

## Login Instructions and Navigating Basic Features for the gloCOM Desktop Application

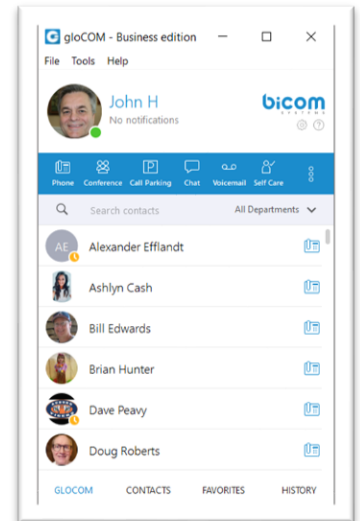
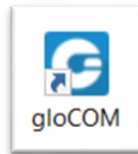
### Login Instructions

Logging into gloCOM for the first time requires the user to enter the *Account Details* which were provided by HostMyCalls. If you have lost or don't have them, contact the HostMyCalls Support team.

<https://hostmycalls.com/contact-support-center/>

Account Details for login will include the *E-mail* address and *Password* which was assigned by HostMyCalls during the PBX extension setup.

- Locate application icon and launch gloCOM.
- Enter *E-mail* and *Password* as shown in the example to the right.



Check the *Remember password* box if you want gloCOM to save your password for easy login.

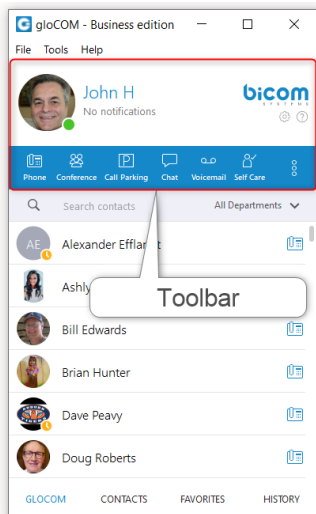
The *Log In automatically on startup* box allows gloCOM to log in automatically every time gloCOM is started.

- Click the Login button to launch gloCOM.

### Navigate Basic User Features

*Note: Some features and functions shown may not be supported or enabled for the license level allowed per user.*

#### Toolbar –



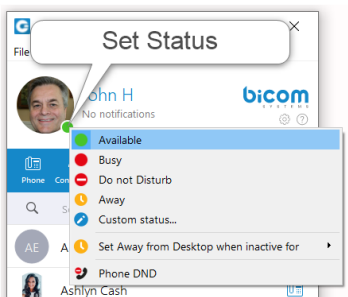
**User image** - Is a user-defined image that is displayed on the user's profile.

You can change your avatar image by clicking on your current avatar and a new window will appear with avatar settings. Browse for the image from your computer and set the preferred image options.

gloCOM supports higher resolution avatars, allowing users to set up any resolution between 256x256 and 512x512 pixels.

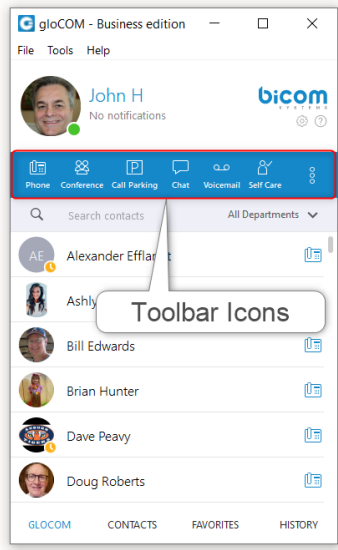
**Username** - Is set by HostMyCalls during User Account setup on your PBX system and defines the name which is shown in your chat conversations.

**Notifications** - Displays notifications (unread chat messages, missed calls, new voicemails) or reads No Notifications.

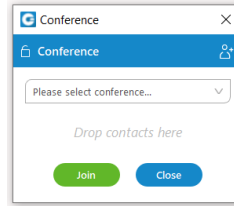
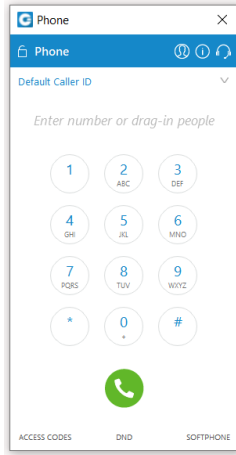


**Online Presence Status** – Displays selected status to other users. Allows the user to pick from canned status choices or create a custom status.

