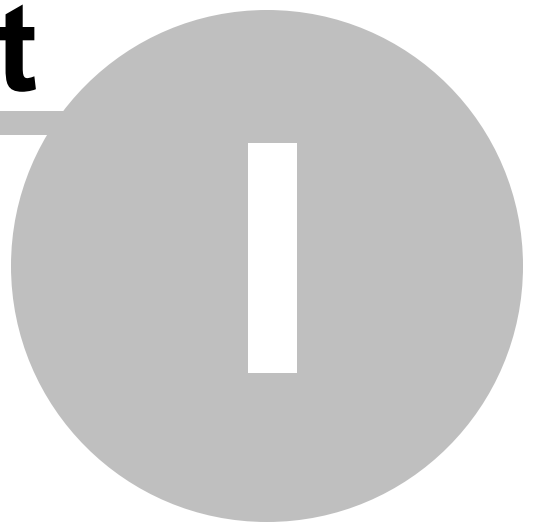


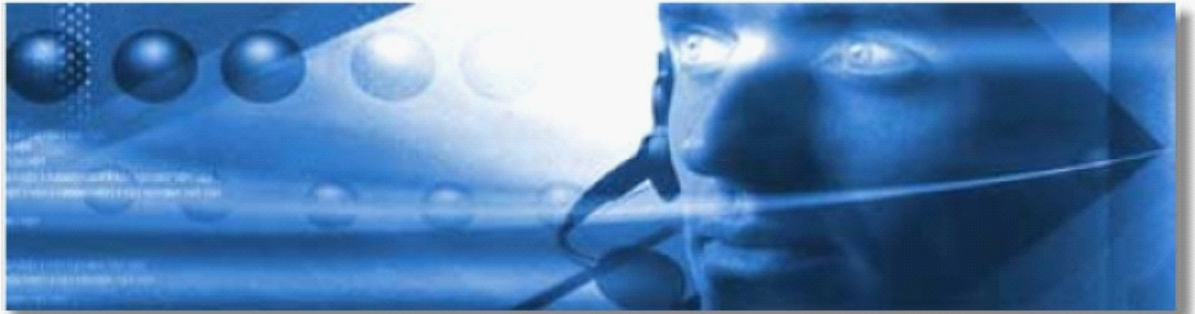
gloCOM User Manual

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Part

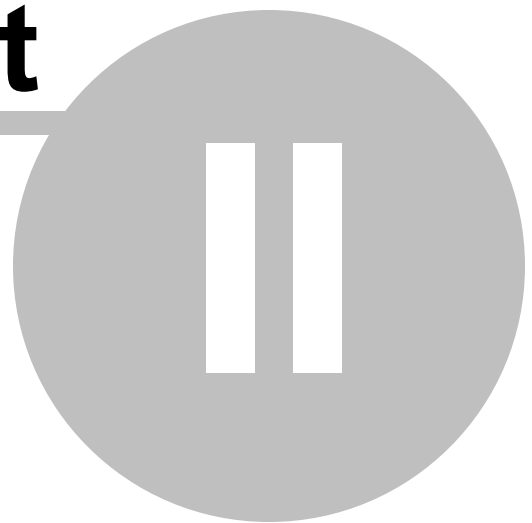


1 Introduction



gloCOM User Manual

Part

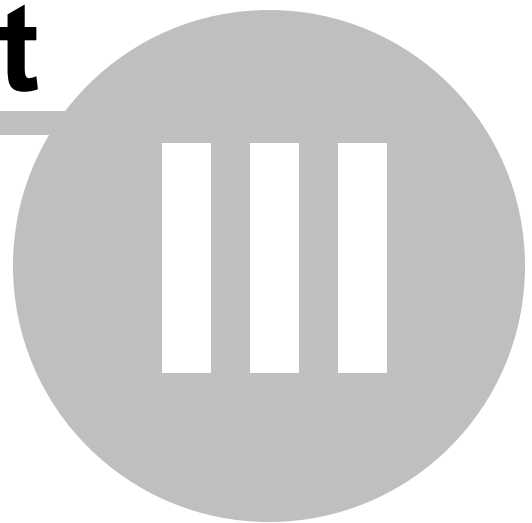


2 Requirements

PC:

- Microsoft Windows Operating System 2000 or higher (XP preferred)
- 6Mb of free hard disk space
- Full internet access from the computer where gloCOM is installed (Required for product registration).

Part



3 Installation

In gloCOM license email download URL will be located. Click on it and save the file to computer Desktop. Once the file is downloaded, double click on it to start the installation process.

In this chapter we will cover:

- Welcome
- License Agreement
- User Information
- Installation Folder
- Shortcut Folder
- Ready To Install
- Installation Successful

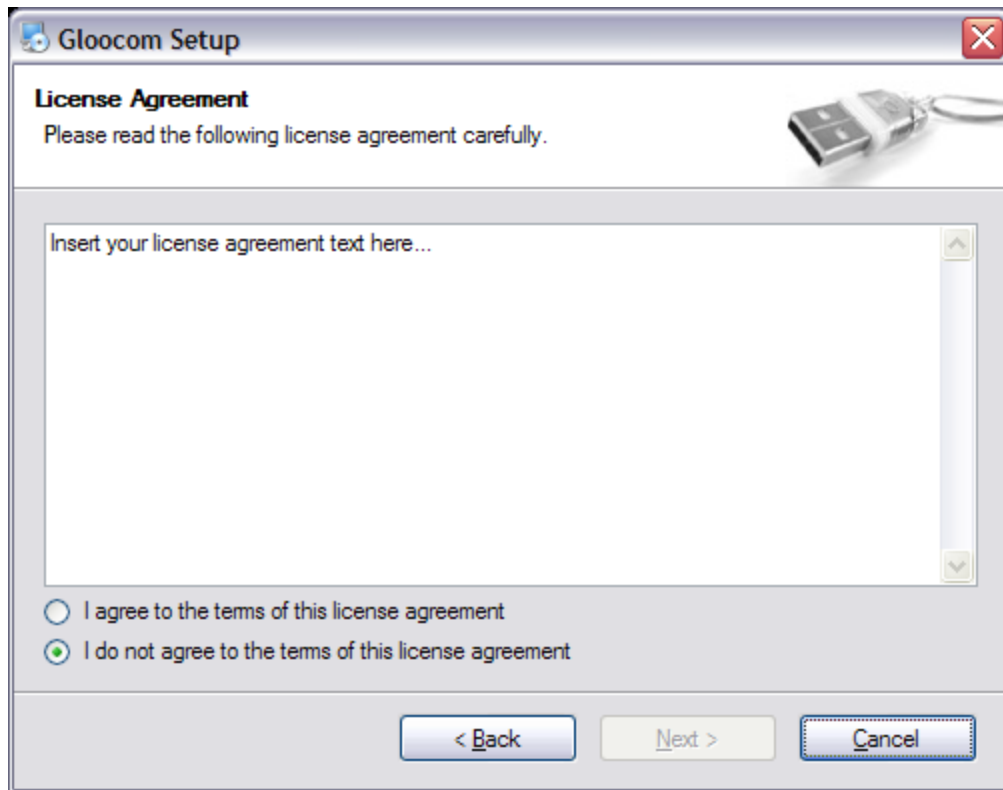
3.1 Welcome

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



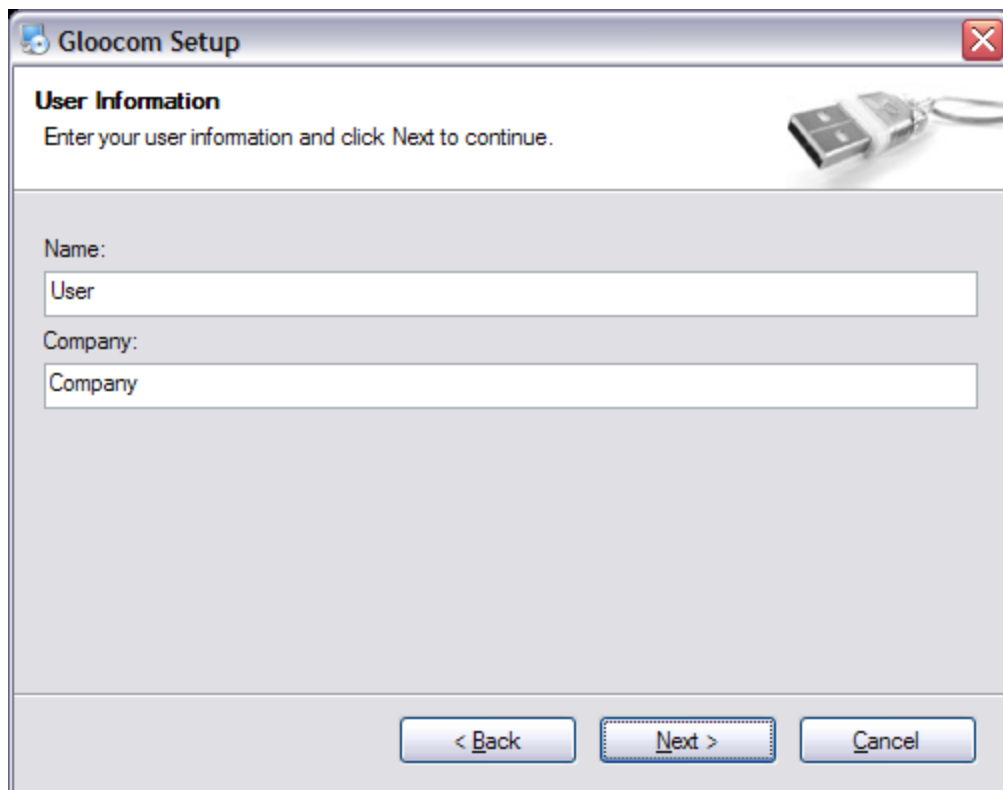
3.2 License Agreement

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



3.3 User Information

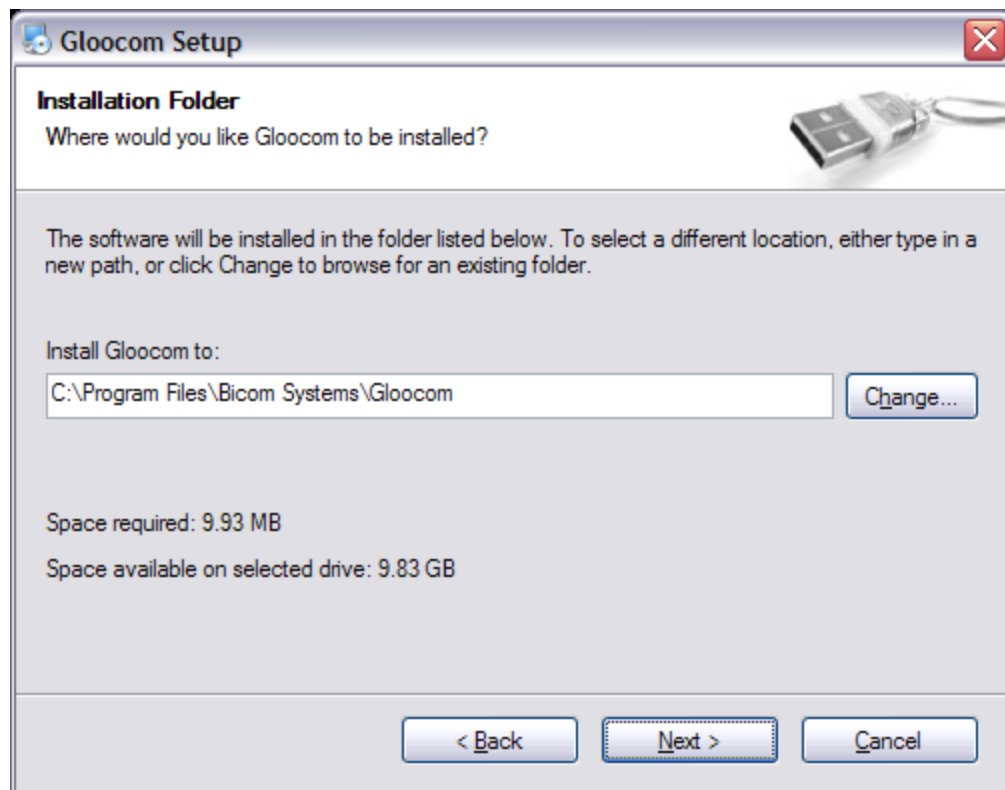
User Information window prompts for basic User and Company details needed for gloCOM installation and registration. Provide 'Name' and 'Company' information and click 'Next' to proceed with the installation or 'Cancel' to exit the installation wizard



The image shows a Windows-style installation window titled "Gloocom Setup". The window has a standard 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 graphic of a USB device. The main area of the window contains two text input fields. The first is labeled "Name:" and contains the text "User". The second is labeled "Company:" and contains the text "Company". At the bottom of the window, there are three buttons: "< Back", "Next >", and "Cancel". The "Next >" button is highlighted with a dashed border, indicating it is the default action.

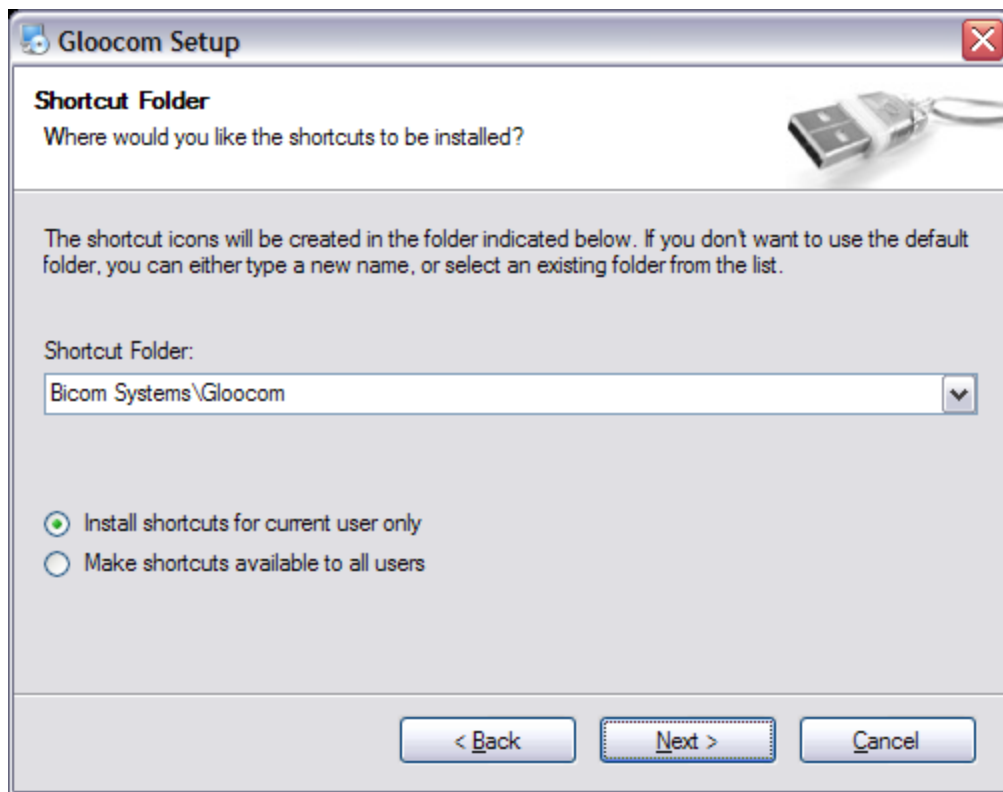
3.4 Installation Folder

Installation Folder window sets the default location where gloCOM installation will reside. By default 'C:\Program Files\Bicom Systems\Gloocom' 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



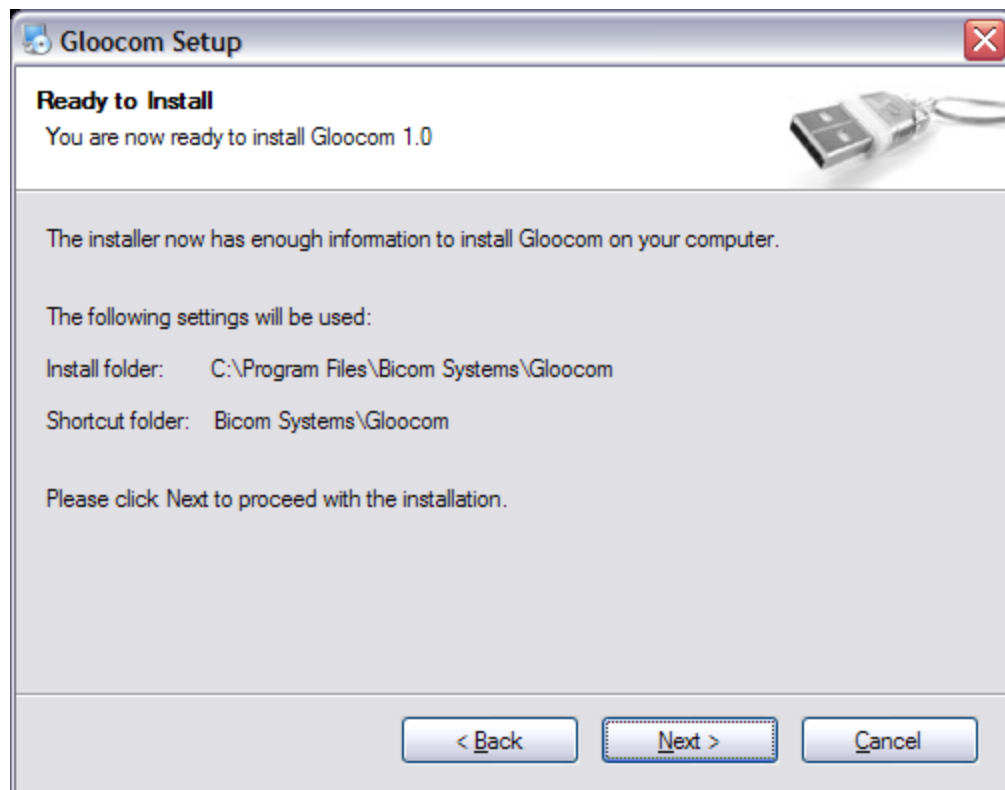
3.5 Shortcut Folder

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.



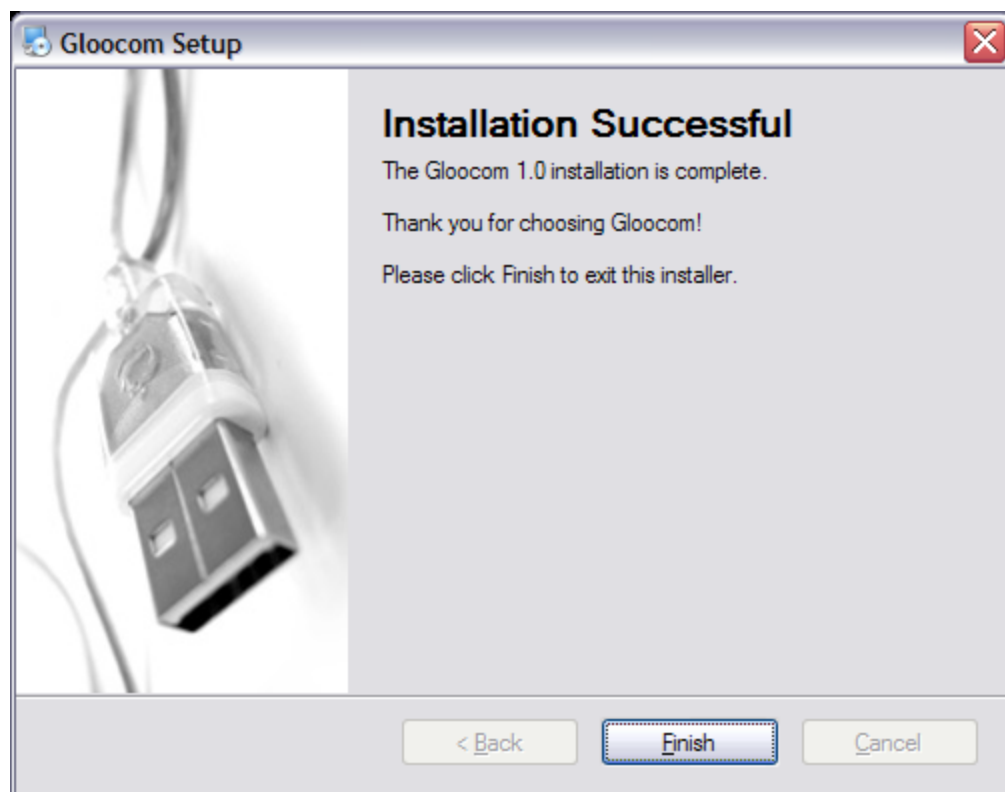
3.6 Ready To Install

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



3.7 Installation Successful

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

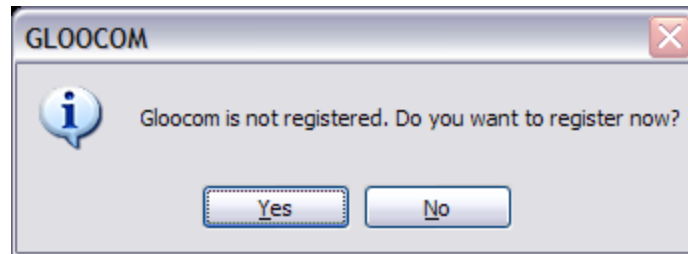


Part

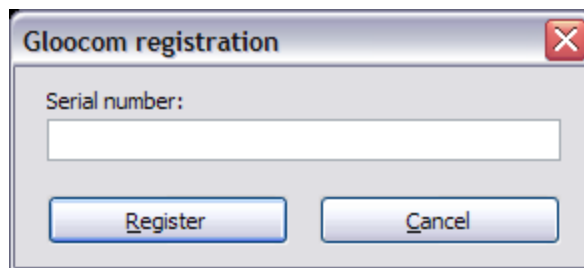
IV

4 Registration

When started for the first time gloCOM will request the registration serial number.



Please check your license email and provide the license key into 'Serial number' field and click 'Register' button to validate the license key with the licensing server. **NOTE:** Full Internet access from the computer where gloCOM is installed is required for product registration.



After successful registration process 'gloCOM is registered successfully' message is displayed. Click on 'OK' button to close the window.



Start the gloCOM 'Start: All Programs: Bicom Systems: gloCOM: gloCOM'. If started for the first time you will have to create a new session by clicking on 'Add New Session' button.

gloCOM - Bicom Systems

File Contacts Tools History Network Help

Password:

Status:
Online

Session:
193.93.153.103

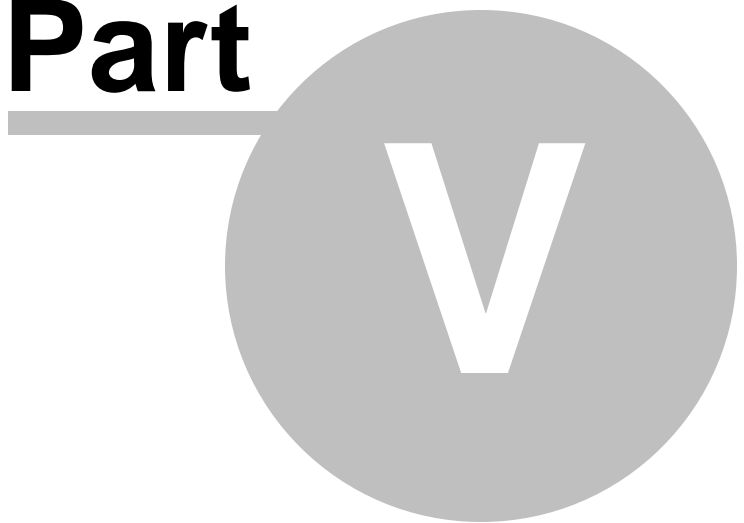
[Create new Session](#)
[Edit Session](#)
[Remove Session](#)

☒ Remember my Password
☒ Sign me in automatically

[Sign In](#)

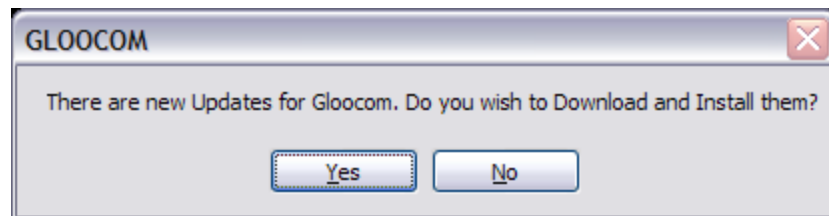
[Change password](#)
[Forgot your password?](#)

Part

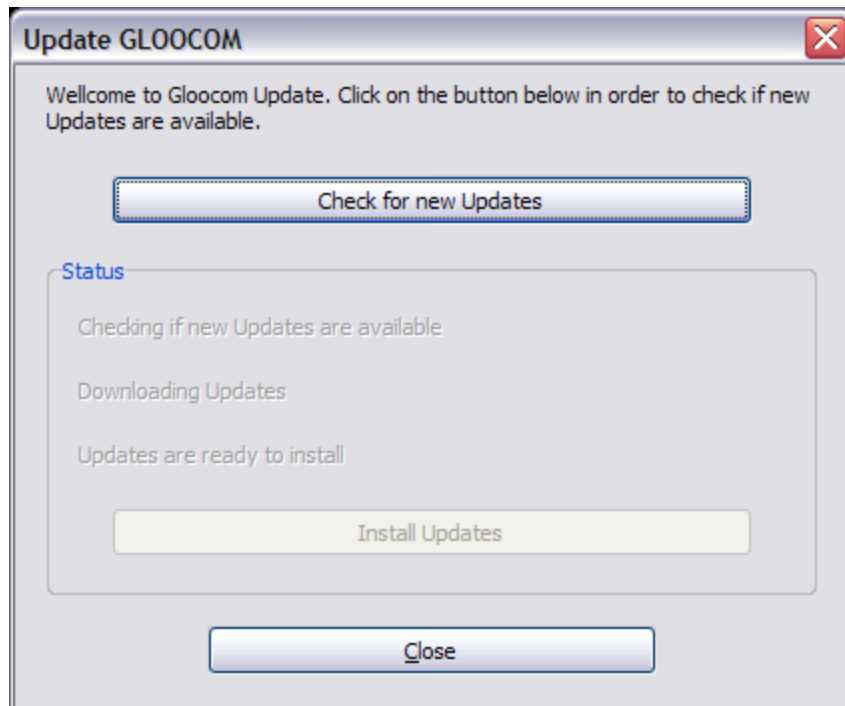


5 Updating

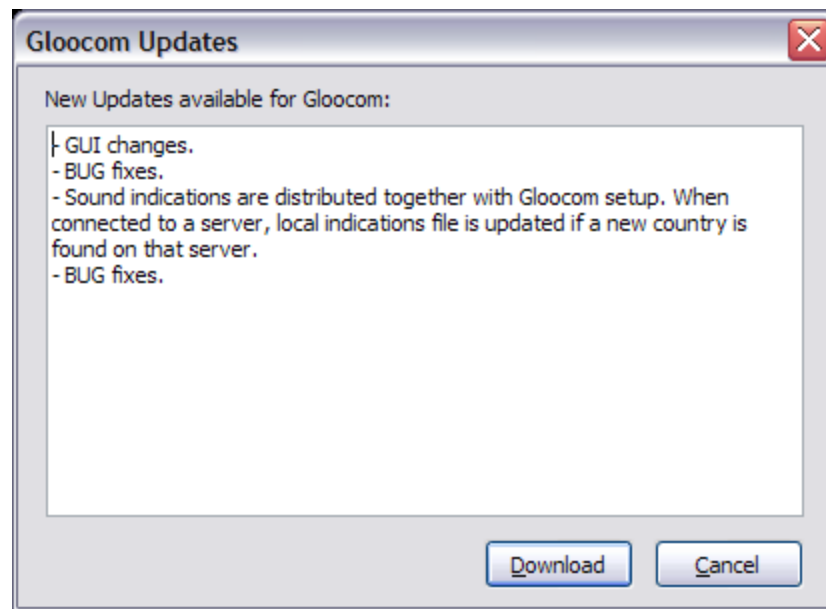
To see if new gloCOM updates are available navigate to 'gloCOM: Help: Check For Updates'. If new updates are available the following window will open. Click on 'Yes' to update software to new release or 'No' to close the window.



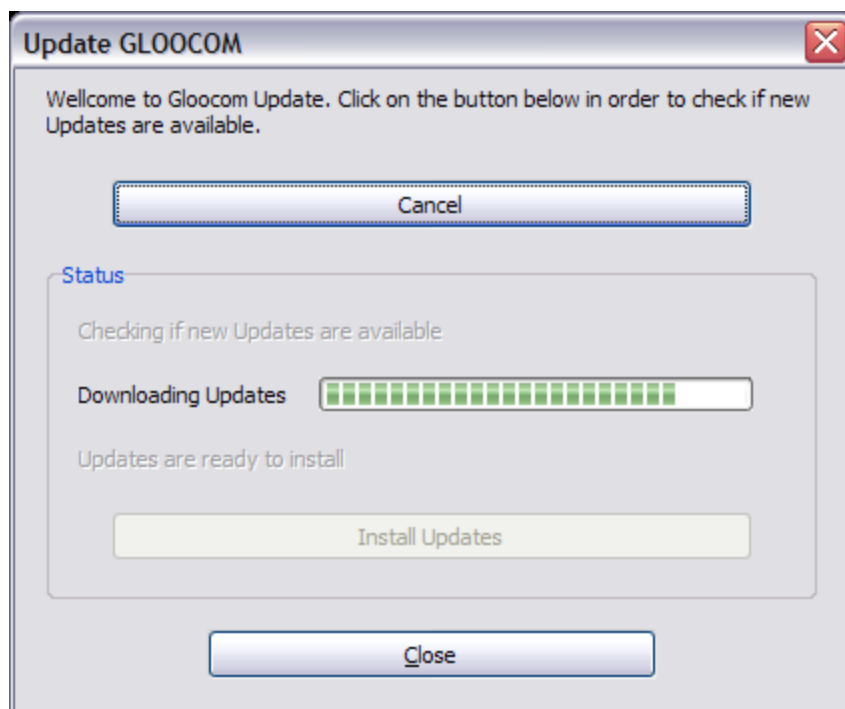
If 'Yes' is selected the following window is displayed. Click on 'Check for new Updates' button to display new release notes.



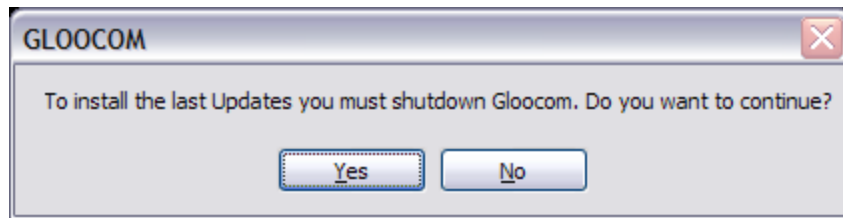
This window displays the latest update file release notes. Click on 'Download' button to download new update or 'Cancel' to close the release notes window



While downloading update files, progress bar will be displayed.



After the download is complete click on 'Install Updates' button to install the downloaded update. If gloCOM is running, notification window will be displayed saying that gloCOM needs to be shut down in order to proceed with the update. Click 'OK' button to confirm and shut down the gloCOM running in system tray (Right-click on gloCOM tray icon and click 'Exit').



Once gloCOM running in system try is shut down, Update Welcome window is displayed. Click 'Next' button to proceed with the update or 'Cancel' to exit the update wizard.



Update Successful window is displayed after the update is complete. Click 'Finish' to exit the Update installer.

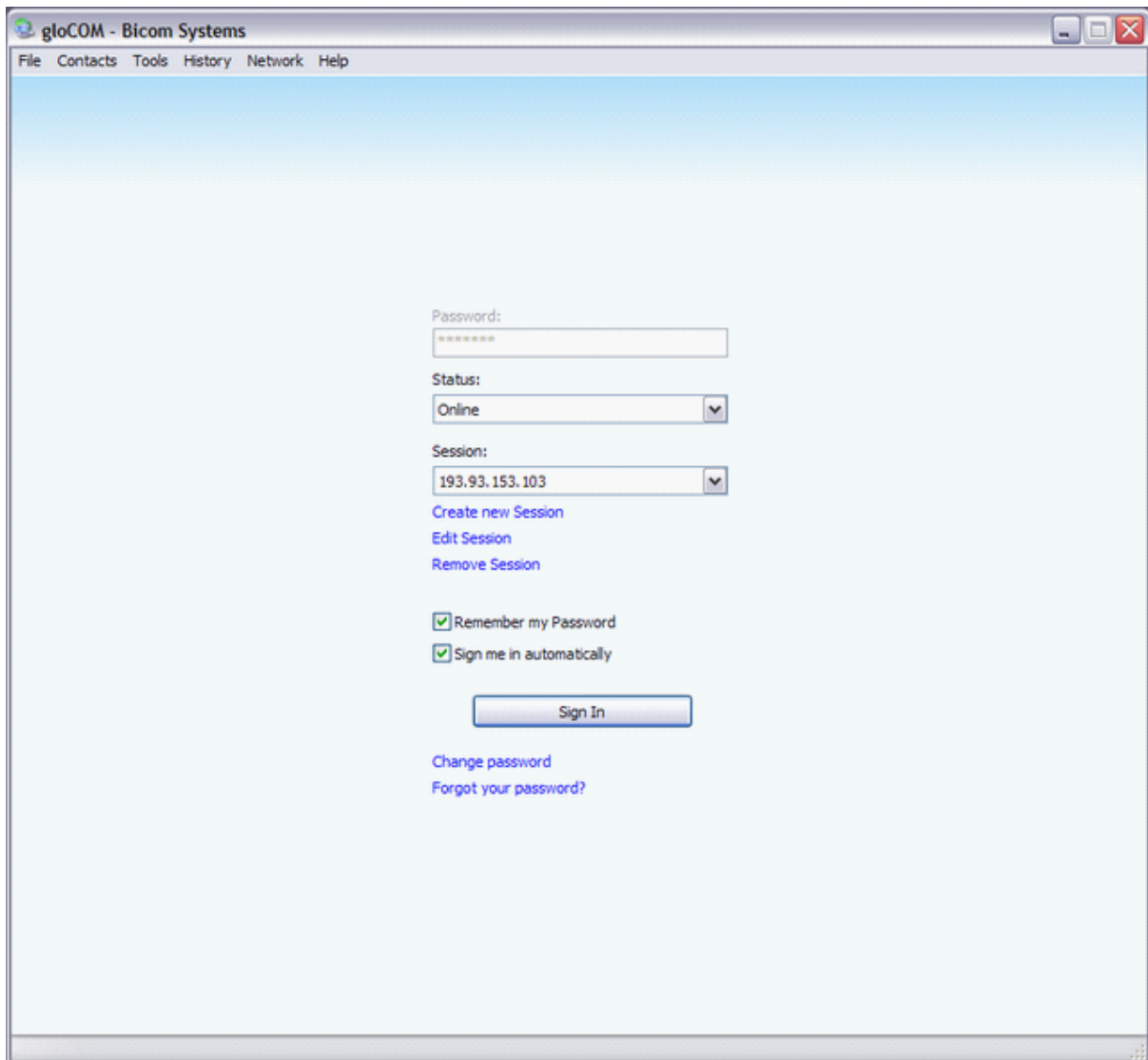


Part

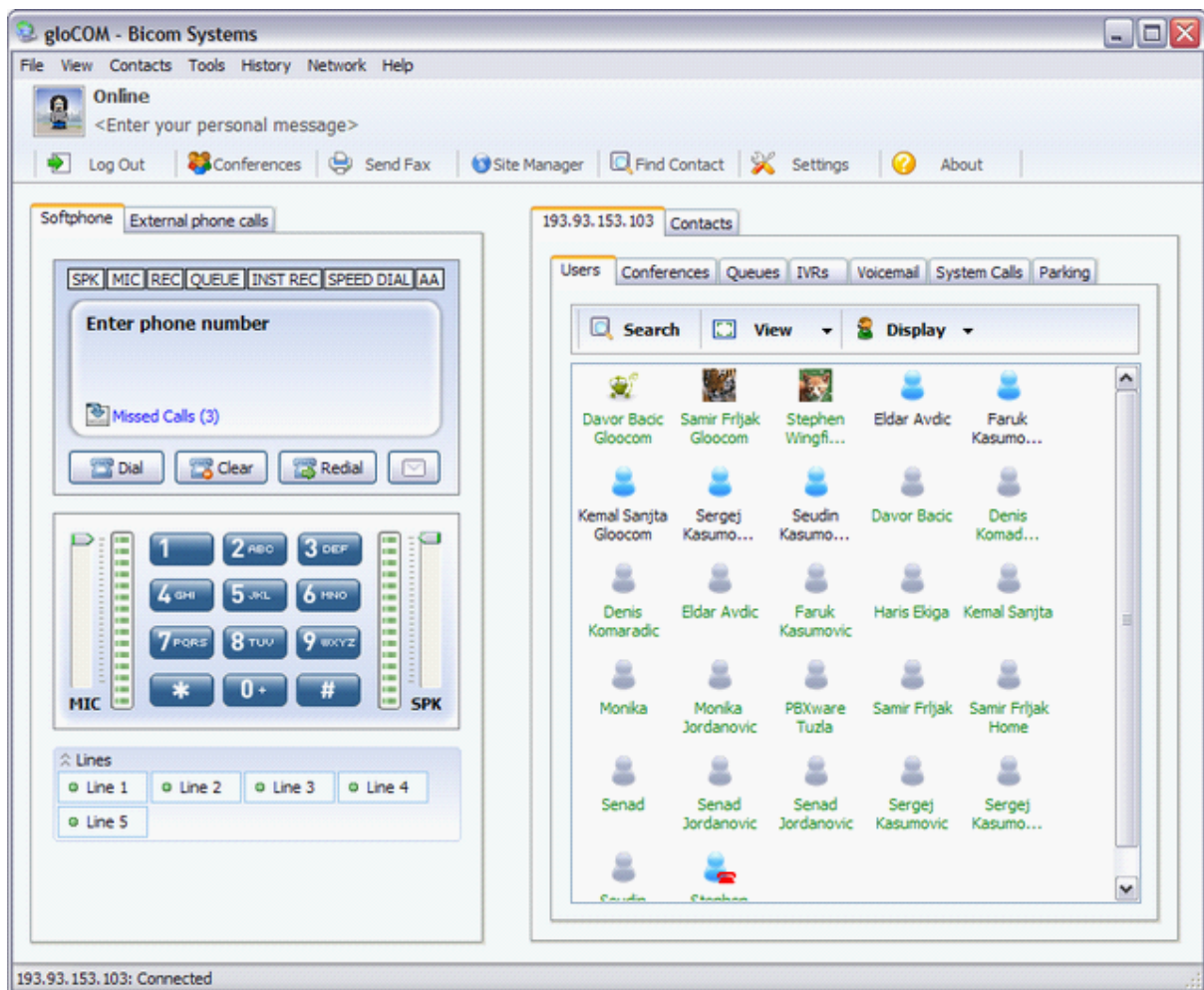
VI

6 Overview

gloCOM is a global communication product that allows placing calls with single mouse click, external end points monitoring, sending and receiving of sms messages and faxes, client chat, VPN (Virtual Private Networking), noise reduction and sound filtering and system GUI administration.



