



HostMyCalls™

gloCOM GO 6 DATASHEET

SUPPORTED OS

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

BASIC PHONE OPERATIONS AND CALL CONTROL

The 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 the mobile app.

	<i>iOS</i>	<i>Android</i>
Hold Call The Hold Call feature allows you to place an active call on and extension hold by pressing the hold button.		
Transfer Call The Transfer Call feature allows a user to transfer a call from their mobile client to another HostMyCalls extension, phonebook contact or any other number entered manually.		
Transfer Call (Supervised) Users can make supervised transfers from their mobile client to another HostMyCalls extension, phonebook contact or to any other number entered manually.		
Mute Call gloCOM GO allows you to mute yourself while on an active call by pressing the mute button.		
Caller ID Display gloCOM GO will display the Caller ID number and/or Caller ID name on incoming calls.		

	iOS	Android
<p>Call History The Call History list will allow you to see placed, missed, and received calls in your mobile app, you are able to check the Caller ID and date/time for all calls on the list.</p>		
<p>Click to Call In the Directory you can call people from your company by clicking on their entry in the gloCOM GO extensions screen.</p>		
<p>Voicemail gloCOM GO allows you to easily manage your Voicemail messages from your mobile client.</p>		
<p>Phone Callback gloCOM GO can use the callback feature to make calls via GSM when a softphone is not registered or when network quality is poor. After you dial a number on your gloCOM GO, a callback will be initiated and your selected callback number will be called by HostMyCalls, and once you answer the phone, the call to the number you dialed will be initiated.</p>		
<p>Conferencing gloCOM GO allows you to list existing defined and instant conferences to join them. In addition to that, users can also check conference participants and invite new users to the conference. Depending on the assigned conference privileges, users can also mute and kick other conference members.</p>		
<p>Call Monitor If enabled for 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 3 dots menu option.</p>		
<p>Editable Dial Number The entered number inside the dialer of the mobile application can now be modified before placing a call.</p>		
<p>Switch Device Change the active device before or during an active call with the option to switch between desk phone, softphone, mobile app or any callback number.</p>		
<p>Call Encryption Indicator In-call indicator when a call is using TLS/SRTP encryption.</p>		

UNIFIED COMMUNICATIONS FEATURES

	iOS	Android
Unified Call History Synced call history between all applications on all devices for the shared extension.		
Presence gloCOM brings a unified presence that is synced across all your devices sharing the extension. 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 their last activity was, to have a better understanding of their availability. Also, when there is no user activity on your computer for a certain period gloCOM can inform other users that you are away from your desk.		
Instant Messaging by Chat Chat with one or more Users (single & 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).		
Real-Time Messages Sync gloCOM makes sure that any sent/received message is available in real-time on all your logged-in devices. You will also receive push notifications for incoming messages on your mobile device.		
File Sharing 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. 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.		
Start Call from Chat 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.		

	<i>iOS</i>	<i>Android</i>
<p>Adding User(s) to an Existing Chat Conversation.</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>Removing Users from Existing Chat Conversations</p> <p>Admin of the group conversation can remove one or more participants from the group.</p>	✓	✓
<p>Pinning of Chat Conversations</p> <p>Users can pin their most crucial conversations so that they appear on the top of the list.</p>	✓	✓
<p>Pinning of Chat Message</p> <p>Users can pin their most important message within a single conversation so that it appears at the top of the conversation screen.</p>	✓	✓
<p>Forwarding of Chat Messages</p> <p>Users can forward existing text/file chat messages from one conversation to another.</p>	✓	✓
<p>Typing Notifications</p> <p>Users can see the info if one or more users are typing in single or group conversation.</p>	✓	✓
<p>Support for Disabling Chat</p> <p>The HostMyCalls admin can now disable chat for certain editions which will make the chat unavailable in the app.</p>	✓	✓
<p>Share From Other Apps Integration</p> <p>User can share links or files from other apps via gloCOM GO with native share dialog integration.</p>	✓	✓
<p>HostMyCalls System Directory</p> <p>The HostMyCalls system directory will allow you to see all the extensions in the directory with the option to hide or block them, as well as to set an alias for each HostMyCalls extension.</p>	✓	✓
<p>User Phone Contacts Dialing gloCOM GO allows users to dial any number from their phonebook or SIM card directly from the gloCOM GO application.</p>	✓	✓
<p>User Phone Contacts Matching gloCOM GO will match all incoming/outgoing call numbers with contacts from user Phone Book and display appropriate name and avatar.</p>	✓	✓
<p>Favorites</p> <p>gloCOM GO enables you to create a Favorite list of users you are communicating with daily, aiding you to quickly find the most often selected people.</p>	✓	✓

	<i>iOS</i>	<i>Android</i>
<p>Call Recording gloCOM allows you to start, stop, pause, and resume call recording while on an active call. When this feature is in use, you'll be able to see the call recording status indicator in your gloCOM interface. For this feature to work, the extension must have Instant recording enabled in Enhanced Services.</p>	✓	✓
<p>Delete Chat Message for Yourself User can delete any chat message for themselves.</p>	✓	✓
<p>Delete Chat Message for Everyone User can delete the message that he has sent for everyone.</p>	✓	✓
<p>Reorder Pinned Chats User can reorder their pinned chat conversations.</p>	✓	✓

