



## gloCOM Desktop Client v6 - Chat User Guide

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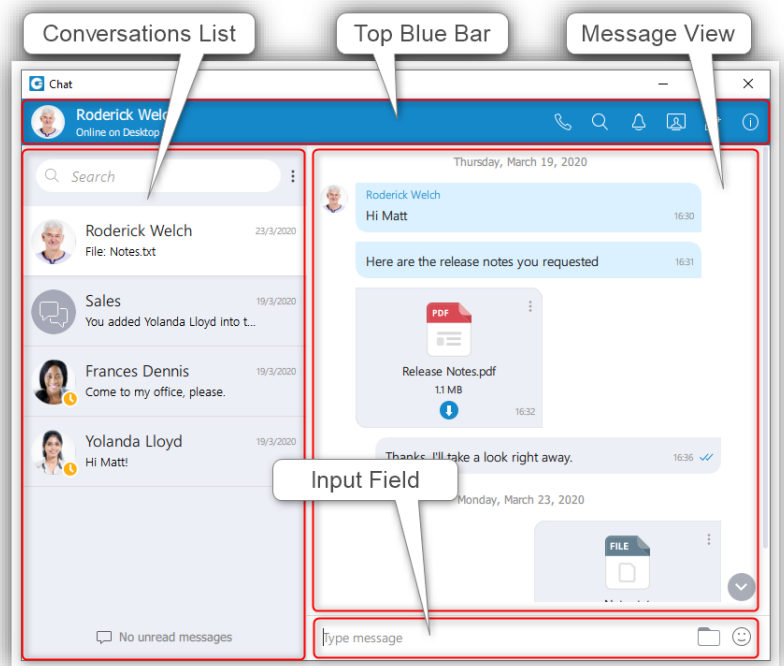
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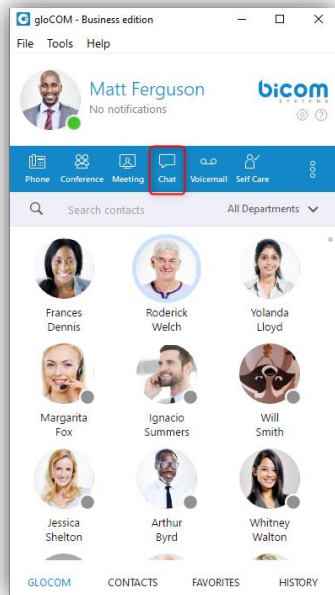
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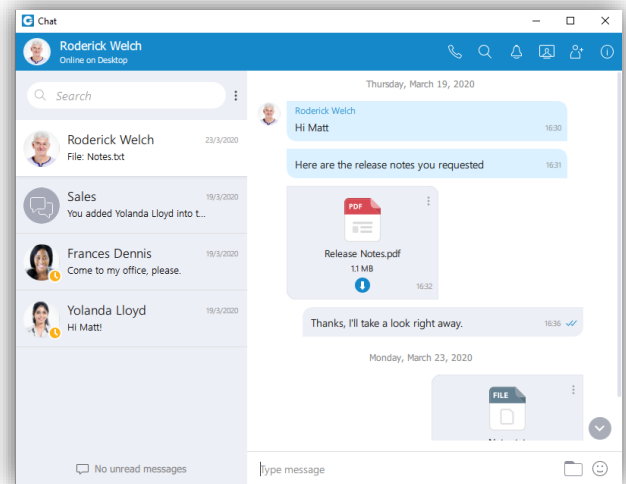
## Chat Overview

Chat with one or more users (single & group chat) simultaneously and keep a searchable history of every IM conversation. gloCOM also allows you to see the chat message delivery status (delivered, seen).



*Main Window*

gloCOM brings a unified chat between Desktop and Mobile applications. Chat history is stored on the server and is always synced between all your devices. This means that if you need to leave the office, but you were having an important chat discussion with your colleagues you can seamlessly continue chatting using your mobile application. Also, in case you change out your PC or laptop, your full chat history will be synced the first time you log in on the new computer.



*Chat Window*

## Starting Conversations

To open the *Chat window*, click on the *Chat module* icon in the *main window*.

This will bring up the *Chat window* and show all your conversations. There are a few ways to start a conversation, or to open the existing conversation with another user:

- Click on the *Chat* icon when hovering over a *user* in the *main window* (only for grid view).
- Right click on a *user* in the *main window* and choose option *Chat* from the *menu*.
- Double click on a *user* in the *main window* (if your default double click action is set to *Chat* inside the Preferences).
- Select *multiple users* in the *main window*, right click, and choose the option *Group Chat* from the *menu* to create *instant groups* from the *main window*.
- Search for a *user* inside the *Chat window* and click on the desired *user*.

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## Top Blue Bar

- On top of the *Chat* window area there is a *blue bar* which contains information about the currently selected conversation and provides various actions available for that conversation.
- On the far left of the *top blue bar* there is an *avatar* of the currently selected conversation. Next to it there is a user's name (or a group name in case of a group conversation).
- Clicking on the user's name opens the *Contacts Information* dialog for the selected user.
- Clicking on the group's name or the participants label opens the *Info* drawer.
- Below the user's name there is information about user's presence and status.
- In case of a *Group Chat*, there is a label indicating the number of participants in the conversation.