Login Window



Main Window

Part

VII

7 Menu

In this chapter we will cover:

- File
- Contacts
- Tools
- History
- Network
- Help

7.1 File

In this chapter we will cover:

- Sign In
- Sign Out
- Import Configuration From File
- Reconnect to Server(s)
- Exit

7.1.1 Sign In

Signs in user into selected session.

7.1.2 Sign Out

Signs out user out of active session.

7.1.3 Import Service Provider From File

Configure gloCOM by importing a service provider setup from a file (**.gcfg** filetype).

7.1.4 Import Configuration From File

When creating a new extension in PBXware, under UAD select gloCOM. After supplying all necessary details click on 'Save and Email' button. On provided email address a notification email will be sent. This email will have a small attachment with gloCOM configuration settings.

Save this attachment to Desktop for example, click on 'File: Import Configuration From File', navigate to saved file and select it. After clicking on OK button, gloCOM will be configured to use new extension created under PBXware.

The other way to import the configuration settings is to double-click on the configuration file.

7.1.5 Export Configuration To File

Account settings can be exported to a configuration file. This file can be imported to any gloCOM therefore configuring that gloCOM with same service-providers/accounts settings. The file is

7.1.6 Reconnect to Server(s)

Reconnects user to all servers if the connection between then has failed.

7.1.7 Exit

Log out of active connection and exit gloCOM.

7.2 View

In this chapter we will cover:

- Show Toolbar
- Users

7.2.1 Show Toolbar

This option hides/displays the gloCOM toolbar from the main window



7.2.2 Users

This option filters users displayed under 'Users' tab. Available options:

- 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

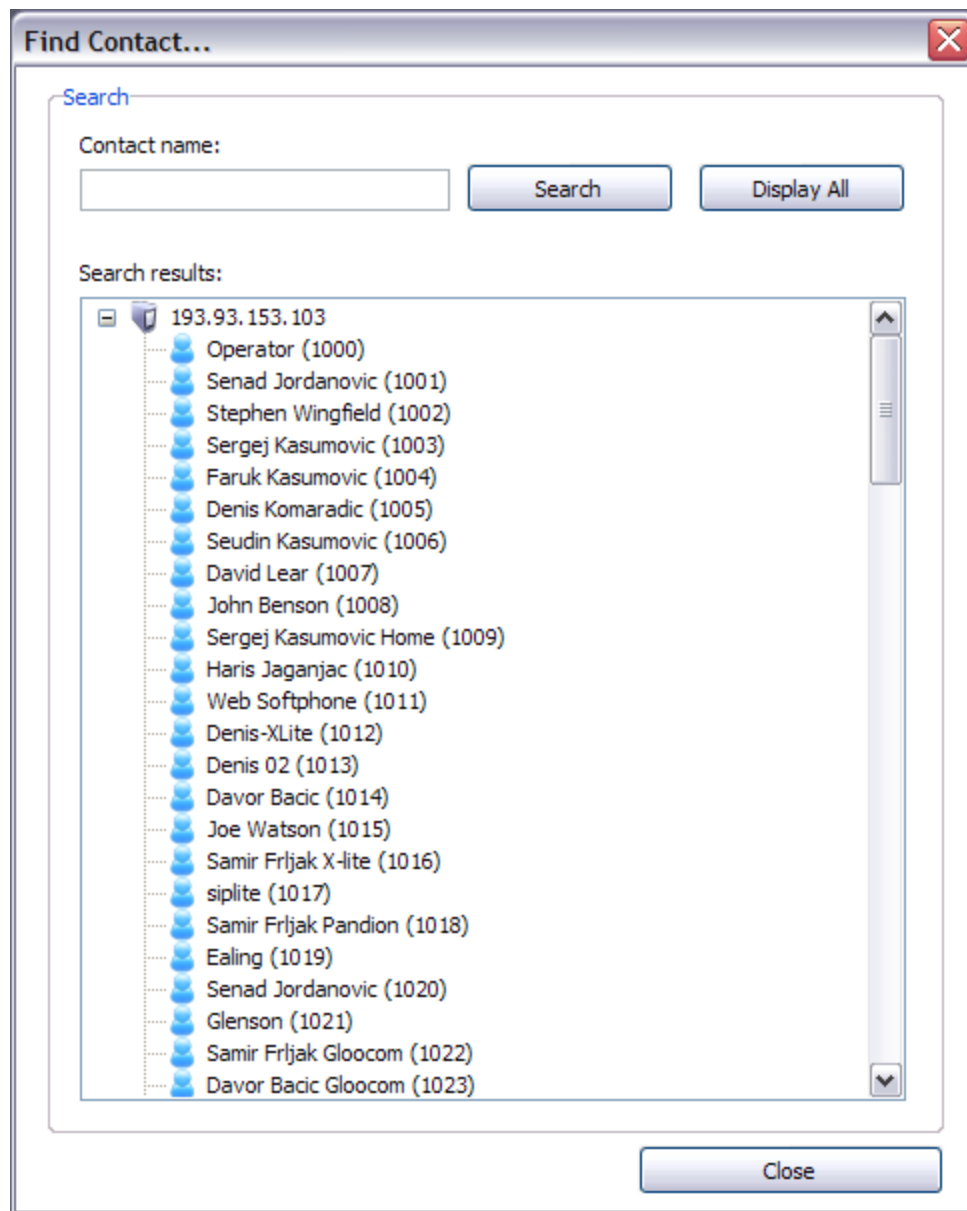
7.3 Contacts

In this chapter we will cover:

- Find Contact

7.3.1 Find Contact

Opens new window for finding contacts information.

**Contact Name:**

A keyword to search for

Example: Provide a full or partial contact's name and click on 'Search' button to display the matches

Field Type: [a-z]

Search:

Search contacts

Example: Provide a full or partial contact's name under 'Contact Name' field and click on this button to display the matches
Field Type: button

Display All:

Displays all contacts

Example: After any search, only matching items will be displayed. Click this button to view all contacts again.
Field Type: button

Close:

Closes the 'Find Contact' window

Example: Click on this button to close this window
Field Type: button

Right-click options:

At any time you can right-click on a contact. The following actions will be displayed

- **Call** - Place a call
- **Chat** - Start a chat
- **Send SMS** - Send SMS
- **Send FAX** - Send Fax
- **Call Monitoring** - Monitor calls made by a contact
- **Message History** - View your conversation history with the contact

7.4 Tools

In this chapter we will cover:

- Audio Tuning Wizard
- Enhanced Services
- Site Manager
- Conferences
- Settings

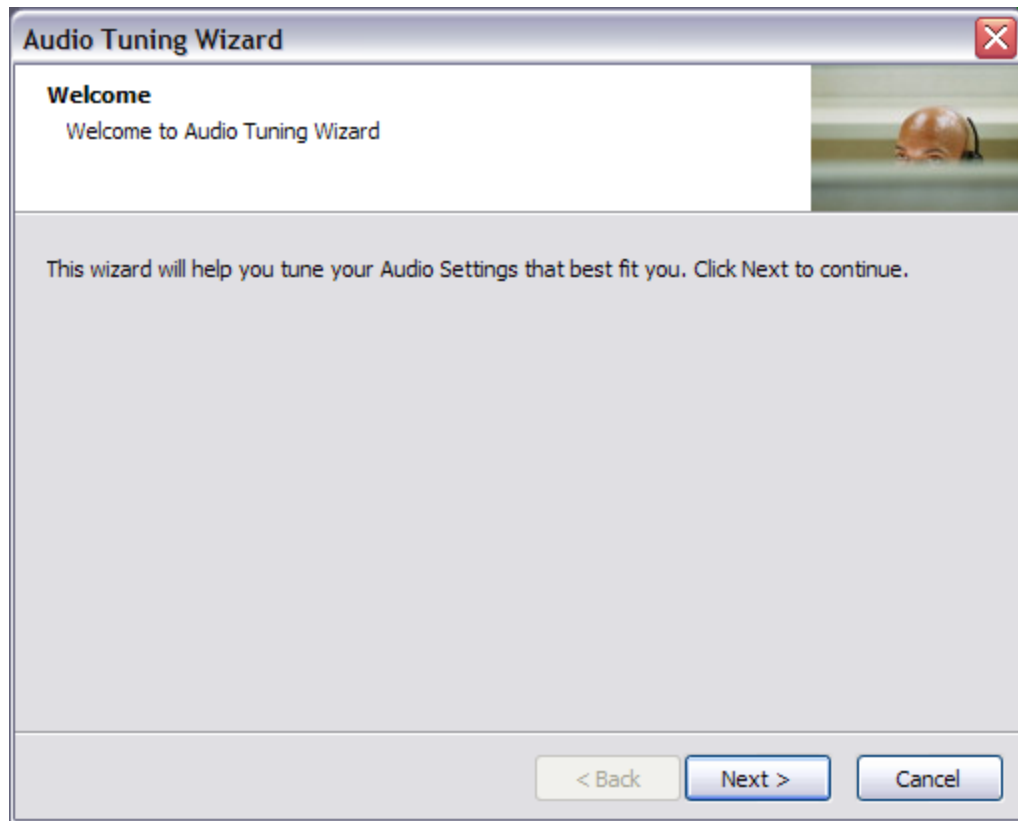
7.4.1 Audio Tuning Wizard

gloCOM can be 'calibrated' for correct audio input/output settings by taking this wizard

In this chapter we will cover:

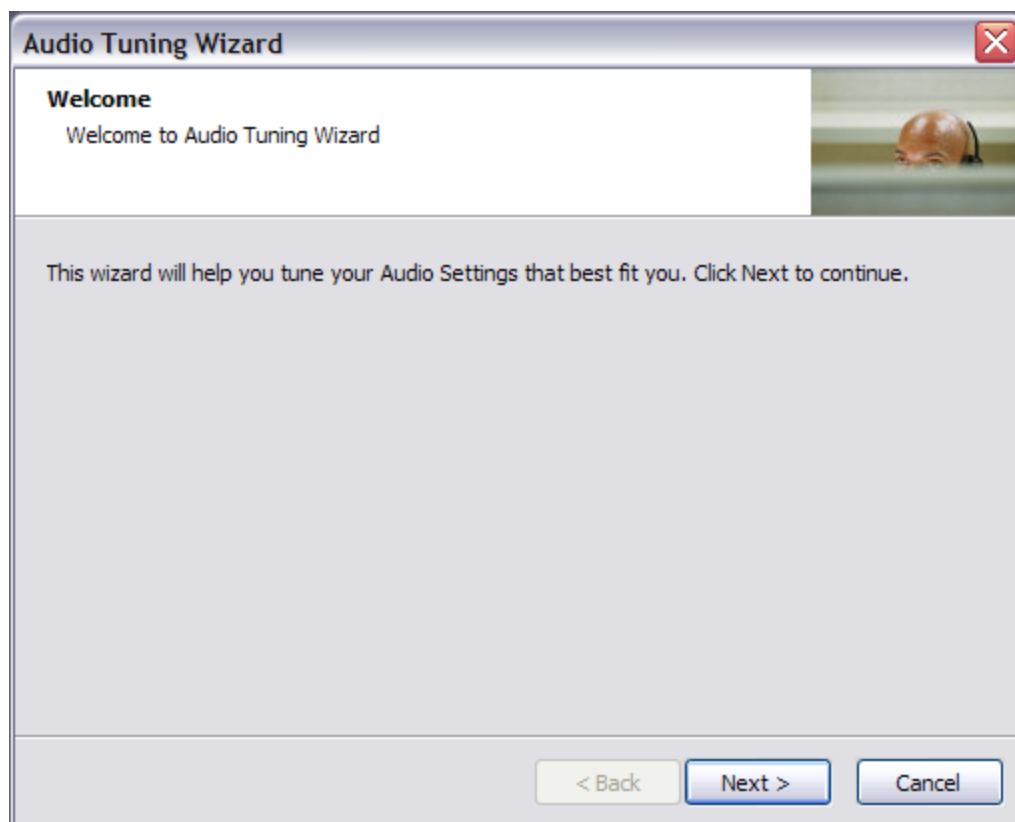
- Welcome
- Playback/Recording

- Speaker Volume
- Microphone Volume
- Internet Connection Speed
- Finish



7.4.1.1 Welcome

Welcome window start the audio tuning process. Click 'Next' to proceed or 'Cancel' to exit



7.4.1.2 Playback/Recording

This window manages playback/recording devices. Select preferred devices for 'Speaker', 'Microphone' and 'Ringtone' playback.



7.4.1.3 Speaker Volume

This window adjusts speaker volume. Click on 'Test' button to play the test sound. Adjust sound volume by sliding the bar left/right.

NOTE: If the volume is louder then necessary, echo may result during conversation.



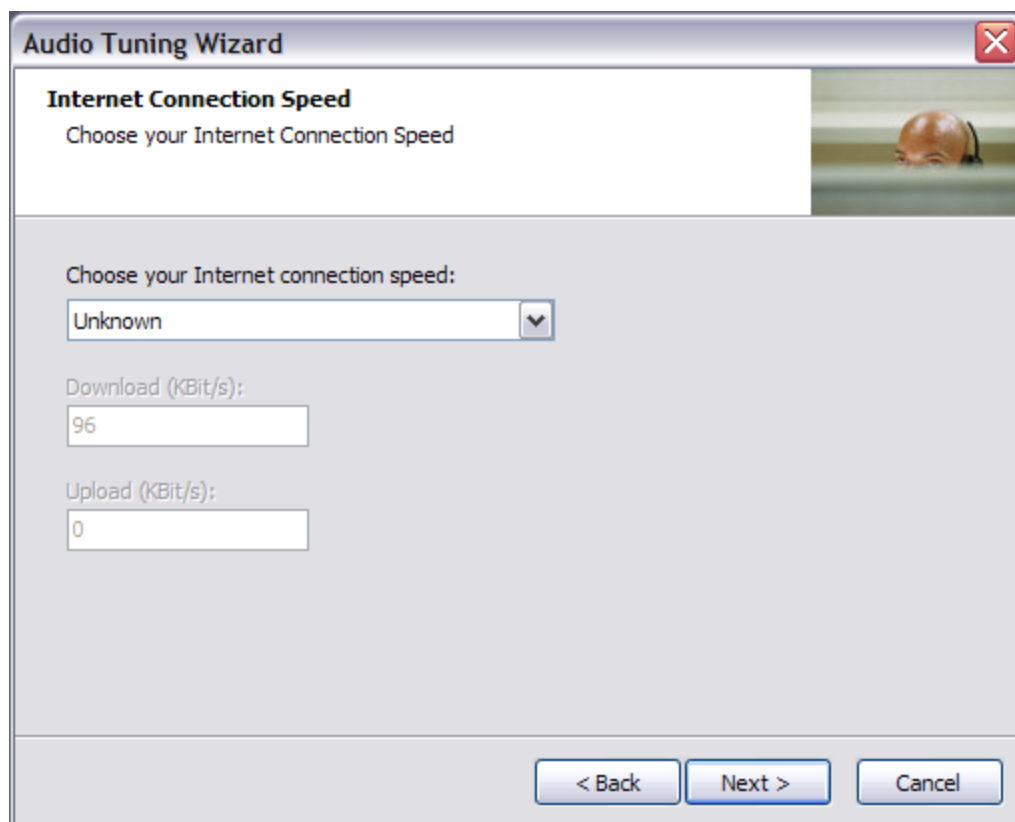
7.4.1.4 Microphone Volume

This window adjusts microphone volume. Click on 'Start recording' button and talk to microphone. Your voice will be recorded for five seconds and then played back to you. Adjust the microphone volume by sliding the bar left/right.



7.4.1.5 Internet Connection Speed

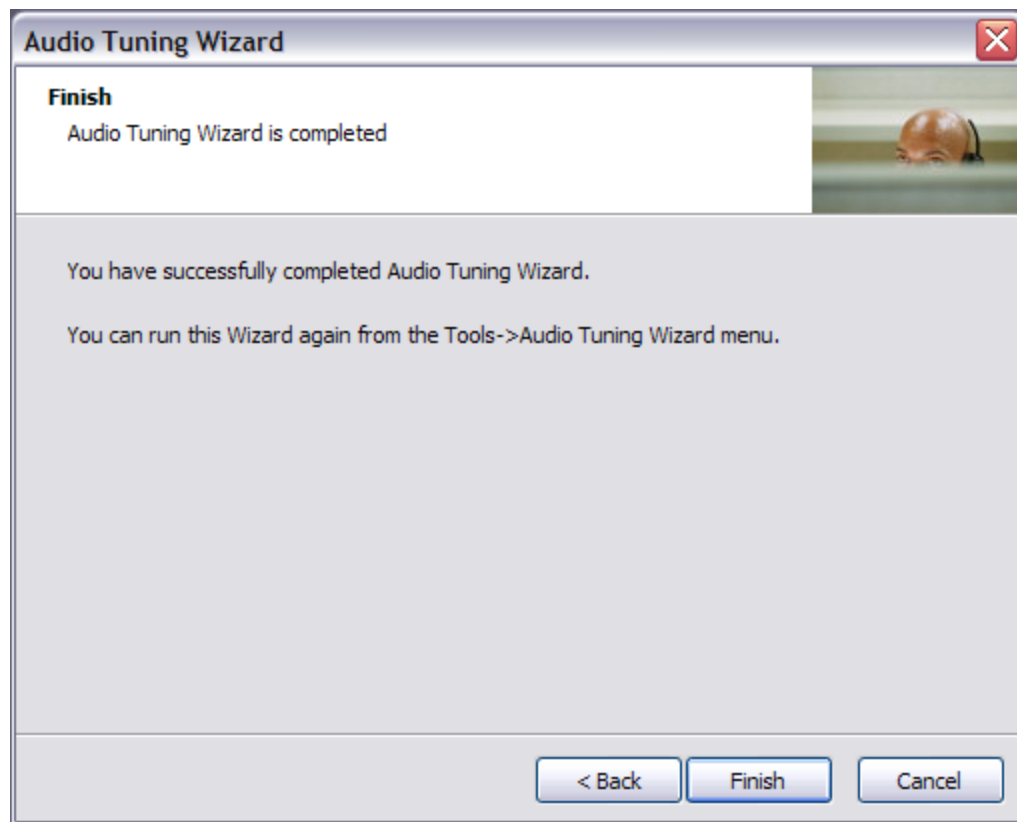
Set the correct Internet connection speed. If your Internet connection does not belong to any available option select 'Custom' here and manually set 'Download' and 'Upload' speed in KBit/s.



The screenshot shows a Windows-style dialog box titled "Audio Tuning Wizard" with a close button (X) 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 heading area is a small image of a person wearing a headset. Below the heading, the text "Choose your Internet connection speed:" is followed by a dropdown menu currently set to "Unknown". Underneath, there are two input fields: "Download (KBit/s):" with the value "96" and "Upload (KBit/s):" with the value "0". At the bottom of the dialog are three buttons: "< Back", "Next >", and "Cancel".

7.4.1.6 Finish

Click on 'Finish' button to save options and finalize audio tuning wizard.

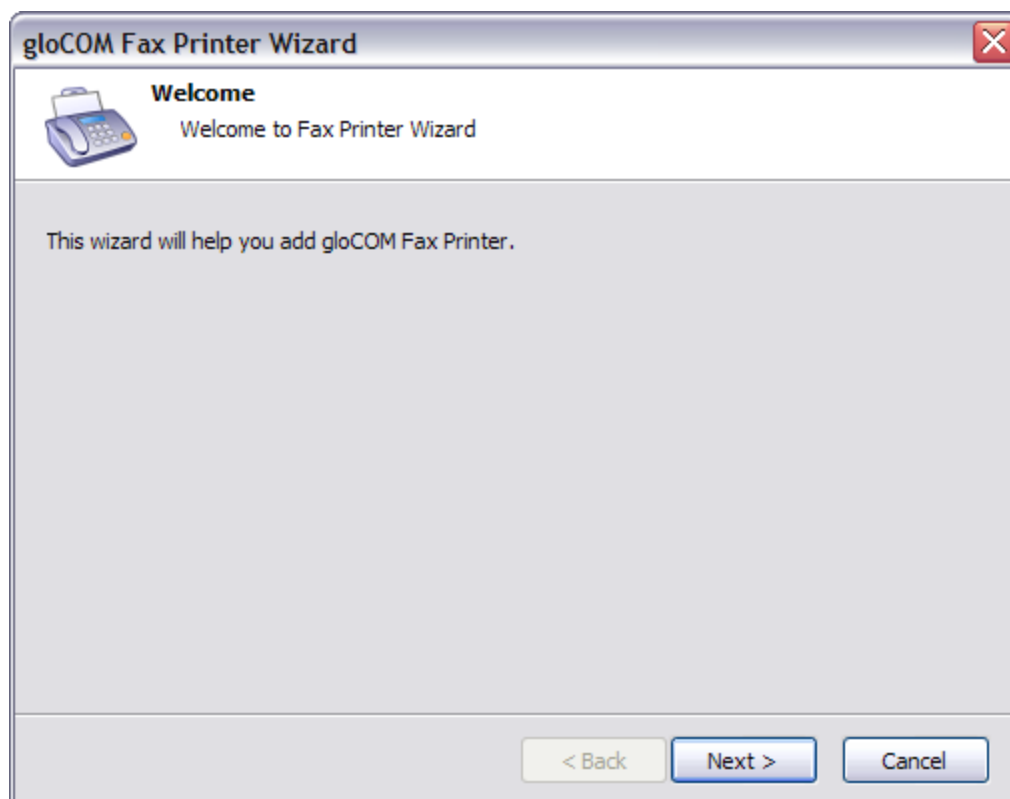


7.4.2 Fax Printer Wizard

Fax Printer Wizard allows user to send a fax (via gloCOM) by printing a document from virtually any Windows application. gloCOM can be easily configured to do so by passing a simple wizard.

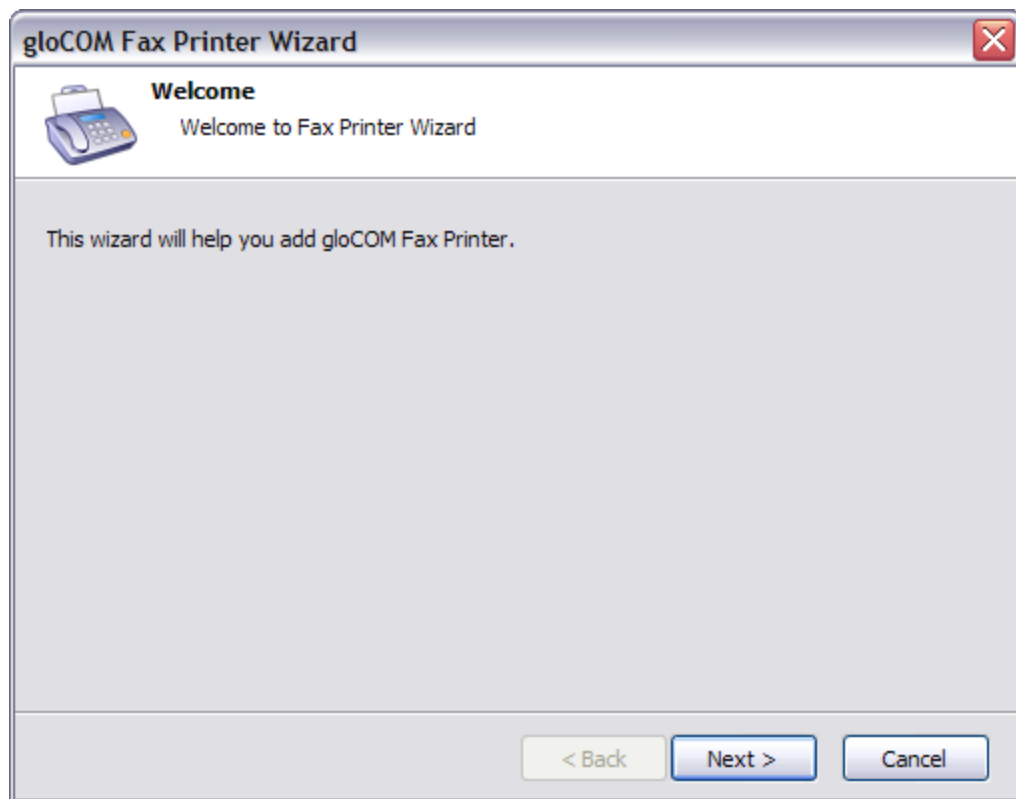
In this chapter we will cover:

- Welcome
- Port Configuration
- Printer Name
- Finish



7.4.2.1 Welcome

This window marks the startup of Fax Printer Wizard. Click 'Next' to proceed or 'Cancel' to close the window.

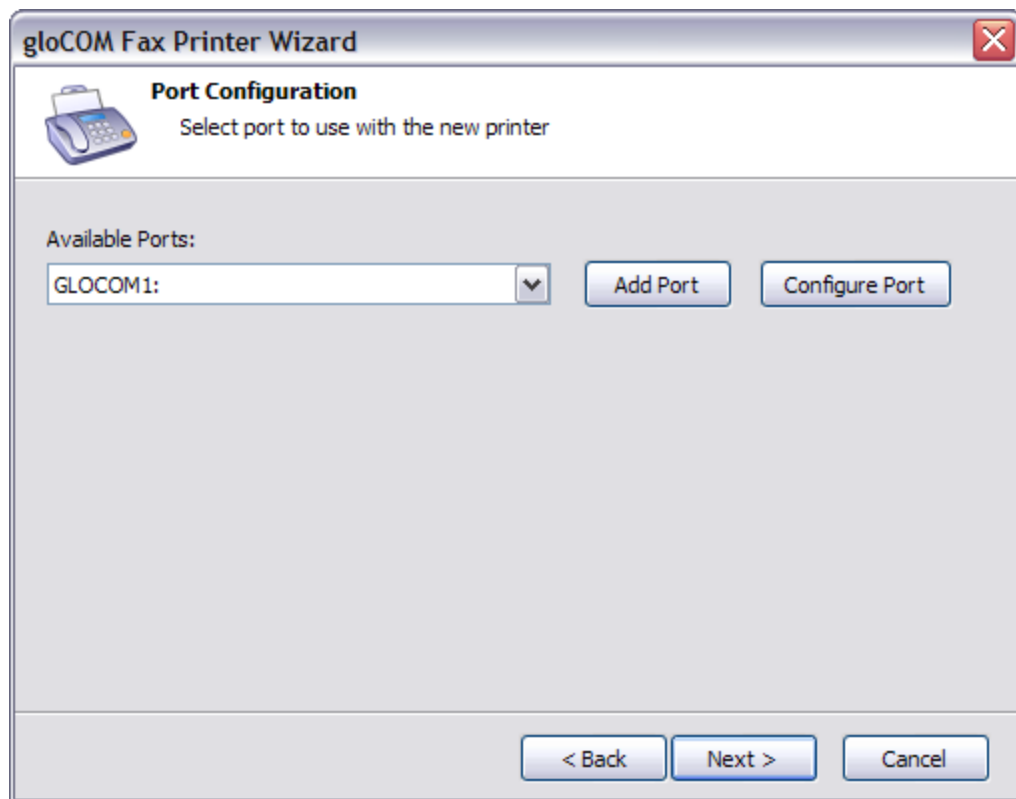


7.4.2.2 Port Configuration

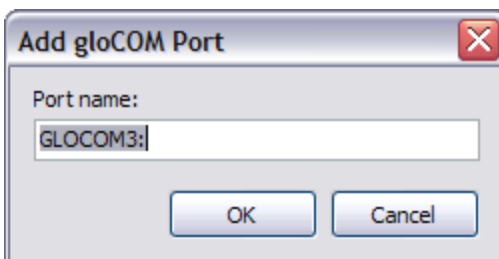
This window configures new printer port settings.

Available Ports:

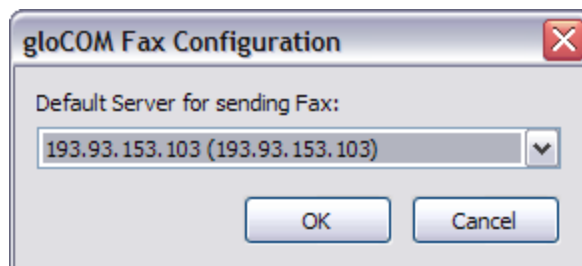
Available printer ports will be displayed here (usually leaving this field to offered value will suffice).



If new printer port is to be added, click on 'Add Port' button and provide a port name in the window bellow

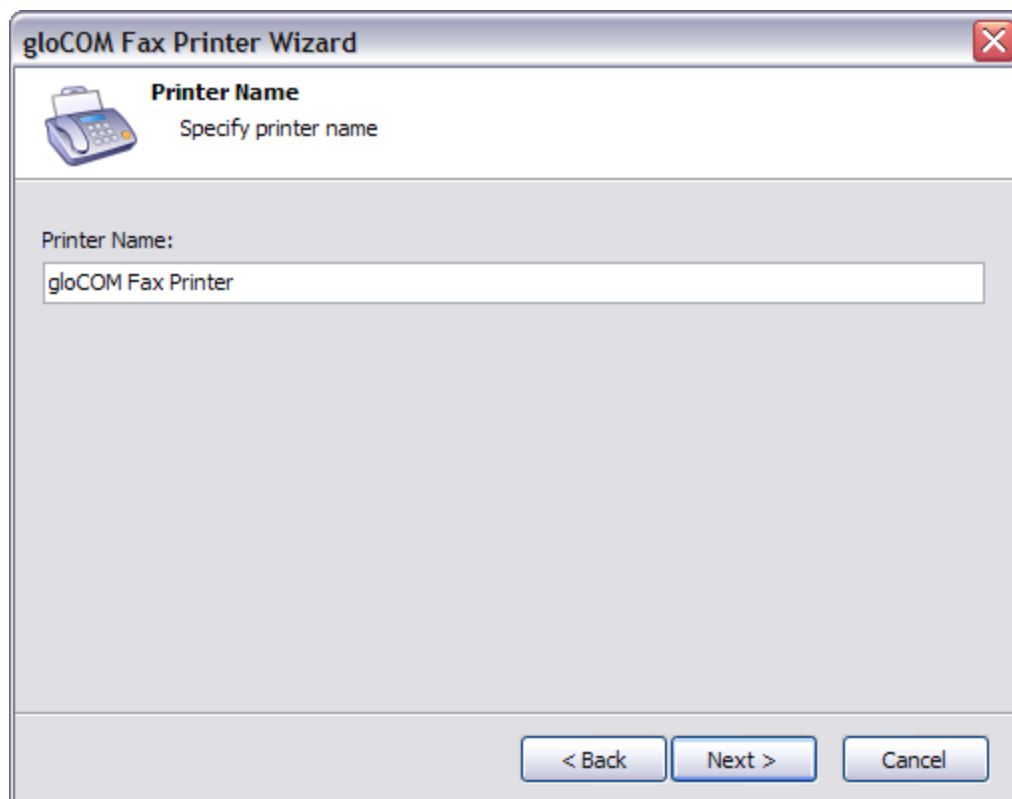


In order to set a server over which faxes will be sent from current printer port, click on 'Configure Port' button and select a server from a select box displayed bellow:



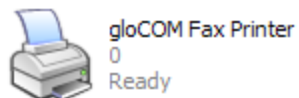
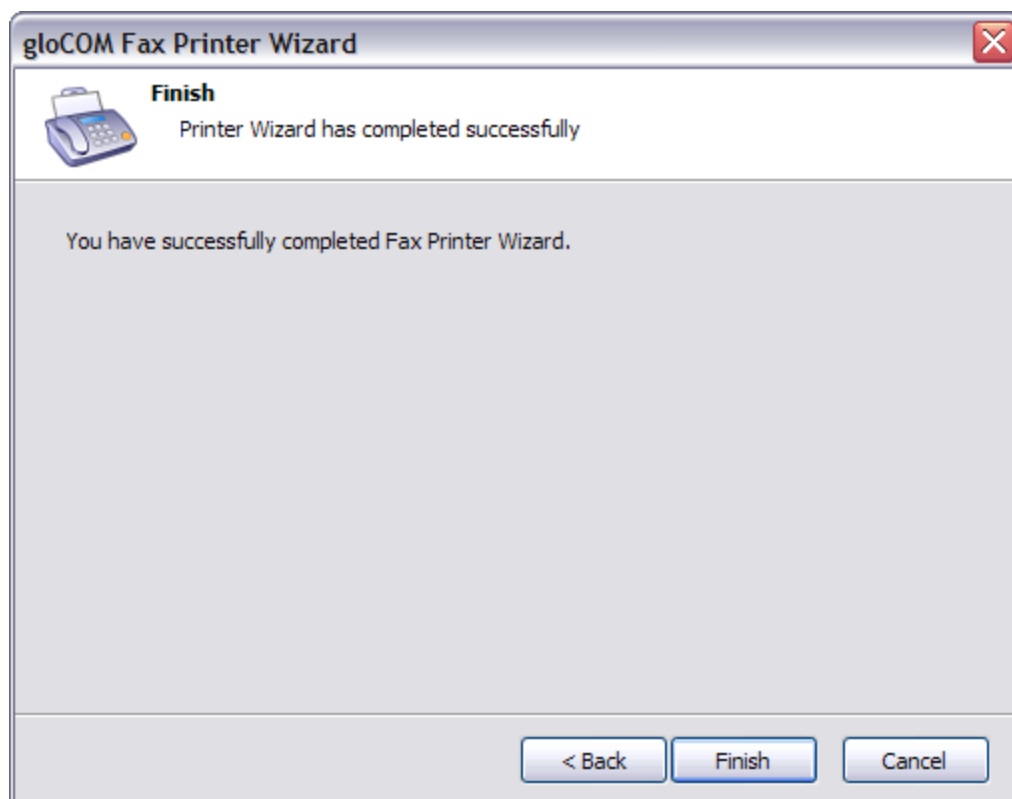
7.4.2.3 Printer Name

Provide a custom printer name here. This value is displayed under 'Windows: Printers and Faxes' window



7.4.2.4 Finish

On this step all settings have been applied. Under 'Windows: Printers and Faxes' window, new printer should be displayed.



