

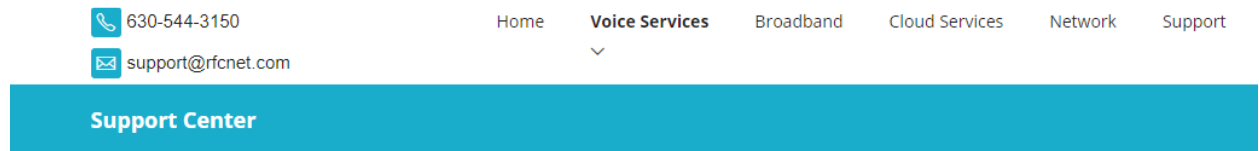


GloCOM v6 First Time Install Instructions

If you run Outlook on this machine, close it now.

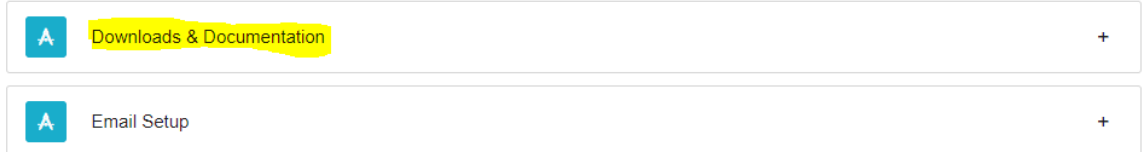
To Install the new version of glocom go to: <https://www.rfcnet.com/supports.html>

Click on the Downloads and Documentation



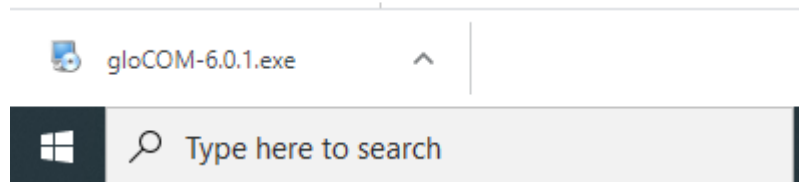
Tutorials/Training

We have several tutorials available to help you solve common problems. Please go through these tutorials before you request support.

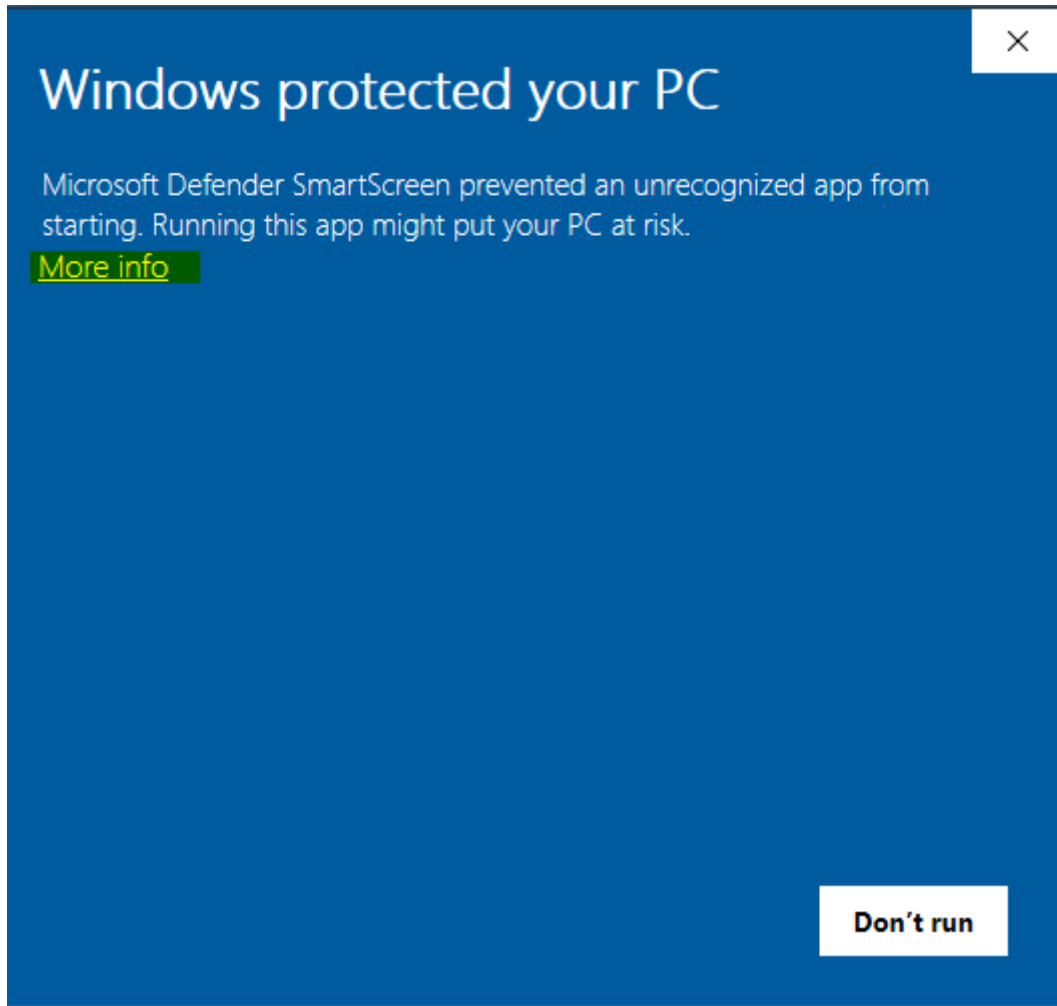


Towards the top of this section will be the Glocom exe for Windows, a few selections below will be for IOS