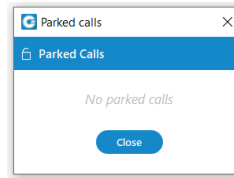
## Toolbar Icons –



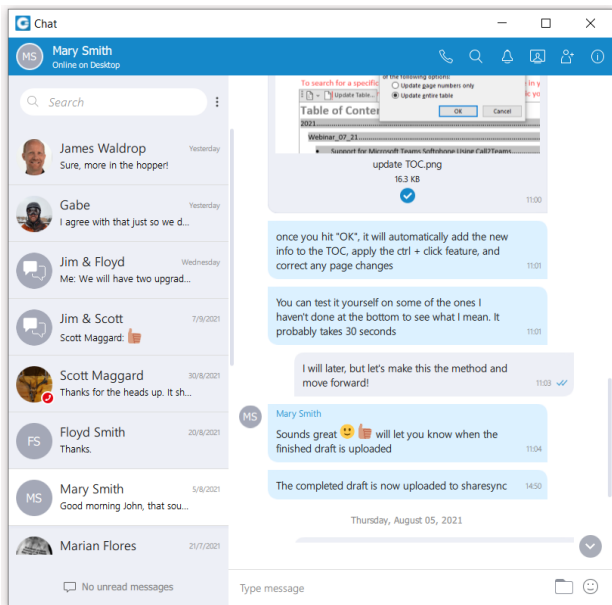
**Phone Icon** - Opens a softphone window next to the gloCOM main window. Allows management of voice calls.



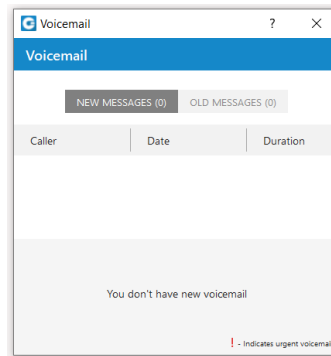
**Conference Icon** - Opens a voice conference window next to the gloCOM main window. Allows management of conference calling.



**Call Parking Icon** – Opens the Parked calls window next to the gloCOM main window. It shows calls that have been placed in a Call Park Zone.



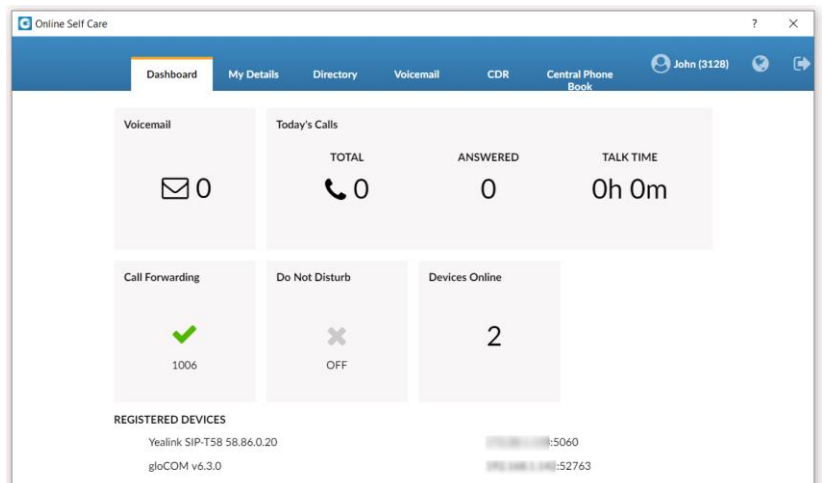
**Chat Icon** - Opens a Chat window next to the gloCOM main window. Allows use and management of all conversations.



**Voicemail Icon** - Opens a Voicemail window next to the gloCOM main window. It shows voicemail messages and allows their management.

