

GloCOM v6 Upgrade Instructions

- Part 1 -

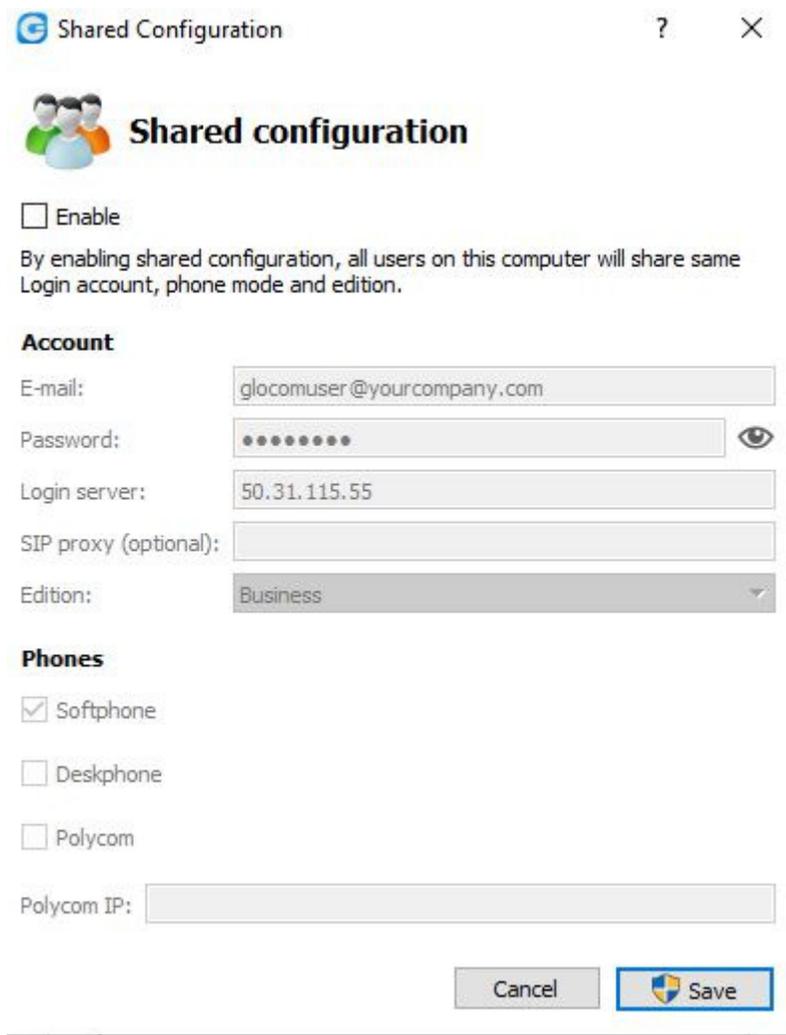
To setup your upgraded glocom software, first you will need your login credentials.

You will need your email address, your password, and the login server IP address.

The login server IP address is always: 50.31.115.55

If you do not know the email address your software is using, or the password, you can find it using the below instructions.

1. Open the glocom software.
2. At the top, click on "Tools"
3. Click on "Shared Configuration"
4. You should see a new window that looks like this



The screenshot shows a window titled "Shared Configuration" with a close button (X) and a help button (?). The window contains the following elements:

- Shared configuration** (with a group of people icon)
- Enable
By enabling shared configuration, all users on this computer will share same Login account, phone mode and edition.
- Account**
 - E-mail:
 - Password: 
 - Login server:
 - SIP proxy (optional):
 - Edition:
- Phones**
 - Softphone
 - Deskphone
 - Polycom
 - Polycom IP:
- Buttons:

5. Your email address is in the first line below Account.
6. To check your password, click on the enable box at the top

 Shared Configuration ? X

 **Shared configuration**

Enable

By enabling shared configuration, all users on this computer will share same Login account, phone mode and edition.

Account

E-mail:

Password: 

Login server:

SIP proxy (optional):

Edition:

Phones

Softphone

Deskphone

Polycom

Polycom IP:

7. Then click on the eye symbol to the right of the password box to display your password

Shared configuration

Enable

By enabling shared configuration, all users on this computer will share same Login account, phone mode and edition.