Once the software is downloaded run the software



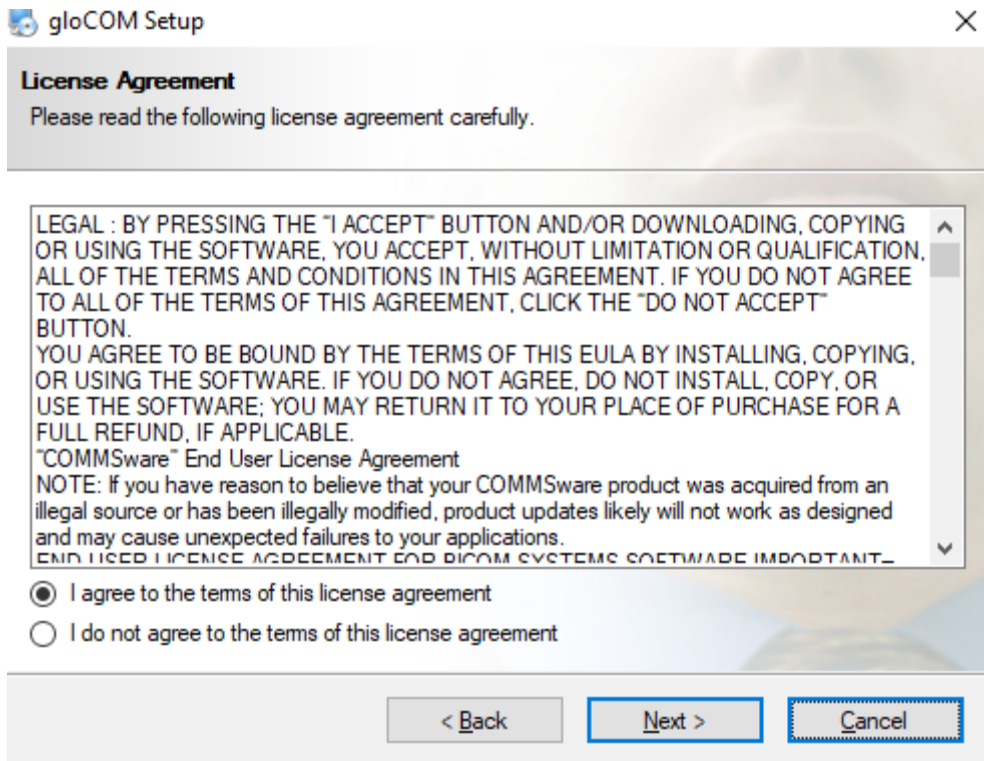
If you get a windows popup, click More Info:



Then click Run anyway



Do you want to allow this app to make changes, click YES
Click next
Click on the agreement yes, then next



Click next

Click next

Click next

Program will install when completed, click finish

Find the Bicom Systems folder in your program list

Click on the glocom icon

The program wizard will pop up.

Welcome to profile wizard



You will be guided through the process of creating your gloCOM profile by this Wizard.

< Back

Next >

Cancel

Click next

Enter your email address and your password.

NOTE: If you do not know the email address and password for your software, please contact support@rfccnet.com for your login credentials.

Account details

Specify your account server, extension and secret.



Account **Advanced**

E-mail:

Password:

< Back **Next >** Cancel

Click on the advanced tab at the top

Account details

Specify your account server, extension and secret.



Account **Advanced**

E-mail:

Password:

< Back **Next >** Cancel

Enter the login server IP address in the top box

Profile Wizard

Account details
Specify your account server, extension and secret.

Account Advanced

You can specify Login server and/or SIP proxy manually. If not specified, application will try to discover Login server automatically through DNS SRV record.

Login server:
50.31.115.55

SIP proxy (leave empty to use server settings):

Use Proxy settings from the Operating System

< Back Next > Cancel

Click next

If your software is linked to your desk phone, make sure both boxes are clicked


Phones

Setup your Office and Mobile phones.



Office **Mobile**


Deskphone

 Use deskphone ✔

Control calls on your IP deskphone from your computer.

[Change settings](#)

Softphone

 Use softphone [Set as default](#)

Make phone and video calls using your computer's microphone, speaker and camera.

< Back **Next >** Cancel

If your software is not linked to the desk phone unclick the "Use Deskphone"


Phones

Setup your Office and Mobile phones.



Office Mobile


Deskphone

 Use deskphone ✓

Control calls on your IP deskphone from your computer.

[Change settings](#)

Softphone

 Use softphone [Set as default](#)

Make phone and video calls using your computer's microphone, speaker and camera.

< Back **Next >** Cancel

Click Next

Click Finish

Note: If the system asks you to create a new password, please keep the following rules in mind

- Password must be at least 8 characters long
 - Password must contain at least 1 lowercase
 - Password must contain at least 1 uppercase
 - Password must contain at least 1 numeric digit
 - Password must contain at least 1 special character
 - Allowed characters are a-z, A-Z, 0-9, ! % *
-

If you have any questions please email us at Support@rfcnet.com

Thanks,
RFCNet Support Team