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## Chat Window Icons

On the right side of the *top blue bar* there are icons for executing actions available for the currently selected conversation.


 **Call** the currently selected user (create a voice conference in case of a group conversation).

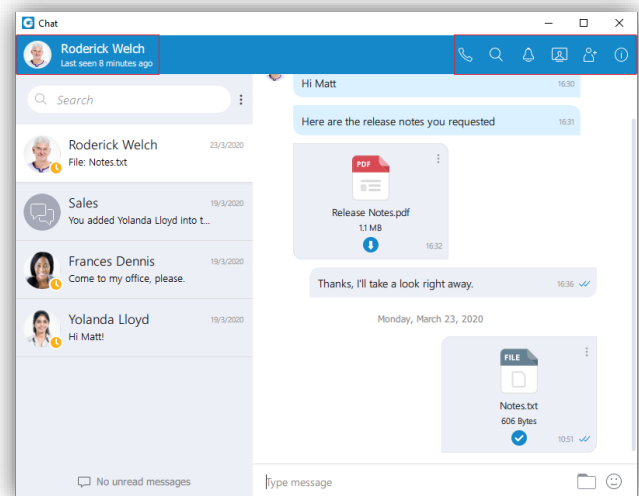
 **Search** for messages from the current conversation.

 **Ask for attention** - the user in the current conversation will be notified that you need their immediate attention. Not available for group conversations.

 This feature is not supported by HostMyCalls.

 **Add more users** into currently selected conversation.

 **Info** icon opens the *Chat Info drawer*.



## Call - From Chat Window

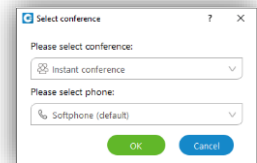
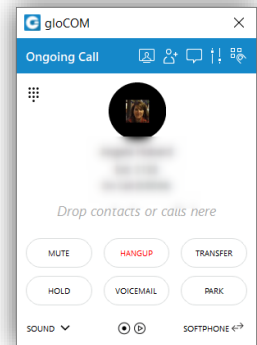
The *Call* icon in the *blue bar* of the *Chat* window provides the user a quick and easy way to call the highlighted user.

If starting a conversation (1 on 1) –

- Clicking the *Call* icon will open the *Ongoing Call* window and places the call automatically based on the number in the user's contact info.

If in a *Group Chat* the user can create a voice conference with all participants –

- Clicking the *Call* icon will open the *Select conference* window which allow the user to start a conference call with all participants of the *Group Chat*.

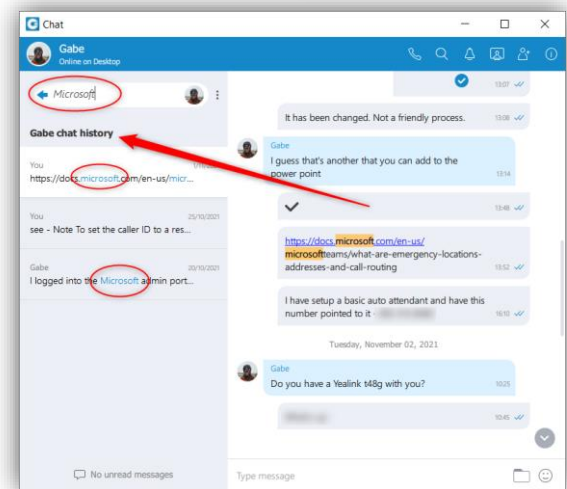


## Search - For Messages in Current Conversation

The *Search* icon in the *blue bar* of the *Chat* window provides the user Search function in the *chat history* from the current conversation.

- Click the *Search* Icon.
- Enter search criteria.

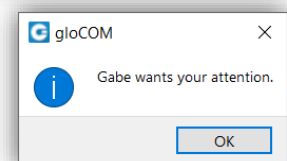
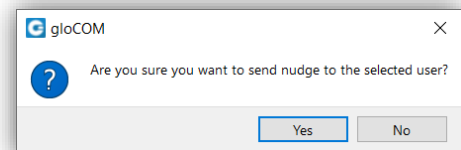
The *Conversations list* changes to the *Search* window for the *Chat History* of the current conversation. All messages from either user that match the search criteria entered the search field will be listed.



## Ask for Attention - In 1 on 1 Conversations

*Ask for attention* allows the user in the current conversation to be notified that you need their immediate attention. Not available for group conversations.

