

Installation Instructions for the gloCOM V6 Desktop Application

Overview

gloCOM is a powerful desktop Unified Communications application specifically designed to take your business communications to a whole new level by tightly integrating with the HostMyCalls PBX services, which is our VoIP Telephony Platform. Its main purpose is to simplify and enhance your day-to-day communication and collaboration experience.

It packs everything you need for a successful collaboration with your staff including IP Phone integration, Softphone, Messaging, Conferencing, CRM access, File transfer functionality and much more. All gloCOM features are neatly packaged within a single elegant desktop application interface with great user experience available on all major desktop platforms.



gloCOM is offered in Business, Agent and Supervisor Editions, each supporting specific features maximizing efficiency and productivity. With the wide array of features and capability, some may be shown in the application but not supported as the options selected for the customer's application was not included and may vary from user to user.

As mentioned above, the gloCOM desktop application can be used as either a standalone desktop softphone or as a companion to an IP phone. Both extension endpoints must be configured and provisioned as a PBX extension for the customer's HostMyCalls PBX system services. After the installation and user profile setup for the gloCOM application, the user can Login to gloCOM.

How to Install it

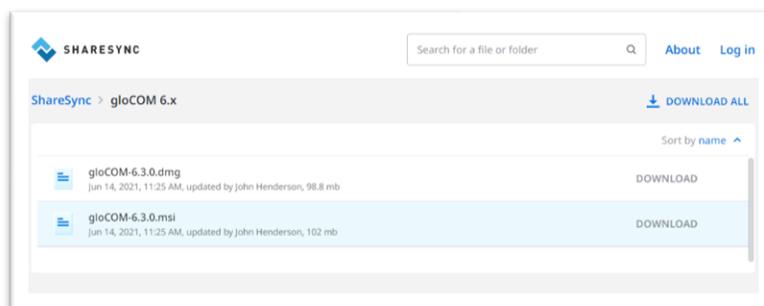
As a prerequisite to installing gloCOM, the installer should have administrator rights to load new applications on the computer. Also needed is the *User Account Details and Login server URL* for the assigned user of gloCOM which is provided by the support team at HostMyCalls. Please contact HostMyCalls Support if User and Login server information is unavailable or missing. <https://hostmycalls.com/contact-support-center/>

Step 1 - Obtain the Correct gloCOM Client Software

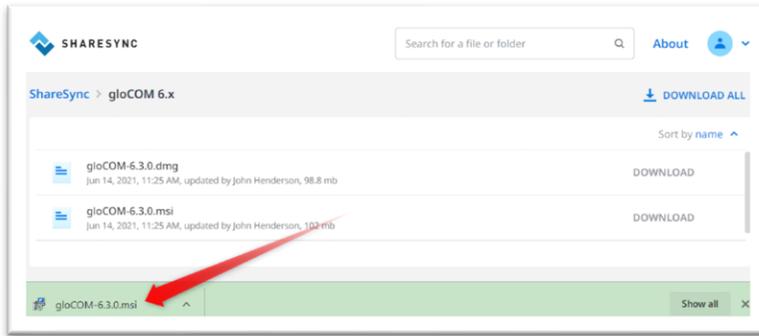
Download the correct gloCOM Desktop version for the operating system (OS) for the computer being used.

Hint: Files ending with .dmg are used for the Mac OS and .msi or .exe are used for the Microsoft Windows OS

Versions for both Mac OS and Windows OS are located on our storage location which can be found by following this link - <https://sharesync.serverdata.net/us3/s/quVt9e3WqaRfzDqLA0n0IO003d11b3>



Step 2 – Run the Downloaded File

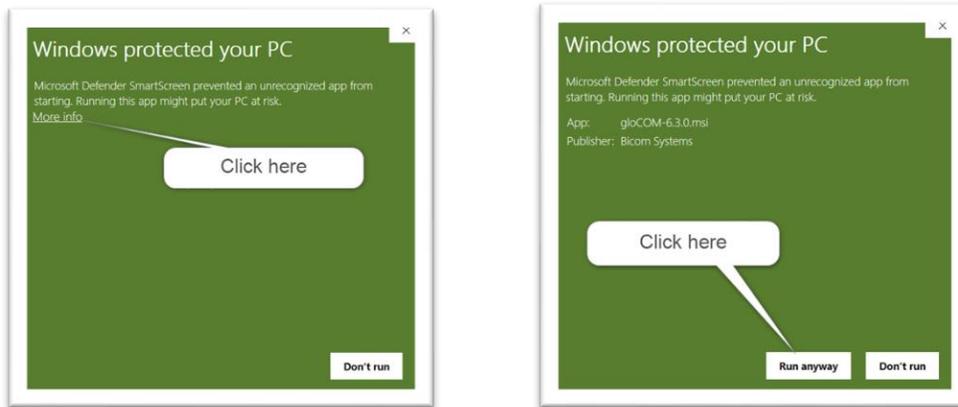


For this example, we are performing the installation on a computer running the MS Windows 10 OS.

