

gloCOM Desktop Client v6 – Self Care User Guide

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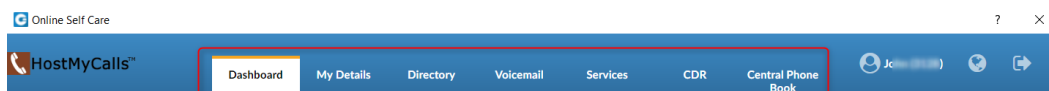
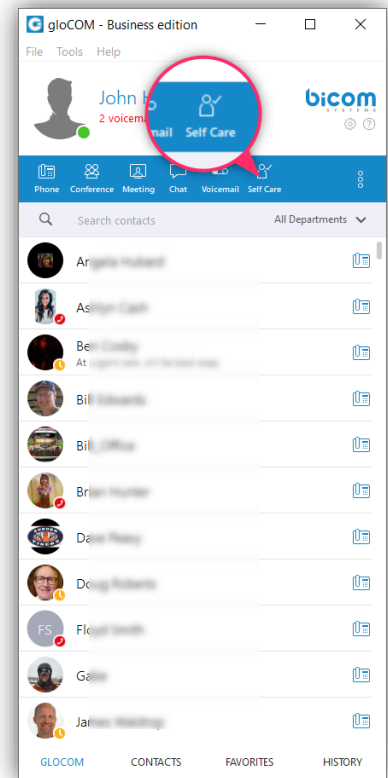
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gloCOM Desktop provides a powerful set of tools for the user called **Self Care**.

Self Care is an extension administration interface used by the extension owner/user. This feature uses a proprietary gloCOM provided browser which accesses a portal on the HostMyCalls System supporting the extension assigned to the user.

Each gloCOM Desktop profile has an HostMyCalls System extension assigned. While the setup and configuration for the extension is done by the Support Team at HostMyCalls, some information and features are made available for the extension user to access and manage if desired.

While logged in to the gloCOM Desktop, the user clicks the *Self Care* icon as shown to the right.



On the top of the *Online Self Care* landing page, you will find the feature tabs. Depending on the assigned services for the user's extension and gloCOM licenses, more or less tabs will be shown.

Dashboard

The *Dashboard* provides a quick look at essential information for common features, call and extension devices status.

1. Voicemail

Shows how many new Voicemail messages for the user's extension are available to be heard.

2. Today's Calls

Shows the day's basic current call stats.

3. Call Forwarding

Shows the present status of the *Call Forwarding* feature.

4. Do Not Disturb

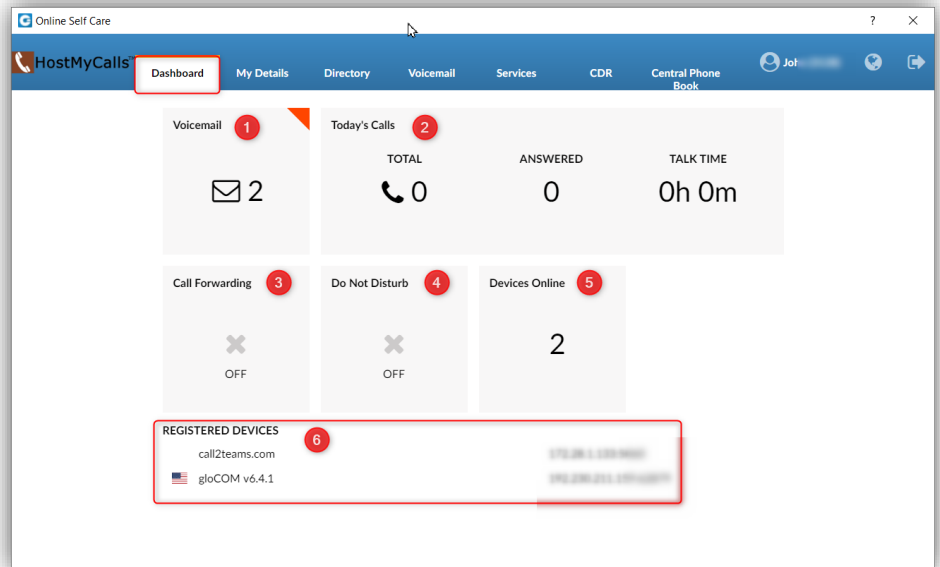
Shows the present status of the *Do Not Disturb* feature.