Account

E-mail:	<input type="text" value="glocomuser@yourcompany.com"/>
Password:	<input type="password" value="Password123"/> 
Login server:	<input type="text" value="50.31.115.55"/>
SIP proxy (optional):	<input type="text"/>
Edition:	<input type="text" value="Business"/>

Phones

Softphone

Deskphone

Polycom

Polycom IP:

Cancel

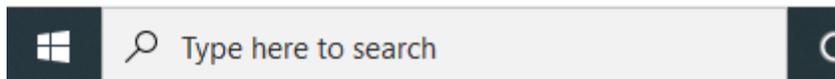
 Save

Please make a note of or screen shot the credentials for later use.

Logout and exit the glocom software.

- Part 2 -

Next you will need to find the Glocom program in your programs folder
Click on the windows symbol on the bottom right of your screen



You will find a folder named Bicom Systemes
Click that folder, and you will see the Glocom program
Right click on the icon, and select uninstall
This will open up the Control Panel programs list.
Find the Glocom program on the list and double click

Programs and Features

Control Panel > All Control Panel Items > Programs and Features

Control Panel Home

Uninstall or change a program

To uninstall a program, select it from the list and then click Uninstall, Change, or Repair.

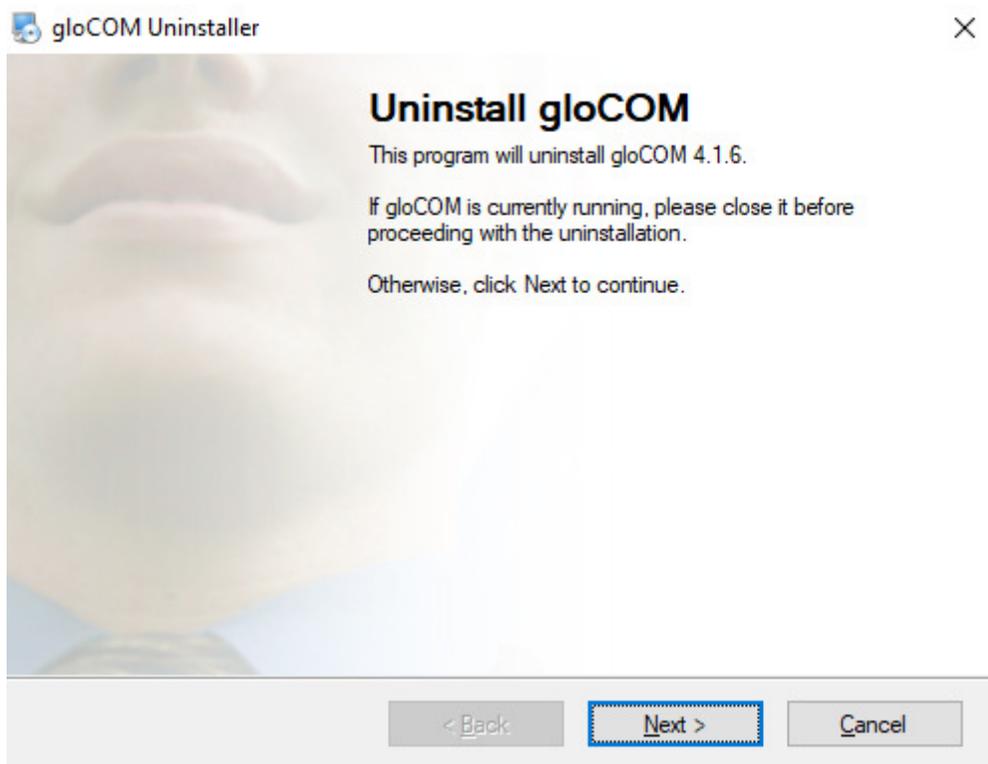
View installed updates

Turn Windows features on or off

Install a program from the network

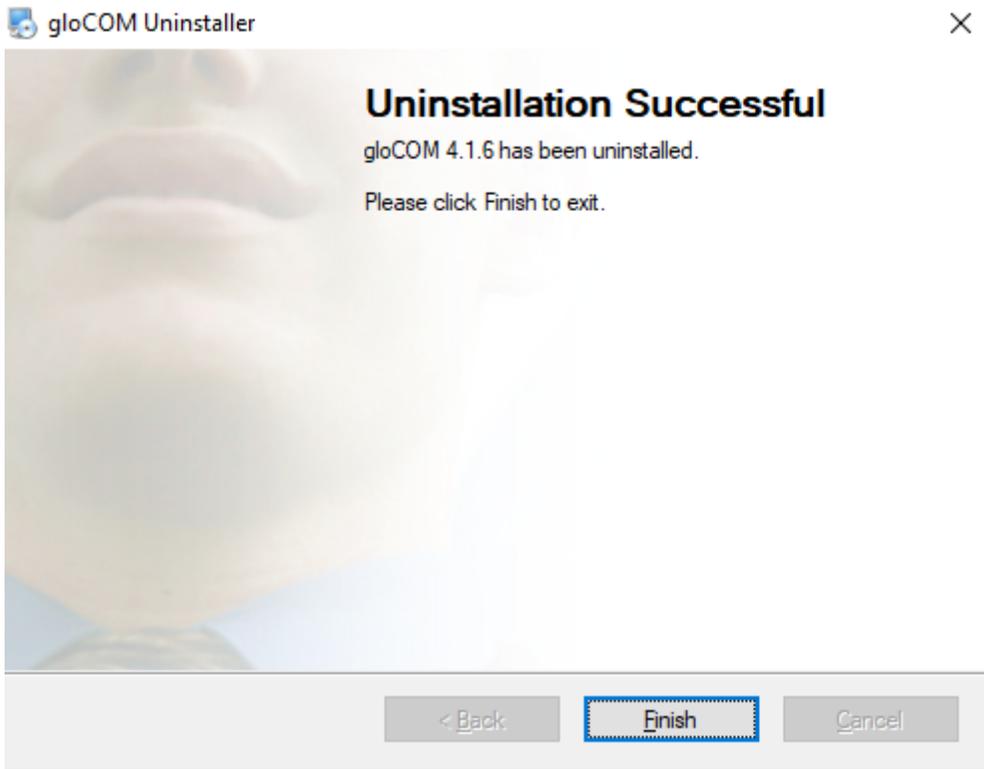
Name	Publisher	Installed On	Size	Version
Adobe Acrobat Reader DC	Adobe Systems Incorporated	6/4/2020	427 MB	20.009.20067