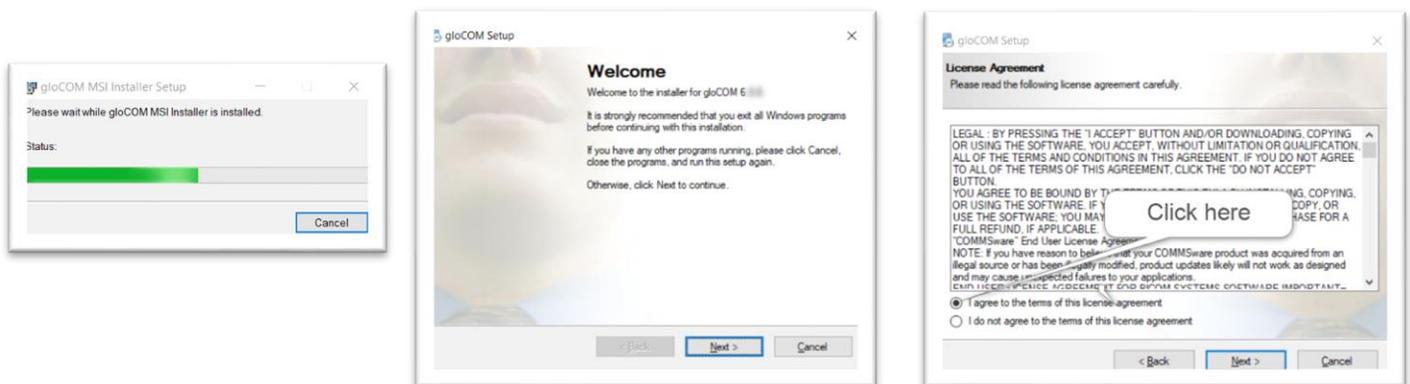
Locate the downloaded file and click.

The security application being used may ask for permission to continue the installation. Please confirm or allow the installation to proceed.

Here is an example where MS Defender requires permission to continue



gloCOM will begin the setup installation

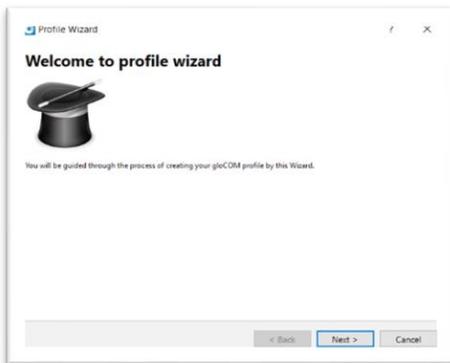


The installer will be presented with several windows for install options. Unless this is a custom install, accept the default option and click **Next** to the end.



Click **Finish** to complete the setup installation.

Step 3 – Complete the User’s Profile Wizard



The profile wizard collects the user account information that is assigned as a part of the HostMyCalls PBX system for the user’s business.



On the **Account** tab, enter the account details as provided by HostMyCalls Support for the assigned user.

Then select the Advance tab



Enter the Login server url as provided by HostMyCalls.

Example: *(something).hostmycalls.com*

Then click Next

A new window will open to change the password.

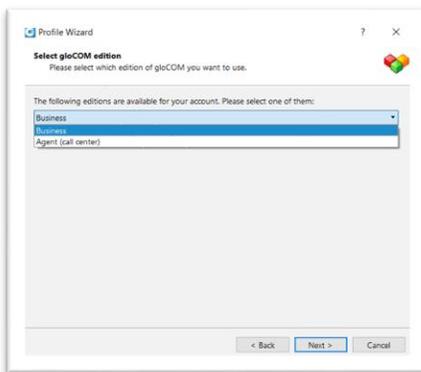


Since this is a “new” installation, the password needs to be changed. The password requires at least 1 uppercase/lowercase, one or more digits and at least 1 special character.

This password will be required by the user to login to gloCOM.

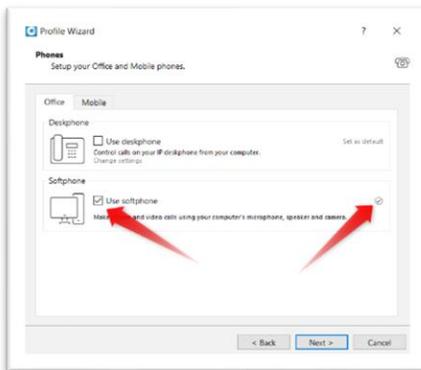
Click **OK** once a valid password has been entered.

A new window will open.



gloCOM has several editions that can be licensed for users. The edition mostly used, is the Business edition. Other editions may be shown that have been licensed for the system supporting Call Center applications. For this example, we are using the Business Edition.

Select **Business** and click **Next**.

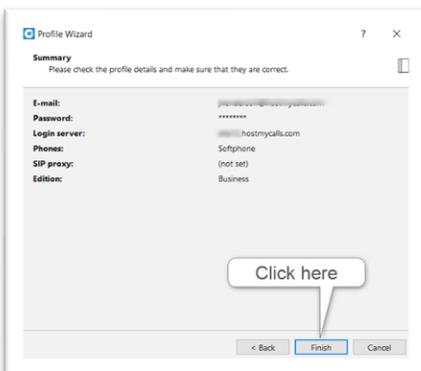


gloCOM can work as a companion to a desk phone which reside in the same workspace as the computer running gloCOM. It provides call control and advanced operations while the call audio is provided on the desk phone.

It can also be configured as a standalone softphone where call audio is provided by the computer’s audio system. This often requires a headset connected to the same computer.

In this example, we are selecting the softphone only option.

Then click **Next**



The Summary window opens for review. If changes are needed, using the back button allows editing.

If the information is correct, then click the **Finish** button.

The setup and profile installation are complete and gloCOM will launch.

Additional user information is available at -

<https://hostmycalls.com/glocom-user-information-and-instructions/>