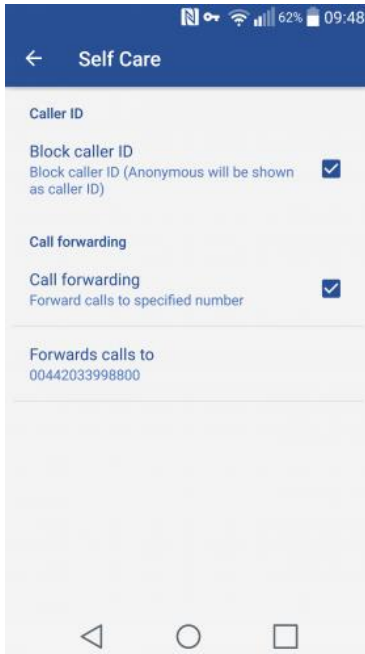
- **Call forwarding**
This option allows you to enable or disable call forwarding enhanced service. Status will inform you whether Call Forwarding is turned **On** or **Off**.
 - **Do Not Disturb**
This option allows you to enable or disable Do Not Disturb enhanced service. Status will inform you whether Call Forwarding is turned **On** or **Off**.
 - **Block Caller ID**
This option allows you to enable or disable Caller ID blocking. Status will inform you whether Block Caller ID is turned **On** or **Off**.
-

Self Care options

Self Care options in settings include options to block your caller ID, enable unconditional call forwarding and to specify the number to forward calls to.

If the number to forward calls to is not specified, calls will be forwarded to voicemail.

Note that self care options are available if they are enabled on server side.



If **Block caller ID** option is checked, “Anonymous” will be in place of your caller ID.

If **Call forwarding** option is checked, all incoming calls will be forwarded to number specified under **Forward calls** to option.

Forward calls to option opens a dialog for entering a number to forward calls to.

Integration with Android's dialer

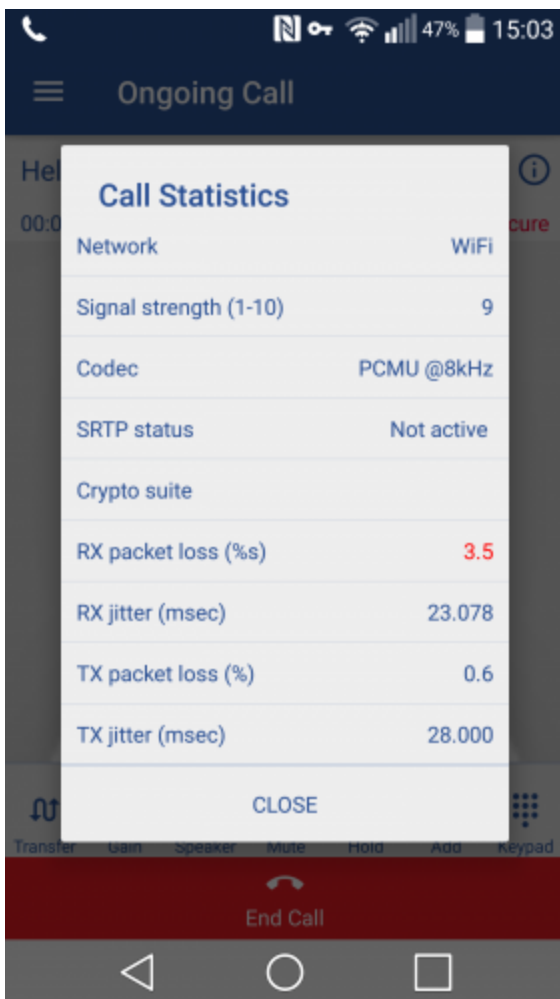
gloCOM GO can integrate with Android's dialer and show itself as an option in system's "Complete action with..." dialog when a call is about to be made. This option is turned off by default and you can enable it in Settings > General > Integrate with system's dialer.

If there are no other apps on system that use dialer integration, Android will launch gloCOM GO, when new call is about to be made, without asking you.

If dialer integration is enabled in gloCOM GO, you will have option to complete outgoing calls using gloCOM GO.

Technical information about an ongoing call

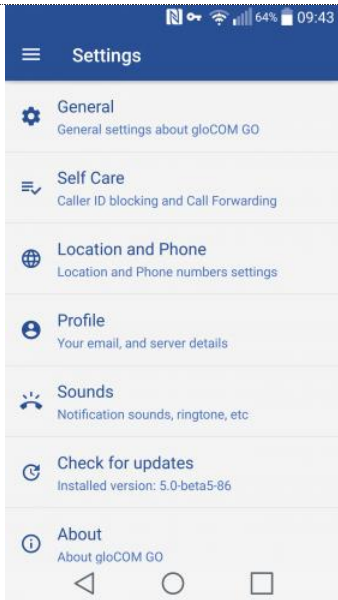
While in call, you can show technical information about it by clicking info icon (i). This can be useful for diagnosing problems with call quality.