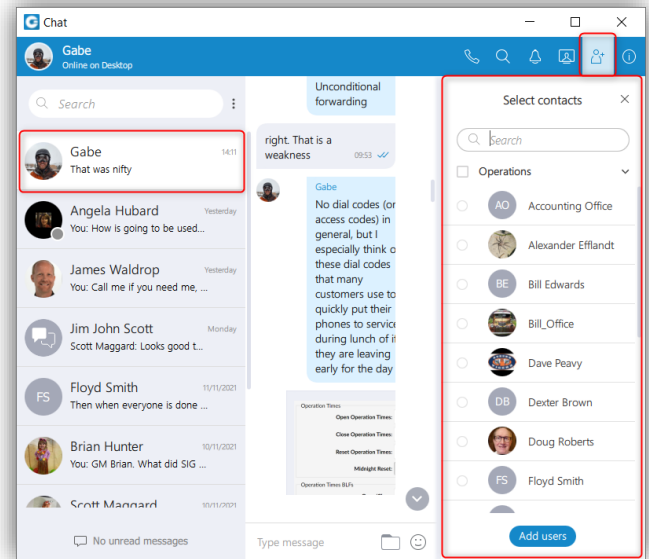
- Click the *Ask for Attention* icon. A message shows to allow the *nudge* to be sent.
- Acknowledge the request by clicking the *Yes* button. The nudged user gets a message and audible signal to let them know attention is requested.



## Add users - To Current Conversation

The *Add Users* feature allow you to add additional users to the chat conversation.

- Click the *Add users* icon. The list of users is displayed.
- Scroll or filter the list using the Department drop-down and or the search field until the user(s) to be added are shown.
- Check the user(s) to add.
- Click the *Add users* button. All existing and added users are now in the *Group Chat*.






## Chat Info – 1 on 1

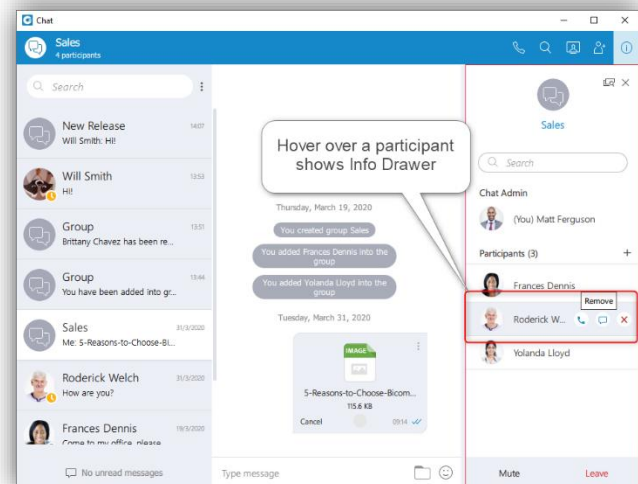
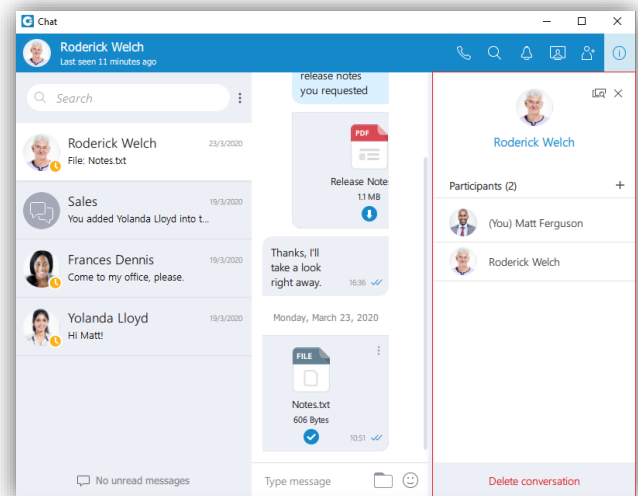
For a 1 on 1 conversation the *Info drawer* shows all participants of the conversation.

You can also add users into the conversation by clicking on the “+” located on the right of the *Participants* label.

You can *hover* over each participant to see information about their presence, and to see available actions.

When hovering over a participant, there are a few possible actions:

-  Call the hovered participant.
-  Open the 1 on 1 conversation with the hovered participant.
-  Remove the hovered participant (only available for the group administrator).




## Chat Info ⓘ - Group

For a group conversation the *Info drawer* shows the group name, all participants of the conversation as well as the group administrator.

If you are the group administrator, you can –

- Change the group name by clicking on the current name, type in the new name and press enter on your keyboard.
- Add users or filter participants of the conversation the same way as in a 1 on 1 conversation.
- Hover over each participant to see information about their presence in the tooltip and see available actions.
- Mute the group conversation by clicking on the *Mute* button on the bottom of the window.
- Leave the group by clicking on the *Leave* button on the bottom of the window. When you click on the *Leave* button you are presented with a *message box* to choose if you would like to just leave the group and keep the chat history, or to leave the group and remove all messages from that group for the chat history as well.

## Chat Info - Files

You can click on the  icon to see all *sent and received files* inside the conversation.