7.4.3 Enhanced Services

Enhanced services for extension used by gloCOM can be easily administrated over these options

In this chapter we will cover:

- Last Caller
- Group Hunt
- Call Forwarding
- Call Filters & Blocking
- Do Not Disturb
- Caller ID
- Call Pickup
- Follow Me
- Delete Recordings
- Speakerphone Page
- Instant Recording
- Remote Access

This window sets the Enhanced Services for the gloCOM Extension.

Enhanced Services

Server:

Extension: 1002 (1002)

Last Caller [*149]:	<input type="radio"/> ❌	<input checked="" type="radio"/> ✅	<input type="radio"/> 🔑	
Group Hunt:	<input type="radio"/> ❌	<input checked="" type="radio"/> ✅		Edit
Call Forwarding [*71/*72]:	<input type="radio"/> ❌	<input checked="" type="radio"/> ✅	<input type="radio"/> 🔑	Edit
Call Filters & Blocking:	<input type="radio"/> ❌	<input checked="" type="radio"/> ✅		Edit
Do Not Disturb:	<input type="radio"/> ❌	<input checked="" type="radio"/> ✅		Edit
Caller ID:	<input type="radio"/> ❌	<input checked="" type="radio"/> ✅		Edit
Call Pickup:	<input type="radio"/> ❌	<input checked="" type="radio"/> ✅	<input type="radio"/> 🔑	
Follow Me:	<input checked="" type="radio"/> ❌	<input type="radio"/> ✅		Edit
Delete Recordings:	<input type="radio"/> ❌	<input checked="" type="radio"/> ✅		
Listen to Recordings:	<input type="radio"/> ❌	<input checked="" type="radio"/> ✅		
Speakerphone Page [*399]:	<input type="radio"/> ❌	<input checked="" type="radio"/> ✅	<input type="radio"/> 🔑	Edit
Instant Recording [*159]:	<input type="radio"/> ❌	<input checked="" type="radio"/> ✅		Edit
Remote Access [*159]:	<input type="radio"/> ❌	<input checked="" type="radio"/> ✅	<input type="radio"/> 🔑	

Save

Close

Enhanced Services have two or three access modes, depending on the service ('Disable', 'Enable', 'PIN'). Services that need additional information have 'Edit' button next to them. Click on this button to set preferred details.

Server:

Select the server gloCOM is connected to

Example: gloCOM the appropriate server connection here

Field Type: Select box

Extension:

Select specific Extension on the server gloCOM is connected to

Example: Depending on selected 'Server' different monitored Extensions will be displayed here. Enhanced services of the Extension selected here will be edited

Field Type: Select box

7.4.3.1 Last Caller

This service will dial back the last extension that was calling you. Dial '*149' to hear the extension number and then press '1' to dial that extension.

7.4.3.2 Group Hunt

This service will dial all 'Priority *' provided extensions at the same time. If the call is not answered in the 'Timeout' period, by any of the 'Priority' extensions, the call is transferred to the 'Last Destination' extension.

Group Hunt

Priorities

Priority 1: Priority 11:

Priority 2: Priority 12:

Priority 3: Priority 13:

Priority 4: Priority 14:

Priority 5: Priority 15:

Priority 6: Priority 16:

Priority 7: Priority 17:

Priority 8: Priority 18:

Priority 9: Priority 19:

Priority 10: Priority 20:

If all destinations fail after 'timeout', 'Last Destination' will be called.

Timeout:

Dial options:

Last destination:

OK

Cancel

Priority *:

gloCOM/Proper/Mobile numbers to be dialed simultaneously

Example: Enabling this option for extension 1005 and setting 'Priority 1' is set to '1008' and 'Priority 2' to '55510205' will dial local network number 1008 and local proper phone 55510205 at the same time

Field Type: [0-9]

Timeout:

Ring time in seconds.

Example: Time in seconds 'Priority' destinations will ring. If the call is not answered during this period, it gets transferred to the 'Last Destination'.

Field Type: [0-9]

Dial Options:

Additional call properties

Example: This service can be assigned additional call properties, such as allowing the called party to transfer the call etc

Field Type: [String]

Dial Options:

- **t** - Allow the called user to transfer the call by hitting #
- **T** - Allow the calling user to transfer the call by hitting #
- **r** - Generate a ringing tone for the calling party, passing no audio from the called channel(s) until one answers. Use with care and don't insert this by default into all your dial statements as you are killing call progress information for the user. Really, you almost certainly do not want to use this. Asterisk will generate ring tones automatically where it is appropriate to do so. 'r' makes it go the next step and additionally generate ring tones where it is probably not appropriate to do so.
- **R** - Indicate ringing to the calling party when the called party indicates ringing, pass no audio until answered. This is available only if you are using kapejod's bristuff.
- **m** - Provide Music on Hold to the calling party until the called channel answers. This is mutually exclusive with option 'r', obviously. Use m(class) to specify a class for the music on hold.
- **o** - Restore the Asterisk v1.0 Caller ID behaviour (send the original caller's ID) in Asterisk v1.2 (default: send this extension's number)
- **j** - Asterisk 1.2 and later: Jump to priority n+101 if all of the requested channels were busy (just like behaviour in Asterisk 1.0.x)
- **M(x)** - Executes the macro (x) upon connect of the call (i.e. when the called party answers)
- **h** - Allow the callee to hang up by dialing *
- **H** - Allow the caller to hang up by dialing *
- **C** - Reset the CDR (Call Detail Record) for this call. This is like using the NoCDR command
- **P(x)** - Use the Privacy Manager, using x as the database (x is optional)
- **g** - When the called party hangs up, exit to execute more commands in the current context.
- **G(context^exten^pri)** - If the call is answered, transfer both parties to the specified priority; however it seems the calling party is transferred to priority x, and the called party to priority x+1
- **A(x)** - Play an announcement (x.gsm) to the called party.
- **S(n)** - Hangup the call n seconds AFTER called party picks up.
- **d:** - This flag trumps the 'H' flag and intercepts any dtmf while waiting for the call to be answered and returns that value on the spot. This allows you to dial a 1-digit exit extension while waiting for the call to be answered - see also RetryDial
- **D(digits)** - After the called party answers, send digits as a DTMF stream, then connect the call to the originating channel.
- **L(x[:y][:z])** - Limit the call to 'x' ms, warning when 'y' ms are left, repeated every 'z' ms) Only 'x' is required, 'y' and 'z' are optional. The following special variables are optional for limit calls: (pasted from app_dial.c)
 - **+ LIMIT_PLAYAUDIO_CALLER** - yes/no (default yes) - Play sounds to the caller.
 - **+ LIMIT_PLAYAUDIO_CALLEE** - yes/no - Play sounds to the callee.
 - **+ LIMIT_TIMEOUT_FILE** - File to play when time is up.
 - **+ LIMIT_CONNECT_FILE** - File to play when call begins.
 - **+ LIMIT_WARNING_FILE** - File to play as warning if 'y' is defined. If LIMIT_WARNING_FILE is not defined, then the default behaviour is to announce ('You have [XX minutes] YY seconds').
- **f** - forces callerid to be set as the extension of the line making/redirecting the outgoing call. For example, some PSTNs don't allow callerids from other extensions than the ones that are assigned to you.
- **w** - Allow the called user to start recording after pressing *1 or what defined in features.conf,

- requires Set(DYNAMIC_FEATURES=automon)
- **W** - Allow the calling user to start recording after pressing *1 or what defined in features.conf, requires Set(DYNAMIC_FEATURES=automon)

Last Destination:

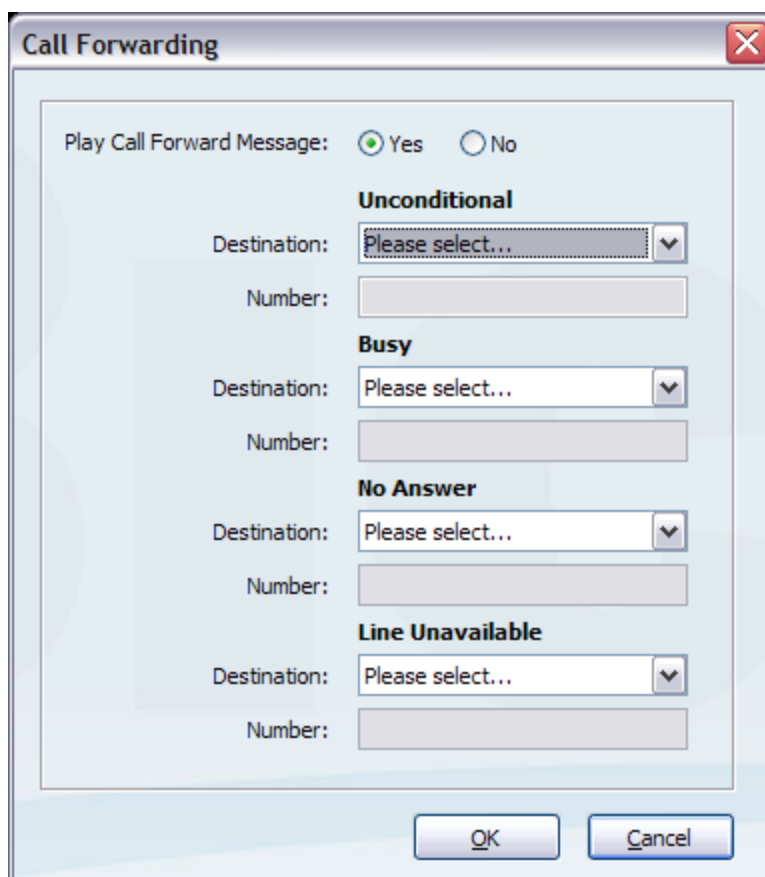
The last destination number dialed if none of the 'Priority' numbers answers the call

Example: Set this field to 1005. If none of the Priority extensions answers, 1005 is dialed

Field Type: [0-9]

7.4.3.3 Call Forwarding

This service will redirect all incoming calls based on the line status.



The image shows a 'Call Forwarding' dialog box with a title bar and a close button. It contains a section for 'Play Call Forward Message' with 'Yes' selected. Below this are four sections: 'Unconditional', 'Busy', 'No Answer', and 'Line Unavailable'. Each section has a 'Destination' dropdown menu (all showing 'Please select...') and a 'Number' text input field. At the bottom are 'OK' and 'Cancel' buttons.

Call Forwarding

Play Call Forward Message: ☒ Yes ☐ No

Unconditional

Destination: Please select... [v]

Number: []

Busy

Destination: Please select... [v]

Number: []

No Answer

Destination: Please select... [v]

Number: []

Line Unavailable

Destination: Please select... [v]

Number: []

OK Cancel

Play Call Forwarding Message:

Notify users of a transfer being made

Example: If this option is set to 'Yes', the caller would hear a 'Please wait, your call is being forwarded. You're not being charged for the forwarding part of the call' message, notifying him that a transfer is being made.

Field Type: Select box

Unconditional:

Forward all incoming calls unconditionally

Example: Calls can be forwarded to other extension numbers(Local or Remote) and to local Voicemail Boxes. Select desired location here and provide destination number in the field below.

Field Type: Select box

Busy:

Forward all incoming calls if the extension is busy.

Example: Calls can be forwarded to other extension numbers(Local or Remote) and to local Voicemail Boxes if the line has reached the maximum incoming calls limit. Select desired location here and provide destination number in the field below.

Field Type: Select box

No Answer:

Forward all incoming calls if the extension doesn't answer the incoming call

Example: Calls can be forwarded to other extension numbers(Local or Remote) and to local Voicemail Boxes if no one answers the call. Select desired location here and provide destination number in the field below.

Field Type: Select box

Line Unavailable:

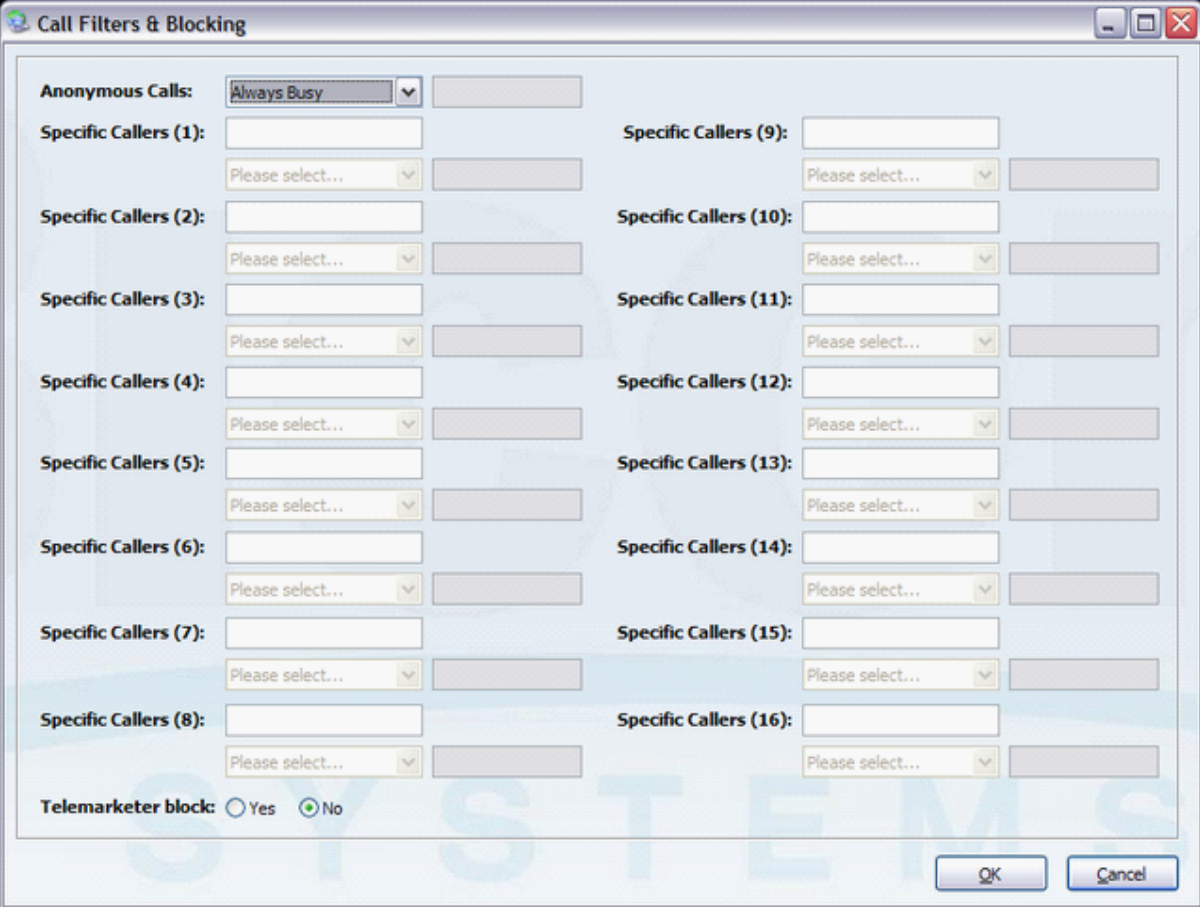
Forward all incoming calls if the line is unavailable

Example: Calls can be forwarded to other extension numbers(Local or Remote) and to local Voicemail Boxes if line is, due to any reason, unavailable. Select desired location here and provide destination number in the field below.

Field Type: Option buttons

7.4.3.4 Call Filters & Blocking

This service filters and blocks all incoming calls based on set rules



The dialog box titled "Call Filters & Blocking" contains the following controls:

- Anonymous Calls:** A dropdown menu currently showing "Always Busy" and an adjacent empty text box.
- Specific Callers (1) through (16):** Each entry consists of a text box, a dropdown menu labeled "Please select...", and an adjacent empty text box. There are two columns of these entries, numbered 1 through 16.
- Telemarketer block:** Two radio buttons labeled "Yes" and "No". The "No" button is selected.
- Buttons:** "OK" and "Cancel" buttons at the bottom right.

Anonymous Calls:

Action taken once the call without Caller ID information is received

Example: Select among available options:

- Privacy Manager
- Always Busy
- Call Forward
- Voicemail
- Not In Service

If 'Always Busy' is selected, all calls without the Caller ID information will hear the Busy signal

Field Type: Select option

Specific callers:

Action taken once specific number dials

Example: Select among available options:

- Call Forward Number

- No Answer
- Busy
- Voicemail
- Not In Service

If this field is set to '1000' and action taken is 'Busy', once the extension 1000 dials in, Busy signal will be heard

Field Type: Select option

Telemarketer block:

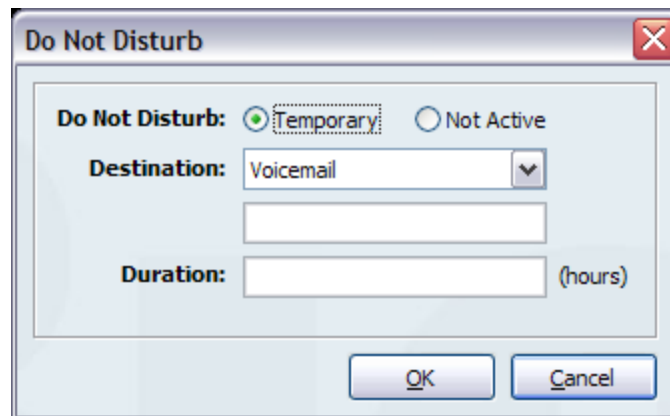
Block all telemarketer calls

Example: Set to 'Yes' to block the telemarketer calls

Field Type: Select option

7.4.3.5 Do Not Disturb

This service filters temporarily redirects all incoming calls to set destination number

A screenshot of a 'Do Not Disturb' dialog box. The title bar says 'Do Not Disturb' with a red close button. Inside, there are two radio buttons: 'Temporary' (selected) and 'Not Active'. Below them is a 'Destination:' label followed by a dropdown menu showing 'Voicemail'. There are two empty text input fields below the dropdown. The 'Duration:' label is followed by a text input field and the text '(hours)'. At the bottom are 'OK' and 'Cancel' buttons.

Do Not Disturb:

Activate the DND service

Example: This service can be set only on a temporary basis. Select 'Temporary' to activate it

Field Type: Option buttons

Destination:

Destination to be dialed once DND is enabled

Example: Select between 'Voicemail' or 'Call forward'. If Voicemail is set, then in the field below type the voice mailbox number, '1002' for example

Field Type: [0-9]

Duration:

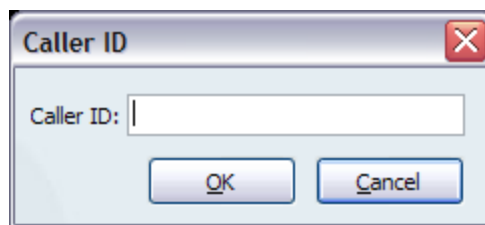
Time in hours DND service will be active for

Example: Set '1' to enable the service for one hour

Field Type: [0-9]

7.4.3.6 Caller ID

Custom Caller ID displayed on UAD/Phone display of the called party. Set this option to 'JaKe 2007' and call extension 1005 for example. On the display of the 1005 UAD/Phone, 'JaKe 2007' will be displayed as a Caller ID information

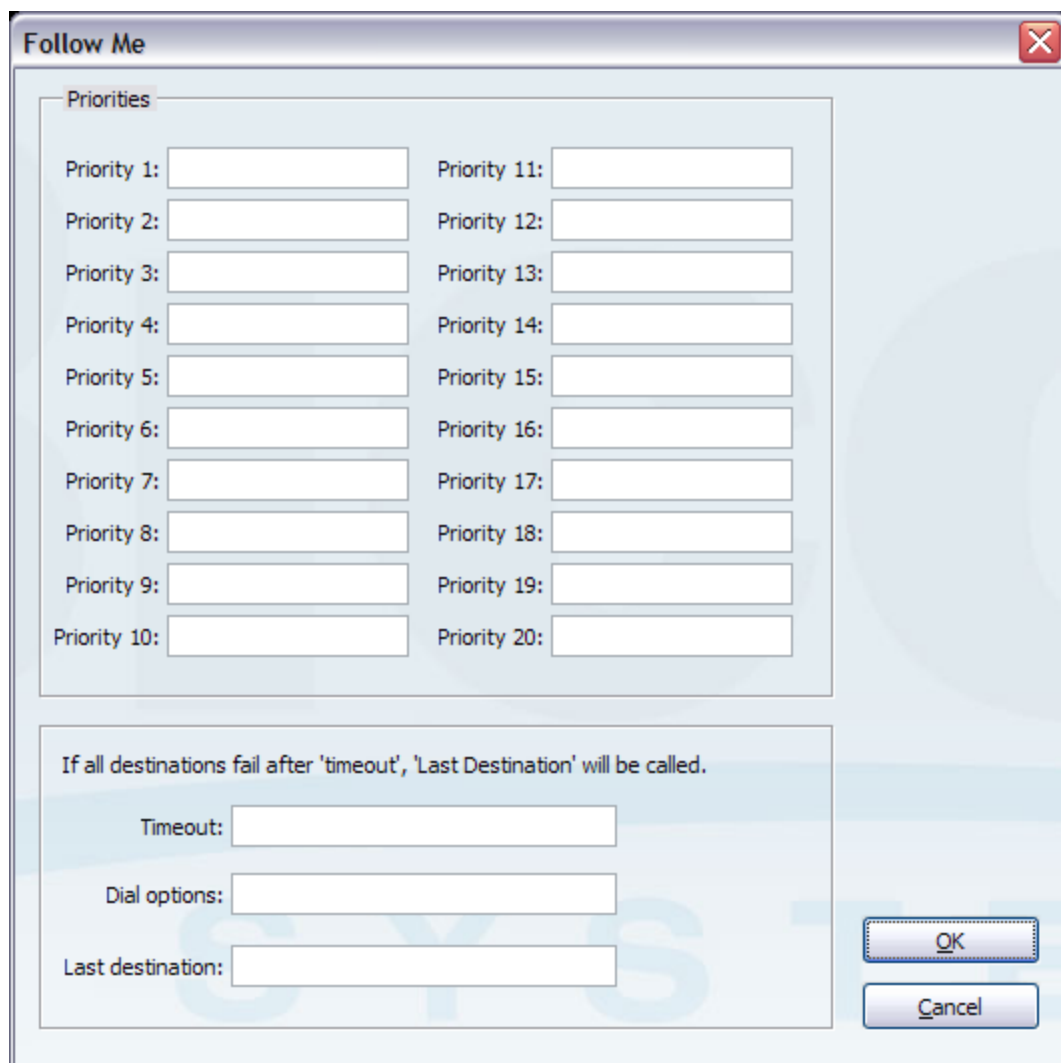


7.4.3.7 Call Pickup

This service enables user to pickup ringing calls of the same call group. Dial '*8' to pickup a call from the same call group, or '*88 + \$EXTENSION' to pickup ringing calls from different call groups.

7.4.3.8 Follow Me

This service rings all provided destinations in a sequence. If call is not answered by any of the provided extensions, it is being transferred to the 'Last Destination'.



The 'Follow Me' window is a configuration dialog with a title bar containing a close button. It is divided into two main sections. The top section, titled 'Priorities', contains a grid of 20 input fields arranged in two columns of ten. Each field is preceded by a label from 'Priority 1:' to 'Priority 20:'. The bottom section contains a text label stating 'If all destinations fail after 'timeout', 'Last Destination' will be called.' followed by three input fields labeled 'Timeout:', 'Dial options:', and 'Last destination:'. At the bottom right of the window are two buttons: 'OK' and 'Cancel'.

Priorities	
Priority 1: <input type="text"/>	Priority 11: <input type="text"/>
Priority 2: <input type="text"/>	Priority 12: <input type="text"/>
Priority 3: <input type="text"/>	Priority 13: <input type="text"/>
Priority 4: <input type="text"/>	Priority 14: <input type="text"/>
Priority 5: <input type="text"/>	Priority 15: <input type="text"/>
Priority 6: <input type="text"/>	Priority 16: <input type="text"/>
Priority 7: <input type="text"/>	Priority 17: <input type="text"/>
Priority 8: <input type="text"/>	Priority 18: <input type="text"/>
Priority 9: <input type="text"/>	Priority 19: <input type="text"/>
Priority 10: <input type="text"/>	Priority 20: <input type="text"/>

If all destinations fail after 'timeout', 'Last Destination' will be called.

Timeout:

Dial options:

Last destination:

OK Cancel

Priority *:

gloCOM/Proper/Mobile numbers to be dialed

Example: Enabling this option for extension 1005 and setting 'Priority 1' is set to '1008' and 'Priority 2' to '55510205' will dial local network number 1008. If noone answers during the 'Timeout' period local proper phone 55510205 is dialed etc...

Field Type: [0-9]

Timeout:

Ring time in seconds

Example: Time in seconds 'Priority' destinations will ring. If the call is not answered during this period, it gets transferred to next Priority number

Field Type: [0-9]

Dial Options:

Additional call properties

Example: This service can be assigned additional call properties, such as allowing the called party to transfer the call etc

Field Type: [String]

Dial Options:

- **t** - Allow the called user to transfer the call by hitting #
- **T** - Allow the calling user to transfer the call by hitting #
- **r** - Generate a ringing tone for the calling party, passing no audio from the called channel(s) until one answers. Use with care and don't insert this by default into all your dial statements as you are killing call progress information for the user. Really, you almost certainly do not want to use this. Asterisk will generate ring tones automatically where it is appropriate to do so. 'r' makes it go the next step and additionally generate ring tones where it is probably not appropriate to do so.
- **R** - Indicate ringing to the calling party when the called party indicates ringing, pass no audio until answered. This is available only if you are using kapejod's bristuff.
- **m** - Provide Music on Hold to the calling party until the called channel answers. This is mutually exclusive with option 'r', obviously. Use m(class) to specify a class for the music on hold.
- **o** - Restore the Asterisk v1.0 Caller ID behaviour (send the original caller's ID) in Asterisk v1.2 (default: send this extension's number)
- **j** - Asterisk 1.2 and later: Jump to priority n+101 if all of the requested channels were busy (just like behaviour in Asterisk 1.0.x)
- **M(x)** - Executes the macro (x) upon connect of the call (i.e. when the called party answers)
- **h** - Allow the callee to hang up by dialing *
- **H** - Allow the caller to hang up by dialing *
- **C** - Reset the CDR (Call Detail Record) for this call. This is like using the NoCDR command
- **P(x)** - Use the Privacy Manager, using x as the database (x is optional)
- **g** - When the called party hangs up, exit to execute more commands in the current context.
- **G(context^exten^pri)** - If the call is answered, transfer both parties to the specified priority; however it seems the calling party is transferred to priority x, and the called party to priority x+1
- **A(x)** - Play an announcement (x.gsm) to the called party.
- **S(n)** - Hangup the call n seconds AFTER called party picks up.
- **d:** - This flag trumps the 'H' flag and intercepts any dtmf while waiting for the call to be answered and returns that value on the spot. This allows you to dial a 1-digit exit extension while waiting for the call to be answered - see also RetryDial
- **D(digits)** - After the called party answers, send digits as a DTMF stream, then connect the call to the originating channel.
- **L(x[:y][:z])** - Limit the call to 'x' ms, warning when 'y' ms are left, repeated every 'z' ms) Only 'x' is required, 'y' and 'z' are optional. The following special variables are optional for limit calls: (pasted from app_dial.c)
 - **+ LIMIT_PLAYAUDIO_CALLER** - yes/no (default yes) - Play sounds to the caller.
 - **+ LIMIT_PLAYAUDIO_CALLEE** - yes/no - Play sounds to the callee.
 - **+ LIMIT_TIMEOUT_FILE** - File to play when time is up.
 - **+ LIMIT_CONNECT_FILE** - File to play when call begins.
 - **+ LIMIT_WARNING_FILE** - File to play as warning if 'y' is defined. If LIMIT_WARNING_FILE is not defined, then the default behaviour is to announce ('You have [XX minutes] YY seconds').
- **f** - forces callerid to be set as the extension of the line making/redirecting the outgoing call. For

- example, some PSTNs don't allow callerids from other extensions than the ones that are assigned to you.
- **w** - Allow the called user to start recording after pressing *1 or what defined in features.conf, requires Set(DYNAMIC_FEATURES=automon)
 - **W** - Allow the calling user to start recording after pressing *1 or what defined in features.conf, requires Set(DYNAMIC_FEATURES=automon)

Last Destination:

The last destination number dialed if none of the 'Priority' numbers answers the call

Example: Set this field to 1005. If none of the Priority extensions answers, 1005 is dialed.

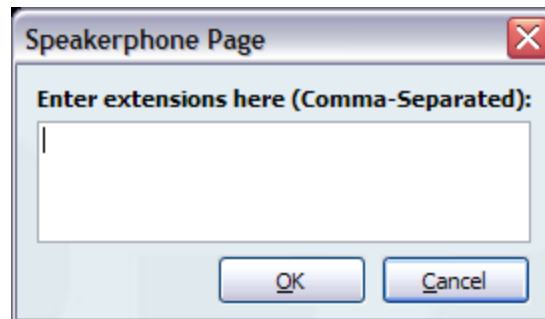
Field Type: [0-9]

7.4.3.9 Delete Recordings

This service enables user to delete recorded calls from the Site Manager.

7.4.3.10 Speakerphone Page

This service enables the message transmit to multiple phones by dialing '*399'.



Enter extensions here:

Comma separated list of extensions that will be paged. **NOTE:** Phones by default have 10 seconds to auto answer.

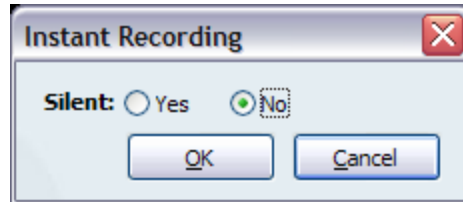
Example: Set this field to '1000,1001,1002' for example. Now dial*399. Extensions 1000,1001,1002 will be paged. If UAD/Phone supports it, the call will automatically go to the speakerphone, otherwise it will just ring

Field Type: [0-9]

7.4.3.11 Instant Recording

This service enables instant call recording, started anytime during the conversation, by dialing *159.

NOTE: Access code for this service can be customized thru 'Settings: Access Codes'.



Silent:

Should parties in conversation be informed that calls are being recorded

Example: With active 'Instant Recording' service, dial *159 anytime during the active call. From the point when you dial this code, the call will be recorded.

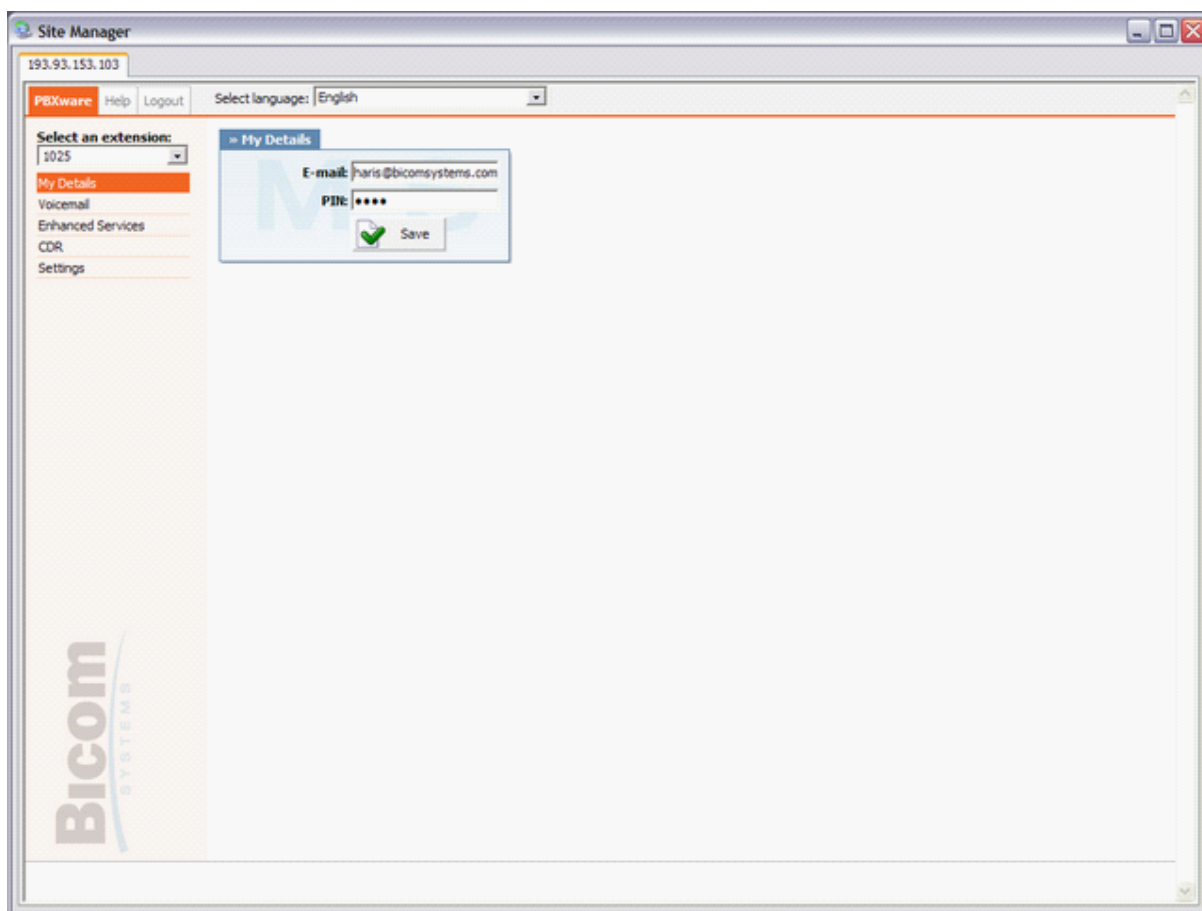
Field Type: Option buttons

7.4.3.12 Remote Access

This service enables access to user's extension from a remote location

7.4.4 Site Manager

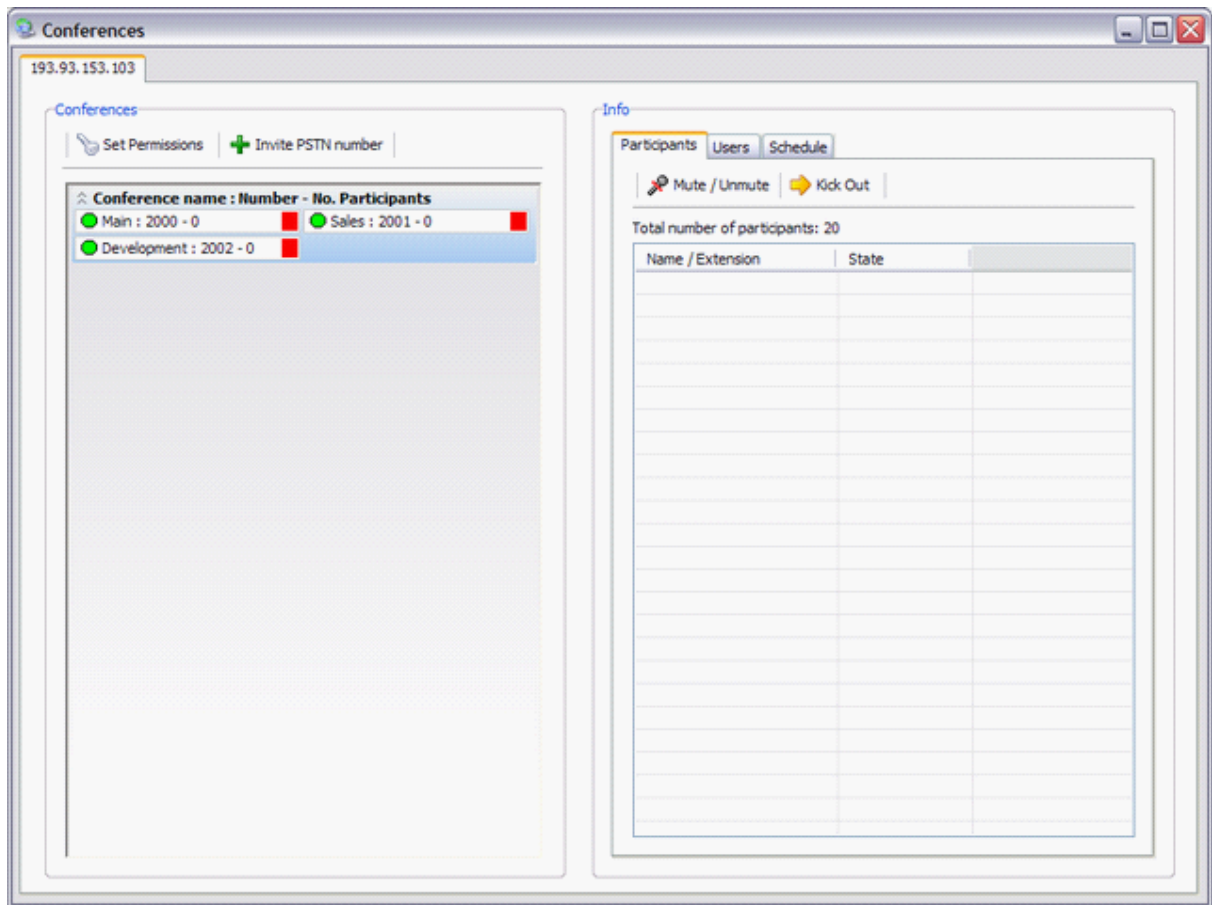
This window will open 'Self Care' through which you can administer gloCOM extension.



