

# gloCOM GO

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

## Supported OS

	iOS	android
<p>Apple iOS</p> <p>gloCOM GO can be installed on Apple iOS platforms (iOS 7 and above).</p>	●	○
<p>Google Android</p> <p>gloCOM GO can be installed on Android platforms (Android 4.0 and above).</p>	○	●

## Basic Phone operations and Call control

	iOS	android
<p>SoftPhone client enables users to make and receive their calls while on the go, without being confined to their office desk. gloCOM GO allows you full control of your calls. You can place, receive and control calls using mobile app.</p>	iOS	android
<p><b>Hold call</b></p> <p>Hold call feature allows you to place active call on hold by pressing hold button.</p>	●	●
<p><b>Transfer call</b></p> <p>Transfer call feature allows user to transfer call from their mobile client to PBXware extension, phonebook contact or to any other number entered manually.</p>	●	●
<p><b>Transfer call (supervised)</b></p> <p>Users are able to make a supervised transfers from their mobile client, to a PBXware extension, phonebook contact or to any other number entered manually.</p>	●	●
<p><b>Mute call</b></p> <p>gloCOM GO allows you to mute yourself while on active call by pressing the mute button.</p>	●	●
<p><b>Pause call</b></p> <p>If pause is pressed during active call, both parties will be muted and unable to hear each other but call will stay connected.</p>	●	●
<p><b>Caller ID display</b></p> <p>IgloCOM GO will display Caller ID number and/or Caller ID name on incoming calls.</p>	●	●

<p><b>Call history</b></p> <p>Call history list will allow you to see placed, missed and received calls in your mobile app, you are be able to check caller id and date/time for all calls in the list.</p>	●	●
<p><b>Click to call</b></p> <p>You can call people from your company by clicking their entry in gloCOM GO extensions screen.</p>	●	●
<p><b>Voicemail</b></p> <p>gloCOM GO allow you to easily manage your Voicemail messages from your mobile client.</p>	●	●
<p><b>Voicemail push notifications</b></p> <p>Receive and display a push notification for new voicemails in case the user is not in the app</p>	●	●
<p><b>Phone callback</b></p> <p>When softphone is not registered or when network quality is poor gloCOM GO can use callback feature to make calls via GSM. After you dial a number on your gloCOM GO, callback will be initiated and your mobile phone will be called by PBXware, once you answer the phone, call to number you dialed will be initiated.</p>	●	●
<p><b>Conferencing</b></p> <p>gloCOM GO allows you to list existing defined and instant conferences in order to join them. In addition to that, users can also check conference participants and invite new users to the conference. Depending on assigned conference privileges, users can also mute and kick conference members.</p>	●	●
<p><b>Call Monitor</b></p> <p>When call monitoring is enabled in the ES on the extension, users will see a 3 dots menu inside the extension profile and when pressed, the call monitoring feature will be available. If you don't have call monitoring enabled on the extension, you will not be able to see that option.</p>	●	●
<p><b>Editable dial number</b></p> <p>The entered number inside the dialer of the mobile application can now be modified before placing a call.</p>	●	●

<p><b>Switch device</b></p> <p>Switch active device before or during active call. Ability to switch between deskphone, softphone, mobile app or any callback number.</p>	●	●
<p><b>Call encryption indicator</b></p> <p>In-call indicator when call is using TLS/SRTP encryption..</p>	●	●
<h2>Unified Communications Features</h2>		
<p>Unified Communications Features are essential set of tools which is intergrating organisations, users and services into much more productive business units.</p>	iOS	android
<p><b>Unified call history</b></p> <p>Synced call history between all applications on all devices for 1 extension.</p>	●	●
<p><b>Presence</b></p> <p>gloCOM brings a unified presence that is synced across all of your devices (Desktop and Mobile). For a currently online user you can see if they are connected via Desktop, via Mobile or even both. For users who are not currently connected, you can see when was their last activity, in order to have a better understanding of their availability. Also, when there is no user activity on your computer for a certain period of time gloCOM can inform other users that you are away from your desk.</p>	●	●
<p><b>Instant Messaging by Chat</b></p> <p>Chat with one or more Users (single &amp; group chat) at the same time, and keep synced history of every IM conversation. gloCOM also allows you to see chat message delivery status (sending, sent, delivered, seen, failed).</p>	●	●
<p><b>Real-time messages sync</b></p> <p>gloCOM makes sure that any sent/received message is available in real-time on all of your logged-in devices. You will also receive push notifications for incoming messages on your mobile device.</p>	●	●