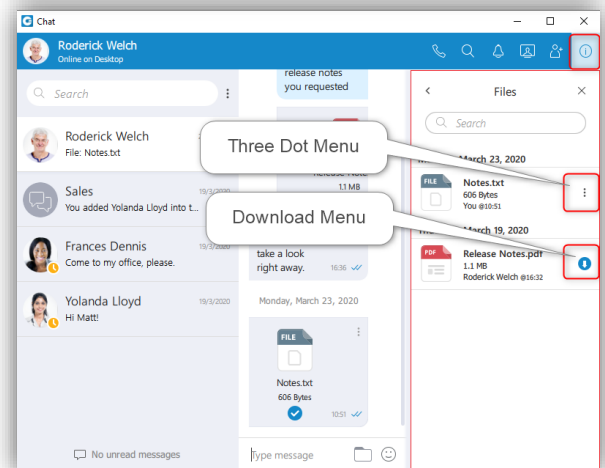
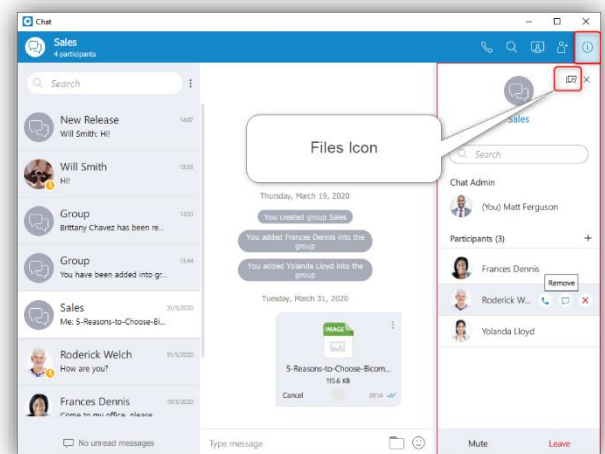
You can search for a particular *file* by its name. Clicking on the file thumbnail or the file name opens the *file* if it is available or offers to download it if the *file* has not been downloaded yet.

File name, file size, sender and time are shown for each *file*. Depending on the file direction (incoming/outgoing) and file status, the button on the right of the file name provides certain actions:

ⓘ Click to download file

ⓘ File is already downloaded, click to 3 Dot icon to show the menu, and choose from *Open*, *Show in Windows Explorer* for Microsoft Windows (*Show in Finder* for macOS) and *Save As* options.

- *Open* option opens the file in the default application



- *Show in Windows Explorer / Show in Finder* option opens the folder containing the file and selects the file which is useful for locating the file on the file system.
- *Save As* option is used to create a copy of the file on the desired location with the desired name.
- Show progress of currently uploaded/downloaded file.
- Click to cancel current uploading/downloading.

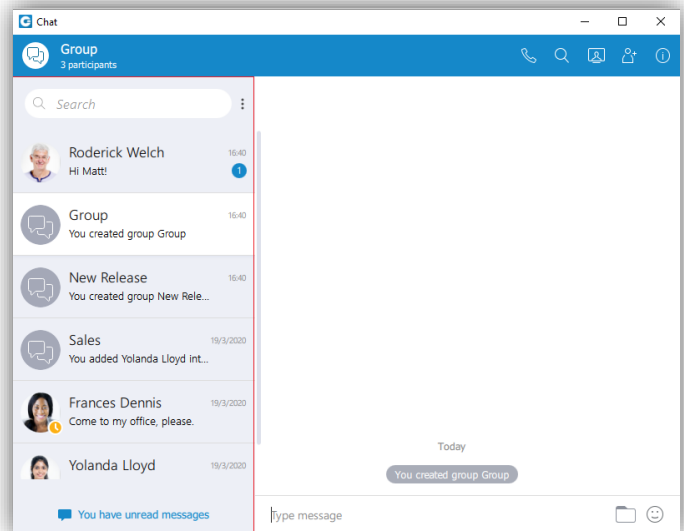
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## Conversations list

On the left side of the *Chat window*, right below the *Search field*, there is a list of all your conversations sorted by their most recent activity. These conversations are persistent, meaning that they will appear in the *Chat window* even after you restart the application.


To remove the conversation permanently you must delete the conversation which can be done from the *Info drawer*.

In case you just want to close the conversation, you can hover the conversation and press the “x” icon that appears in the top right corner of the conversation. This way you can keep visible only those conversations you are interested in currently.



If you want to close all of your conversations, you can do so by clicking on the *Close All Chats* option from the *global (3) dots* menu next to the *Search field* of the *Conversations List* window. Any activity in the closed conversation will move it back to active (any new messages, new participants added etc.) so you never miss the latest messages and events.

You can find any of your closed conversations by searching for them in the *Chat window*.

You can also have an overview of all closed conversations by clicking on the *Show Closed Chats* option from the *global dots* menu. From there you can move any conversation to active just by clicking on it, or you can move multiple conversations to active without leaving this mode by clicking on the  icon that appears on *hover* in the top right corner.

Click on the *Back to active chats* label to return to your active *conversations list*.



Conversation with a user which has been deleted from the HostMyCalls system will be marked with a prefix (*Deleted*).

You can no longer send messages to this conversation, but it is still useful because of the chat history and all existing messages with that user before deletion.