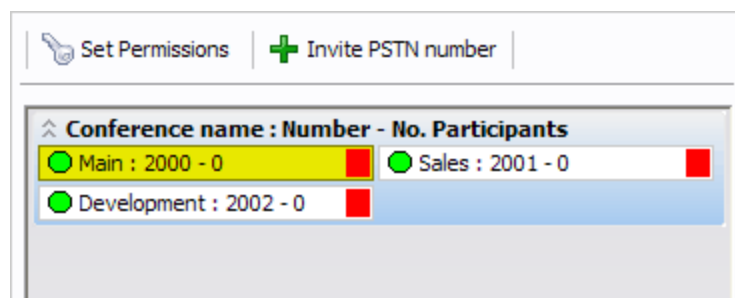
7.4.5 Conferences

In this chapter we will cover:

- Administration
- Participants
- Users
- Schedule



7.4.5.1 Administration



Set Permissions:

Example:
Field Type: Button

Invite PSTN number:

Example:

Field Type: Button

7.4.5.2 Participants

This tab displays all users in a selected conference. Total number of Conference participants is displayed on top.

Name / Extension	State	

Mute / Unmute:

Mute or Unmute selected conference participants

Example: Select a conference participant from a list and click this button to mute or unmute him. While muted other Conference participants will not be able to hear what muted user has to say :)

Field Type: Button

Kick Out:

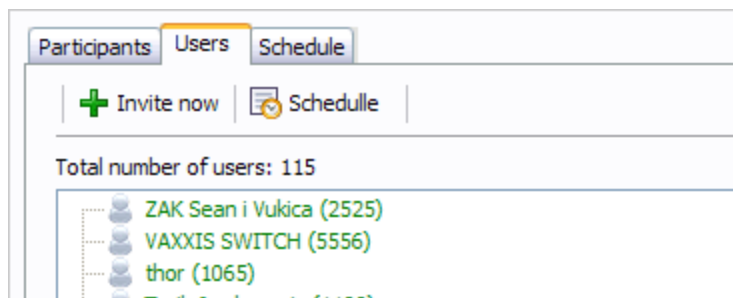
Kick selected conference participant from Conference

Example: Select a conference participant from a list and click this button to remove him from a Conference

Field Type: Button

7.4.5.3 Users

This tab displays all system Extensions. Total number of is displayed on top.

**Invite now:**

Invite user into Conference

Example: Select preferred Conference on the left and any available system user from the list on the right and click this button to invite user into a Conference.

Field Type: Button

Schedule:

Schedule a Conference conversation for system user

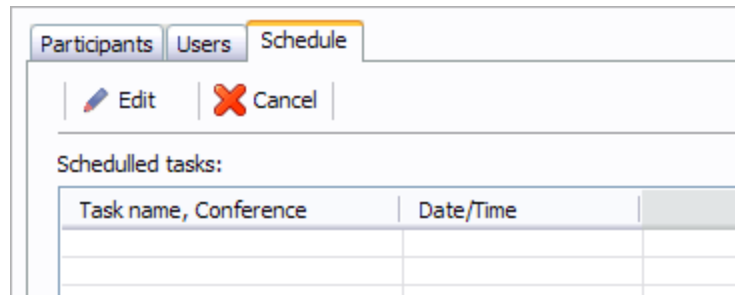
Example: Select any available system user from the list on the right and click this button to schedule a Conference conversation for user

Field Type: 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.

7.4.5.4 Schedule

This tab displays all scheduled Conference.



Task name, Conference	Date/Time

Edit:

Edit scheduled Conferences

Example: 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

Field Type: Button

Cancel:

Cancel scheduled Conferences

Example: 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

Field Type: Button

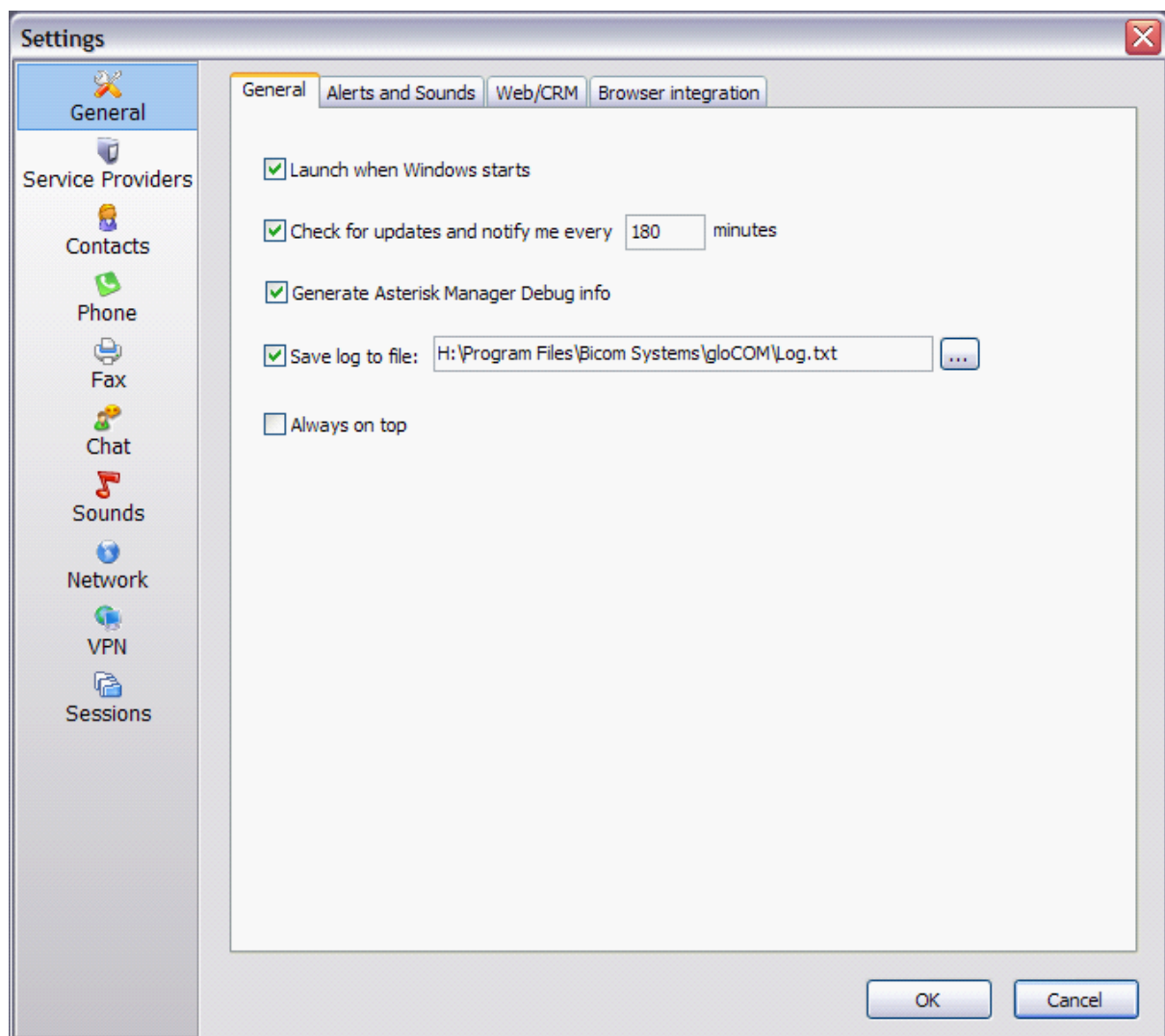
The following window is displayed when editing a scheduled conference. 'Name' and 'Conference' details cannot be changed but 'Date', 'Time' and invited 'Users' can. Modify settings to suit your needs and click on 'OK' button to confirm the changes.

[illegible]

7.4.6 Settings

In this chapter we will cover:

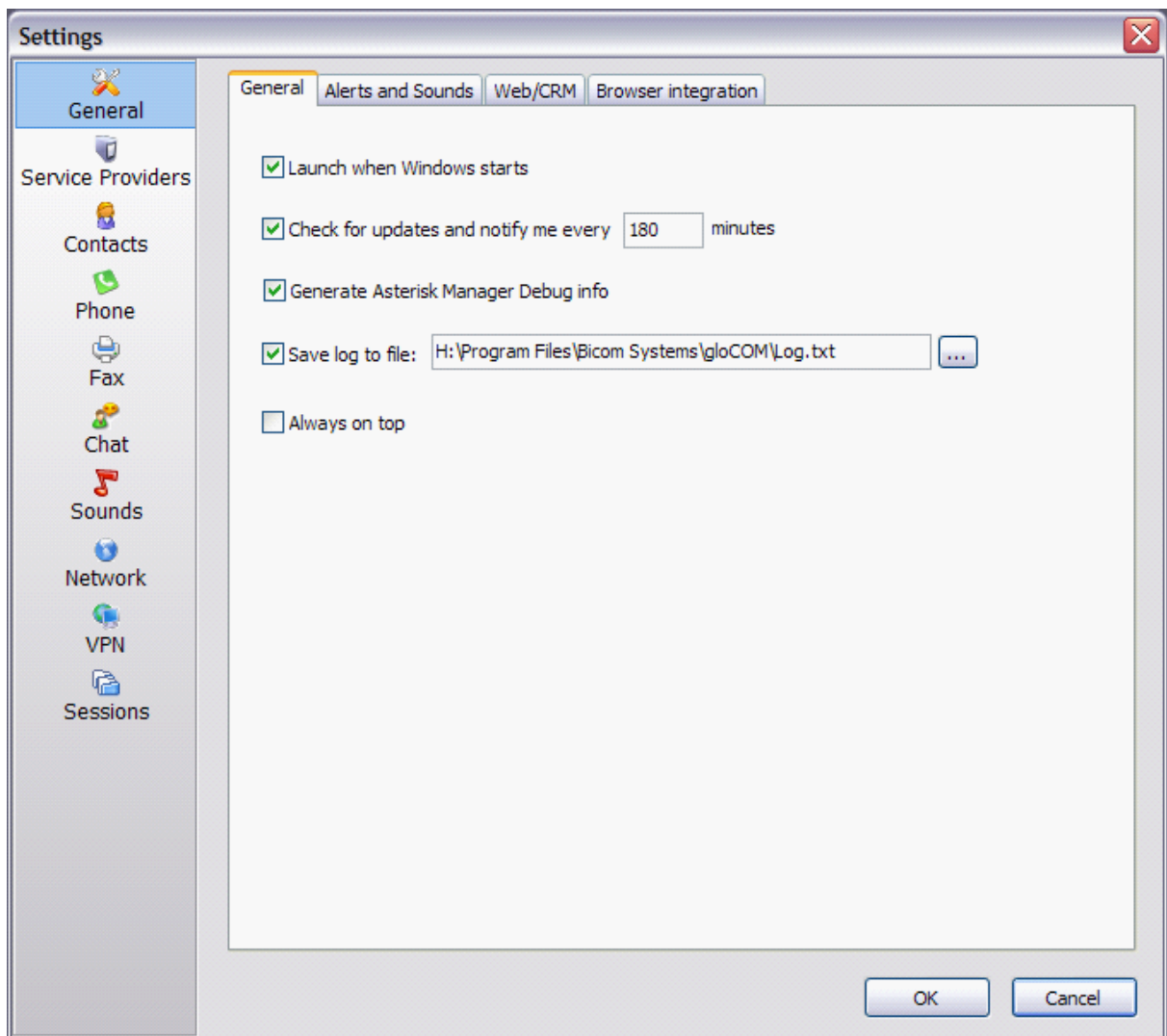
- General
- Service Providers
- Contacts
- Phone
- Fax
- Chat
- Sounds
- Network
- VPN
- Sessions



7.4.6.1 General

In this chapter we will cover:

- General
- Alerts and Sounds
- Web/CRM
- Browser Integration



7.4.6.1.1 General

The screenshot shows a settings window with four tabs: 'General', 'Alerts and Sounds', 'Web/CRM', and 'Browser integration'. The 'General' tab is active. It contains the following settings:

- ☒ Launch when Windows starts
- ☒ Check for updates and notify me every minutes
- ☒ Generate Asterisk Manager Debug info
- ☒ Save log to file:
- ☐ Always on top

Launch when Windows start:

Start gloCOM automatically when Windows starts

Example: If you are 'every day' gloCOM user you want this option tuned on
Field Type: Check box

Check for updates and notify me every \$NUMBER minutes:

Time interval (in minutes) at which gloCOM will check for new software updates

Example: By default this field is set to '180' minutes (3 hours)
Field Type: [0-9]

Generate Asterisk Manager Debug info:

This option generates technical details about ongoing gloCOM calls. This information is used for Debugging purposes in case that something goes wrong with the call.

Example: You are encouraged to keep this option enabled all the time. To view captured debug information navigate to 'Tools: Debug'

Field Type: Check box

Save log to file:

Directory path on local Hard Disk where gloCOM IAX debug info is saved

Example: Default log file location is 'C:\Program Files\Gloocom\Log.txt'

Field Type: [a-z][0-9]

Always on top:

Keep gloCOM always on top

Example: If annoyed with other applications hovering over gloCOM, enable this feature to make gloCOM always hover on top of other applications

Field Type: Check box

7.4.6.1.2 Alerts and Sounds

General Alerts and Sounds Web/CRM Browser integration

Notification popup window

- ☒ Show popup window for incoming calls
- ☒ Show popup window for SMS events
- ☒ Show popup window for fax events
- ☒ Show popup window for chat events
- ☐ Show notification window when contacts come online

Popup window delay: 5 seconds

Sounds

Events:

- ☒ Contact Signs In
- ☒ New Instant Message received
- ☒ New SMS received
- ☒ New Fax received

Sound file:

Play button ... button

Show popup window for incoming calls:

Example: If enabled, a small popup window will be displayed right above the computer tray, notifying about new incoming call

Field Type: Check box

Show popup window for SMS events:

Example: If enabled, a small popup window will be displayed right above the computer tray, notifying about new SMS message

Field Type: Check box

Show popup window for FAX events:

Example: If enabled, a small popup window will be displayed right above the computer tray, notifying about new FAX message

Field Type: Check box

Show popup window for chat events:

Example: If enabled, a small popup window will be displayed right above the computer tray, notifying about new chat conversation

Field Type: Check box

Show notifications window when contacts come online:

Example: If enabled, a small popup window will be displayed right above the computer tray, notifying about a user signing in

Field Type: Check box

Popup window delay:

Example: Number of seconds a notification window will be displayed

Field Type: [0-9]

Events:

Enable sound events

Example: Select a box to enable a sound event

Field Type: Check box

Sounds:

Selects a sound file for specific event

Example: Click on '...' button and select a custom sound file (in .wav format) from local computer that is to be played for set event ('login' for example). You can click on Play icon in order to preview the sound file

Field Type: [a-z][0-9]

7.4.6.1.3 Web/CRM

The screenshot shows a configuration window with four tabs: 'General', 'Alerts and Sounds', 'Web/CRM' (which is selected and highlighted with an orange border), and 'Browser integration'. Inside the 'Web/CRM' tab, there is a checkbox labeled 'Enable Web/CRM'. Below this checkbox is a text label 'URL that will be opened in browser:' followed by a large, empty text input field. At the bottom of the tab, there is a note: 'Note: You can use %SERVER%, %CALLERID%, %EXTENSION%, %DATE_TIME%, %DURATION% macros in the URL'.

Enable WEB/CRM:

Example:

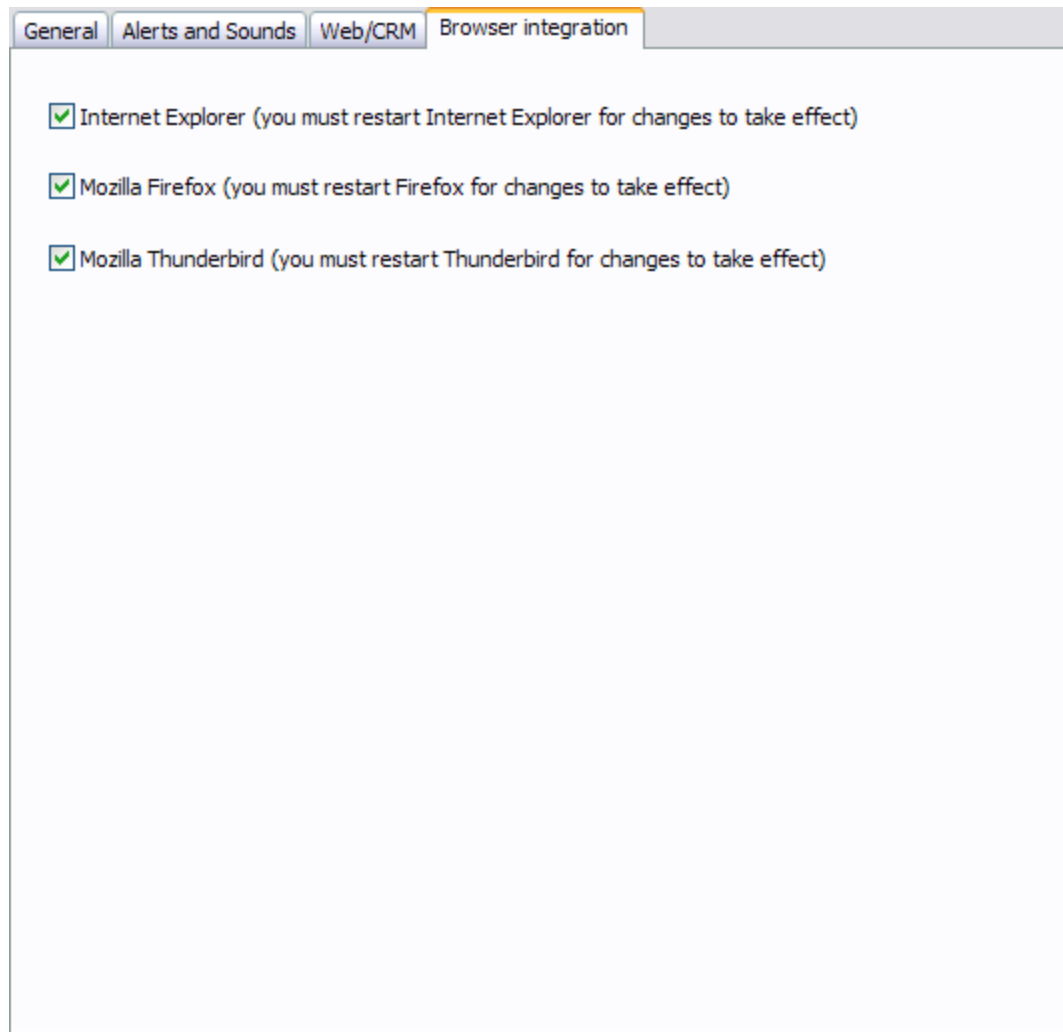
Field Type: Check box

URL that will be opened in browser:

Example:

Field Type: [a-z, 0-9]

7.4.6.1.4 Browser Integration



The screenshot shows a software configuration window with four tabs: 'General', 'Alerts and Sounds', 'Web/CRM', and 'Browser integration'. The 'Browser integration' tab is selected and highlighted with an orange border. Inside this tab, there are three checked checkboxes, each followed by a label and a note in parentheses: 'Internet Explorer (you must restart Internet Explorer for changes to take effect)', 'Mozilla Firefox (you must restart Firefox for changes to take effect)', and 'Mozilla Thunderbird (you must restart Thunderbird for changes to take effect)'.

Internet Explorer:

Example:

Field Type: Check box

Mozilla Firefox:

Example:

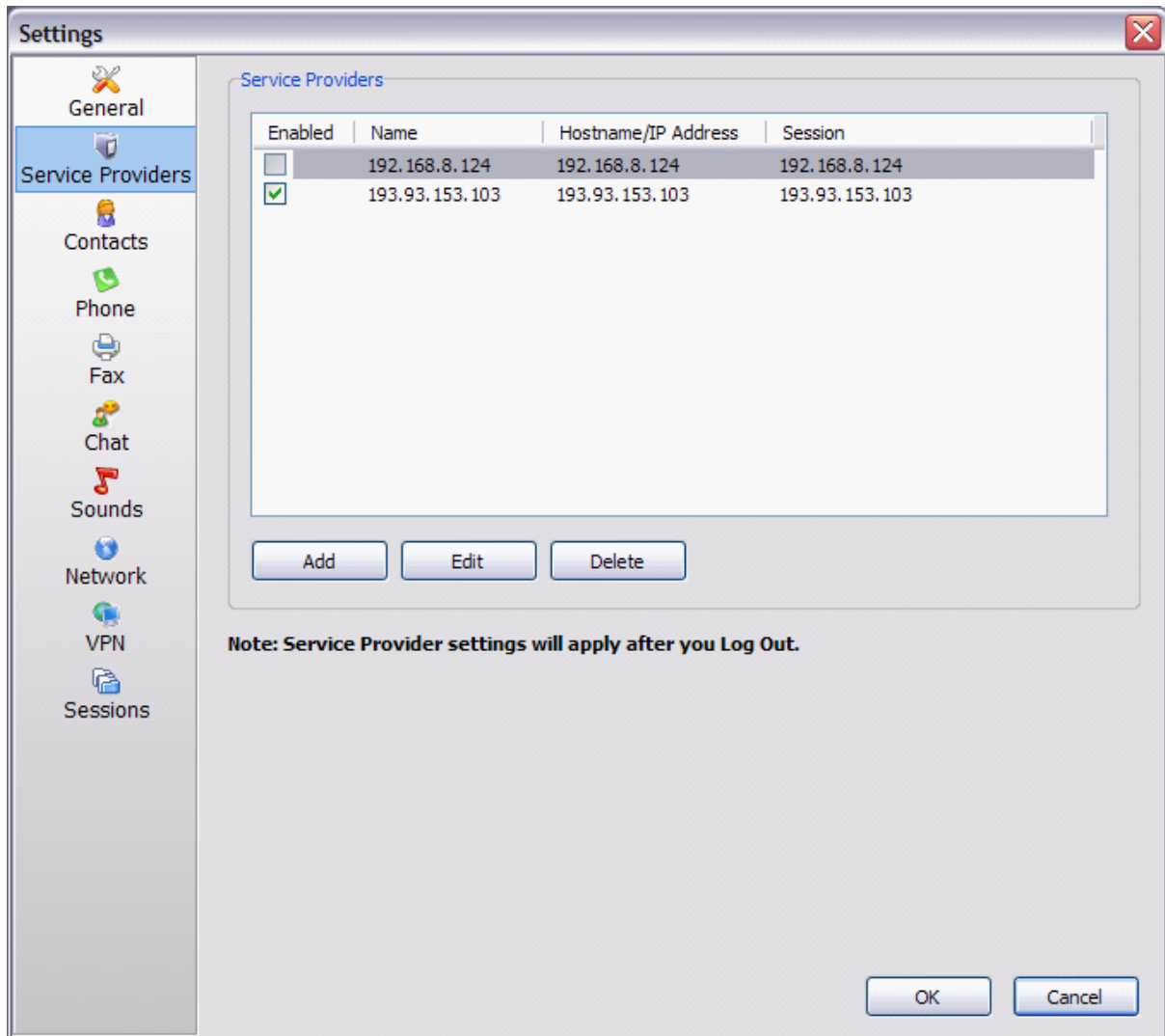
Field Type: Check box

Mozilla Thunderbird:

Example:
Field Type: Check box

7.4.6.2 Service Providers

Service providers window displays all providers gloCOM is registered with. These providers can be enabled/disabled with a single click on check box under 'Enabled' column.



7.4.6.2.1 Add/Edit

In this chapter we will cover:

- Service Provider Settings
- Phone accounts
- Queue Agents

7.4.6.2.1.1 Service Provider Settings

In this chapter we will cover:

- Service Provider Settings
- Advanced options

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):

Scan network

Show Advanced Options

OK Cancel

Save this Service Provider as:

Service provider name

Example: Each provider should have a unique name for their settings. Set this field to their IP address, Name or any other type of information

Field Type: [a-z][0-9]

Add provider to Session:

Add this service provider to a session

Example: One session can have multiple providers assigned to it. Select the appropriate session for this

provider
Field Type: Select box

Server Hostname/IP Address:

Service provider Hostname or IP address

Example: gloCOM will use this hostname/IP address in order to connect to service provider

Field Type: [a-z][0-9]

Username:

Username used for authentication on service provider side

Example: Username equals to extension number

Field Type: [0-9]

Scan Network:

[Click here for more info](#)

Password:

Password used for authentication on service provider side

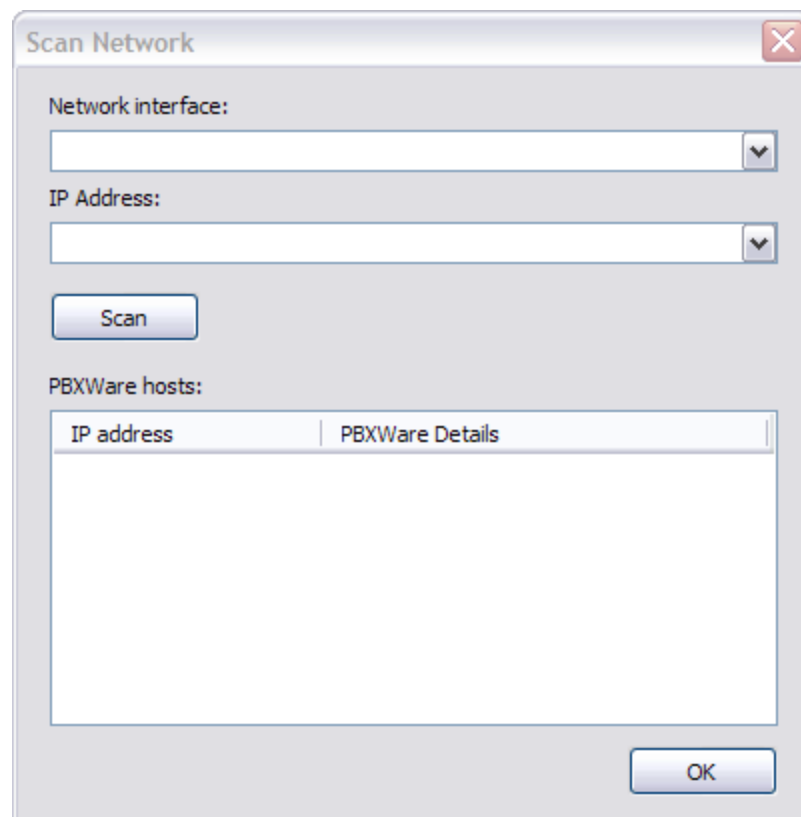
Example: Username equals to 'Secret/Password' field

Field Type: [a-z][0-9]

Jabber Resource:

Example:

Field Type: Select box



The 'Scan Network' dialog box is a standard Windows-style window with a title bar containing a close button (X). It contains two dropdown menus: 'Network interface:' and 'IP Address:'. Below these is a 'Scan' button. At the bottom, there is a table titled 'PBXWare hosts:' with two columns: 'IP address' and 'PBXWare Details'. The table is currently empty. An 'OK' button is located at the bottom right of the dialog.

IP address	PBXWare Details
------------	-----------------

Network interface:

Example:

Field Type: Select box

IP Address:

Example:

Field Type: Select box

Scan:

Start scanning

Example: Click on this button to start a scan

Field Type: Select box

PBXware hosts:

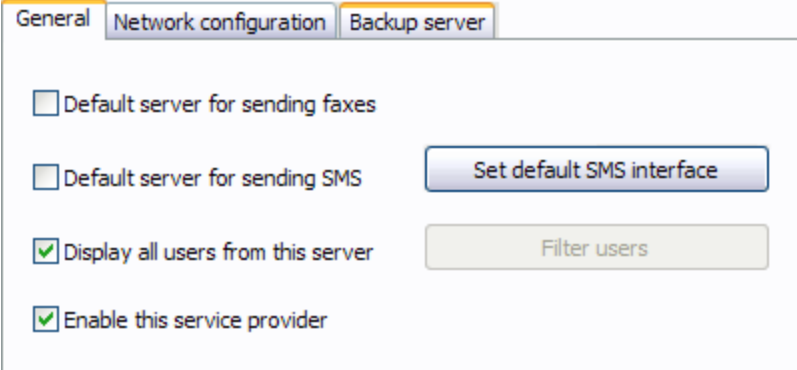
A list of all hosts found in local network

Example:

Field Type: Display

In this chapter we will cover:

- General
- Network Configuration
- Backup server



The screenshot shows a configuration window with three tabs: 'General', 'Network configuration' (selected), and 'Backup server'. Under the 'Network configuration' tab, there are four checkboxes and two buttons. The checkboxes are: 'Default server for sending faxes' (unchecked), 'Default server for sending SMS' (unchecked), 'Display all users from this server' (checked), and 'Enable this service provider' (checked). The buttons are 'Set default SMS interface' and 'Filter users'.

Default server for sending faxes:

Should this service provider be considered as a default one for sending faxes

Example: Select this option to make this service provider default one for sending faxes

Field Type: Check box

Default server for sending SMS:

Should this service provider be considered as a default one for sending SMS messages

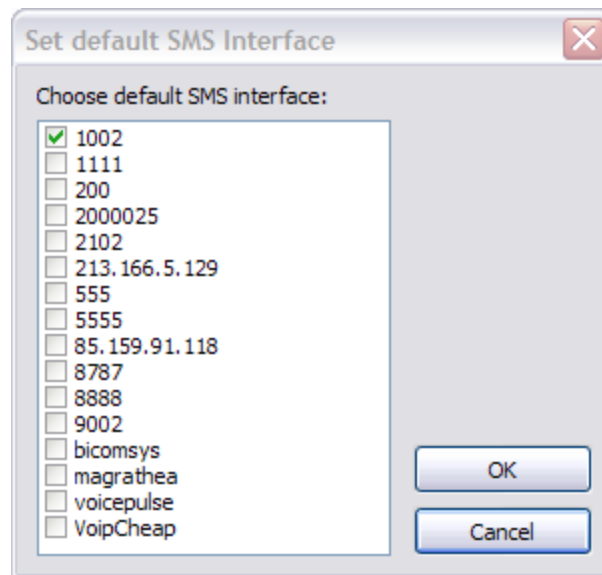
Example: Select this option to make this service provider default one for sending SMS messages

Field Type: Check box

Enable this service provider:

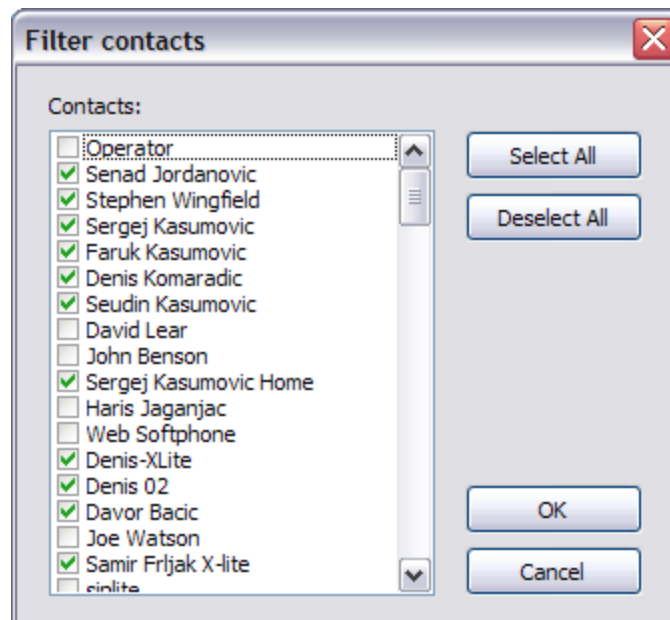
Example: Check this box in order to enable this service provider

Field Type: Check box

**Set default SMS interface:**

Example: Check this box in order to enable this service provider

Field Type: Check box

**Filter users:**

Display only selected users

Example: Check a box next to a user's name in order to display only those contacts. A click on 'Select All/ Deselect All' will select/unselect all contacts.

Field Type: Check box

The screenshot shows a configuration window with three tabs: 'General', 'Network configuration' (which is selected), and 'Backup server'. Under the 'Network configuration' tab, there are three input fields and one checkbox. The 'Manager port' field contains the number 5037. The 'PBXware Daemon port' field contains the number 10001. The 'Jabber port' field contains the number 5222. To the right of these fields is a checkbox labeled 'Look up the Jabber port via DNS SRV', which is checked with a green checkmark.

Manager port:

Example:

Field Type: [0-9]

PBXware Daemon port:

Default port PBXware Daemon port listens on

Example: Default PBXware Daemon port is 10001

Field Type: [0-9]

Jabber port:

Default Jabber service port

Example: Default Jabber port is 5222. If 'Lookup' field is enabled, you will not be able to change a value in this field

Field Type: [0-9]

Look up the Jabber port via DNS SRV:

Use port other than the default Jabber one (5222)

Example: Uncheck this option and provide new value to 'Jabber port' field
Field Type: Check box

The screenshot shows a configuration window with three tabs: 'General', 'Network configuration', and 'Backup server'. The 'Backup server' tab is selected. Inside this tab, there is a checkbox labeled 'Enable backup server' which is currently unchecked. Below the checkbox is a text label 'Server Hostname/IP Address:' followed by an empty text input field.