<p><b>File sharing</b></p> <p>gloCOM allows you to Send and Receive files. You can either click send file icon and then navigate to the file you would like to send, or you can click on send media button in your chat window. Files are stored permanently and can be downloaded until expiration time is reached. Expiration time can be modified on PBXware (default expiration time is two weeks). For image and video files there is a thumbnail which is automatically downloaded and in case user is sending image or video via send media button app will try to compress the files first. Files can be sent in single conversations and as well as in group conversations.</p>	●	●
<p><b>Take pictures and videos with a camera inside the chat</b></p> <p>In addition to sending media files from the gallery, there is an option to take a photo or record a video inside the chat conversation screen to give users a better chat experience.</p>	●	●
<p><b>Start call from chat</b></p> <p>gloCOM allows you to initiate the call from the chat window by clicking call icon. In case of group conferences call option is limited to 20 participants inside a group.</p>	●	●
<p><b>Adding user(s) to an existing chat conversation</b></p> <p>When adding users into the currently selected conversation you can filter users list by searching for a user's name or extension. You can also filter by department, or even add a whole department into the conversation. Added participants cannot read previous messages in the conversation.</p>	●	●
<p><b>Removing users from existing chat conversations</b></p> <p>Admin of the group conversation can remove one or more participants from the group.</p>	●	●
<p><b>Pinning of chat conversations</b></p> <p>Users can pin their most important conversation so that they appear on top of the list above all others.</p>	●	●
<p><b>Pinning of chat message</b></p> <p>Users can pin their most important message inside one chat conversation so that they appear on top of the conversation screen.</p>	●	●
<p><b>Forwarding of chat messages</b></p> <p>Users can forward existing text/file chat messages from one conversation to another.</p>	●	●



<p><b>Typing notifications</b></p> <p>Users can see the info if one or more users are typing in single or group conversation.</p>	●	●
<p><b>Support for disabling chat</b></p> <p>PBXware admin can now disable chat for certain editions which will cause the chat to be hidden in the app.</p>	●	●
<p><b>Share from other apps integration</b></p> <p>User can share links or files from other apps via gloCOM GO with native share dialog integration.</p>	●	●
<p><b>PBXware Directory</b></p> <p>PBXware directory will allow you to see all the extensions in PBXware directory with option to hide or block them as well as to set alias for each of the PBXware extensions.</p>	●	●
<p><b>User phone contacts dialing</b></p> <p>gloCOM GO allows users to dial any number from their phonebook or SIM card as easy as possible. directly from gloCOM GO application.</p>	●	●
<p><b>User phone contacts matching</b></p> <p>gloCOM GO will match all incoming/outgoing call numbers with contacts from user Phone Book and display appropriate name and avatar.</p>	●	●
<p><b>Central Phone Book</b></p> <p>Central Phone Book is a centralized list of contacts managed by the PBXware administrator. It is shared across all gloCOM users, and synced together with the rest of your contacts. Besides contacts managed by the administrator, each user can manage his own personal list of contacts. This personal list is private and visible only to you, and can be managed through Online Self Care.</p>	●	●
<p><b>Favorites</b></p> <p>As number of users can be very large in bigger companies, gloCOM GO gives you an option to create a list users you are communicating most often with so you do not have to waste another moment, browsing the list to find people you most often collaborate with.</p>	●	●
<p><b>SMS support</b></p> <p>Ability to send and receive SMS.</p>	●	●

<p><b>MMS support</b> Ability to send and receive MMS.</p>	●	●
<p><b>SMS support + sync</b> The ability to send and receive SMS that is synced between devices (mobile, desktop and web app).</p>	●	●
<p><b>MMS support + sync</b> The ability to send and receive MMS that is synced between devices (mobile, desktop and web app).</p>	●	●
<p><b>Call recording</b> gloCOM allows you to start, stop, pause and resume call recording while on active call. When this feature is in use you will be able to see call recording status indicator in your gloCOM interface .In order for this feature to work, extension must have Instant recording enabled in Enhanced Services.</p>	●	●
<p><b>Predictive Dialer</b> When on the phone screen, users can now search by phonewords (mnemonic phrases represented as alphanumeric equivalents of a telephone number). For example, if users type “34”, they will be presented with contacts that have 34 in their number, as well as contacts whose name contains a combination of letters [DEF][GHI].</p>	●	●
<p><b>Chat Voice Messages</b> Ability to record and send voice message in chat conversations as well as play received voice message.</p>	●	●
<p><b>Group Chat Admin Transfer</b> Ability to transfer admin of group chat or to takeover a group chat when admin leaves the group.</p>	●	●
<p><b>Chat message status info</b> Ability to see message status info for group messages (to whom the message has been delivered and who has seen the message).</p>	●	●
<p><b>Delete chat message for yourself</b> User can delete any chat message for himself.</p>	●	●
<p><b>Delete chat message for everyone</b> User can delete the message that he has sent for everyone.</p>	●	●