5. Devices Online

Shows number of devices/endpoints that are presently registered (online) to the user's extension.

6. Registered Devices

Shows what devices/endpoints that are presently registered (online) to the user's extension.



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My Details

The *My Details* page provides fields for the editing of the user's gloCOM credentials.

1. E-mail

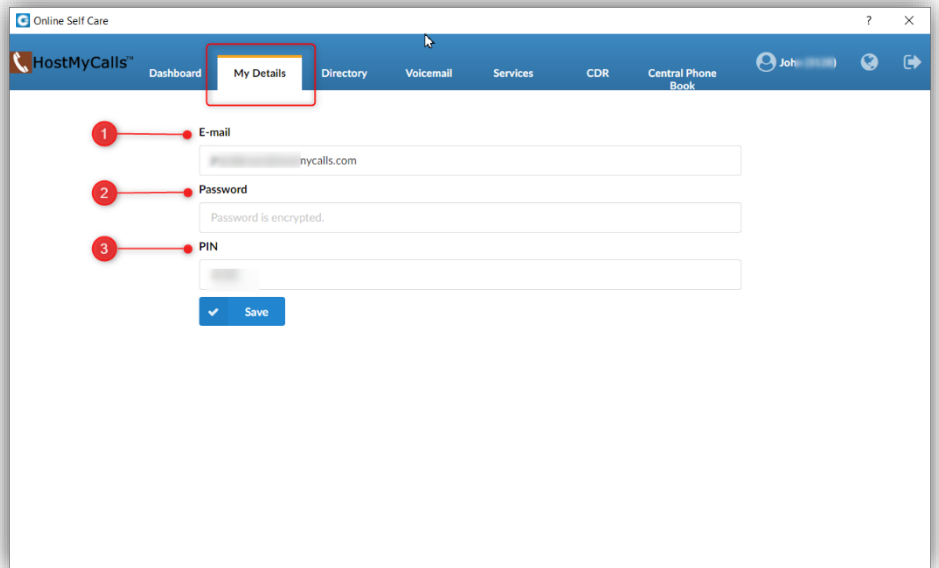
Provides a field for the user's *E-mail* address to be used with the HostMyCalls extension account.

2. Password

Provide a field for the user's *Password* to be used with the HostMyCalls extension account.

3. PIN

Provide a field for the user's *PIN* to be used with the HostMyCalls extension account.

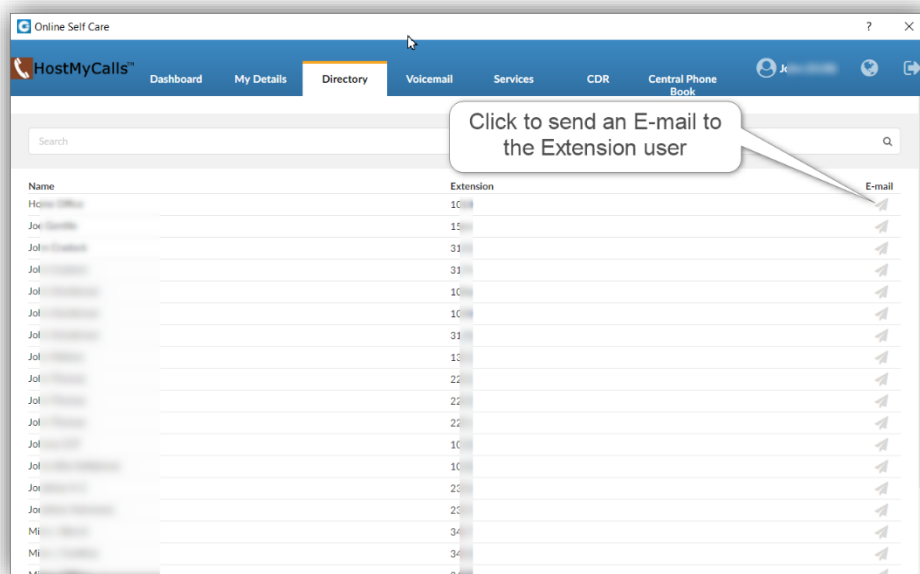


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Directory

The *Directory* page lists HostMyCalls phone system users and their Extension.