Enable backup server:

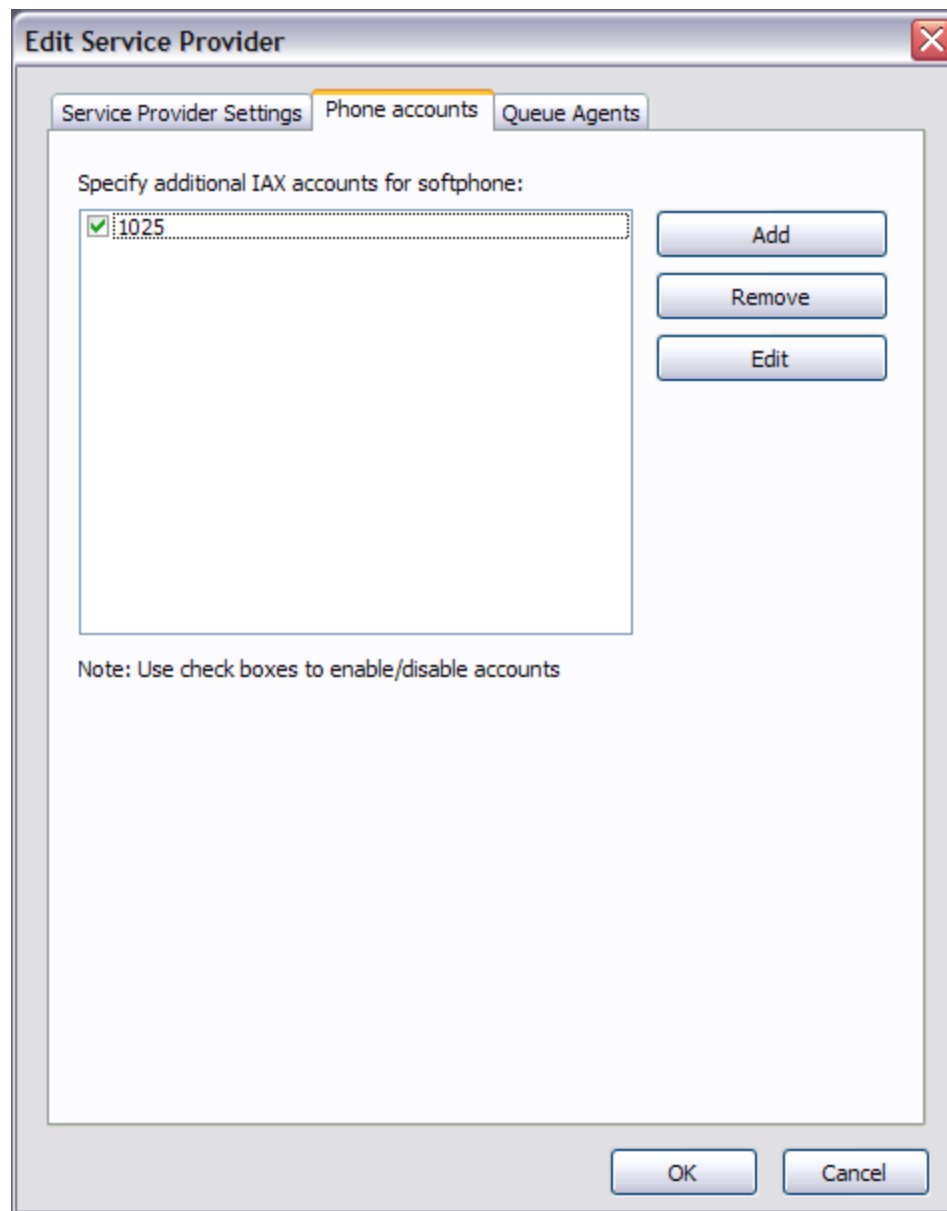
Example:
Field Type: Check box

Server Hostname/IP Address:

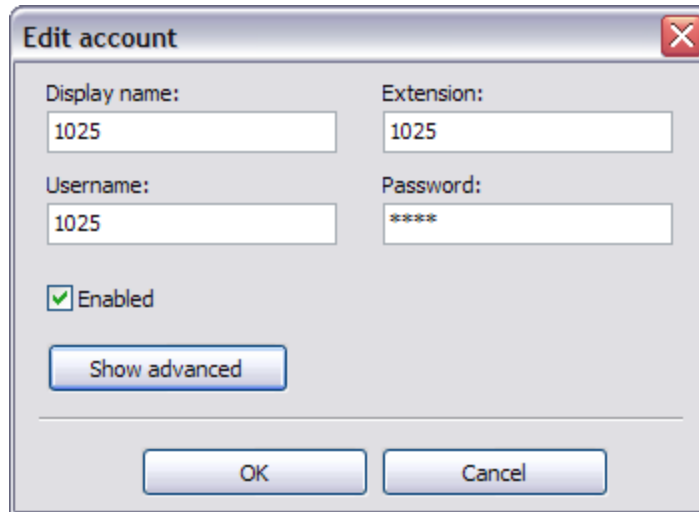
Example:
Field Type: [a-z][0-9]

7.4.6.2.1.2 Phone accounts

This window offers options for administering phone accounts gloCOM is registered to.



To add/edit/delete phone account - click on the corresponding button on the right side. Appropriate window will open with following options:

**Display name:**

A unique name for this phone account settings

Example: This can be to any value, extension number or a custom name

Field Type: [a-z][0-9]

Extension:

Extension number of the phone account gloCOM is connecting to

Example: This field is equal to extension number on PBXware, e.g. 1004

Field Type: [0-9]

Username:

Username used for authenticating with phone account

Example: This field is equal to Username field in PBXware

Field Type: [a-z][0-9]

Password:

Password used for authenticating with phone account

Example: This field is equal to phone Secret field in PBXware

Field Type: [a-z][0-9]

Enabled:

Should this phone account be enabled

Example: Check this button in order to enable this phone account

Field Type: Check box

Show advanced:

Display advanced phone account options

Example: Click to display advanced phone account options

Field Type: Button

Edit account

Display name: 1025 Extension: 1025

Username: 1025 Password: ****

☒ Enabled

Hide advanced

☐ External phone extension

Protocol: IAX

OK Cancel

External phone extension:

Should this account setting be associated with external phone extension

Example: Select this option and select new extension protocol type under 'Protocol' field

Field Type: Check box

Protocol:

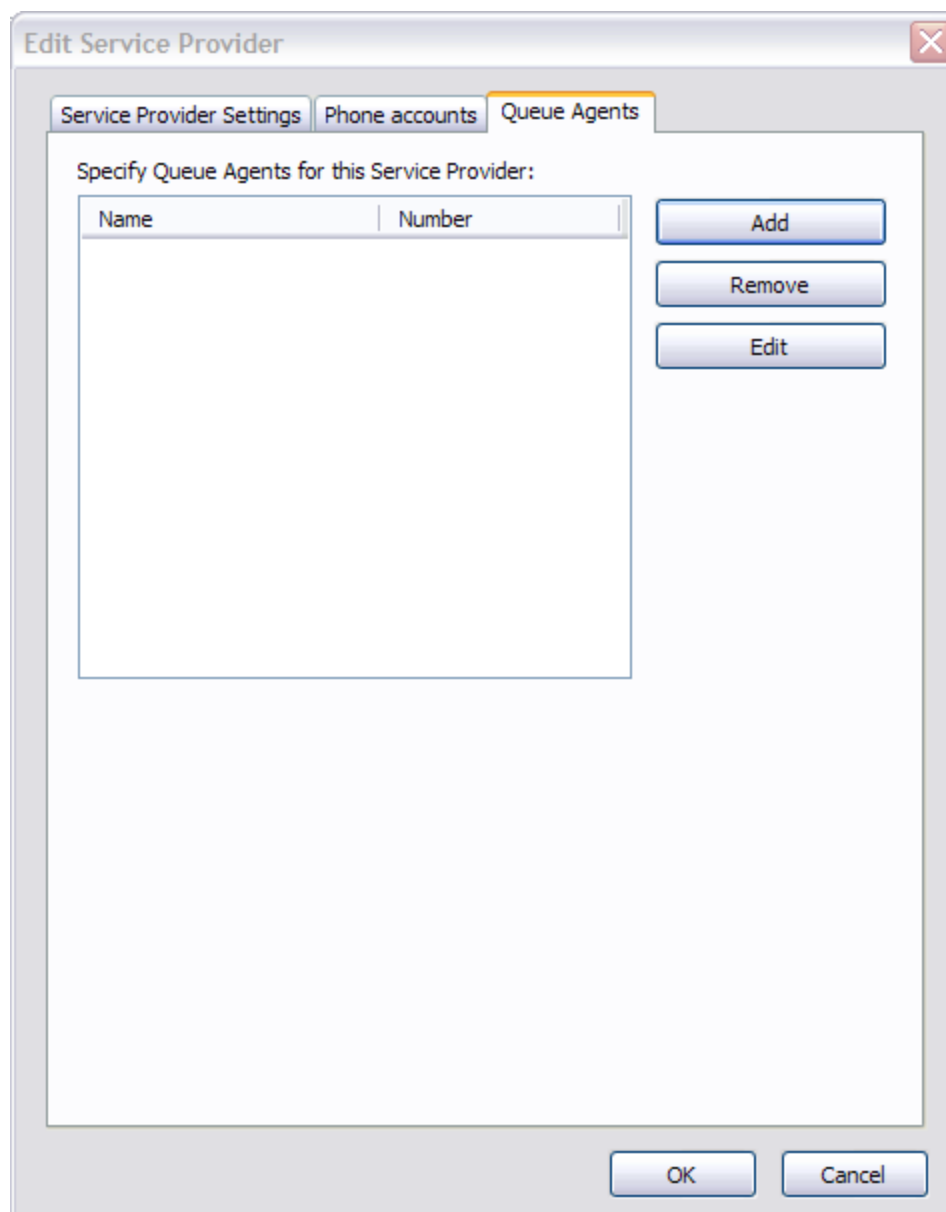
Select protocol new extension uses

Example: Check 'External phone extension' option and select new protocol here, 'IAX' for example

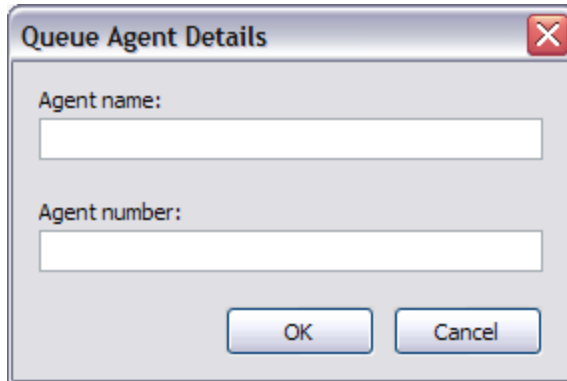
Field Type: Select box

7.4.6.2.1.3 Queue Agents

This window offers options for administering queue agents account, gloCOM is registered to.



To add/edit/delete queue agents - click on the corresponding button on the right side. Appropriate window will open with following options:

A screenshot of a 'Queue Agent Details' dialog box. It has a title bar with a close button (X). Inside, there are two text input fields. The first is labeled 'Agent name:' and the second is labeled 'Agent number:'. At the bottom, there are two buttons: 'OK' and 'Cancel'.**Agent name:**

A custom agent name as provided in PBXware interface

Example: Provide 'Agent Smith' here for example

Field Type: [a-z][0-9]

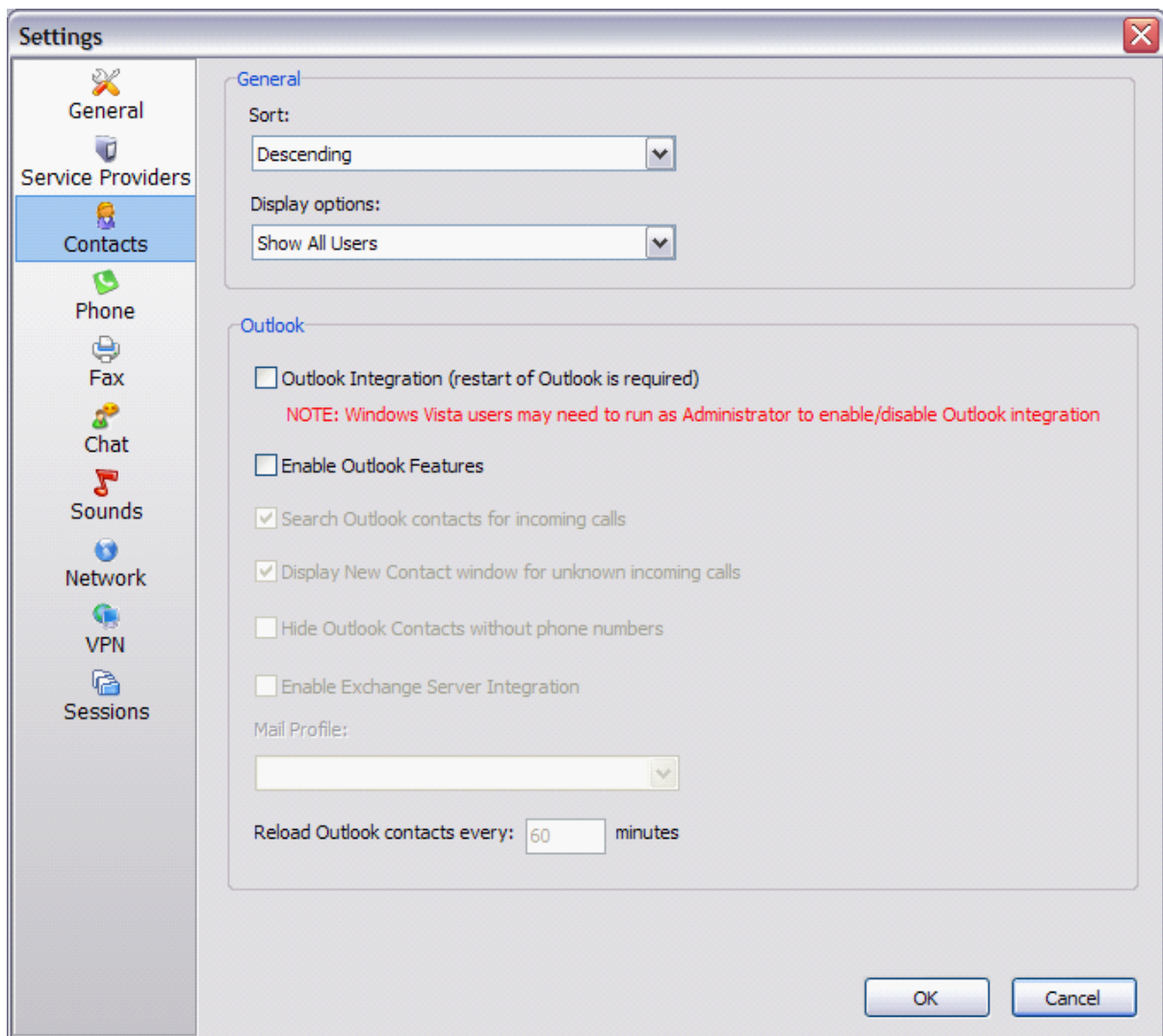
Agent number:

Agent number as provided in PBXware interface

Example: Provide 1004 here for example

Field Type: [0-9]

7.4.6.3 Contacts

**Sort:**

Select the way contacts list is to be sorted

Example: Select between 'Ascending', 'Descending' or 'Disabled' Contacts order

Field Type: Select box

Display Options:

Display options filter the way users are displayed under 'Extensions' region

Example: The following options are available:

- **Show All Users**
- **Show Users Available on IM**
- **Show Users Available on Both IM and Phone**

- **Show Users Available on IM or Phone**

Field Type: Select box

Outlook Integration:

Select this box to enable gloCOM Outlook integration

Example: Enabling this option would allow users to save calling party details to Outlook contacts address book. Restart of Outlook is required, and Vista users may need to run as Administrator in order to enable/disable Outlook integration

Field Type: Check box

Enable Outlook Features:

Select this box to enable gloCOM Outlook Features

Example: Once selected, the options bellow will be enabled.

Field Type: Check box

Search Outlook contacts for incoming calls:

Select this box to enable Outlook contacts search for all incoming calls

Example: Enabling this option would search for Caller ID in Outlook contact details for all incoming calls and display Caller ID as saved in Outlook contacts list

Field Type: Check box

Display New Contact window for unknown incoming calls:

The name says it all :)

Example: Enabling this option will open Outlook's 'New Contacts' window when unknown Outlook contact calls in

Field Type: Check box

Hide Outlook Contacts without phone number:

Example: If enabled, all Outlook contacts that do not have a phone number will not be displayed

Field Type: Check box

Enable Exchange Server Integration:

Example:

Field Type: Check box

Mail Profile:

Example:

Field Type: Check box

Reload Outlook contacts every: \$NUMBER minutes

Set the time interval (in minutes) how often gloCOM will reload all Outlook contact details into its Contact list

Example: Saved Outlook contacts are loaded into gloCOM every '100' minutes by default

Field Type: Check box

7.4.6.4 Phone

The screenshot shows the 'Settings' window with the 'Phone' tab selected in the left sidebar. The main area is divided into three sections: General, Voicemail, and Recorded Calls Location. In the General section, the 'UDP port' is set to 'Use default port (4569)', 'Clear digits time value' is set to '1 seconds', and the 'Show DNIS' checkbox is unchecked. In the Voicemail section, both 'Check for Voicemail' and 'Animate Voicemail button when there are new messages' are checked, and the 'Blink duration' is set to '1 minutes'. In the Recorded Calls Location section, the 'Path' is set to 'H:\Documents and Settings\Radni\My Documents\gloCOM Call Recordings' and the 'Open folder' button is visible. At the bottom right are 'OK' and 'Cancel' buttons.

Settings

General

UDP port: Use default port (4569)

Clear digits time value: 1 seconds

☐ Show DNIS (Dialled Number Information Service)

Voicemail

☒ Check for Voicemail

☒ Animate Voicemail button when there are new messages

Blink duration: Limited 1 minutes

Recorded Calls Location

Path: H:\Documents and Settings\Radni\My Documents\gloCOM Call Recordings

Open folder

OK Cancel

UDP port:

Example:

Field Type: Check box

Clear digits time value:

A number of seconds delay after which all typed digits will be cleared

Example: When holding a 'Clear' button, a number of seconds set here, all typed digits will be cleared.

Field Type: [0-9]

Show DNIS (Dialled Number Information Service):

Example:

Field Type: Check box

Check for Voicemail:

Example: Enable this feature to allow gloCOM to check for voice messages

Field Type: Check box

Animate Voicemail button when there are new messages:

Example: If enabled, a voicemail button will flash, continuously or for a period of time, indicating that new voice message is available

Field Type: Check box

Blink duration:

Set the voicemail blinking duration period

Example: Select between Limited and Unlimited options. If Limited is selected, provide a number of minutes in the 'minutes' field

Field Type: Select box

Path:

Location path of all calls recorded by gloCOM

Example: Click on '...' button and select a folder on your local computer. This folder will contain recordings of all recorded calls by gloCOM

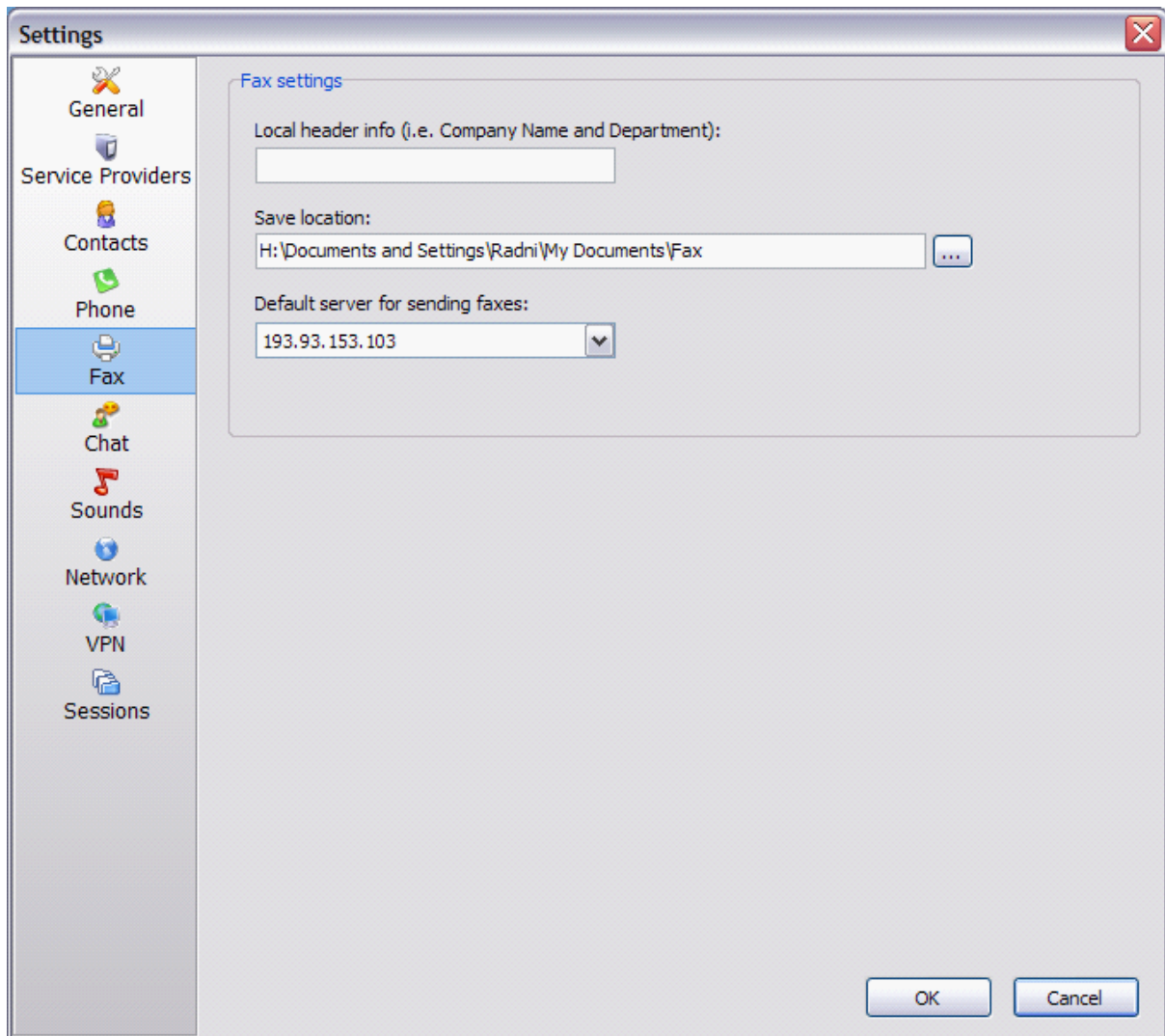
Field Type: Button

Open folder:

Example:

Field Type: Select box

7.4.6.5 Fax

**Local header info:**

Information set here is a company name and department for example

Example: This information will be displayed on receiving fax device

Field Type: [a-z][0-9]

Save location:

Location for saving all sent faxes

Example: Click on '...' button and select a folder on local computer. This location will be used to save all sent faxes

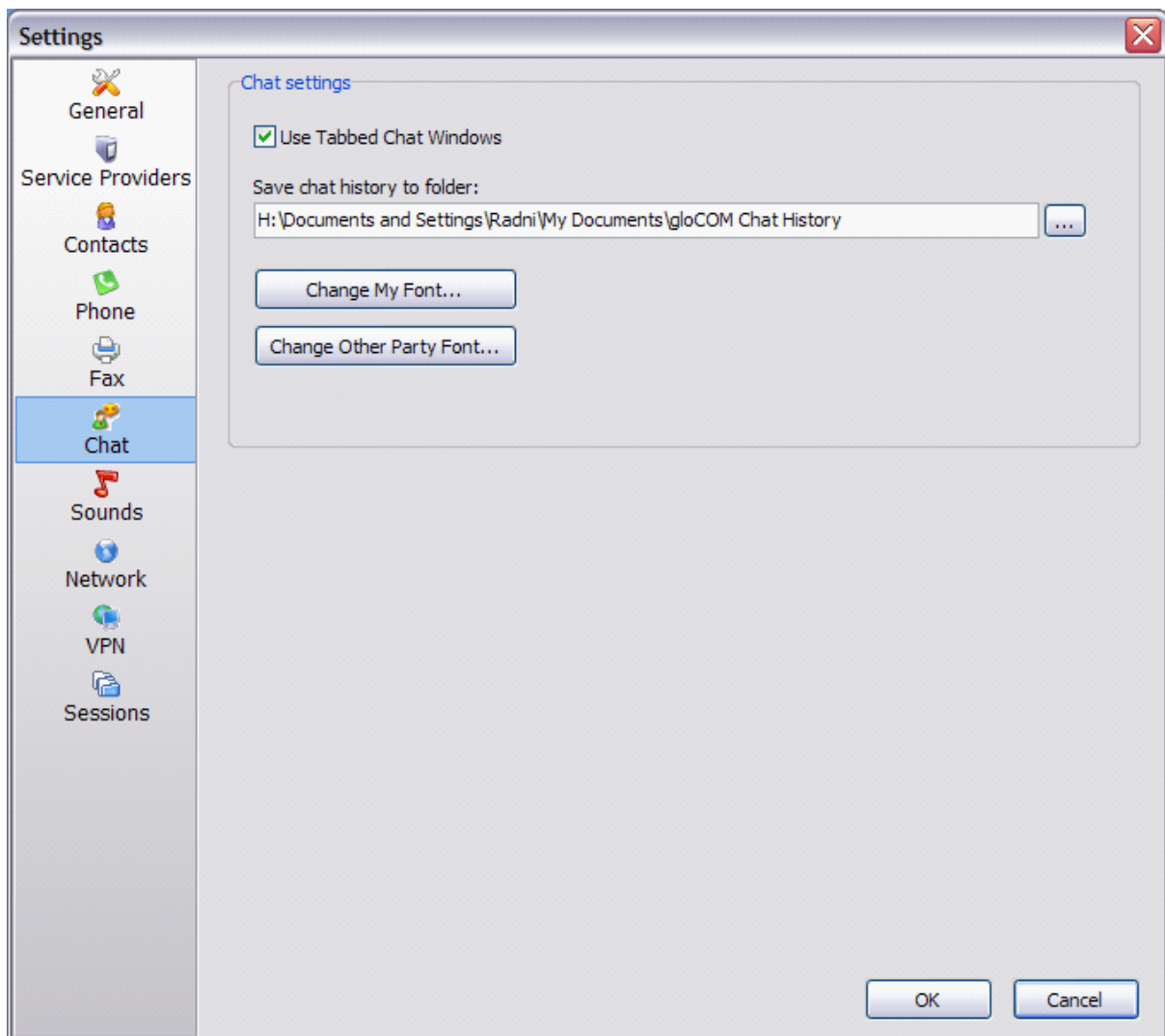
Field Type: [a-z][0-9]

Default server for sending faxes:

Example: Select a server which will act as a default one for sending faxes

Field Type: Select box

7.4.6.6 Chat



Use Tabbed Chat Windows:

Enable tabbed chat sessions

Example: If enabled only one chat window will be displayed, and new chat sessions will be opened in new tab instead of new window

Field Type: Button

Save chat history to folder:

Location of all saved chat sessions

Example: Click on '...' button and select a folder on local computer. This location will be used to save all text conversations in form of a history log file

Field Type: Button

Change My Font:

Change font for text that you type in chat conversation

Example: A click on this button will open a new window where font, style and size can be set for a text that you type in chat conversation

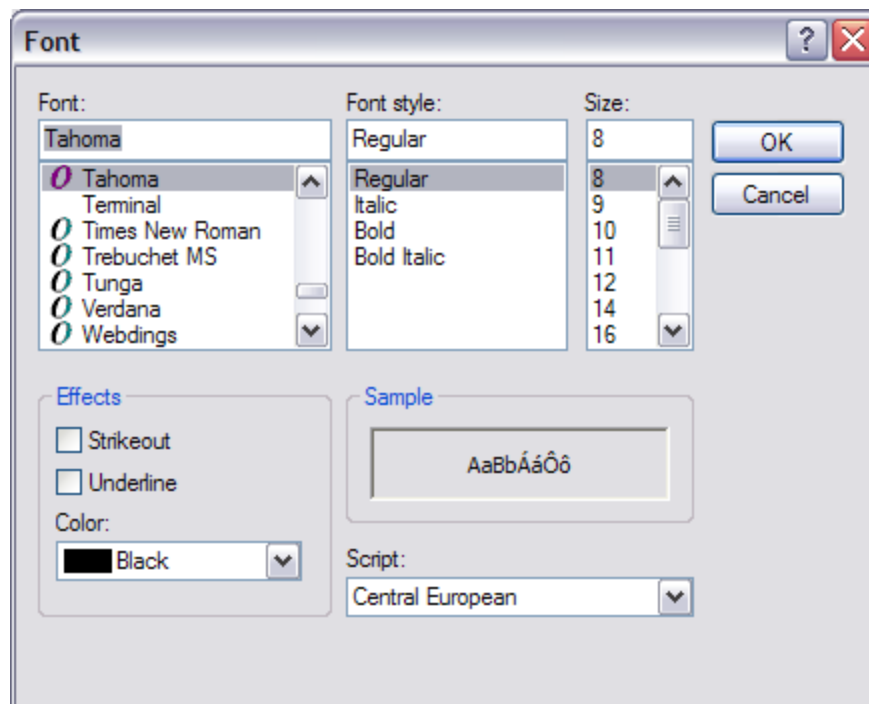
Field Type: Button

Change Other Party Font:

Change font of other party in chat conversation

Example: A click on this button will open a new window where font, style and size can be set for other parties in chat conversation

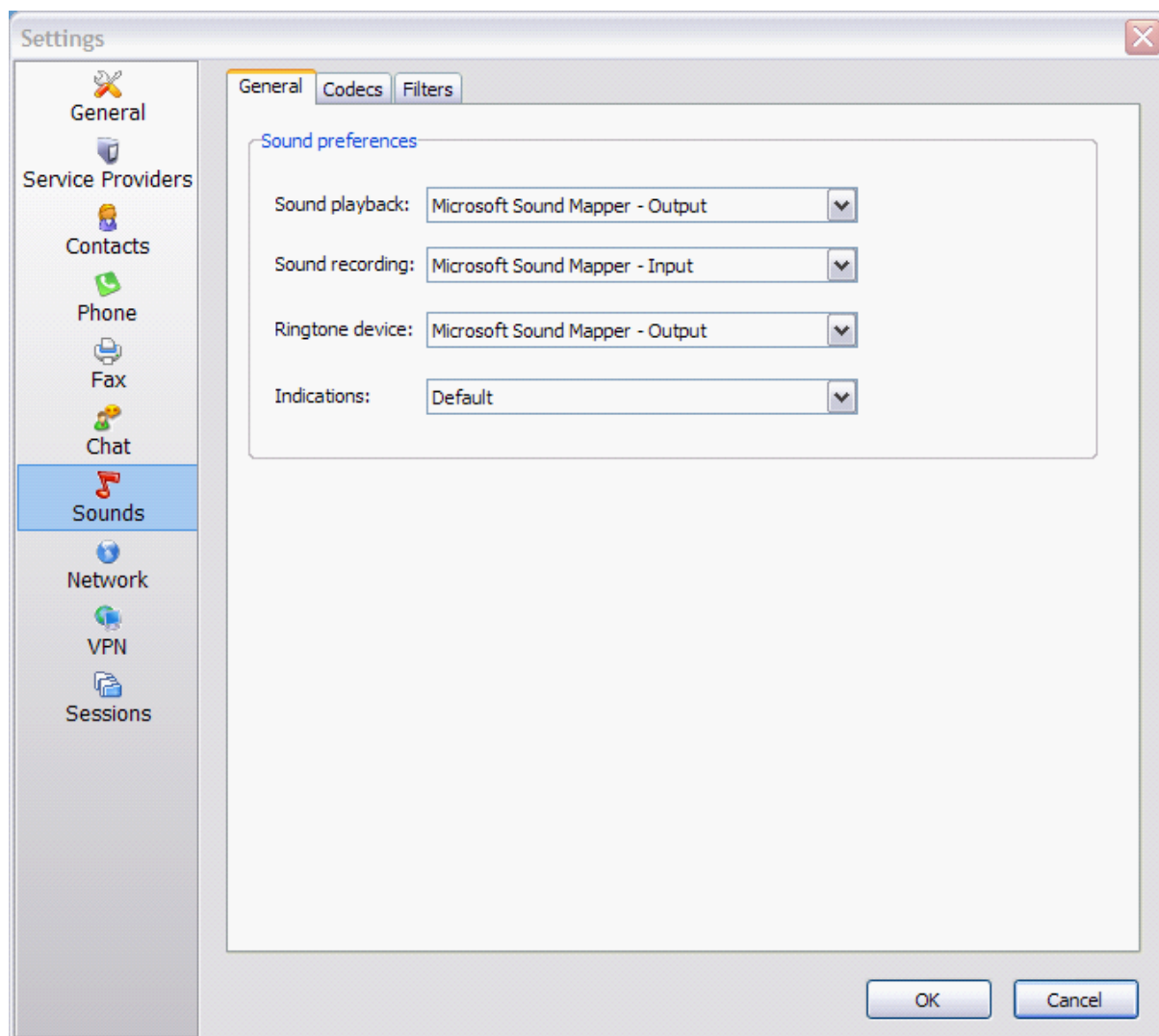
Field Type: Button



7.4.6.7 Sounds

In this chapter we will cover:

- General
- Codecs
- Filters



7.4.6.7.1 General

The screenshot shows a software window with three tabs: 'General', 'Codecs', and 'Filters'. The 'Filters' tab is active. Inside the window, there is a section titled 'Sound preferences' which contains four dropdown menus:

- Sound playback: Microsoft Sound Mapper - Output
- Sound recording: Microsoft Sound Mapper - Input
- Ringtone device: Microsoft Sound Mapper - Output
- Indications: Default

Sound playback:

Select preferred Windows sound device for sound playback

Example: These details vary from one computer to another. Select appropriate device for your computer here

Field Type: Select box

Sound Recording:

Select preferred Windows sound device for sound recording

Example: These details vary from one computer to another. Select appropriate device for your computer here

Field Type: Select box

Ringtone device:

Select preferred Windows sound device for ringtone playback

Example: These details vary from one computer to another. Select appropriate device for your computer here

Field Type: Select box

Indications:

Indications gloCOM will use

Example: 'Busy' signal for example is different from one country to another. Set the preferred 'ringing', 'busy', 'dialtone' and other sounds according to the country standards

Field Type: Select box

7.4.6.7.2 Codecs

The screenshot shows the 'Codecs' configuration window. It has three tabs: 'General', 'Codecs', and 'Filters'. The 'Codecs' tab is selected. The window is divided into three main sections:

- Allow Codecs:** A list of codecs with checkboxes next to them. All are checked: G.711 µLaw, G.711 aLaw, GSM, Speex, and iLBC.
- Preferred Codec:** A list of codecs with checkboxes. Only G.711 µLaw is checked.
- Speex options:**
 - ☒ Use default Speex settings
 - ☐ Enhanced decoding
 - ☐ Variable bit rate
 - Quality: Default (dropdown)
 - Average bit rate: 8 (dropdown)
 - Bit rate (kbps): Default (dropdown)
 - Complexity: 3 (dropdown)
 - Reset to default values (button)

Allow Codecs:

A list of codecs allowed for GLOOCOM use

Example: Check a box next to a codec name to allow it for gloCOM

Field Type: Select box

Prefer codecs:

A list of preferred gloCOM codecs

Example: Indications are tones played by gloCOM on various events, like busy, ringing, unavailable etc...

Field Type: Select box

Speex options:

Indications gloCOM will use

Example: Indications are tones played by gloCOM on various events, like busy, ringing, unavailable etc...