From a highlighted conversation in the *Conversations List* there is a 3 dots icon in the top left corner.

- Search
- Call
- Pin Chat
- Mark as Read/Unread
- Mute (only for group conversations)
- Close All Except This Conversation

Also, right-clicking on any message in the *Message View* brings up a context menu with these options.

**Search** option allows you to search for messages from that conversation. This is useful to search only for messages from a specific user unlike global search which searches for messages from all conversations. There are two ways to get out of this mode: by clicking on the *Back* icon ← located on the left side of the search field, or by pressing the **ESC** key.

**Call** option allows you to call the user in the 1 on 1 *Chat* or to create a conference call in case of a *Group Chat*.

**Pin Chat** allows you to pin the most used conversations on the top of the *Conversations List*. The last pinned conversation is always on the top of the conversation list. You can unpin the conversation in the same way as pin, and by clicking on the pin icon ✳ that appears if a conversation is pinned. The user can rearrange pinned conversations according to their needs by using the drag and drop options. This allows them to define priority for pinned conversations.

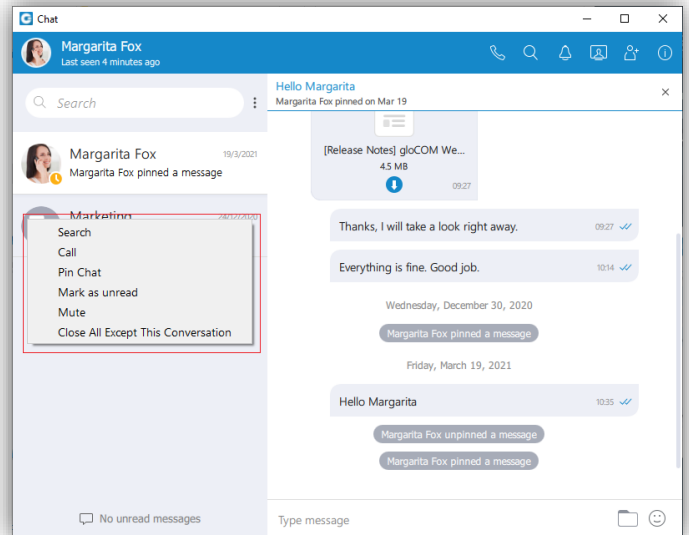
**Mark as Read/Unread** allows the user to explicitly mark the conversation as *Read/Unread*. If they mark the conversation as *Unread*, the *Unread indicator* will show up for that conversation. It informs the user to look at this conversation again and take some actions if needed. Any action inside the *Chat* conversation with the *unread* status will remove the *Unread indicator*. Also, opening the conversation or explicitly marking it as read will remove the indicator.

**Mute** option is used if you want to stop receiving notifications for a *Group Chat* maybe because there are too many messages exchanged and it distracts you. You can *unmute* a *Group Chat* in the same way as *Mute*, and by clicking on the speaker icon 🔊 that appears if a conversation is muted. You can also *Mute/Unmute* a conversation from the *Chat Info* drawer.

**Close All Except This Conversation** option allows you to close all conversation except this one. This is useful if you have only one conversation you are currently engaged in, so you want to hide all others, so they don't distract you.

For each 1 on 1 conversation in the list you can see:

- User's avatar with his status icon
- User's name





- Last message in the conversation
- Time of the last message in the conversation
- Number of unread messages (if any)

For each group conversation in the list, you can see:

- Group Chat icon
- Group name
- Last message in the conversation
- Time of the last message in the conversation
- Number of unread messages (if any)

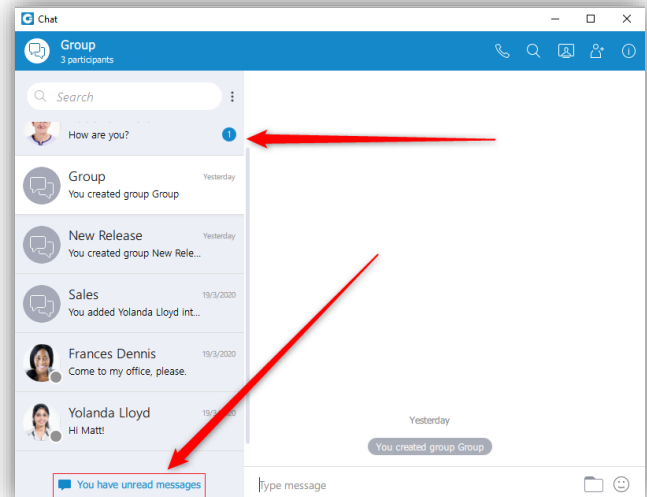
While in *search* mode *conversations list* will change its items according to the searched term which is explained in the *Search and Chat History* section.

## Conversations -Unread Messages Indicator

At the bottom left of the *Chat* window there is an *unread messages* indicator to inform the user if there are currently any *unread messages*. This is useful in cases where you've scrolled down and you don't see your most recent conversations, or if you are in *search* mode.

If there are any *unread messages* the label and the icon are emphasized in blue color to draw the user's attention.