CONFERRING FEATURES

	iOS	Android
<p>Defined Conferencing gloCOM GO provides you an overview and control of defined conference rooms, with the use of your mobile phone, and allows you to add participants by instructing the HostMyCalls system to call out external numbers you would like to add to the conference call.</p>	✓	✓
<p>Instant Conferencing You can create and control instant conference calls on your mobile device. In addition, you can convert two-way calls into an instant conference call and add as many participants as you want.</p>	✓	✓
<p>Convert Two-Party Call to Conference gloCOM GO enables you to do a seamless transition from a regular call to an Instant conference by simply adding one or more contacts from your contact lists into an existing call.</p>	✓	✓
<p>Invite External Phone Numbers You can also invite any external phone number to a conference by clicking the "+" icon and entering the number you would like to join the conference.</p>	✓	✓
<p>Handling SIM Change/Country Change Prompts for the number's selection would be shown when the app starts or detects a SIM change while running.</p>	✓	✓

ADVANCED UNIFIED COMMUNICATIONS FEATURES

	iOS	Android
TLS Encryption gloCOM GO allows you to encrypt all SIP traffic using TLS. NOTE: This feature requires some additional system setup.		
Audio Codecs Supported gloCOM GO supports μ -Law, a-Law, G722, G729.		
Opus Codec Integration Opus codec integrated.		
Push Notifications 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. The push service should also minimize the battery impact made by the app.		
Improved Connectivity gloCOM GO allows you to switch between mobile and wireless networks without being disconnected from an ongoing call. In the previous version, switching from mobile to wireless network and vice versa would lead to a connection drop to the HostMyCalls system, which is not the issue anymore. In the worst-case scenario, users may experience a minor call interruption which should not take longer than a few seconds.		
QR Code Based Login QR Code allows an easy login on the gloCOM GO mobile app. Instead of entering an e-mail, password, and server address manually on the first login, all you must do is scan the QR Code sent to your e-mail from your mobile app, and your information will be filled in automatically.		
Use SIP over Mobile Networks 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.		
QoS Quality of Service (QoS) is a set of technologies that work on a network to guarantee its ability to dependably run high-priority applications and traffic under a limited network capacity (must be supported by a user network). QoS can be enabled/disabled through the application interface in settings.		
Custom Ports for SIP Provisioning gloCOM GO can use custom TCP/UDP/TLS ports for SIP provisioning set on the HostMyCalls system.		

INTEGRATION

	iOS	Android
E-mail Client Integration gloCOM GO enables you to send e-mails to any gloCOM user directly from within the app by selecting your contact and pressing the Send Email option. This feature will use your default e-mail client to send the e-mail.		
Integration with Native Dialer This feature allows users to select gloCOM GO from the list of apps they would like to use as the default app to make calls with.		
Contacts Integration Option "Call via gloCOM" in the phone contacts section.		

SELF CARE

	iOS	Android
Blocking Caller ID gloCOM GO allows you to easily block your caller ID from gloCOM GO settings. Once blocked, your Caller ID should be presented as Unknown/Withheld until you change this setting.		
Call Forwarding You can create Call Forwarding rules and set the number you would like to forward calls to in your gloCOM GO settings.		
Mobile Phone Numbers When you click on a gloCOM GO contact, you will be presented with a list of mobile phone numbers associated with this extension, where you can select one of the numbers to call the person directly. For this option to be available, users must add the numbers they would like to be reached on when not in the office in the HostMyCalls Enhanced Service named Mobile Numbers for the extension.		
Self-Care Portal The Self Care Portal provides information on calls statistics, connected devices as well as a preview of extensions settings.		

PERSONALIZATION

	iOS	Android
Biometric Lock/Authentication Support Support for biometric lock/unlock of the app as well as a fallback to PIN option to lock/unlock the app using the phone's system credentials.	✔	✔
Avatar You can set your avatar image in gloCOM GO, and the avatar will be saved on the system and other contacts will be able to see it whenever you log in to gloCOM.	✔	✔
Status and Status Message gloCOM allows you to set your status (Available, Busy, DND, Away) and optionally provides a custom status message to describe your current availability. Also, a HostMyCalls system administrator can also add statuses through HostMyCalls GUI and those will appear as an option in gloCOM for all users. When selecting your status, you also must specify status expiration. This allows you to let gloCOM revert your status back to Available after a certain period.	✔	✔
Sounds You can customize existing or upload your own alert tones to use them for gloCOM GO notifications.	✔	✔
Different View Modes Depending on your preference, you can select whether you would like your gloCOM GO contacts to be displayed in a List or Grid (Thumbnail) view mode.	✔	✔
Password Reset Users can initiate a password reset procedure in case they lost or forgot their user password.	✔	✔
Avatar Rotate Option Users can now rotate Avatar image on iOS.	✔	✘
Avatar Rotate Option Users can now rotate and crop Avatar image on Android phones.	✘	✔
Navigation Customization Users can customize the display order of navigation icons and rearrange if needed.	✘	✔

Italian Translation 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.		
Portuguese Translation 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.		
French Translation 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.		