Field Type: Select box

SPEEX:

Use default Speex settings:

Set whether default Speex settings should be used

Example: By un-checking this box Speex options can be manually tweaked

Field Type: Check box

Enhanced Decoding:

Use Speex enhanced decoding

Example: Check this box to enable enhanced Speex decoding

Field Type: Check box

Variable bit rate:

Set whether dynamically adaptation to audio should be used over fixed settings

Example: Enabling this options will allow gloCOM to dynamically adjust to audio difficulty

Field Type: Check box

Quality:

Set the codec encoding quality

Example: Select desired value in a range from 0-10

Field Type: Select box

Bit Rate(kbps):

Set the bit-rate used by the codec

Example: Select preferred bit-rate used by the coded. Higher the bit-rate = better sound quality = bigger bandwidth consumption

Field Type: Select box

Average bit rate:

Set the average bit-rate used by the codec

Example: This field will be disabled if 'Variable bit rate' is checked. Setting this option will automatically adjust the sound quality to set average bit rate

Field Type: Select box

Complexity:

Set the encoder complexity. **NOTE:** Higher the complexity = higher CPU usage

Example: It is recommended to set this value between 2-4

Field Type: Select box

Reset to default value:

Reset all Speex codec settings to default value

Example: Click this button to restore all codec settings to default value

Field Type: Command button

7.4.6.7.3 Filters

The screenshot shows a software window with three tabs: 'General', 'Codecs', and 'Filters'. The 'Filters' tab is active. It contains two main sections: 'Noise Reduction' and 'Filter options'. In the 'Noise Reduction' section, there is a checked checkbox for 'Enable noise reduction', a 'Working mode:' label, and a dropdown menu currently set to 'Voice Only'. Below this is a note about enhancing performance with 'My Voice Only'. The 'Filter options' section has an unchecked checkbox for 'Echo cancellation' and a 'Reset to default values' button.

General Codecs Filters

Noise Reduction

☒ Enable noise reduction

Working mode:

Voice Only

NOTE: By using "My Voice Only" you can enhance the noise reduction performance. A simple learning phase is required in which you must record a short voice sample.

Filter options

☐ Echo cancellation

Reset to default values

Enable noise reduction:

Should noise reduction be enabled

Example: If selected, noise reduction can be applied for voice in general and gloCOM user voice only

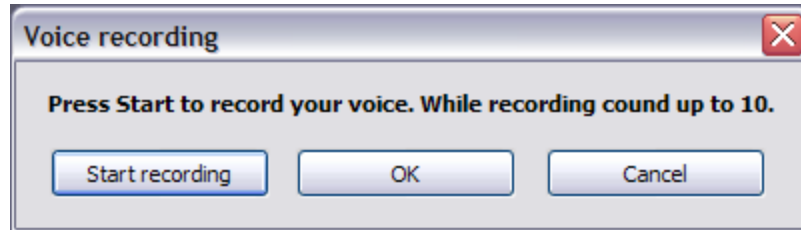
Field Type: Select box

Working mode:

Noise reduction mode to be applied

Example: Enable the noise reduction and select between 'Voice Only' and 'My Voice Only' options. If latter is selected, a new window will be displayed where a call recording will be made for user's voice recognition

Field Type: Select box

**Voice recording:**

Record a sample voice message that will be used for voice recognition

Example: Click on 'Start recording' button to record a sample voice message

Field Type: Button

Echo cancellation:

Example:

Field Type: Check box

Reset to default values:

Example: Click to reset echo cancellation back to default value

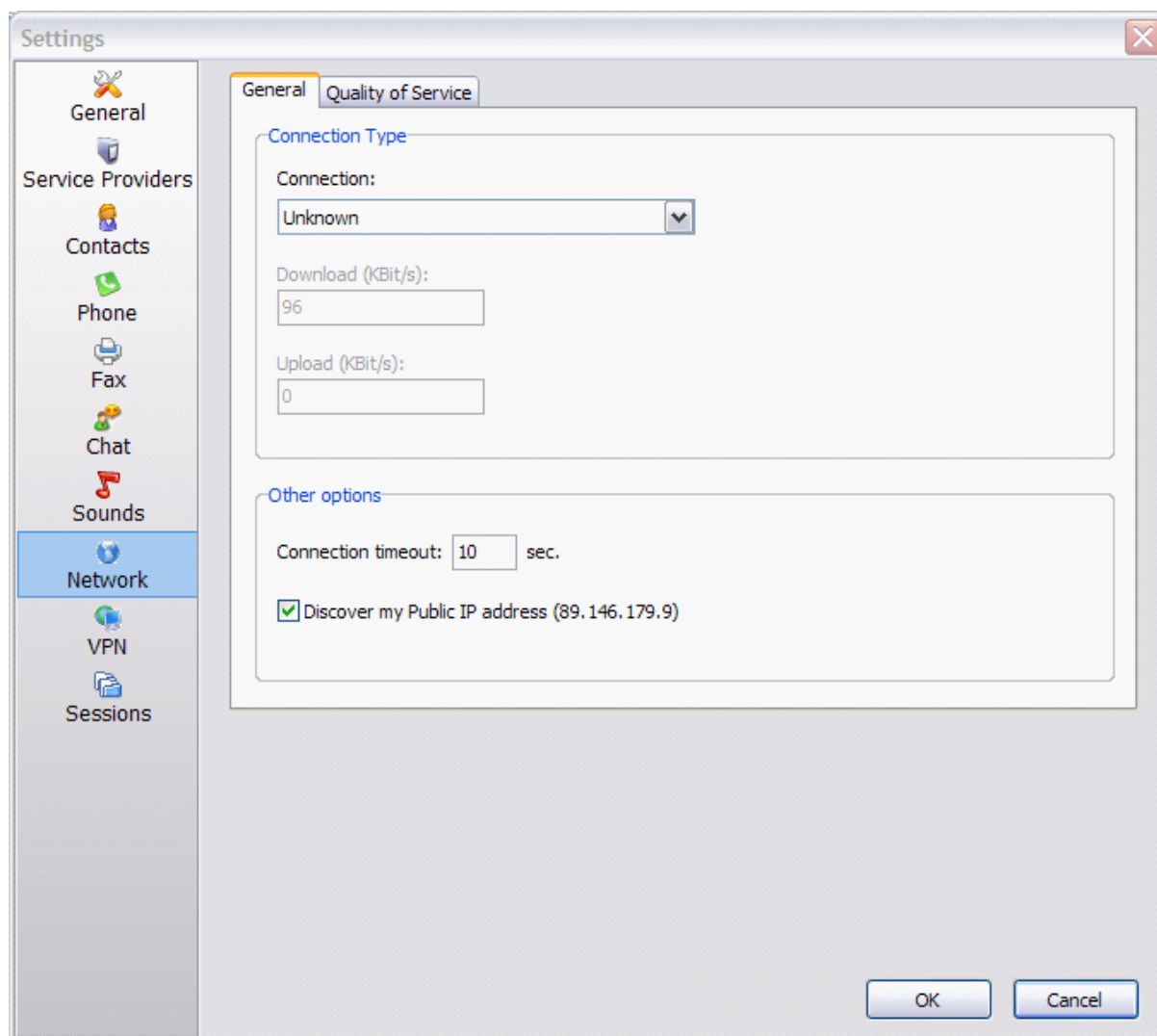
Field Type: Button

7.4.6.8 Network

In this chapter we will cover:

- General

- Quality of Service



7.4.6.8.1 General

The screenshot shows a configuration window with two tabs: 'General' and 'Quality of Service'. The 'Quality of Service' tab is active. It contains two sections: 'Connection Type' and 'Other options'. In the 'Connection Type' section, there is a 'Connection:' dropdown menu currently showing 'Unknown'. Below it are two input fields: 'Download (KBit/s):' with the value '96' and 'Upload (KBit/s):' with the value '0'. In the 'Other options' section, there is a 'Connection timeout:' field set to '10' with the unit 'sec.' and a checked checkbox labeled 'Discover my Public IP address (89.146.179.9)'.

Connection:

Select Internet connection type

Example: gloCOM automatically detects and selects appropriate value for this field. In rare cases that Internet connection type is not recognized, select 'Custom' here and set appropriate 'Download' and 'Upload' speeds

Field Type: Select box

Download:

Manually set Internet connection download speed in KBit/s

Example: This option is enabled only if 'Connection' field is set to 'custom'

Field Type: [0-9]

Upload:

Manually set Internet connection upload speed in KBit/s

Example: This option is enabled only if 'Connection' field is set to 'custom'

Field Type: [0-9]

Connection timeout:

Timeout (in seconds) for gloCOM connection to server

Example: Connection is terminated if gloCOM does not connect to server during this time (e.g. default 10)

Field Type: [0-9]

Discover my Public IP address:

This option has no impact on current gloCOM settings

Example: Enable this option to let gloCOM automatically detect Public IP address

Field Type: Check box

7.4.6.8.2 Quality of Service

The screenshot shows a software window with two tabs: 'General' and 'Quality of Service'. The 'Quality of Service' tab is active. Inside the tab, there is a section titled 'Quality of Service' with a description: '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 intranet with higher quality transmission.' Below this description is an unchecked checkbox labeled 'Enable QoS'. Underneath the checkbox is the text 'Choose one of the predefined QoS templates:' followed by a dropdown menu. The dropdown menu currently displays 'G711'.

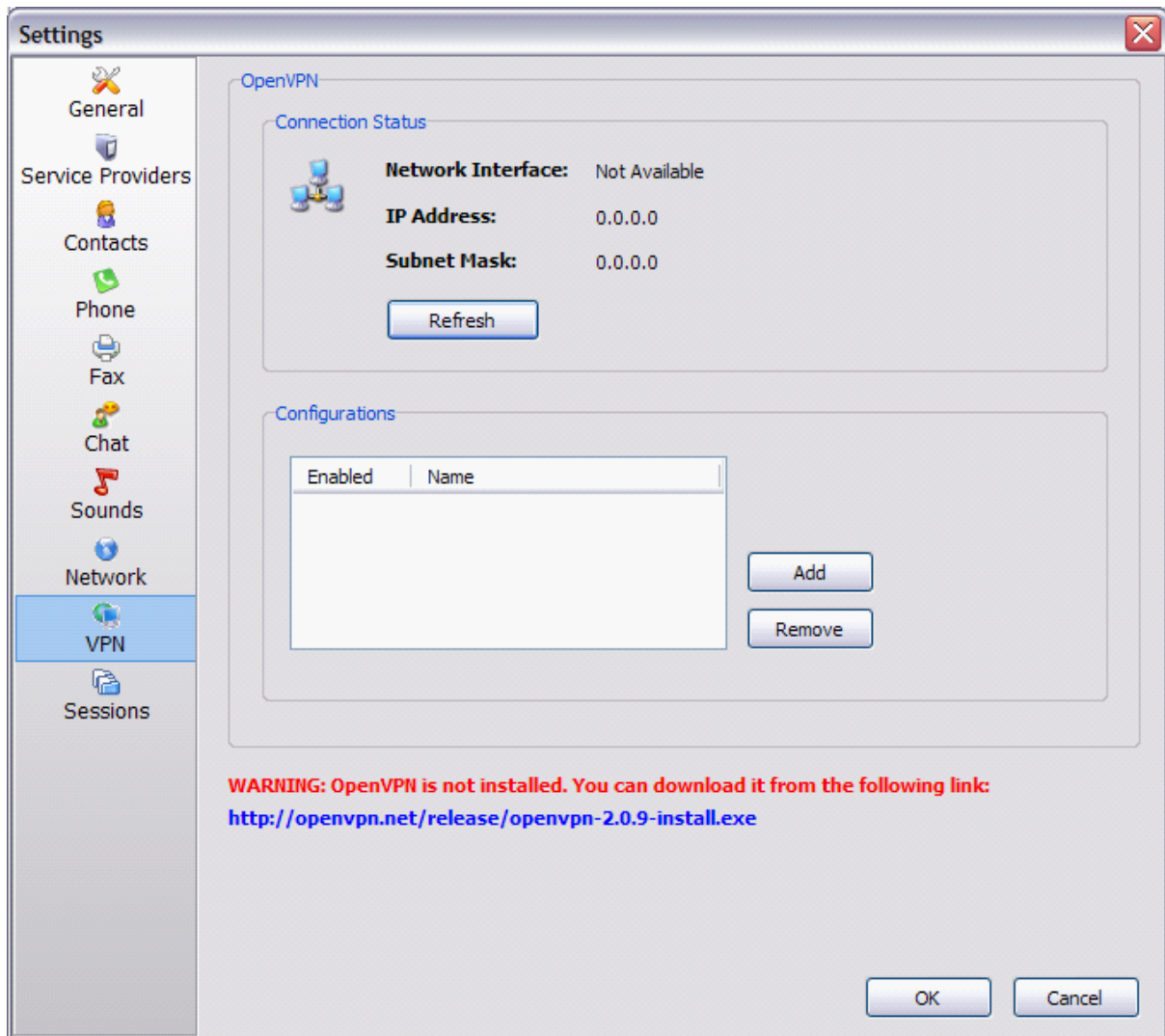
Enable QoS:

Select the box to enable the QoS (higher quality of transmission) (preferential treatment to certain subsets of data)

Example: Check this box and select predefined QoS template based on the specific codec

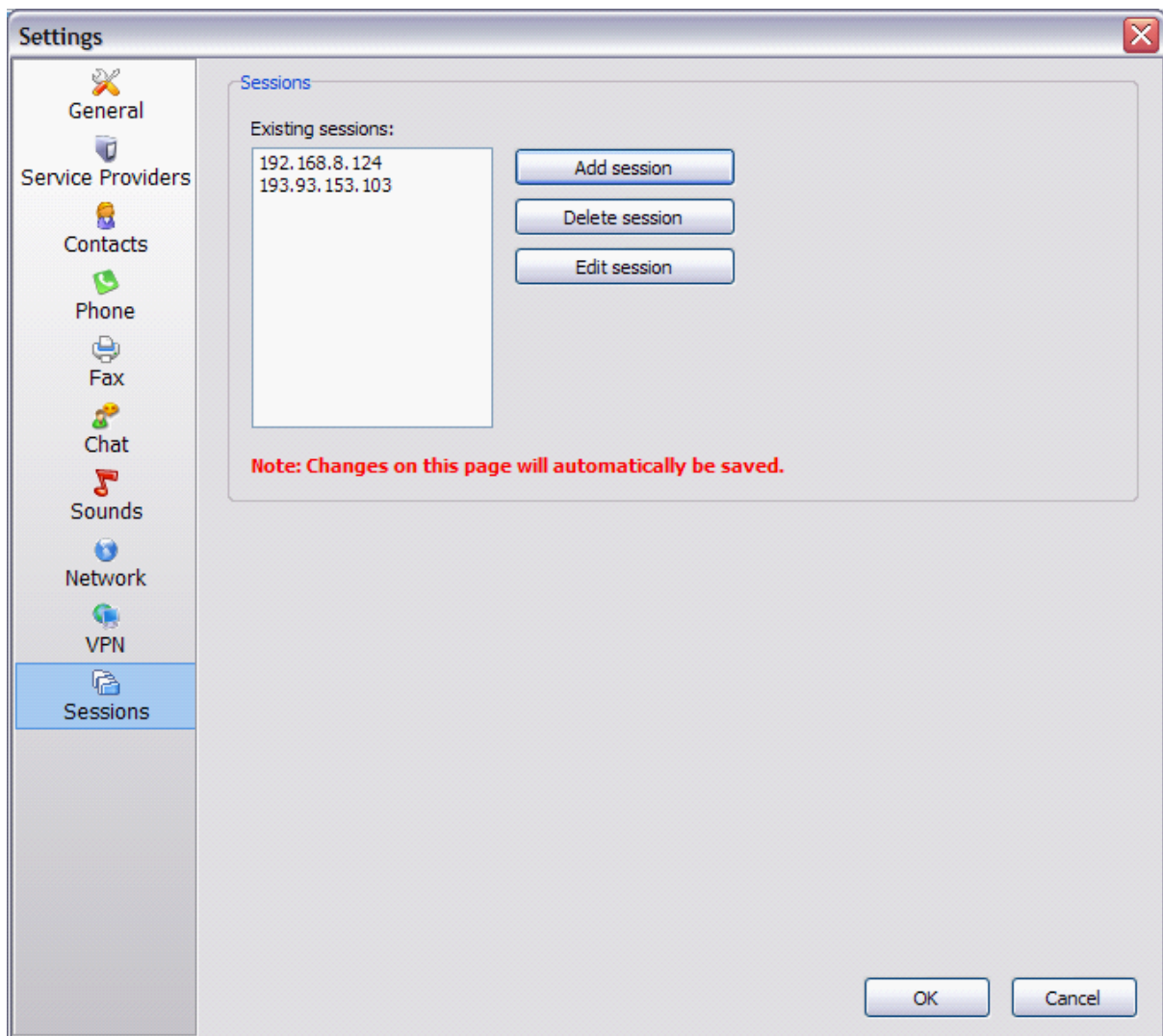
Field Type: Check box

7.4.6.9 VPN

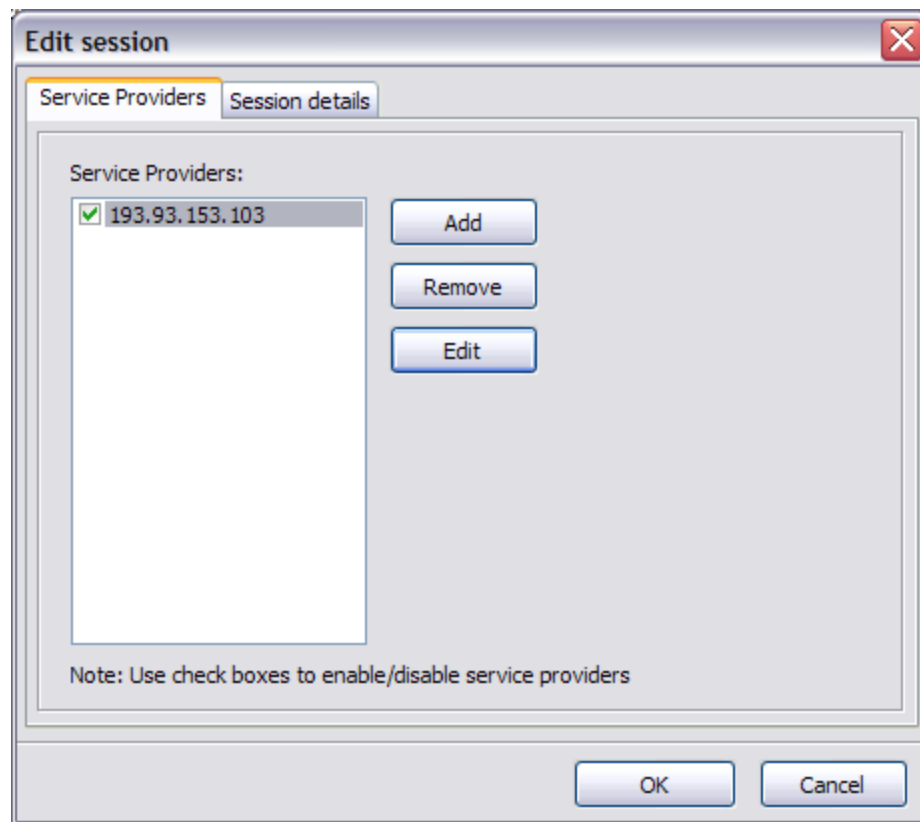


7.4.6.10 Sessions

From this location gloCOM sessions can be easily administered. Select one of the existing sessions for example and click on 'Edit session' button in order to edit its settings



A click on Add/Edit/Delete session button will open up a 'Service Provider Settings' window. Change provided details accordingly and save the settings when done.



7.5 History

In this chapter we will cover:

- Phone
- SMS
- Fax

7.5.1 Phone

This window displays detail information button about Missed, Received and Placed calls.

Call History

Missed Calls | Recived Calls | Placed Calls

Filter

Extension: Date:

Search

Enter text to search for:

☐ Match whole word

CallerID	Extension	Date/Time	Duration
1007	1006	14.03.2007 12:00	0:00:00
1007	1006	14.03.2007 11:56	0:00:00
1002	1006	14.03.2007 11:56	0:00:00
1002	1006	14.03.2007 11:55	0:00:00
1007	1006	14.03.2007 11:39	0:00:00
1002	1006	13.03.2007 16:41	0:00:00
1002	1006	13.03.2007 16:41	0:00:00
1002	1006	13.03.2007 16:41	0:00:00
1002	1006	13.03.2007 16:40	0:00:00
1002	1006	13.03.2007 16:40	0:00:00
1002	1006	13.03.2007 16:38	0:00:00
1002	1006	13.03.2007 16:37	0:00:00
1002	1006	13.03.2007 16:37	0:00:00
1002	1006	13.03.2007 16:37	0:00:00
1002	1006	13.03.2007 16:36	0:00:00
1002	1006	13.03.2007 16:36	0:00:00

Extension:

Order call details by selected gloCOM Extension

Example: If gloCOM monitors multiple Extensions select preferred Extension to view its details only or 'Select All' to display call details for all

Field Type: Select box

Date:

Order call details by date they were placed

Example: Select 'Today' to display all calls placed today, 'Yesterday' to display calls placed yesterday ...
Field Type: Select box

Enter text to search for:

Search Call History data for specific word/phrase

Example: Type 'Caller ID', 'Extension' or 'Date/Time' information here and click on 'Search' button to view all History details matching the term

Field Type: [a-z][0-9]

Display All:

Display all History Details

Example: After performing a search on History Details, ones matching the term will be displayed only. To display all History Details back again, click this button

Field Type: Button

Match whole word:

Enabling this option will search for entire word in History Details

Example: If this option is enabled, and you are searching for a term 'wood', all History details with a word 'wood' in them will be displayed. But all messages with word 'wooden' etc.. will be missed

Field Type: Check box

Call History Details:

History Details list

Example: This area displays all History Details depending on Filter and Search settings. Data is ordered by 'Caller ID', 'Extension', 'Date/Time' and 'Duration' information

Field Type: Display

Call:

Calls selected Extension under History Details List

Example: Select an entry displayed under History Details List and click this button to call that Extension

Field Type: Button

Delete selected:

Deletes selected entry from the History Details List

Example: Select an entry displayed under History Details List and click this button to permanently delete call details from the History List

Field Type: Button

Export to CSV:

Export Call History to a '.csv' file

Example: Click this button to export displayed History Details to a '.csv' file on your Desktop

Field Type: Button

7.5.2 SMS

Search

Enter text to search for:

☐ Match whole word

From	To	Date	Sent/Recived
------	----	------	--------------

Enter text to search for:

A keyword or phrase to search for

Example: Provide a keyword or a phrase that is to be looked up against SMS history logs

Field Type: [a-z][0-9]

Match whole word:

Search for a complete phrase

Example: With this option enabled, history will be searched against the entire word/phrase and not only a part of it

Field Type: Button

Search:

Search for a particular SMS message

Example: Provide a keyword under the 'Enter text to search for' field and click this button to search the SMS history for any matches

Field Type: Button

Display All:

Display all SMS messages

Example: When a search is performed, only matching details will be displayed. Click this button in order to display all messages from SMS history

Field Type: Button

Export to CSV:

Export SMS history to CSV file

Example: A click on this button will export entire SMS history into a CSV file which can be saved on local desktop

Field Type: Button

7.5.3 FAX

Fax History

Search

Search for sender/recipient:

☐ Match whole word

From	To	Date/Time	File	Sent/Received
------	----	-----------	------	---------------

Search for sender/recipient:

A keyword or phrase to search for

Example: Provide a keyword or a phrase that is to be looked up against FAX sender/recipient details

Field Type: [a-z][0-9]

Match whole word:

Search for a complete phrase

Example: With this option enabled, history will be searched against the entire word/phrase and not only a part of it

Field Type: Button

Search:

Search for a particular FAX message

Example: Provide a keyword under the 'Enter text to search for' field and click this button to search the FAX history for any matches

Field Type: Button

Display All:

Display all FAX messages

Example: When a search is performed, only matching details will be displayed. Click this button in order to display all messages from FAX history

Field Type: Button

Send FAX:

Opens up a new window from which a fax can be sent

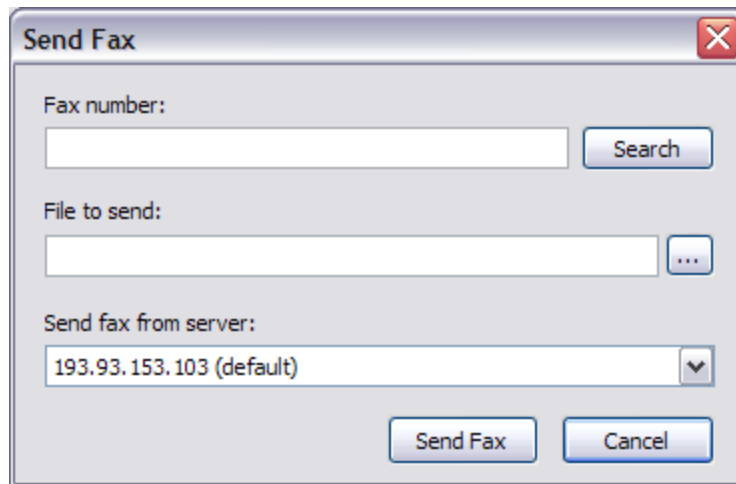
Export to CSV:

Export FAX history to CSV file

Example: A click on this button will export entire FAX history into a CSV file which can be saved on local desktop

Field Type: Button

7.5.3.1 Send Fax

A screenshot of a 'Send Fax' dialog box. It has a title bar with a close button (X). Inside, there are three sections: 'Fax number:' with a text input field and a 'Search' button; 'File to send:' with a text input field and a browse button (three dots); and 'Send fax from server:' with a dropdown menu showing '193.93.153.103 (default)'. At the bottom are 'Send Fax' and 'Cancel' buttons.**Fax number:**

Example:

Field Type: [a-z][0-9]

Search:

Select a number from the contacts list

Example: Click on this button to select a number from the contacts window by clicking on user name

Field Type: [a-z][0-9]

File to send:

Example: Click on the '...' button and select a .tiff/.tif file that is to be faxed

Field Type: Select box

Send fax from server:

Example: Select among available servers from which the fax will be sent from

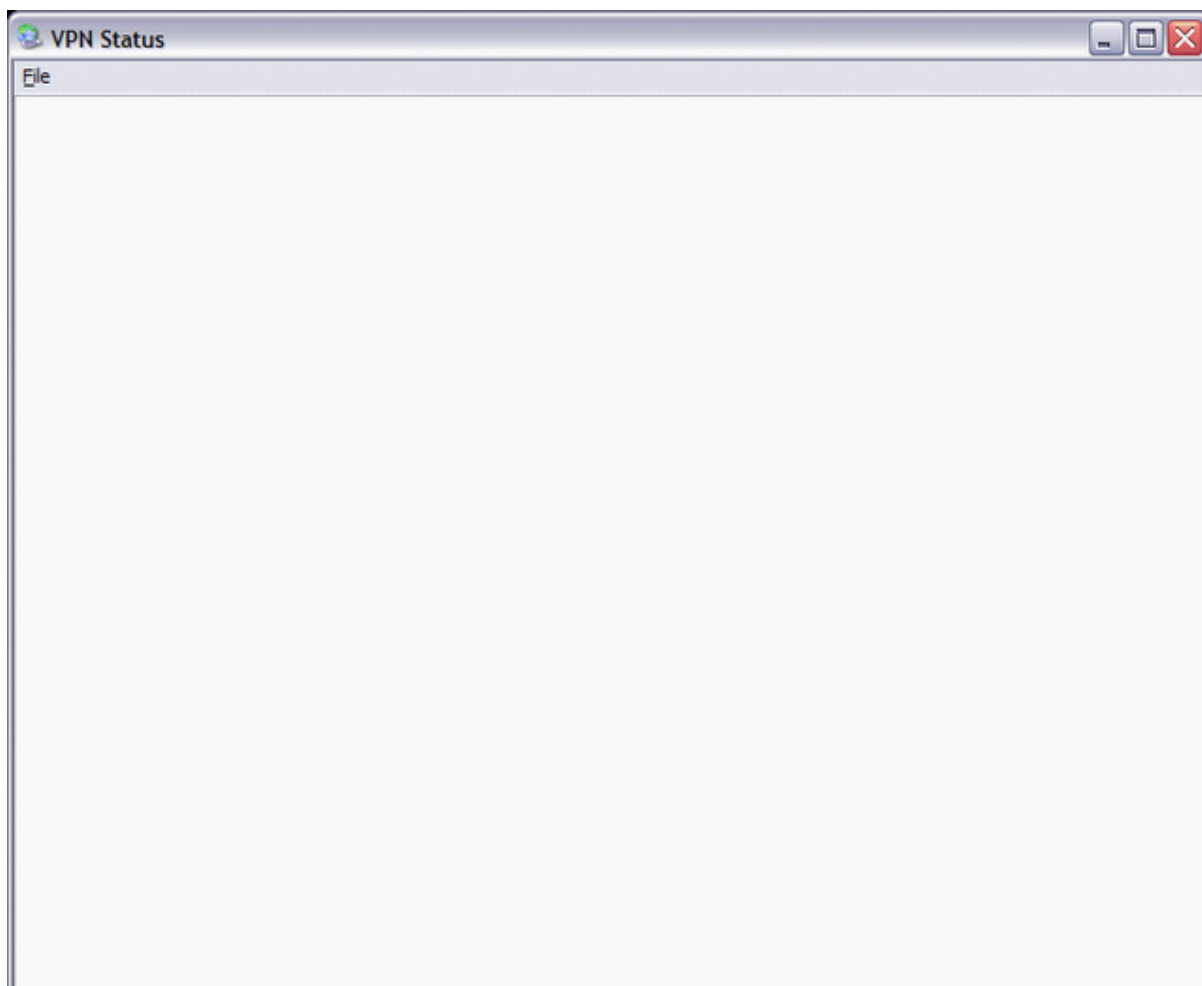
Field Type: Select box

7.6 Network

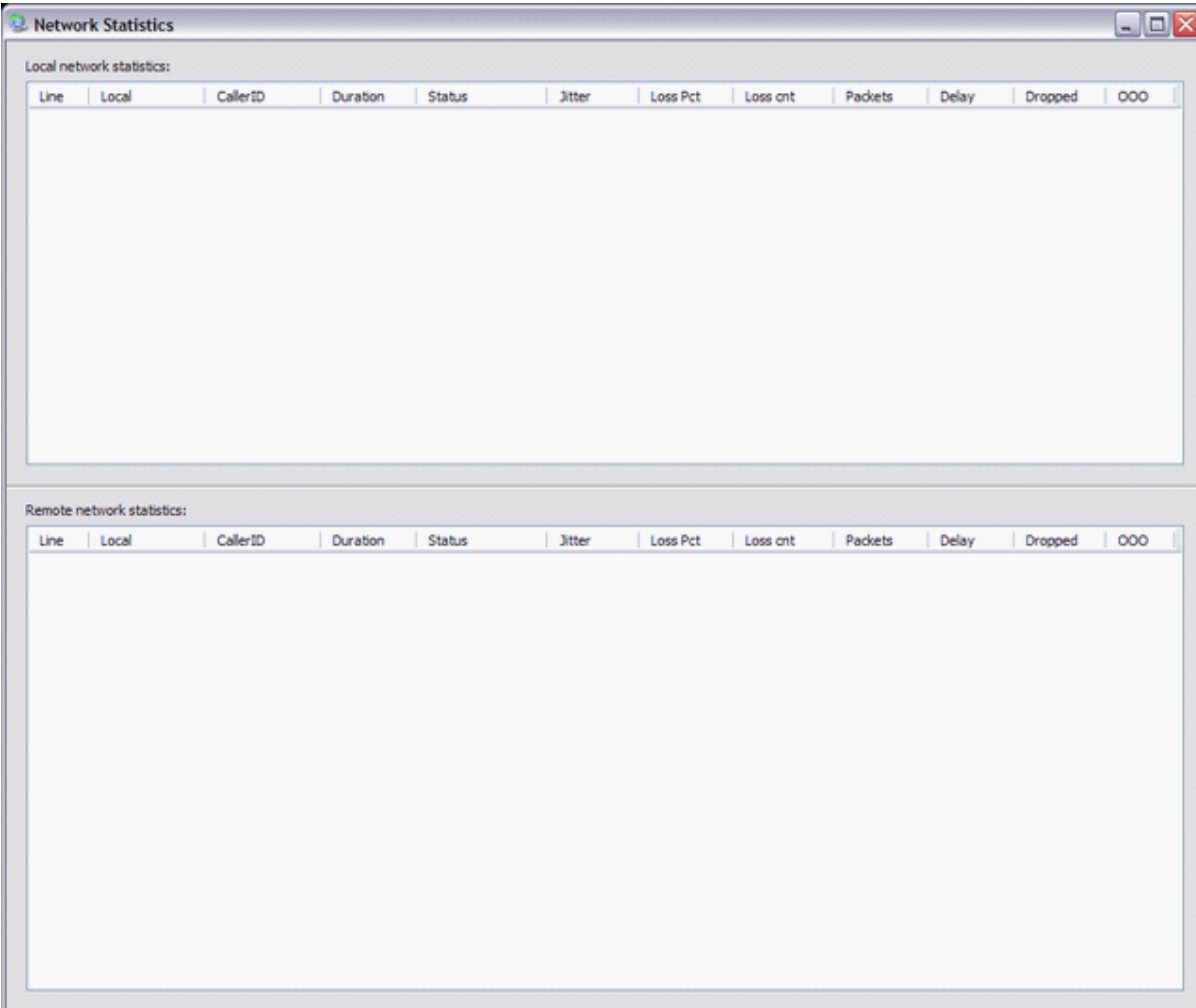
In this chapter we will cover:

- VPN Status
- Network Statistics
- Diagnostic Log
- Asterisk Manager Debug Info

7.6.1 VPN Status



7.6.2 Network Statistics

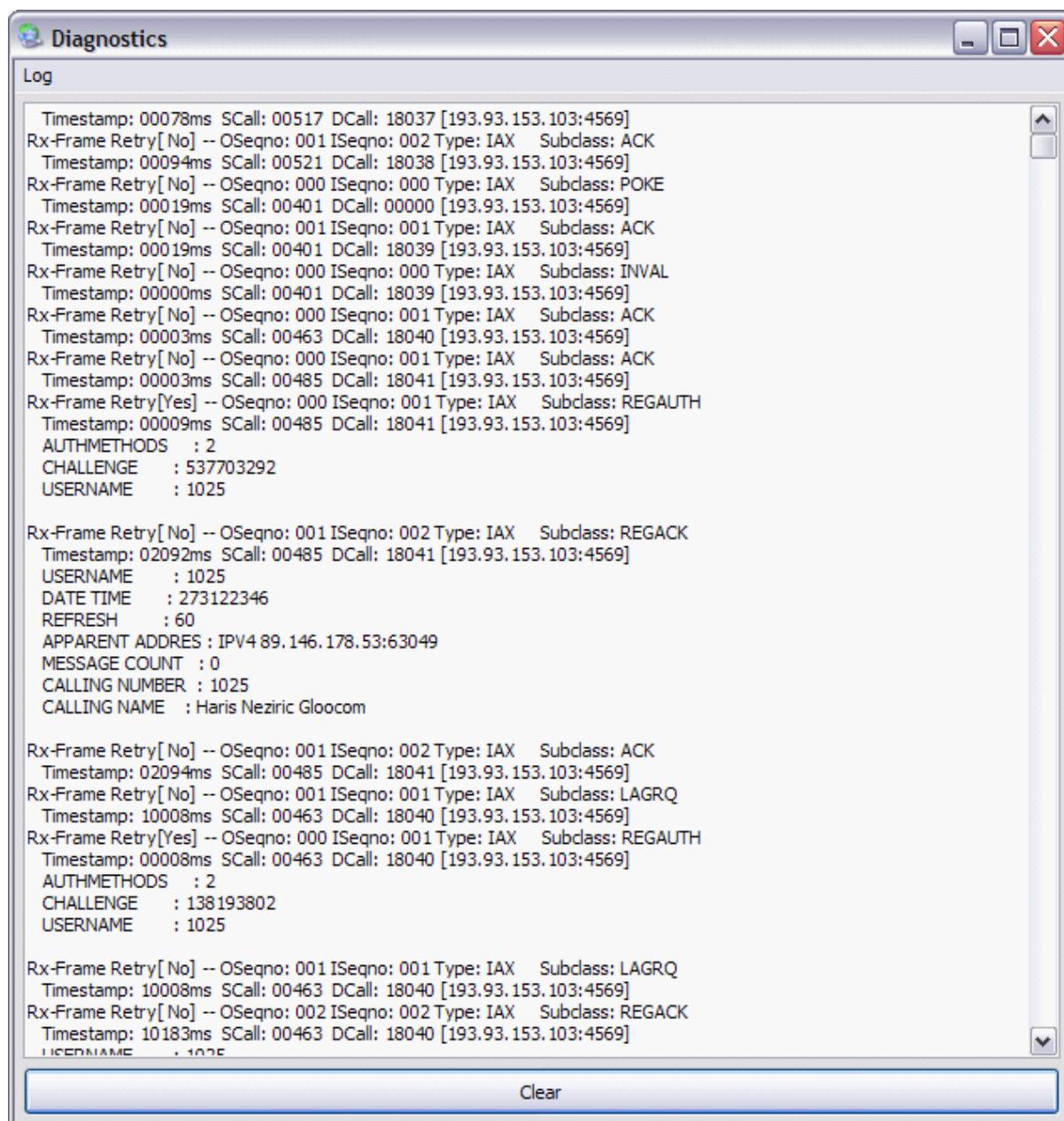


The screenshot shows a window titled "Network Statistics" with two sections: "Local network statistics:" and "Remote network statistics:". Each section contains a table with the following columns: Line, Local, CallerID, Duration, Status, Jitter, Loss Pct, Loss cnt, Packets, Delay, Dropped, and OOO. The tables are currently empty.