Adobe Flash Player 32 NPAPI	Adobe	6/17/2020	10.7 MB	32.0.0.387
Advanced IP Scanner 2.5	Famatech	3/5/2019	35.0 MB	2.5.3784
Audacity 2.2.1	Audacity Team	2/14/2018	56.9 MB	2.2.1
Bonjour	Apple Inc.	5/18/2017	3.23 MB	3.0.0.10
Canon MG5200 series MP Drivers		6/17/2020		
Cisco Systems VPN Client 5.0.07.0440	Cisco Systems, Inc.	12/5/2017	10.1 MB	5.0.7
CTG-2A Software	Viking Electronics Inc.	2/14/2018	20.9 MB	2.2.6247.28073
CutePDF Writer 3.2	Acro Software Inc.	6/17/2020		3.2
CyberLink Power Media Player 14	CyberLink Corp.	6/17/2020	354 MB	14.0.6.7428
DNE Update	Deterministic Networks, Inc.	12/5/2017	874 KB	4.18.9.18809
DX80 PC-DBA	TECOM	2/21/2018	8.46 MB	1.00.0000
Energy Star	HP Inc.	7/22/2017	6.65 MB	1.1.1
EPSON WF-3540 Series Printer Uninstall	SEIKO EPSON Corporation	6/17/2020		
EPSON WorkForce 845 Series Printer Uninstall	SEIKO EPSON Corporation	6/17/2020		
gloCOM	Bicom Systems	6/17/2020		4.1.6
Google Chrome	Google LLC	6/17/2020		83.0.4103.106

You will then get a popup asking you if you would like to uninstall, click yes
 The uninstall for glocom will now pop up, click next



Note: If you get a message that uninstall can't continue because the program is still in use, please check your tray icons. This is the notification area down near the clock in the lower right corner. More than likely you will see a greyed out GloCOM icon, right click on it and choose Quit. Give it a few seconds and then proceed with the uninstall.