- The *Search* input field allows the user to quickly find another phone system user and their assigned *Extension*.
- Clicking on the *E-mail* icon will allow the user to send an email to the user of the selected extension.



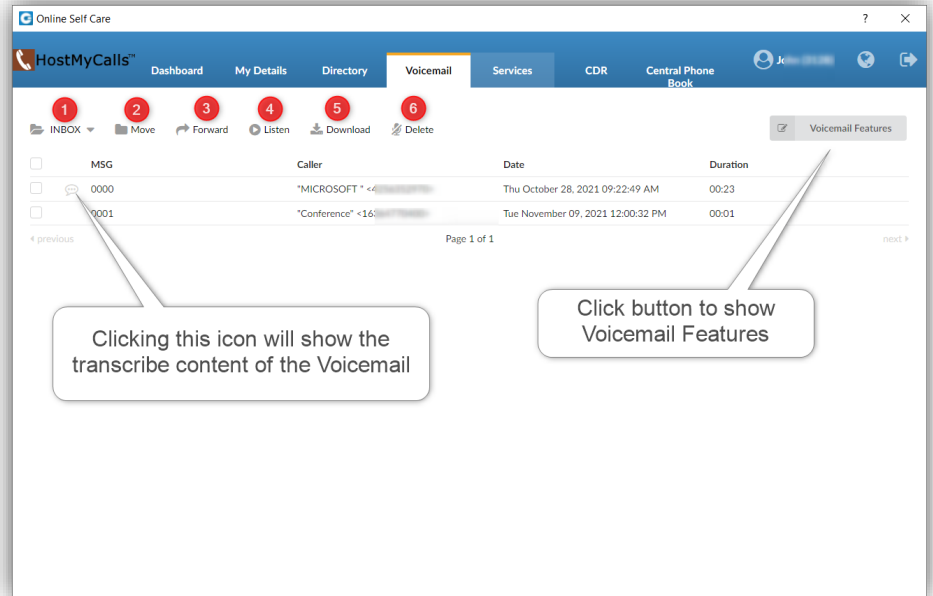
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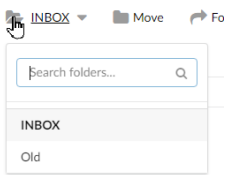
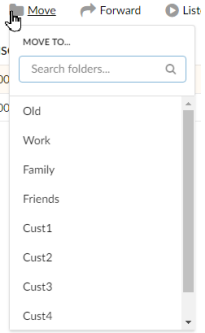
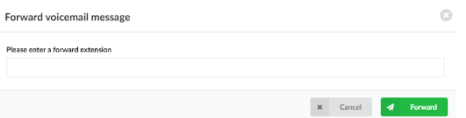

VoiceMail

The *VoiceMail* page allows the user to manage, listen and read transcribed content (if enabled) of a selected message.

In addition, the system configured voicemail features can be edited by the user when clicking the *VoiceMail Feature* button.

The voicemail messages can be managed using the 6 icons on the top left of the page.