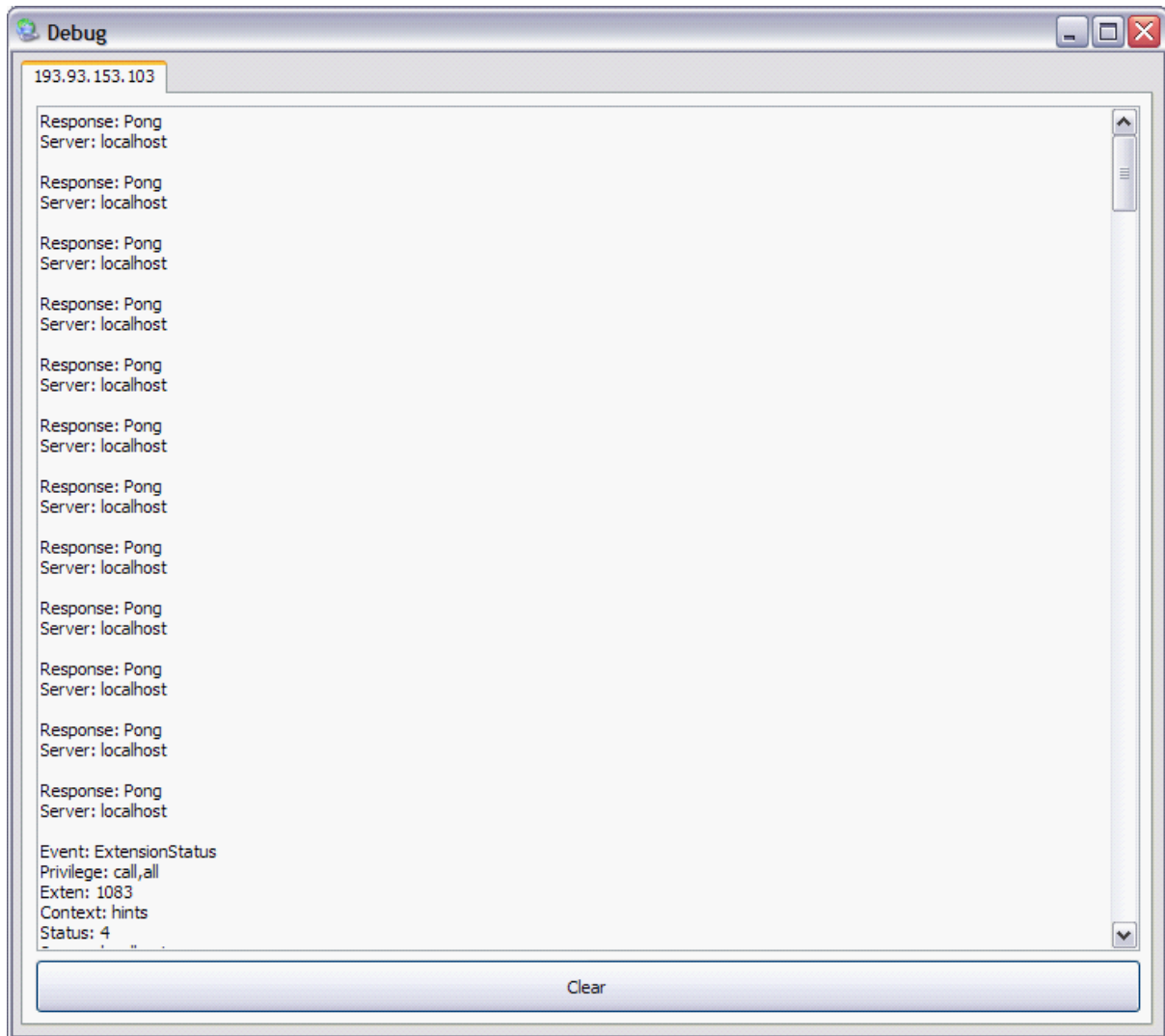
Line	Local	CallerID	Duration	Status	Jitter	Loss Pct	Loss cnt	Packets	Delay	Dropped	OOO
------	-------	----------	----------	--------	--------	----------	----------	---------	-------	---------	-----

Line	Local	CallerID	Duration	Status	Jitter	Loss Pct	Loss cnt	Packets	Delay	Dropped	OOO
------	-------	----------	----------	--------	--------	----------	----------	---------	-------	---------	-----

7.6.3 Diagnostics Log



7.6.4 Asterisk Manager Debug Info



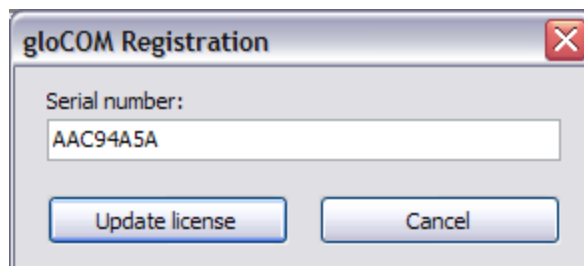
7.7 Help

In this chapter we will cover:

- Update License
- Check for Updates
- About

7.7.1 Update License

If a license needs to be updated (increasing the channels limit for example), just click on the 'Update license' button and new license will be applied to gloCOM. In case that completely new license is to be applied, type the license number under 'Serial number' field and click on 'Update license' button.

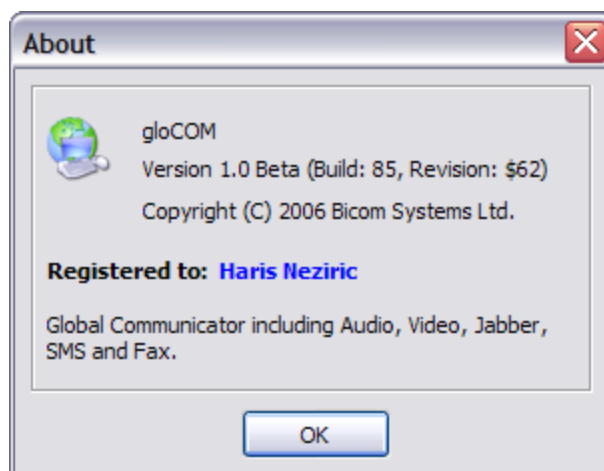


7.7.2 Check For Updates

This link checks for new gloCOM updates

7.7.3 About

This window will provide more information about the software running (build, revision versions)



Part



8 Operator Panel

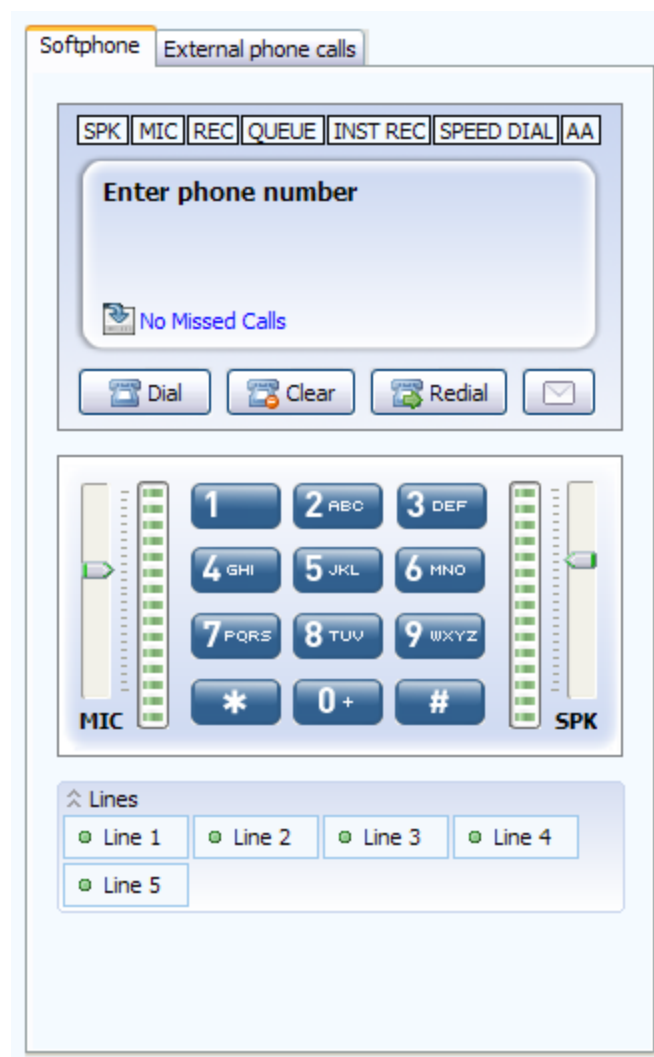
In this chapter we will cover:

- Phone
- Destinations

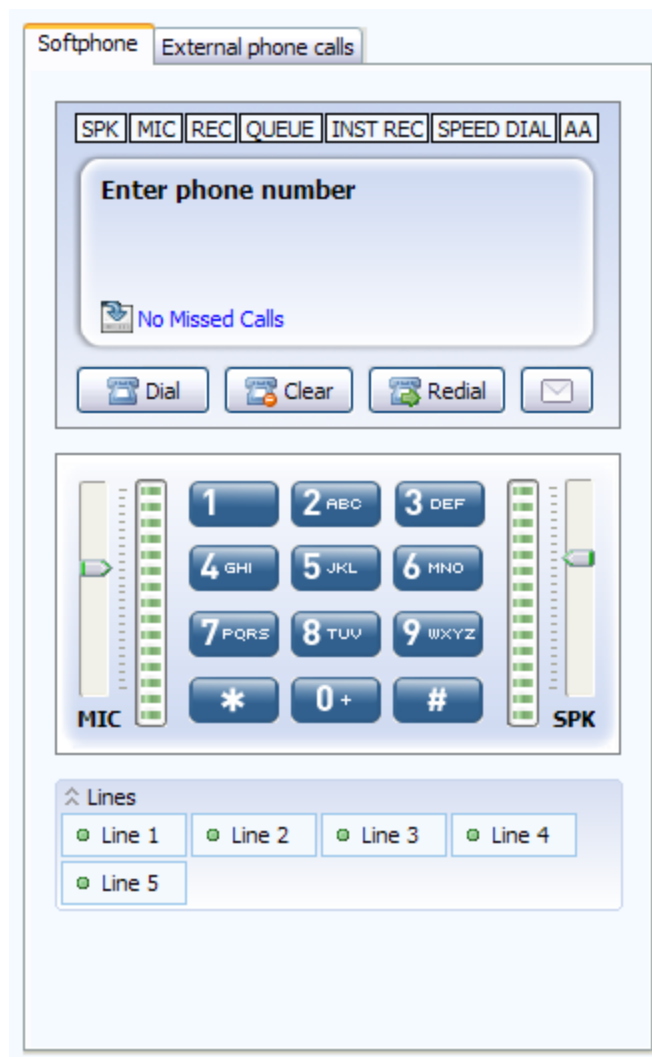
8.1 Phone

In this chapter we will cover:

- Softphone
- External Phone Calls



8.1.1 Softphone



ACTIONS

SPK:

Mute speaker during active call on a single or all lines

Example: 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

Field Type: Button

MIC:

Mute microphone during active call on single or all lines

Example: Once in conversation, click this button and select 'This line' to mute active line, or select a line number you wish to mute

Field Type: Button

REC:

Record all incoming calls

Example: Calls are recorded on PBXware side. To listen to recorded call, in PBXware interface navigate to 'Reports: CDR' page. Recorded calls will have a round blue icon next to them. Select a box next to a call record and click 'Listen' icon on top to download file on local computer.

Field Type: Button

QUEUE:

Login from gloCOM as a Queue Agent

Example: Queue Agent must be added under 'Accounts: Queue Agents'. Once done, click this button to log in as this Queue Agent. gloCOM will have an active line to Queue all the time - DO NOT HANGUP. Once you hang up, gloCOM will be considered as 'logged out'. When new user enters Queue, a short beep sound will be heard notifying you about new caller on line.

Field Type: Button

INST REC:

Enable instant call recording

Example: While in conversation a click on this button will initialize instant recording and call will be recorded from that point on. Note that this sound file will be saved under 'My Documents: gloCOM Call Recordings' destination

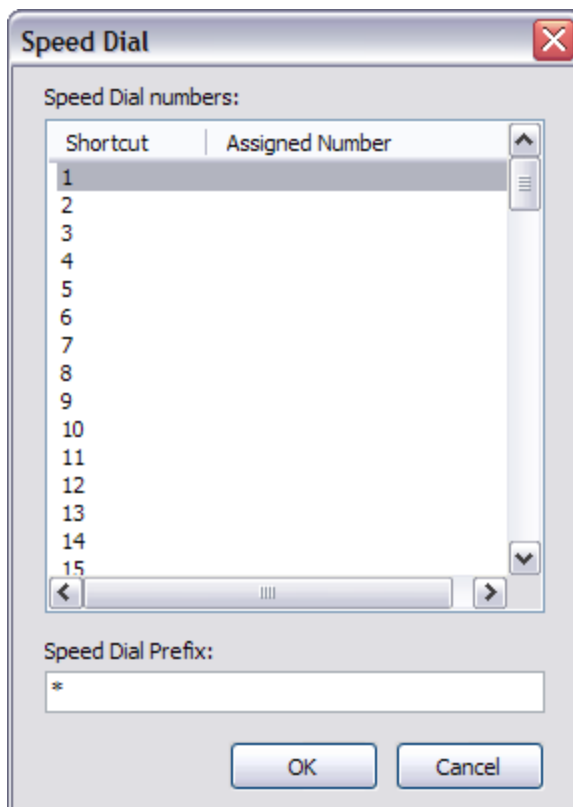
Field Type: Button

SPEED DIAL:

Set custom speed dial codes

Example: Once a short code is dialed, gloCOM will dial assigned number (a proper phone 121255510204 for example). Note that speed dial requires a prefix (e.g. *) which is required to be dialed before a short code (e.g. *1 => 121255510204)

Field Type: Button

**AA:**

Automatically accept any incoming call

Example: With this option enabled, anyone calling your gloCOM extension will be automatically transferred to a speakerphone

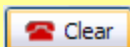
Field Type: Button



Dials entered phone number

Example: Type in the phone number and click this button in order to dial it

Field Type: Button



Clear typed number

Example: 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

Field Type: Button



Redial last number

Example: Click on this button in order to redial the last number

Field Type: Button



Voicemail signal

Example: When new voicemail message is available, this button will flash. Click on it in order to check your voice mail

Field Type: Button

MIC:

Microphone volume

Example: Adjust the microphone volume by moving the slider up or down

Field Type: Button

Keypad:

Example: Used for entering phone numbers. The other way of entering numbers is to simply type them on the keyboard

Field Type: Button

SPK:

Speaker volume

Example: Adjust the speaker volume by moving the slider up or down

Field Type: Button

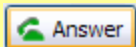
Lines:

Line indicator

Example: 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.

Field Type: Button

When incoming call is available the following will be displayed:



Answers incoming call

Example: When new call is ringing, a click on this button will answer the call

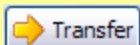
Field Type: Button



Rejects incoming call

Example: When new call is ringing, a click on this button will reject the call

Field Type: Button



Transfer incoming call

Example: When new call is ringing, a click on this button will transfer the incoming call. A chose between supervised, blind transfer and call parking is available

Field Type: Button



8.1.2 External Phone Calls

This window displays all active calls made by external phones connected to gloCOM

The screenshot shows a web interface with two tabs: 'Softphone' and 'External phone calls'. The 'External phone calls' tab is active. Below the tabs, there is a text box stating: 'This page allows you to see active calls for your external phones.' Below this text is a table with three columns: 'From', 'To', and 'Status'. The table is currently empty. At the bottom of the window, there are two buttons: 'Hangup' (with a red telephone handset icon) and 'Transfer' (with a yellow arrow icon).

From	To	Status
------	----	--------

Hangup Transfer

Hangup:

Hangup active call

Example: Select an active call and click this button to end/hangup a call

Field Type: Button

Transfer:

Transfer active call

Example: Select an active call and click this button to transfer a call. Options such as supervised, blind transfer and call park are available

Field Type: Button

8.2 Tabs

Tabs allow simple and easy access to most frequently used gloCOM options

In this chapter we will cover:

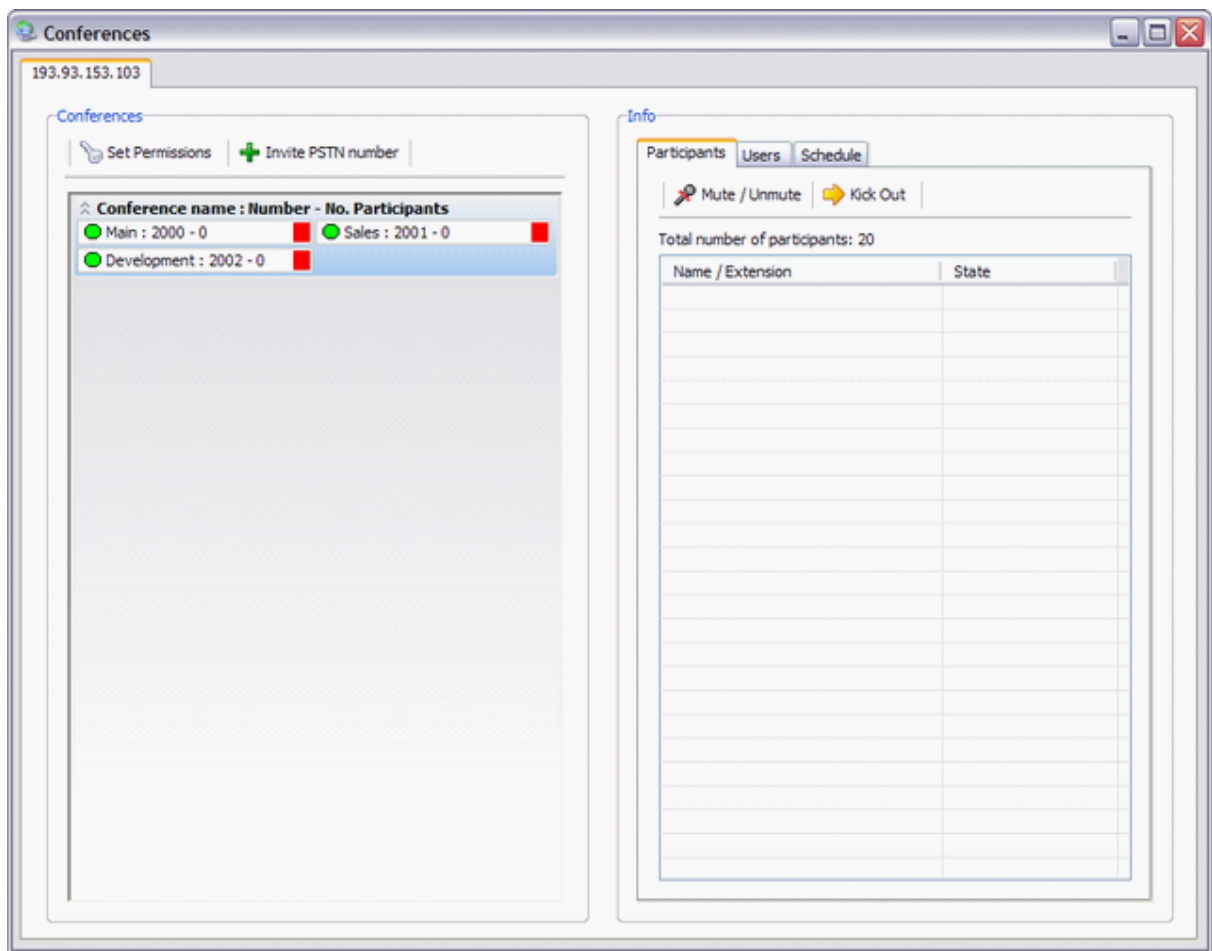
- Log Out
- Conferences
- Send Fax
- Site Manager
- Find Contact
- Settings
- About

8.2.1 Log Out

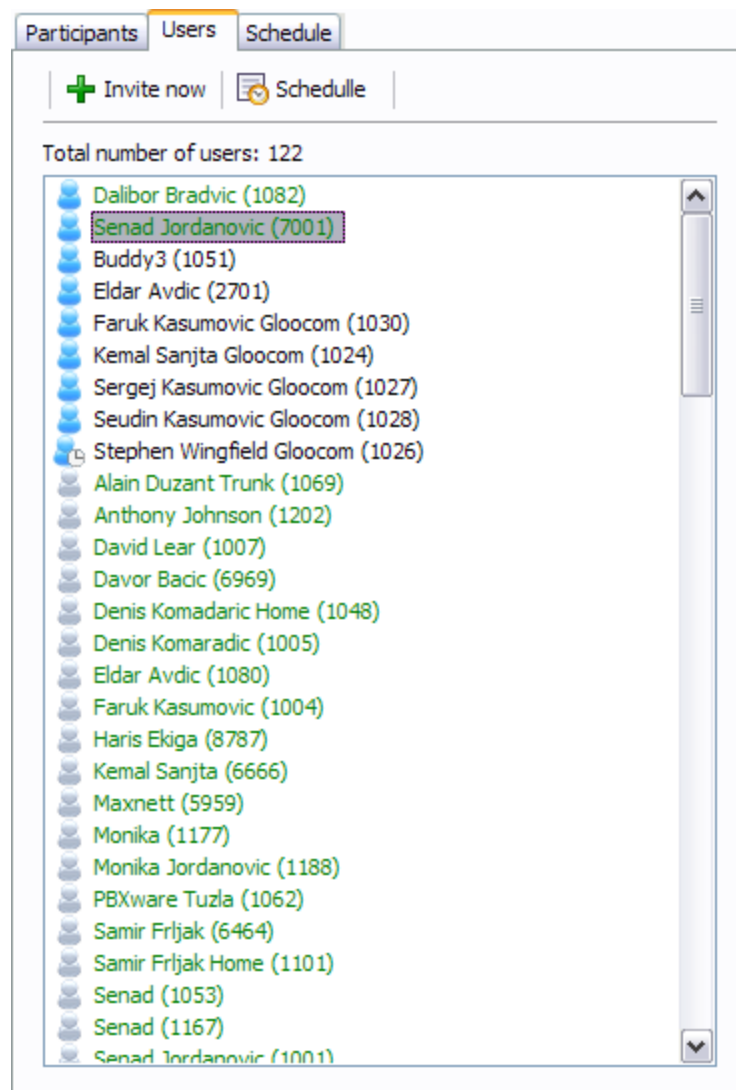
Signs out user out of active session.

8.2.2 Conferences

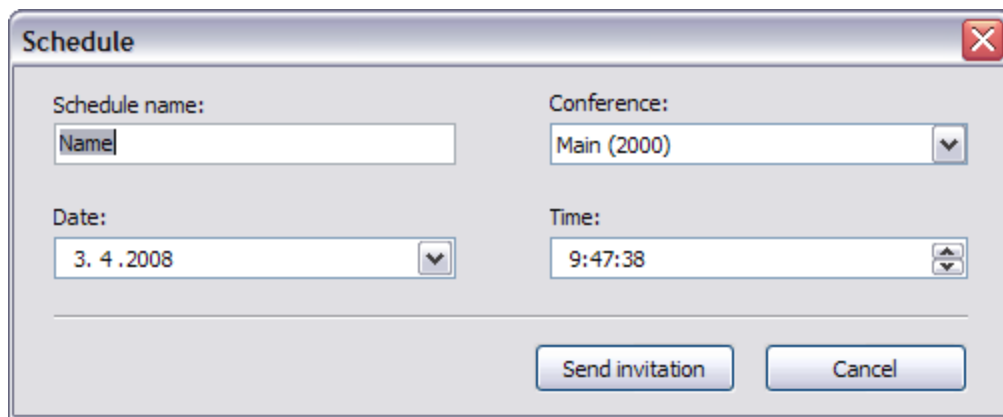
This window displays PBXware Conferences on its left side. On the right, active participants are displayed.



In order to add invite a user into a PBXware Conference, navigate to 'Users' tab, select a user and then click on 'Invite now' button



A conference can be scheduled for a certain date/time in the future as well. Click on 'Schedule' button and fill in required fields. A person scheduled for conference will receive a notification email.



Schedule

Schedule name:

Conference:

Date:

Time:

Schedule name:

Custom conference schedule name

Conference:

PBXware Conference room where meeting is scheduled

Date:

Date PBXware Conference is scheduled

Time:

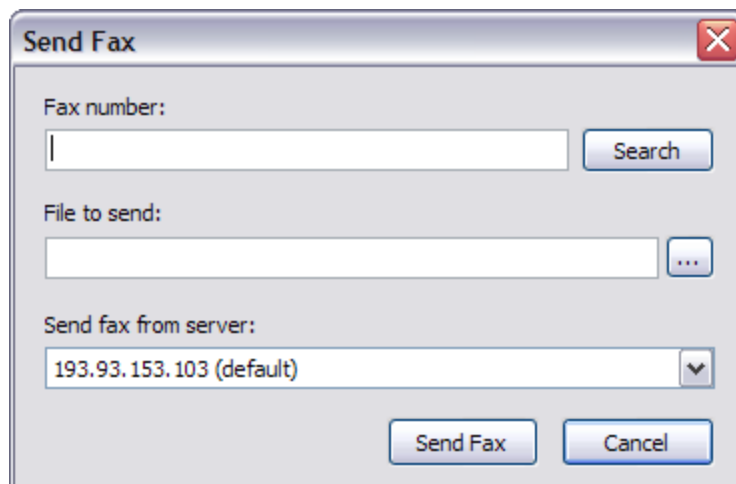
Time PBXware Conference is scheduled

Scheduled PBXware Conferences can be previewed from 'Schedule' tab. If required, its details can be updated by selecting a scheduled conference and clicking on 'Edit' button, or canceled completely by selecting a conference and clicking on 'Cancel' button

Task name, Conference	Date/Time
Name, Main	3.4.2008 10:54:32

8.2.3 Send Fax

gloCOM can be used to send a fax. All that is needed is to provide a fax number, select a file from your Desktop and select one of the servers from which fax will be send.

A screenshot of a 'Send Fax' dialog box. The dialog has a title bar with a close button (X). It contains three input fields: 'Fax number:' with a text box and a 'Search' button; 'File to send:' with a text box and a browse button (...); and 'Send fax from server:' with a dropdown menu showing '193.93.153.103 (default)'. At the bottom are 'Send Fax' and 'Cancel' buttons.

Send Fax

Fax number:

File to send:

Send fax from server:

Fax number:

Provide a fax number here (e.g. 121255510204), or search for number from the Users Contact list

File to send:

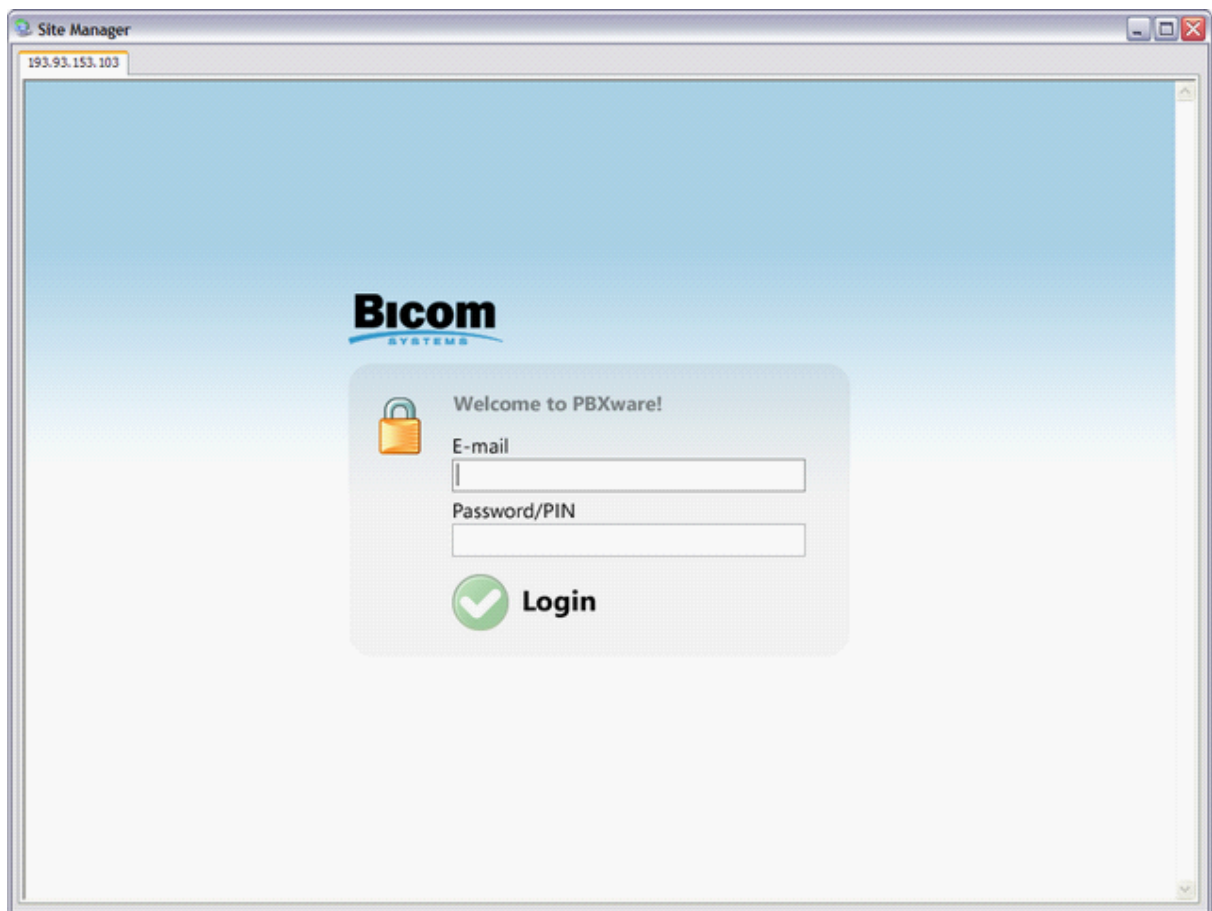
Click on '...' button to browser local computer files. Select one and click 'OK'. NOTE that file has to be in .tiff format

Send fax from server:

Select a server from which fax will be sent

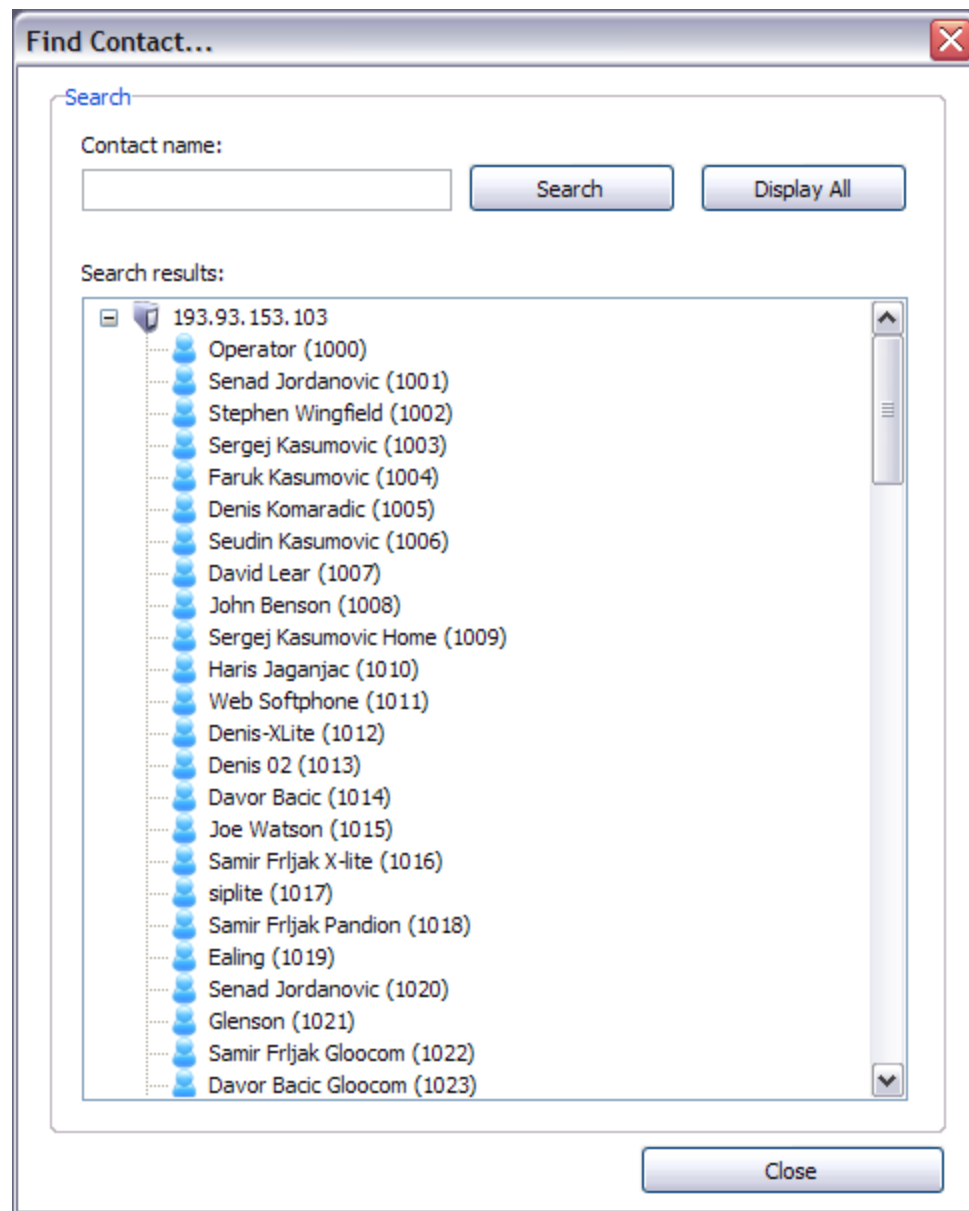
8.2.4 Site Manager

This tab opens up a Site Manager interface of server to which gloCOM is registered.



8.2.5 Find Contact

Opens new window for finding contacts information.