High packet loss and high jitter, both RX and TX indicate that call quality suffers due to network quality and usage.

RX stands for reception (incoming traffic) and TX for transmission (outgoing traffic).

Settings



- **General**

General option shows screen with general settings for gloCOM GO.

- **Self Care**

Selecting Self Care will show screen with blocking caller ID and call forwarding options.

- **Location and Phone** shows screen with settings for Country, SIM number, and phone numbers associated with your account.

- **Profile**

Profile shows details about your account.

- **Sounds**

Contains option to choose ringing tone for incoming calls.

- **About gloCOM GO**

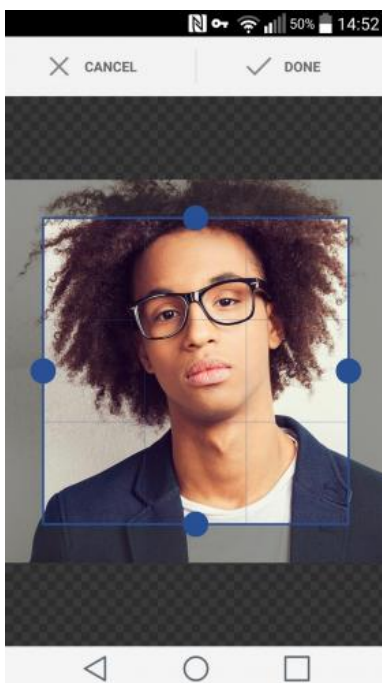
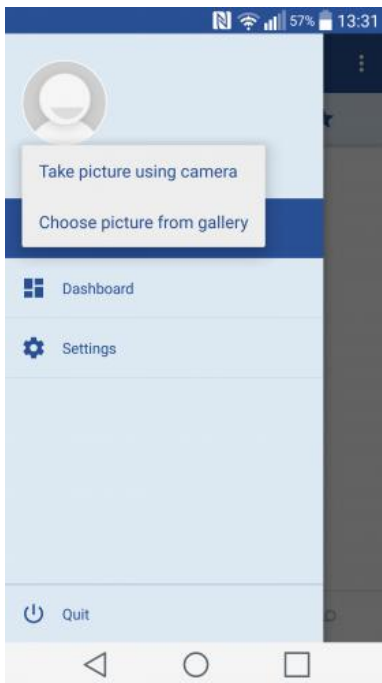
Displays about page.

- **Send Feedback**

Send Feedback option launches email client with “To” and “Subject” fields pre populated for sending feedback.

Changing avatar

You can change your avatar by opening main drawer menu and clicking avatar icon above your name and extension, as shown below.

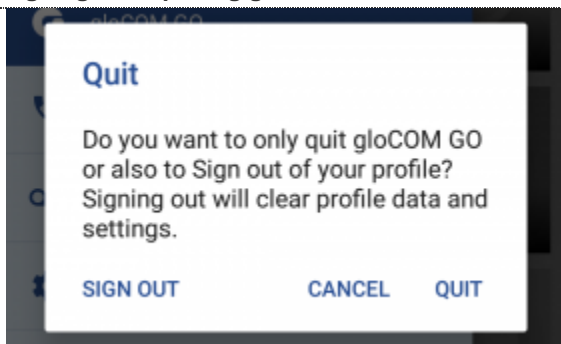


Click on avatar icon brings options for changing avatar image. After taking picture with camera or choosing one from gallery you will have to crop your image.

Click and hold inside blue rectangle to move it.

- Click and hold blue edges to resize.
- **DONE**
Done button finishes cropping and sets avatar.
- **CANCEL**
Cancel button cancels cropping.

Signing out / quitting gloCOM GO



There are two ways to quit gloCOM GO when you click Quit from main drawer menu.

You can Sign Out, which will clear your profile data and you will be asked to provide password next time you start gloCOM GO.

Or you can just Quit application. This exits gloCOM GO leaving all your profile data and settings untouched. Next time you start gloCOM GO you won't be asked for password.

Troubleshooting

I'm logged in but I'm not shown as online on desktop gloCOM

When user is signed in via gloCOM GO he will not appear in desktop gloCOM as online unless "Online on IM or phone" option is selected in desktop gloCOM settings for contacts.

Calling a contact from phone book fails

Try disabling E.164 numbers formatting in Settings -> General.

Calls work, but in-call controls (hangup, hold, transfer) don't work

If calls can be made but in-call options (hold, transfer, hangup) aren't working and PBXware is behind NAT with non-default ports for TCP and external IP specified make sure that External TCP port is specified as well. Log in to your PBXware and navigate to-> Settings