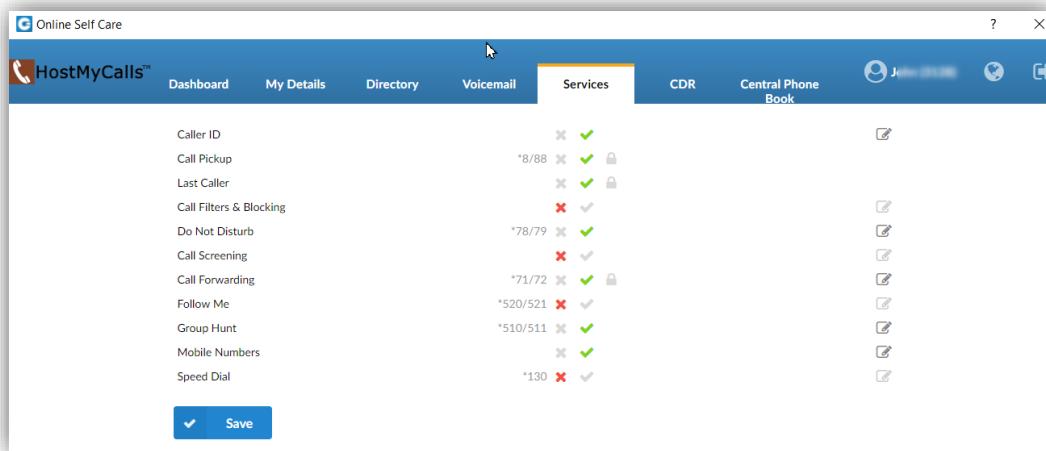


<p>1. INBOX Allows the user to locate new and previously heard message that have been placed in assigned folders</p> 	<p>2. Move Allows the user to <i>Move</i> selected voicemail messages to another folder.</p> 	<p>3. Forward Allows the user to <i>Forward</i> selected voicemail messages to another user.</p> 
<p>4. Listen Allows the user to <i>Listen</i> to selected voicemail messages on the computer's sound system.</p> 	<p>5. Download Allows the user to <i>Download</i> selected voicemail messages to a storage location on the computer that is selected by the user.</p>	<p>6. Delete Allows the user to <i>Delete</i> selected voicemail messages.</p>

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Services

The *Services* page allows the user to edit features related to call handling or processing. This could include activation, deactivation, and destination settings. While these controls are and can be managed by other means, this access makes it quick and easy for the gloCOM user to self-manage. In the image below is an example list of some popular features that could be shown but is not limited to or always available by default. Making changes or activations will apply to all devices or endpoints that share the same HostMyCalls extension. Contact the **HostMyCalls Support Team** for features needed to be self-managed.

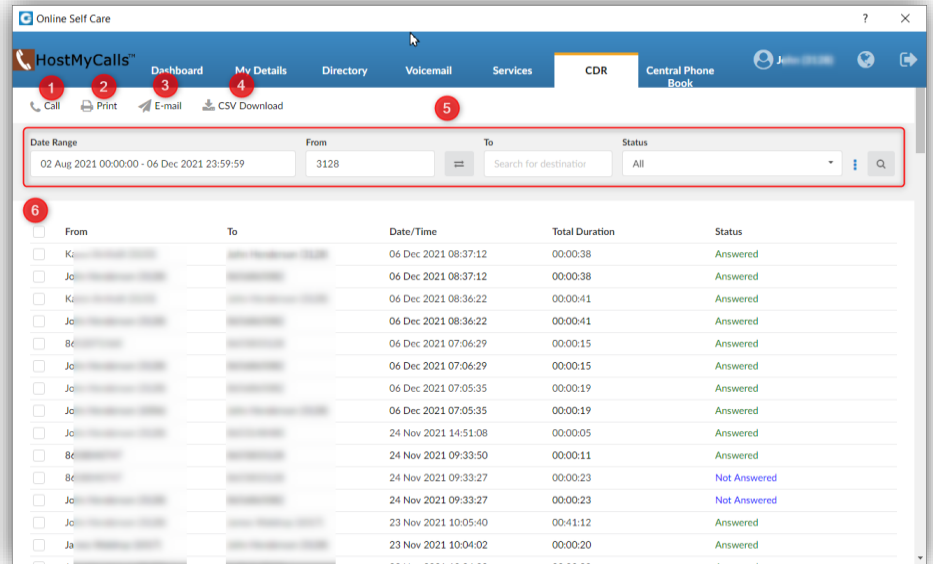


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CDR

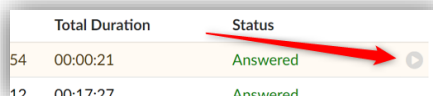
The *CDR* page allows the user access to their *Call Detail Report* (CDR). The HostMyCalls PBX system collects and stores all call records.

This page allows the extension user to access the systems CDR database (for their calls only) and provides tools to allow the following:



1. Call Clicking the icon allows the user to call the number of a selected record.	2. Print Clicking the icon allows the user to print the selected record or records.	3. Email Clicking the icon allows the user to email the selected record or records.
4. CSV Download Clicking the icon allows the user to download a CSV file of the selected record or records.	5. Search and Filter Using the input and dropdown fields allows the user to search and filter the database for a record or records of interest.	6. Select Record Checking the box to the left of a record or records is how the user selects records to be included in a Call, Print, Email or Download function.