**Contact Name:**

A keyword to search for

Example: Provide a full or partial contact's name and click on 'Search' button to display the matches

Field Type: [a-z]

Search:

Search contacts

Example: Provide a full or partial contact's name under 'Contact Name' field and click on this button to display the matches
Field Type: button

Display All:

Displays all contacts

Example: After any search, only matching items will be displayed. Click this button to view all contacts again.
Field Type: button

Close:

Closes the 'Find Contact' window

Example: Click on this button to close this window
Field Type: button

Right-click options:

At any time you can right-click on a contact. The following actions will be displayed

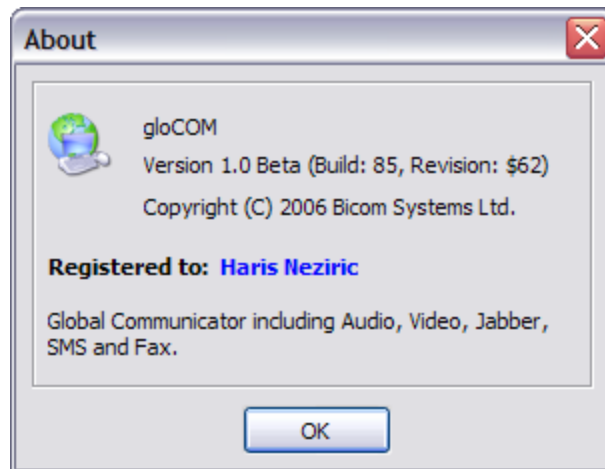
- **Call** - Place a call
- **Chat** - Start a chat
- **Send SMS** - Send SMS
- **Send FAX** - Send Fax
- **Call Monitoring** - Monitor calls made by a contact
- **Message History** - View your conversation history with the contact

8.2.6 Settings

This tab open up a 'Tools: Settings' window

8.2.7 About

This window will provide more information about the software running (build, revision versions)

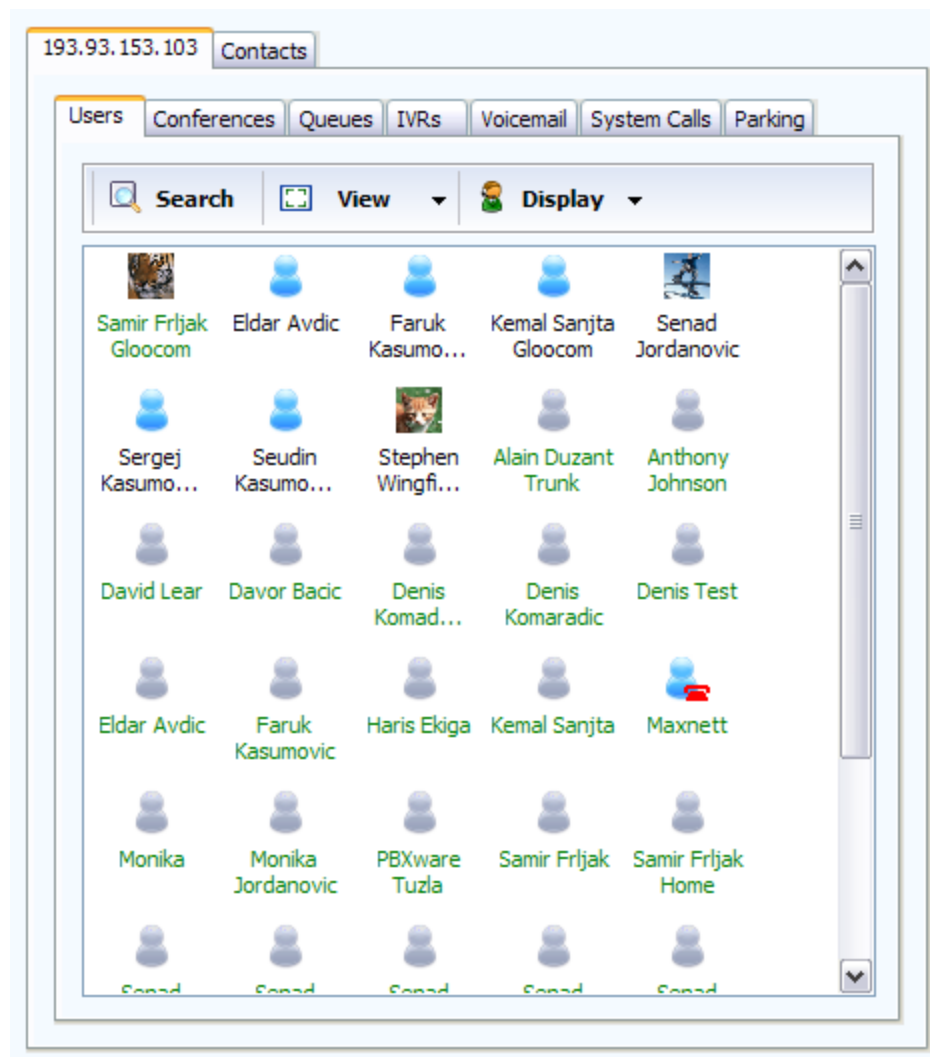


8.3 Destinations

In this chapter we will cover:

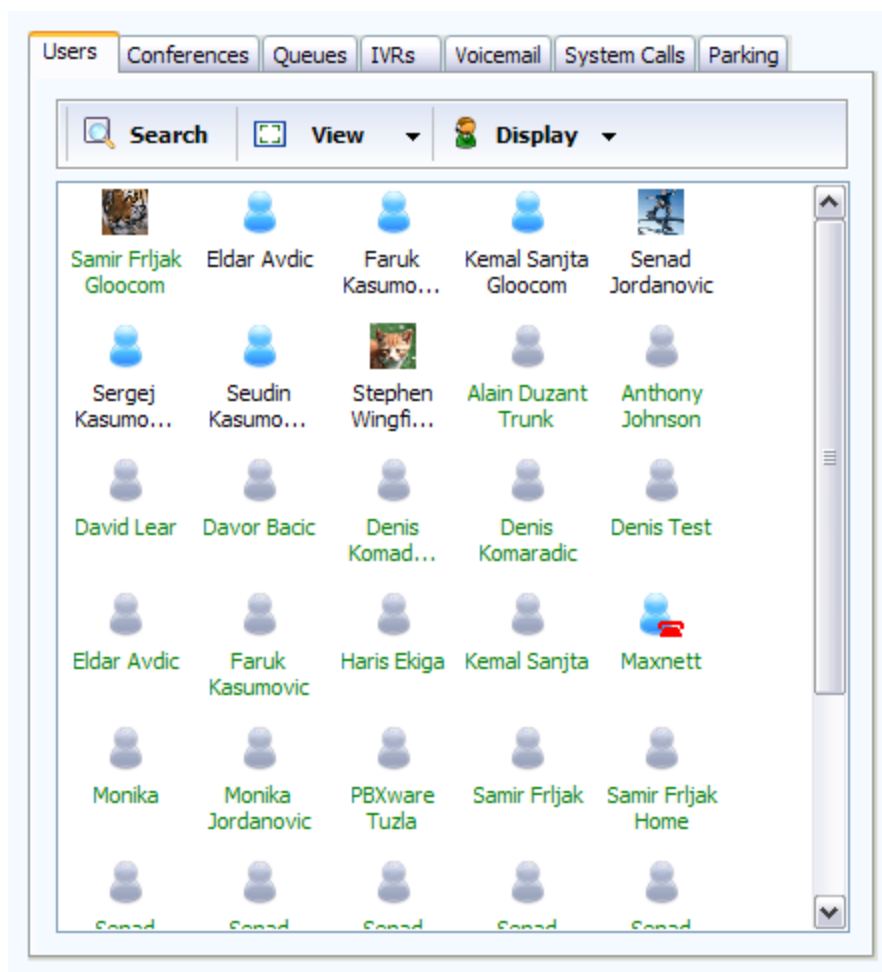
- Users
- Conferences
- Queues
- IVRs
- Voicemail
- System Calls
- Parking

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



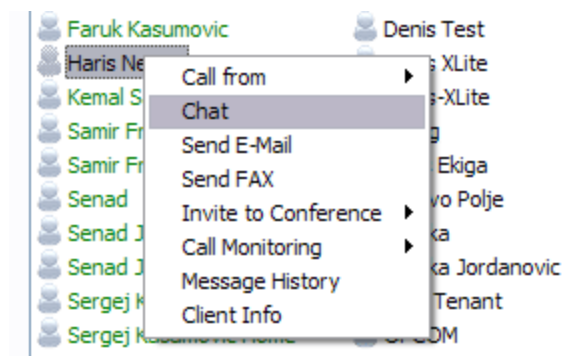
8.3.1 Users

This window displays available extensions



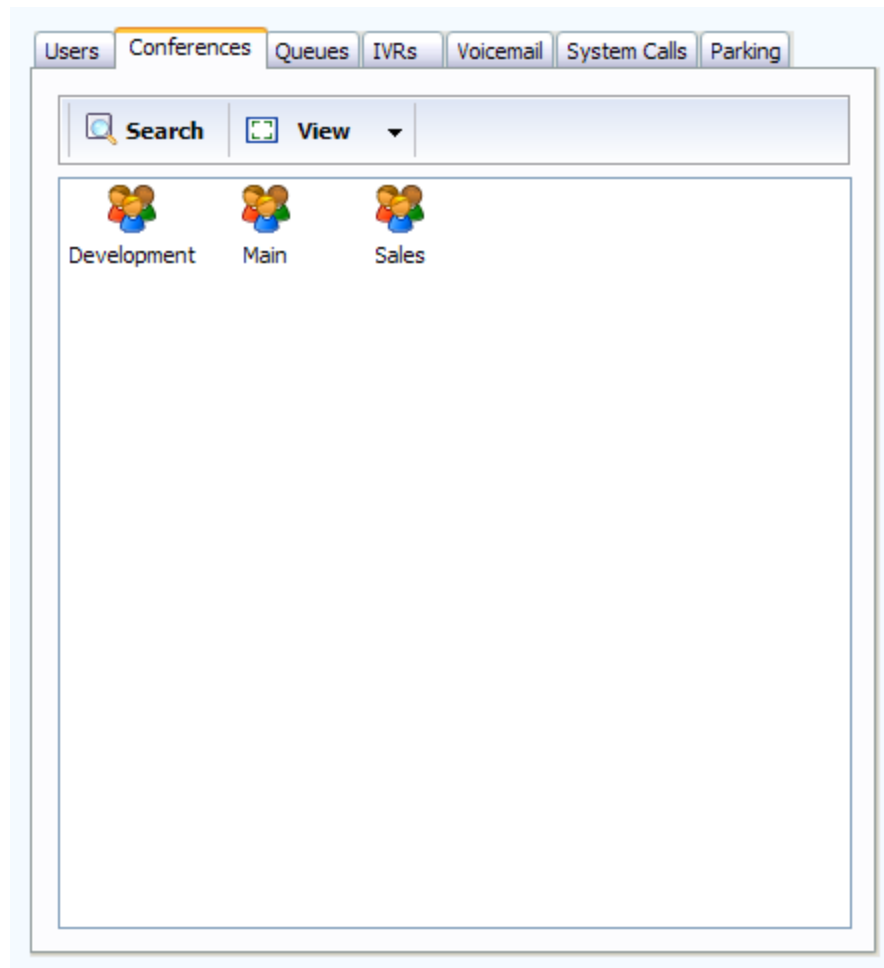
Calls can be placed by drag and drop motion from one extension to another, or directly from phone display to extension for example. A right click on contact name is available as well and offers more possible actions regarding selected extension. By this way user can be:

- Called from gloCOM or monitored extensions
- Chat conversation can be started
- Email can be sent to user
- Fax can be sent to users number
- User can be invited into conference
- User's calls can be monitored
- More information about user can be seen



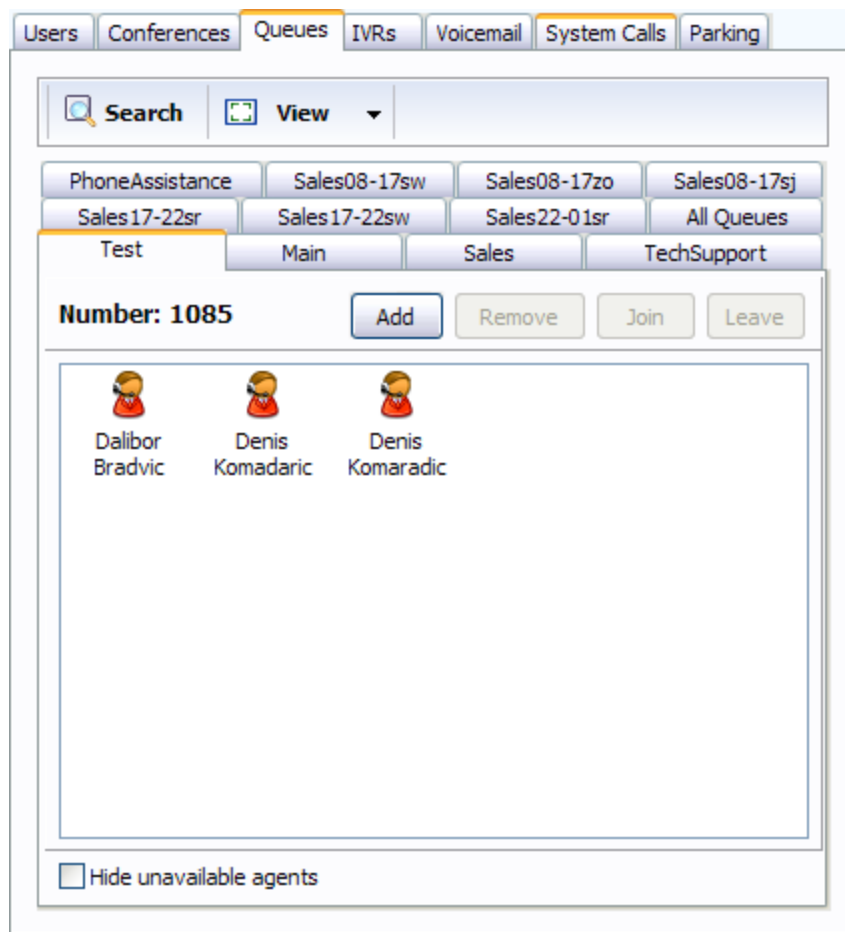
8.3.2 Conferences

This window displays available conferences



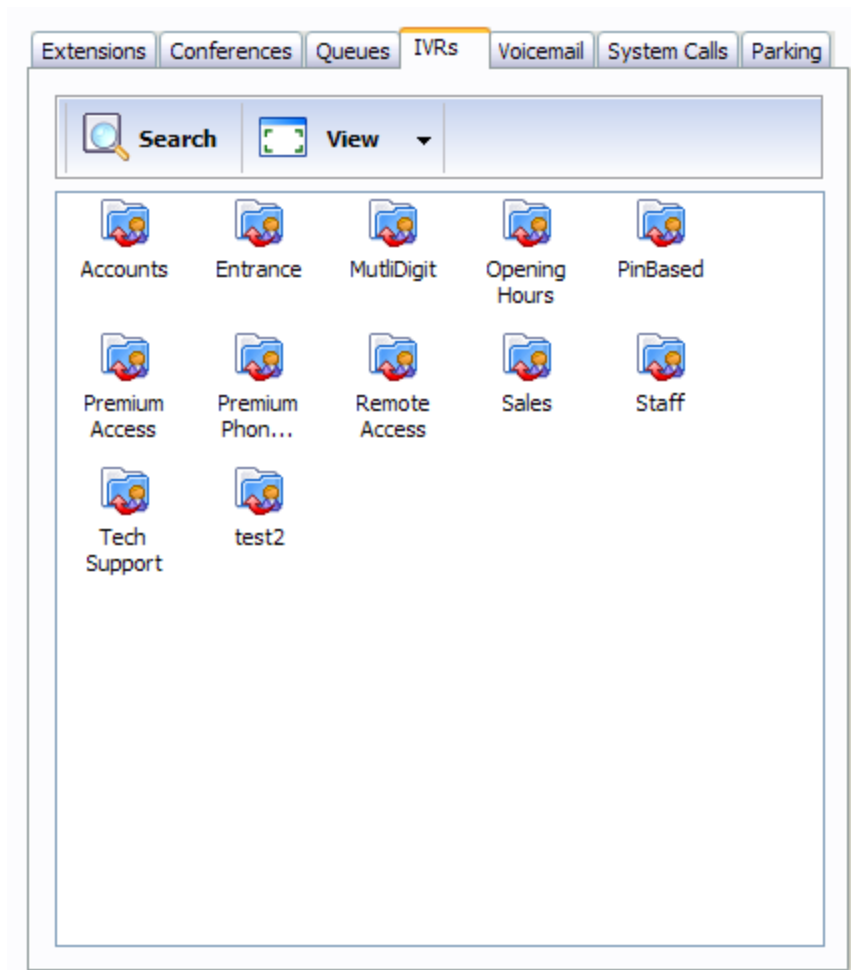
8.3.3 Queues

This window displays available queues



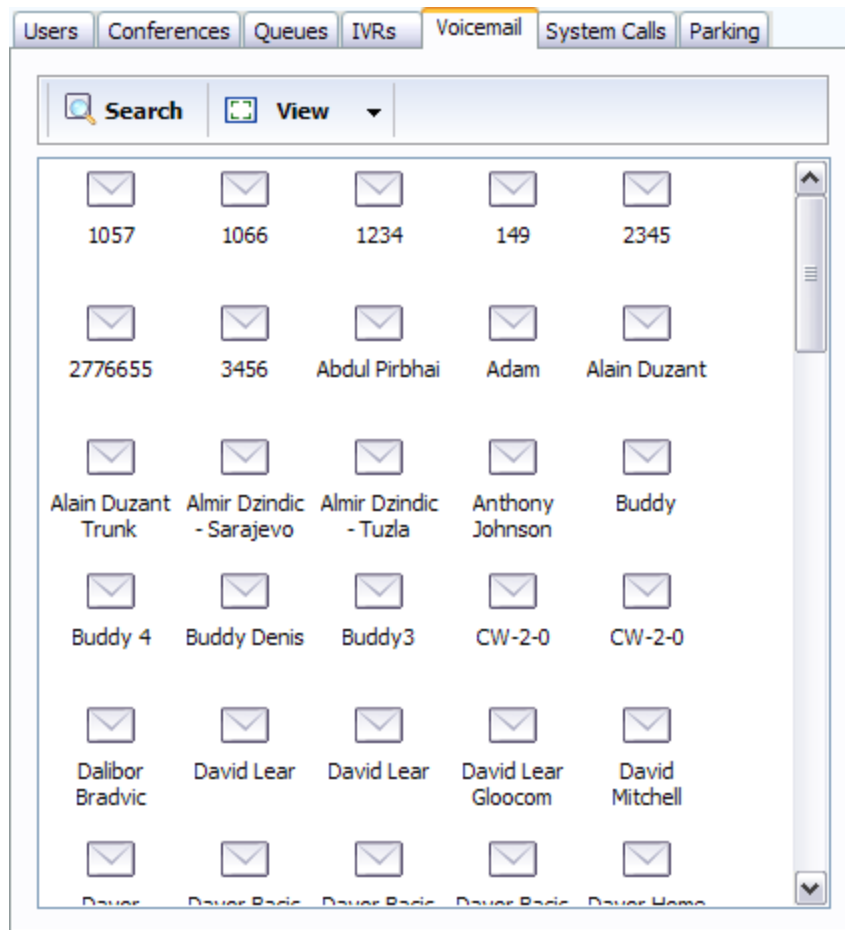
8.3.4 IVRs

This window displays available IVRs



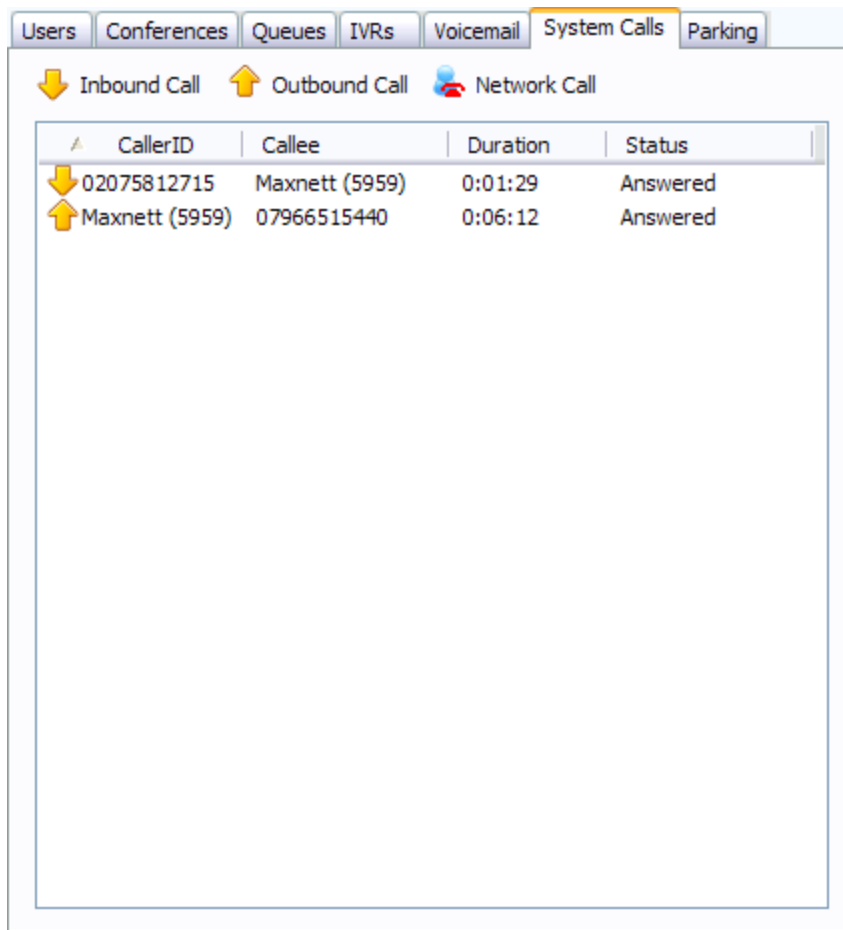
8.3.5 Voicemail

This window displays available voice inboxes. A call placed directly to a voice inboxes allows user to leave a voice message without ever ringing the extension.



8.3.6 System Calls

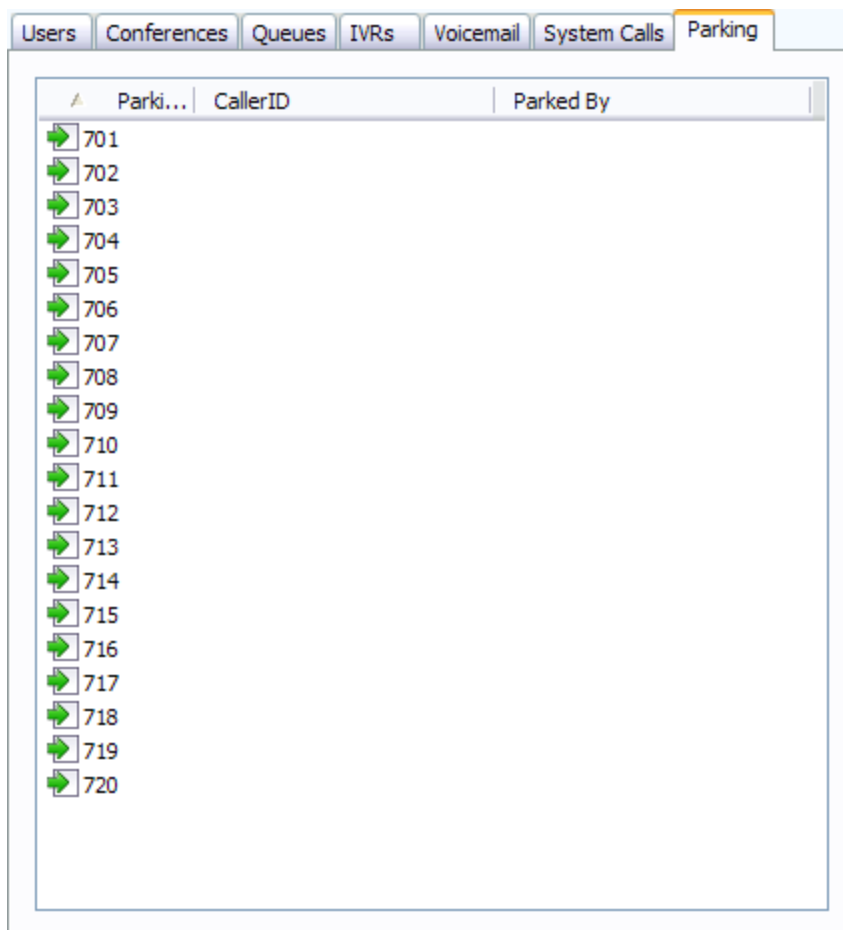
This window displays active system calls. No actions are available against the calls displayed here.



	CallerID	Callee	Duration	Status
↓	02075812715	Maxnett (5959)	0:01:29	Answered
↑	Maxnett (5959)	07966515440	0:06:12	Answered

8.3.7 Parking

This window 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).



Part

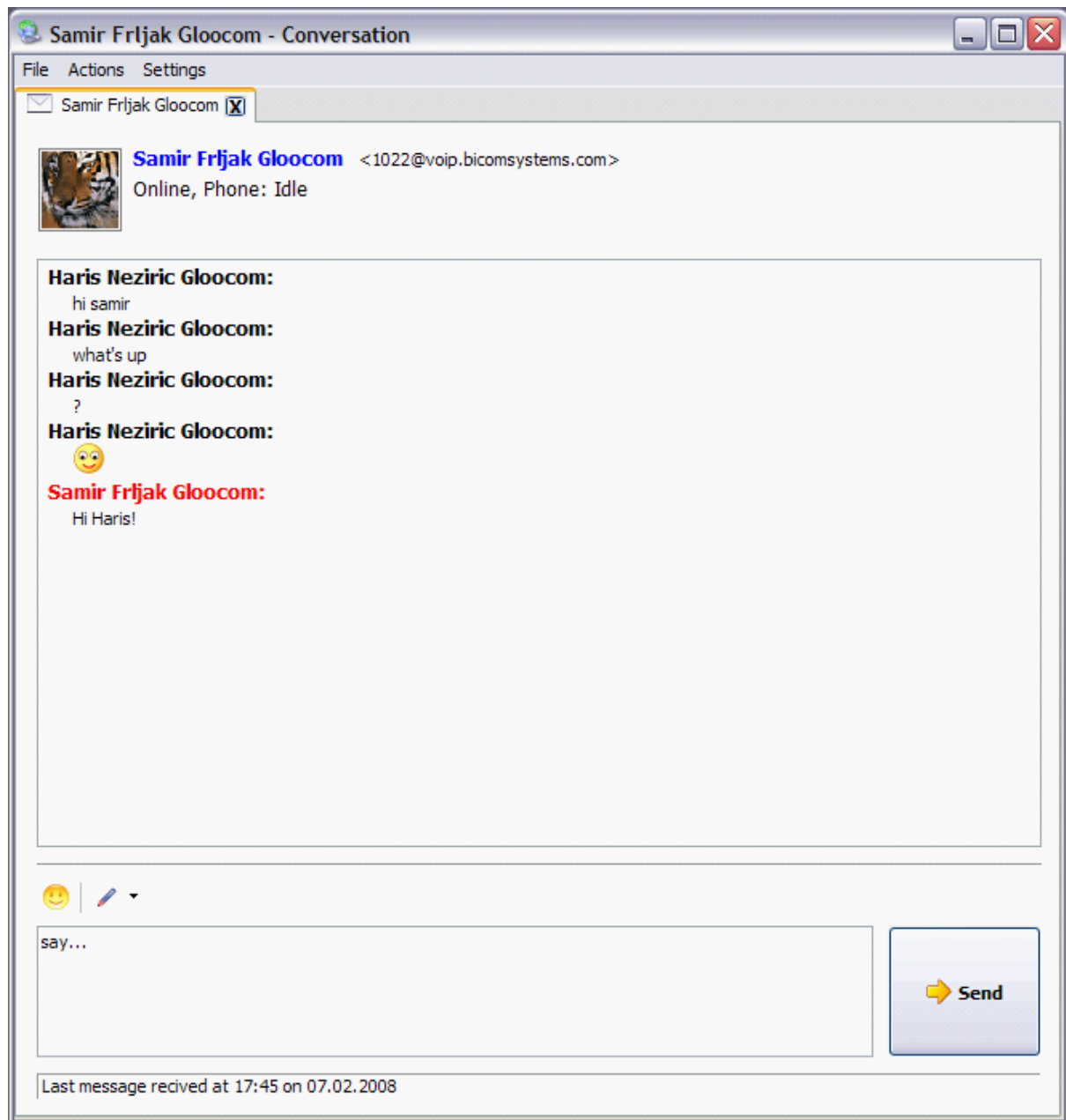
IX

9 Chat

Chat window acts like an instant messenger. On top, user details are set.

Avatar - A click on avatar will allow you to set up a custom image

Status - Account status that is displayed to all users

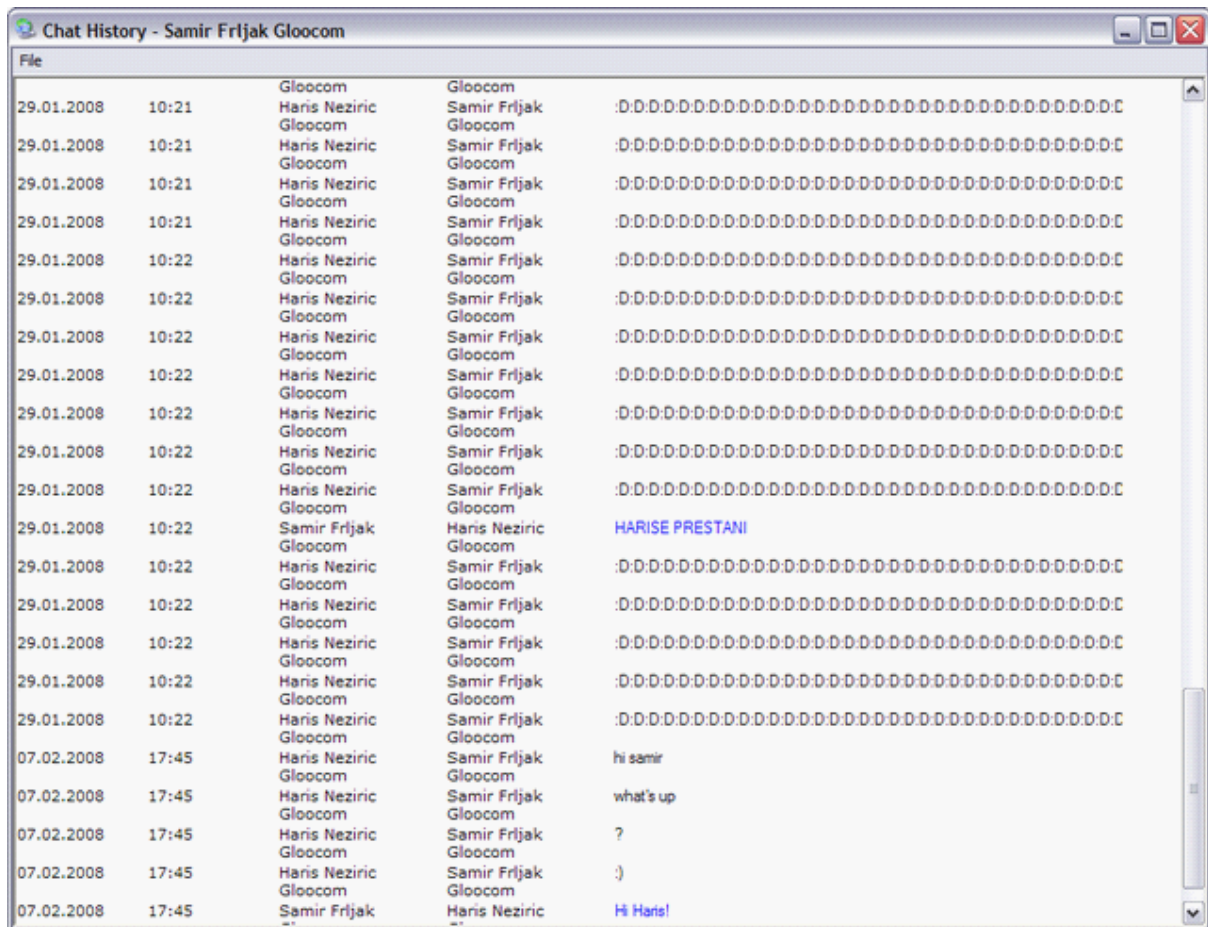


Chat session window displays other party contact details, current conversation and text area where message is typed.

- File
- Actions
- Settings

9.1 File

MESSAGE HISTORY



9.2 Actions

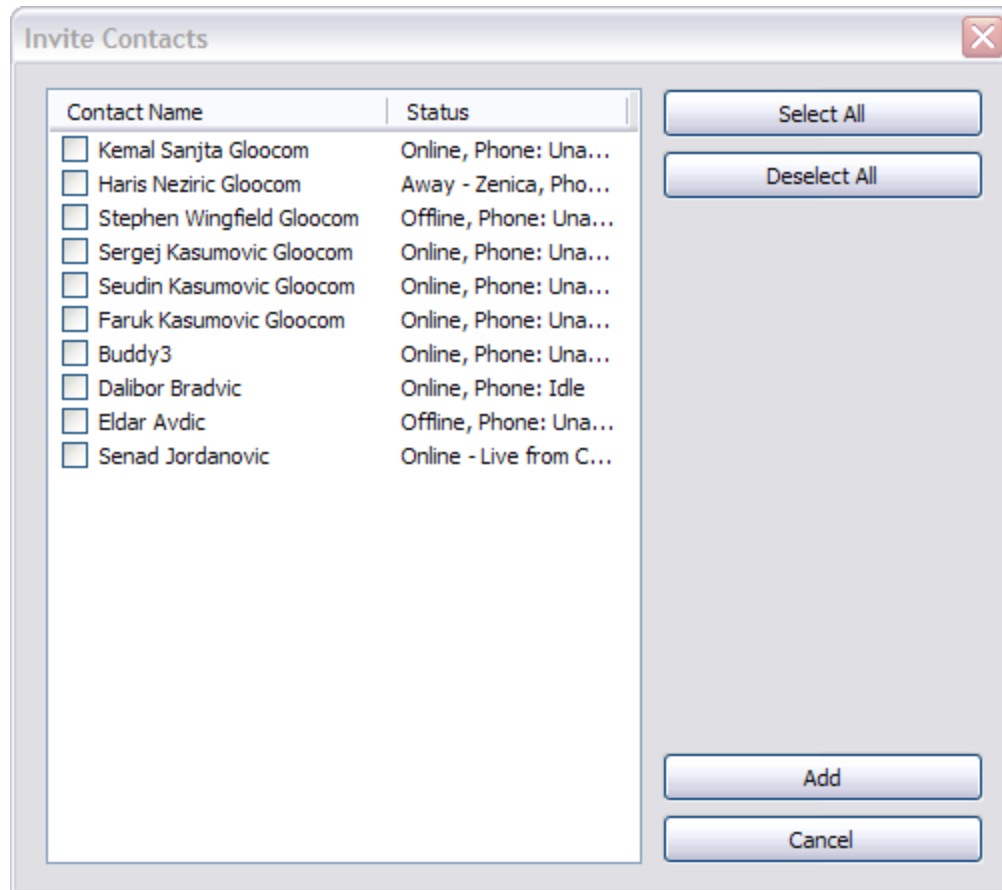
BLOCK

DELETE CONTACT

Deletes a contact from the 'Users' list

INVITE SOMEONE TO THIS CONVERSATION

Use this option to invite a new person to this chat conversation - creating a conference. Select an option next to user name and click 'Add' to invite a person into a conference.



9.3 Settings

Enter topic text here.

Part



10 Shortcuts

gloCOM has implemented shortcuts for some of the most frequent actions:

[gloCOM menus]

- CTRL + F = Find Contact
- CTRL + L = Log Out
- CTRL + I = Import Service Provider
- CTRL + U = Check for Updates
- CTRL + M = Site Manager
- CTRL + E = Enhanced Services
- CTRL + C = Conferences
- CTRL + A = About
- CTRL + H = Call History
- CTRL + S = Open Settings Window
- CTRL + R = Reconnect to Server(s)
- CTRL + X = Exit gloCOM
- Alt + F4 = Minimize to Tray
- ALT + F = Send Fax

[Active Calls]

- ALT + S = (un)mute Active Line (speaker)
- ALT + M = (un)mute Active Line (microphone)
- ALT + I = Start/Stop Instant Call Recording of Active Call
- ALT + H = Hang up Active Call
- CTRL + ALT + R = Enable/Disable Call Recording
- ALT + R = Redial
- CTRL + ARROW UP/DOWN = Speaker Volume Up/Down
- CTRL + ARROW LEFT/RIGHT = Microphone Volume Up/Down