<p><b>Reorder pinned chats</b></p> <p>User can reorder his pinned chat conversations.</p>	●	●
<p><b>Paste images from clipboard to chat</b></p> <p>The user can paste images directly from the clipboard to their chat conversations.</p>	○	●
<p><b>Reply to chat message</b></p> <p>The user can now reply to any incoming/outgoing message</p>	●	●
<p><b>Mention participants in a group chat conversations using @Name</b></p> <p>The user can mention one or more participants and provide the context of their mentions within the message. The mentioned participants will receive a notification even in the group conversations they have currently muted.</p>	●	●
<p><b>Shared group chats</b></p> <p>Shared groups are groups with visible chat history, meaning the full chat history will be available to newly added participants.</p>	●	●
<p><b>Ask for attention</b></p> <p>Allows the user to ask the other side for immediate attention. If the targeted user is not in the app, a push notification will be sent and displayed to said user. Not available for group conversations.</p>	●	●
<p><b>iPad support</b></p> <p>All screens have been fully optimized for the iPad's display size. The iPad version also supports screen rotation.</p>	●	○

## Conferencing Features

	iOS	android
<p><b>Defined Conferencing</b></p> <p>gloCOM GO provides you an overview and control of defined conference rooms, with use of your mobile phone, and allows you to add participants by instructing the PBXware to call out external numbers you would like to add to the conference call.</p>	●	●



<p><b>Instant Conferencing</b></p> <p>You can create and control instant conference calls on your mobile device. In addition, you are able to convert two way calls into instant conference call and add as many additional participants you want.</p>	●	●
<p><b>Convert 2 party call to conference</b></p> <p>gloCOM GO enables you to do a seamless transition from regular call to a Instant conference by simply adding one or more contacts from your contact lists into a existing call. Invite external phone numbers gloCOM GO enables you to add any external phone number into the existing conference call.</p>	●	●
	●	●
<h2 style="background-color: #1a2b4d; color: white; padding: 10px;">Advanced Unified Communications Features</h2>		
	iOS	android
<p><b>DNS SRV SIP discovery and failover</b></p> <p>DNS SRV SIP discovery and parallel SIP registration to implement failover.</p>	●	●
<p><b>TLS Encryption</b></p> <p>gloCOM GO allows you to encrypt all SIP traffic using TLS. NOTE: This feature requires some additional server setup.</p>	●	●
<p><b>Audio codecs supported</b></p> <p>gloCOM GO supports <math>\mu</math>-Law, a-Law, G722 ,G729.</p>	●	●
<p><b>Opus codec integration</b></p> <p>Opus codec integrated.</p>	●	●
<p><b>Handling SIM change/country change</b></p> <p>Prompts for numbers selection would be shown when app starts or detects SIM change while running.</p>	●	●

<p><b>Push notifications</b></p> <p>gloCOM GO supports Push notifications which will increase user connectivity and flexibility for business trips, working from home, or any other calls made outside of the office. In addition, push service should also minimize battery impact made by the app.</p>	●	●
<p><b>Improved connectivity</b></p> <p>gloCOM GO allows you to switch between mobile and wireless network without being disconnected from ongoing call. In previous version switching from mobile to wireless network and vice versa would lead to connection drop with the server, which is not the issue anymore. At worst case scenario users might get small interruption in call which should not take longer than couple of seconds.</p>	●	●
<p><b>QR Code based login</b></p> <p>QR Code allows easy login on gloCOM GO mobile app. Instead of entering e-mail, password and server address manually on first login all you have to do is to scan QR Code sent to your e-mail, from your mobile app and all the information will be entered automatically.</p>	●	●
<p><b>Use SIP over mobile networks</b></p> <p>Ability to control whether gloCOM GO will use the mobile network for sip traffic or not. Useful for avoiding charges if in roaming on different networks.</p>	●	●
<p><b>QoS</b></p> <p>QoS is a set of technologies that work on a network to guarantee its ability to dependably run high-priority applications and traffic under limited network capacity (must be supported by user network). QoS can be enabled/disabled through application interface in settings.</p>	●	●
<p><b>Custom ports for SIP provisioning</b></p> <p>gloCOM GO can use custom TCP/UDP/TLS ports for SIP provisioning set on server side.</p>	●	●
<p><b>Chat Feature Flagging</b></p> <p>Ability to toggle (on/off) all chat features from PBXware admin GUI.</p>	●	●

# Integration

	iOS	android
<b>Meeting integration</b> Meeting list, scheduling notifications integration.	●	●
<b>Adding multiple co-organizers to a Meeting</b> Allows users to add multiple co-organizers when creating/scheduling meetings.	●	●
<b>E-mail client Integration</b> gloCOM GO enables you to write e-mails to any gloCOM user directly from within the app, by selecting your contact and pressing Send Email option. This feature will use your default e-mail client to send the e-mail.	●	●
<b>Integration with native dialer</b> This feature allows user to select gloCOM GO from the list of apps they would like to use as a default app to make calls with.	●	○
<b>Contacts integration</b> Option "Call via gloCOM" in phone contacts section.	○	●
<b>IP Camera support</b> gloCOM provides you with the option to connect any web-capable IP camera via URL	●	●