You have unread messages



Click on a label to open a menu showing a list of all conversations with *unread messages* indicating the number of *unread messages* in the parenthesis. Also, there is an option to mark all messages as read.

You have unread messages  
New Release (1)  
Matt Ferguson (2)  
Roderick Welch (2)  
Mark all as read

Marking all messages as read will effectively send seen to all those conversations even though you haven't read those messages yet.

Clicking on any other option besides *Mark all as read* opens the selected conversation.

This can be used as a quicker way to find conversations with *unread messages* instead of looking for them in the *conversations list*.

If there are *no unread messages*, the label is not emphasized and serves only as an indicator, without any functionality.

No unread messages

## Conversations List – 3 (Global) Dots Menu

The menu contains the following options:

- 
- Create Group
- Close All Chats
- Show Closed Chats
- Legacy Chat History
- Options

*Create Group* option is used to create new groups (as the group creator you are automatically the group administrator). When creating a group, you must provide the group name.

You can change the name of the group at any time after the creation in the *group info drawer*.

Filtering and selection of users are the same as described in the *Add Users* section.

You can filter users by name or by extension and you can also select 1 or more departments.

The created groups are permanent, meaning that you are going to stay a member of the group after you close the application.

You can also have multiple groups with the same participants but with a different group name.

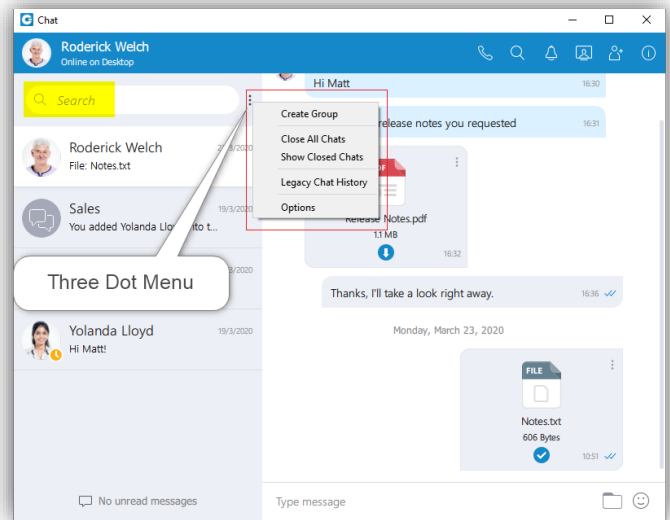
For example, you could create groups *Sales reports* and *New Release* with the same participants, but use both groups for different topics, so the totally unrelated matters are not mixed up in a single conversation.

*Close All Chats* option is used to close all your conversations easily without having to close each one manually.

*Show Closed Chats* option is used to see all your closed conversations so you can find them and move them back to active.

*Legacy Chat History* option is used to show chat history from previous versions so you would not lose all the messages you had in your chat history prior to the update to gloCOM version 6. This chat history is kept only for those purposes since old chat messages cannot be migrated to the new chat.

*Options* option is used to quickly navigate to *Chat* section in the *Preferences* window.



## Conversations List - Search and Chat History

The *Search* field on the top left of the *chat window*, right below the *blue bar*, has multiple purposes:

- Start a new conversation or open an existing conversation by searching for a user's name, a user's extension, or a group name, and click on the desired item in the list.
- Chat history

When you type in a term in the *search field*, the application is going to find all users or existing conversations that match the term and find all messages that match the term. Users and existing conversations are positioned on the top, followed by all messages that match the term, sorted from the most recent one to the oldest one.

If you click on any item in the *Contacts & Chats* section, the application is going to open the selected conversation and clear the *search field*.

On the other hand, if you click on an item in the *Message View* section, the application is going to open the conversation, focus the desired message and load a few messages around it to give you the context of the conversation at that point. From there, you can scroll up/down to load older/newer messages, where every occurrence of the searched term is going to be highlighted.

Once you have found what you were looking for, you can delete the term in the *search field* to exit the search mode or click on the ← button on the left side of the *search field*. This enables you to search your entire *chat history* without ever leaving the *Chat window*.

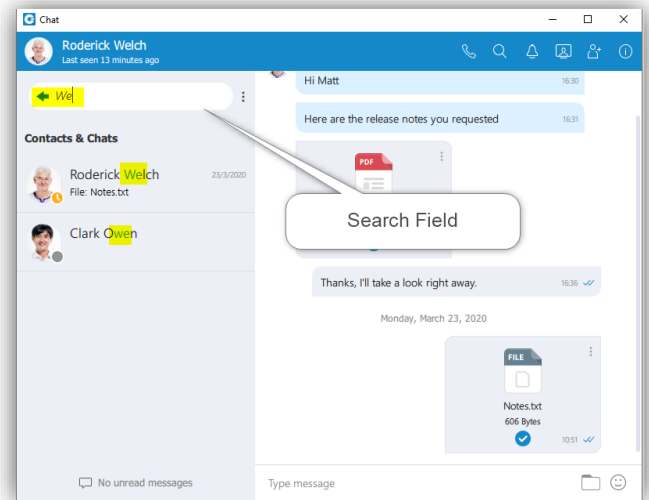
If you type in more than one word in the *search field*, the application is going to find all messages that contain both of those words in any order.