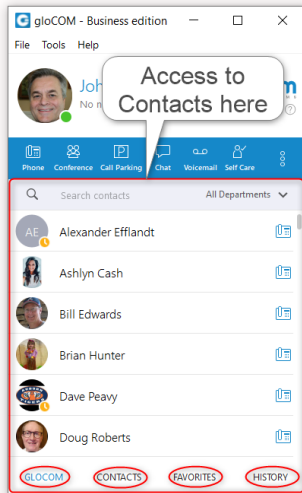
**Self Care Icon** - Opens an Account Portal window next to the gloCOM main window. Allows self-administration of your account details and access to additional tools and information.

*Note: icons shown, and their order are user assigned. All featured icons are supported in all versions of gloCOM. However, some icons shown in the Icon Organizer may not be supported. Consult your HostMyCalls Sales Agent for unavailable features.*



## Main Contact Window –

This area displays contacts which are imported from various sources. Shown at the bottom are 4 tabs which change what is displayed in the Main Contact Window.

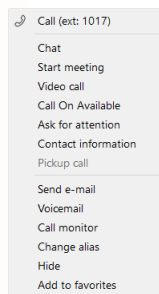
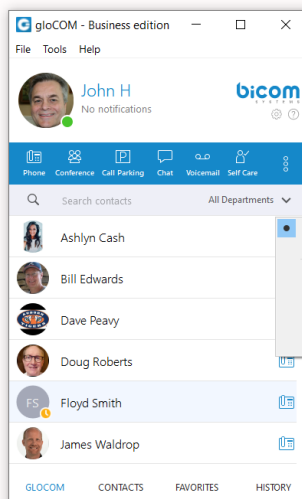


**GLOCOM** – Shows other system users with Status information.

**CONTACTS** – Shows contacts that are synced with other sources.

**FAVORITES** – Shows GLOCOM and CONTACTS that have been marked “Favorite”.

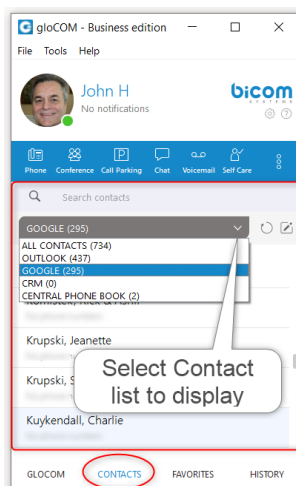
**HISTORY** – Shows Call History for Missed, Received and Dialed calls.



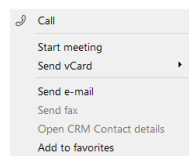
Right clicking GLOCOM contact will show options that can be selected.

Hovering over a GLOCOM contact shows a popup window of user status.

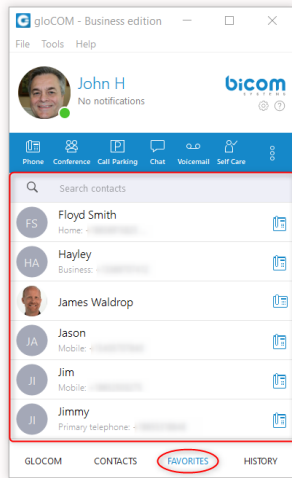
Select the drop-down of All Departments to filter GLOCOM contacts by Departments.



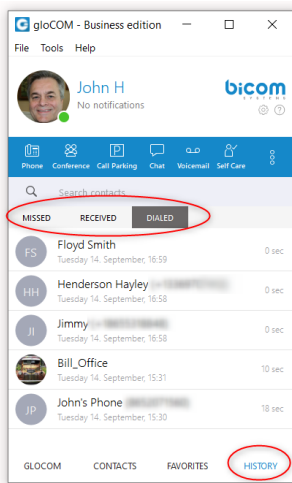
On the CONTACTS tab, select the drop-down to filter contacts that will be listed in the Main Contact Window.



Right clicking a contact shows options that can be selected.



Displaying the FAVORITES tab shows any GLOCOM and CONTACTS entry that has been marked as “Favorite” by the user.



Displaying the HISTORY tab will show call history filtered 3 different ways. Missed, Received and Dialed calls. Right click over an entry will show user options as shown above.