# Self Care

	iOS	android
<b>Blocking Caller ID</b> gloCOM GO allows you to easily block your caller ID from gloCOM GO settings. Once blocked, your Caller ID should be presented as Unknown/Whitheld until you change this setting.	●	●

<p><b>Call forwarding</b></p> <p>You are able to create call forwarding rules and set the number you would like to forward calls to from your gloCOM GO settings.</p>	●	●
<p><b>Mobile Phone Numbers</b></p> <p>When you click on gloCOM GO contact, you will be presented with list of mobile phone numbers, associated with this extension, where you can select one of the numbers in order to call the person directly. In order for this option to be available users must add the numbers they would like to be reached on when not in the office in PBXware enhanced service named Mobile Numbers.</p>	●	●
<p><b>Self Care Dashboard</b></p> <p>Self Care Dashboard provide information on calls statistics, connected devices as well as preview of extensions settings.</p>	●	●
<h2>Personalization</h2>		
	iOS	android
<p><b>Dark mode</b></p> <p>Ability to toggle between Light, Dark, and System themes.</p>	●	●
<p><b>Biometric lock/authentication support</b></p> <p>Support for biometric lock/unlock of the app as well as fallback to PIN option to lock/unlock the app using phone system credentials.</p>	●	●
<p><b>Avatar</b></p> <p>You can set your avatar image from gloCOM GO, avatar will be saved on the server and other contacts will be able to see it whenever you log in to gloCOM.</p>	●	●
<p><b>Status and status message</b></p> <p>gloCOM allows you to set your status (Available, Busy, DND, Away) and optionally provide a custom status message to describe your current availability. Aside from these 4 default statuses PBXware administrator can also add statuses through PBXware GUI and those will appear as an option in gloCOM for all users. When selecting your status you also have to specify status expiration. This allows you to let gloCOM revert your status back to Available after a certain period of time.</p>	●	●

<p><b>Sounds</b></p> <p>You are able to customise existent or upload your own ringtone in order to use them for gloCOM GO calls.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p><b>Different view modes</b></p> <p>Depending on your preference you can select whether you would like your gloCOM GO contacts to be displayed in List or Grid (Thumbnail) view mode.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p><b>Password reset</b></p> <p>With this feature users are able to initiate password reset procedure in case they lost or forgot their User password.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p><b>Avatar rotate option</b></p> <p>Users can now rotate Avatar image on iOS.</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<p><b>Avatar rotate option</b></p> <p>Users can now rotate and crop Avatar image on Android phones.</p>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<p><b>Navigation Customization</b></p> <p>Showing participants in the carousel and grid among the first video streams is based on who spoke last.</p>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<p><b>Italian translation</b></p> <p>The app GUI has now been translated to Italian so our Italian users can explore the benefits of the mobile application in their native language.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p><b>Portuguese translation</b></p> <p>The app GUI has now been translated to Portuguese so our Portuguese users can explore the benefits of the mobile application in their native language.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p><b>French translation</b></p> <p>The app GUI has now been translated to French so our French users can explore the benefits of the mobile application in their native language.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>



# Uncategorized Features

	iOS	android
<p><b>PBXware &amp; libraries info</b>                      PBXware version in “About” screen and new screen for licenses of all 3rd party libraries used in application under “Settings-&gt;Licenses”.</p>	●	●
<p><b>Strong password requirements tooltip</b>                      A pop-up explaining an updated password criteria for new passwords.</p>	●	●
<p><b>Audio notifications for network related changes during a call</b>                      When a network is disconnected during a call or when WiFi &lt; - &gt; mobile network switch occurs, users will hear a beep sound.</p>	●	●
<p><b>Optimization for Android Oreo and above, background service limitations</b>                      The “Application is running” persistent notification is visible while the app is running (or in the background) and calls are active so the Android OS does not kill the background service.</p>	○	●
<p><b>Improved stability for Android Oreo and above</b>                      Android Oreo (8.0) background processes have now been improved upon and are faster than before. This will help those customers using Android Oreo to run the Android app smoothly.</p>	○	●
<p><b>Optimization for large contacts directories</b>                      Loading for large phonebooks now works faster than ever so Android mobile app users are not inconvenienced when having lots of numbers to load.</p>	●	●
<p><b>Optimization for Android Q(10) and above, calls and app startup from background</b>                      Per Android Q (10) guidelines app will now show heads-up call notification with action to answer or decline call from notification itself since latest version of Adnroid devices with Android Q will not allow full screen overlay for incoming call to prevent interruption of user if he is doing sometnig else.</p>	○	●