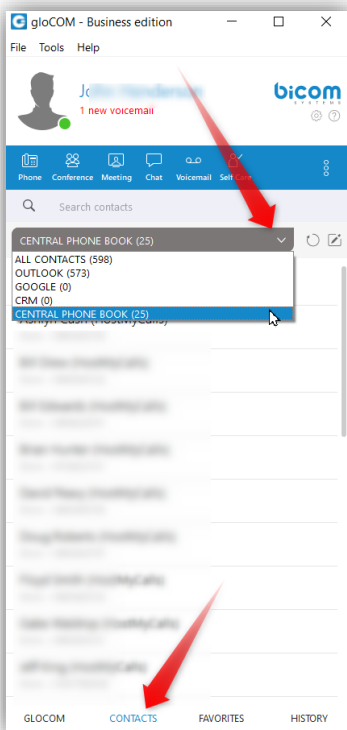
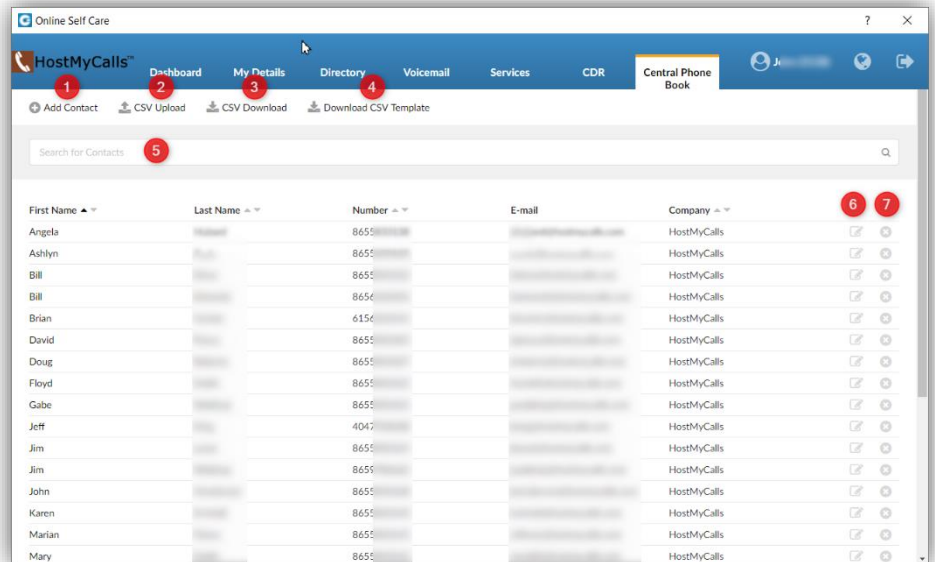
If a call was recorded, there will be a *Play* icon in the far right of the call record that can be clicked to play the recording of the call on the sound system of the user's computer.



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Central Phone Book

The *Central Phone Book* page is where a gloCOM desktop user can create and manage a phone book that is stored on the HostMyCalls system. It is only seen and managed by the gloCOM user and is securely located on the system not the user's computer. It is shown and used in the gloCOM client (shown below). As a unique directory found on the Contacts page, it can be used to *Place Calls* to and *Send Emails* to the selected contact.



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1. Add Contact

Clicking the icon allows the user to add individual entries to the phone book.

2. CSV Upload

Clicking the icon allows the user to upload a csv file with a list of entries into the phone book. This will overwrite any existing entries. Does not add to them.

3. CSV Download

Clicking the icon will download the existing phone book in a csv file format to the user's computer.

4. Download CSV Template

Clicking the icon will download a csv file template which can be used to create a proper formatted csv file with entries added.

5. Search Field

This allows the user to search for a unique entry within a large list in the phone book.

6. Edit Record

Clicking the icon allows the user to edit an existing entry for updates or changes.

7. Delete Record

Clicking the icon allows the user to delete an entry from the phone book.