For example, searching for *Hello Bob* Matches all of these:

- Hello, how are you Bob?
- Bob? Hello? Are you there?
- Hello Bob, do you have a few minutes?
- hello Bob, how are you?

Searched term is highlighted, but maybe you just wanted to find the last two messages, where words "Hello" and "Bob" are right next to each other and in the right order (where the word "Hello" comes before "Bob"). In that case you must put quotation marks around the term. As you can see in the examples above search in the *Chat window* is case insensitive.

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## Messages View

On the right side of the *chat window*, you can see the messages of the currently selected conversation.

In case there are *no unread messages* in the conversation, the application will load last 20 messages and place the *scrollbar* on the bottom.

If you want to load older messages, you just scroll up until you reach the top. This way you can scroll all the way to the beginning of the conversation.

In case there are *unread messages* in the conversation, the application will load all *unread messages* plus 20 additional older messages.


The *scrollbar* will be positioned on the first *unread message* with the New Messages indicator so you know where you should continue reading the messages.


The typing indicator is presented above the *input field* of the *messages view* and within the *conversations list* so you can see when somebody is typing to you.

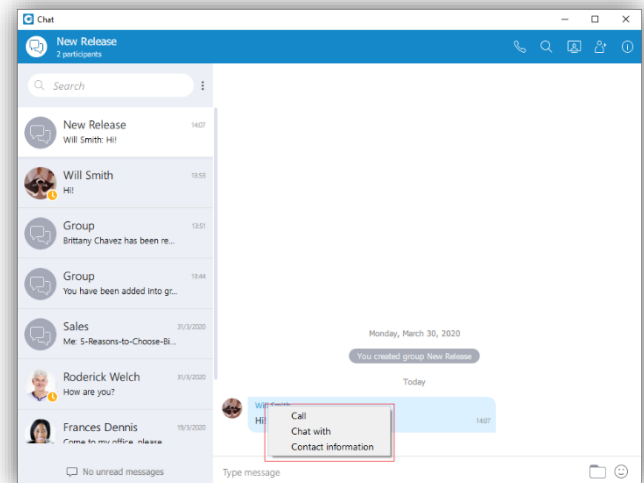
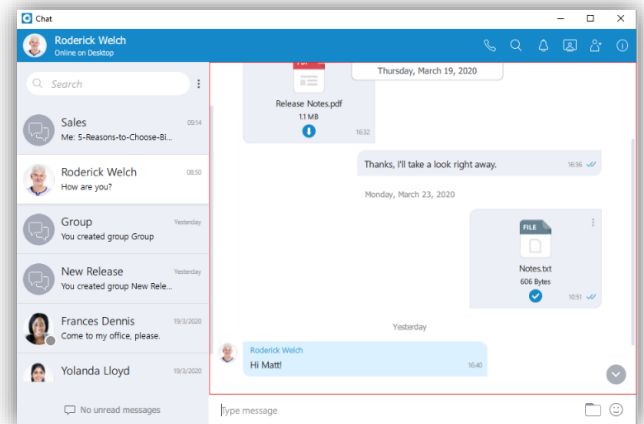
In the case of a group conversation, if more than one participant is typing at the same time, the typing message will take the form "N participants are typing" where N is the number of typing participants.

While you are inside of the group conversation, left click on the participant's name or avatar inside the *messages view* window will show a popup menu with three options:

- Call - Call the participant directly
- Chat with - Start a one-to-one conversation with the participant
- Contact information - Show the contact information






While scrolling up in the currently selected conversation, a scroll indicator  appears in the bottom right corner of the *messages view* so you can easily move to the end of the conversation.

If you receive a new message while searching/viewing the older messages, the *scroll* indicator will show the number of messages received. Clicking on the *scroll* indicator  will take you to the first received message.



## Messages View - Message States

For outgoing messages there is an indicator explaining the current state of the message:

-  Sending - the message is on its way to the server
-  Sent - the message is sent and has reached the server
-  Delivered - the message is delivered to the other user(s)
-  Seen - the message has been read by the other user(s)
-  Failed! - the message could not reach the server

## Messages View - Text selection and Context Menu

You can select text inside of messages by pressing and dragging your mouse across the messages area. Click anywhere on the messages area to unselect all messages.

While there is any selected text in the messages area, right-clicking brings a context menu with the *Copy* option to copy all selected messages in the clipboard. You could also press CTRL+C on Windows, or Command (⌘)+C on macOS to copy all selected messages in the clipboard.

If you right click inside a message bubble (gray or blue rectangle) while there is no selected text, a context menu appears with the *Copy message*, *Show plain text*, *Forward*, *Pin Message*, and *Delete Message* options.

*Copy message option* is used to copy all message content to the clipboard.

*Show plain text* option is used to disable all message formatting (links, emojis, etc.), to see the original message source. If you right-click on the message again after you've pressed the *Show plain text* option, there is a *Show rich text* option to revert it and to see the formatted message with links and emojis.

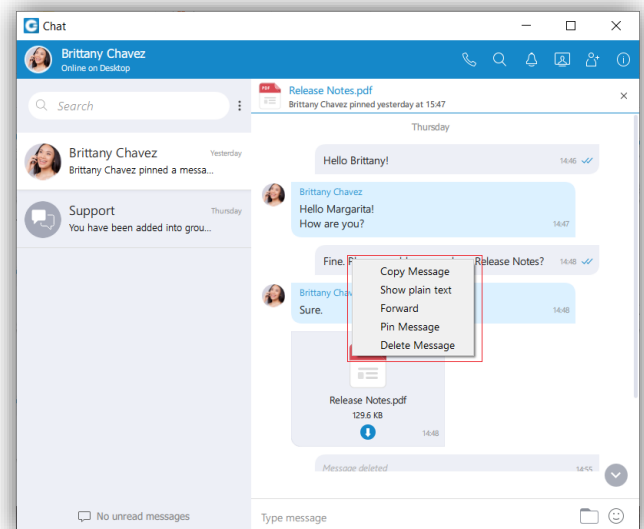
*Forward* option is used to forward messages and files from one conversation to another. You can forward the message or file up to 10 conversations at once.

*Pin/Unpin message* These options are used to *pin/unpin* an important message or file message to the top of the conversation window. Anyone can *pin/unpin* the message inside the conversation. You can pin one message at the same time. By clicking on the *pinned message*, will redirect you to that message inside the conversation.

*Delete Message* allows users to delete text and file messages. To *delete* the desired message, users can just right-click on it, and from the drop-down menu, select *Delete Message*.

Following the deletion action, the confirmation dialog will show up with two options for outgoing messages:

- Delete for myself with the following sub-content: "This message will be deleted only for you. Other chat members will still be able to see it. Are you sure you want to proceed?"



- Delete for everyone with the following sub-content: “This message will be deleted for all participants. Are you sure you want to proceed?”

And for incoming messages, there is only one option:

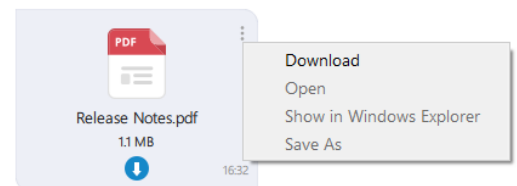
- Delete for myself with the following sub-content: “This message will be deleted only for you. Other chat members will still be able to see it. Are you sure you want to proceed?”

In addition to the options mentioned above, the confirmation dialog contains the *Delete* and *Cancel* buttons. After deleting the message, the *Message delete* indicator shows up.

## Messages View - File Message

Besides regular text messages, you can use the chat for image and video files. Under the thumbnail there is information about the file name and the file size. At the bottom of the file message there is an icon used to open, download, show upload/download progress or retry file upload/download depending on the file status.

This is explained in detail in the *Files Overview* section. Also, at the top right of the file message there is a *3 dots* icon. Clicking on the icon opens a menu with options to download, open, locate the file on the file system or to create a copy of the file.



## Messages View - Input Field

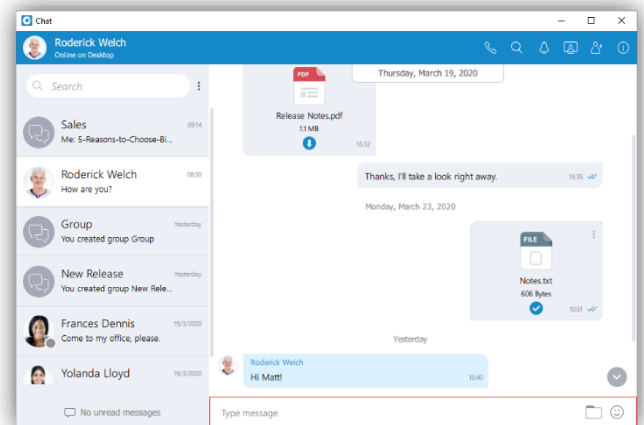
*Type message* field on the bottom of the *Chat window* is used to send messages to the currently selected conversation.

After typing a message press the Enter (Return) key on your keyboard to send a message.

To type in a new line press Shift+Enter or Ctrl+Enter (Command+Enter for macOS). The length of the message you can send is limited to 10 000 characters.

- ☐ On the right of the *input field* there is a *folder* icon used to send files. Clicking on the icon opens a dialog where you can pick up to 5 files to be sent to the currently selected conversation. Also, you could send files by dragging them from *Windows Explorer* (*Finder* on macOS) to the messages area inside of the *Chat window*.

- 😊 On the right of the *input field* there is an *emoji* icon used to send emojis. Clicking on the icon shows an *emojis window* where you can browse through emojis separated into categories. On the bottom of the *emojis window* there is a list of your most recently used emojis.



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