Once the uninstall is complete, click finish



- Part 3 -

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

630-544-3150

Home

Voice Services

Broadband

Cloud Services

Network

Support

support@rfcnet.com

Support Center

Tutorials/Training

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

-  Downloads & Documentation 
-  Email Setup 

The First selection will be the Glocom for Windows (you can choose .exe or .msi), the second will be for IOS
Once the software is downloaded run the software

Support Center

Tutorials/Training

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



Downloads & Documentation



gloCOM v6.0 Upgrade Instructions (PDF)

Size: ~1MB



gloCOM v6.0.0 (MS Windows - exe)

Size: ~85MB



gloCOM v6.0.0 (MS Windows - msi)

Size: ~85MB



gloCOM v6.0.0 (Mac OSX)

Size: ~84MB

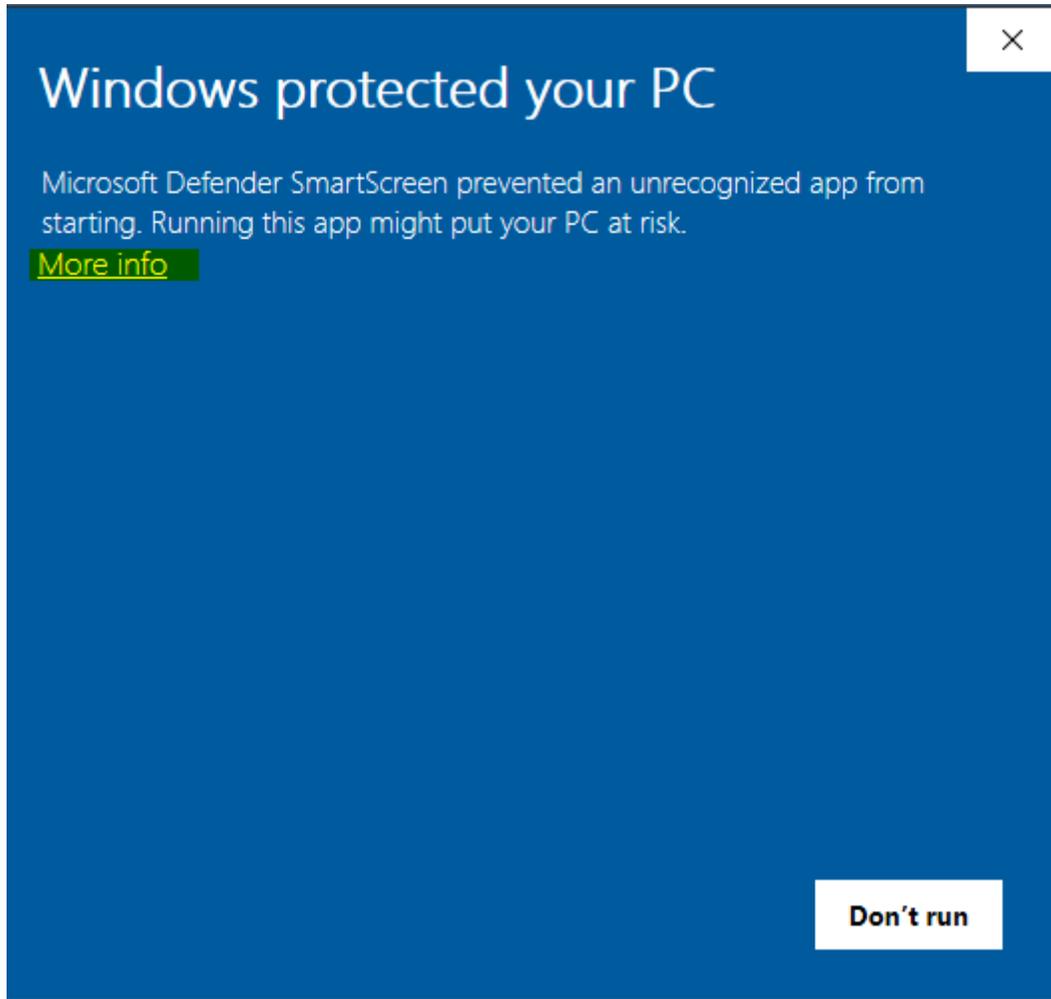


gloCOM-6.0.1.exe

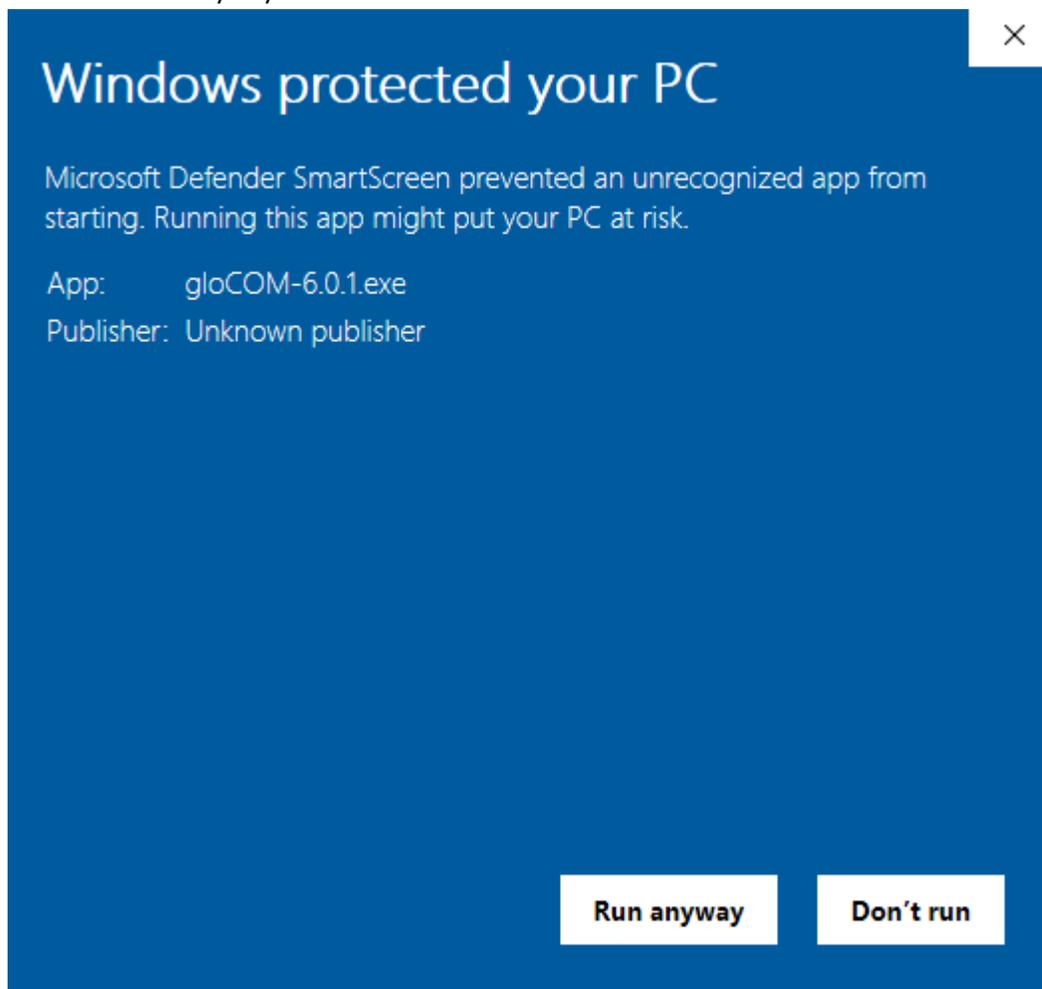


Type here to search

If you get a windows popup, click More Info:



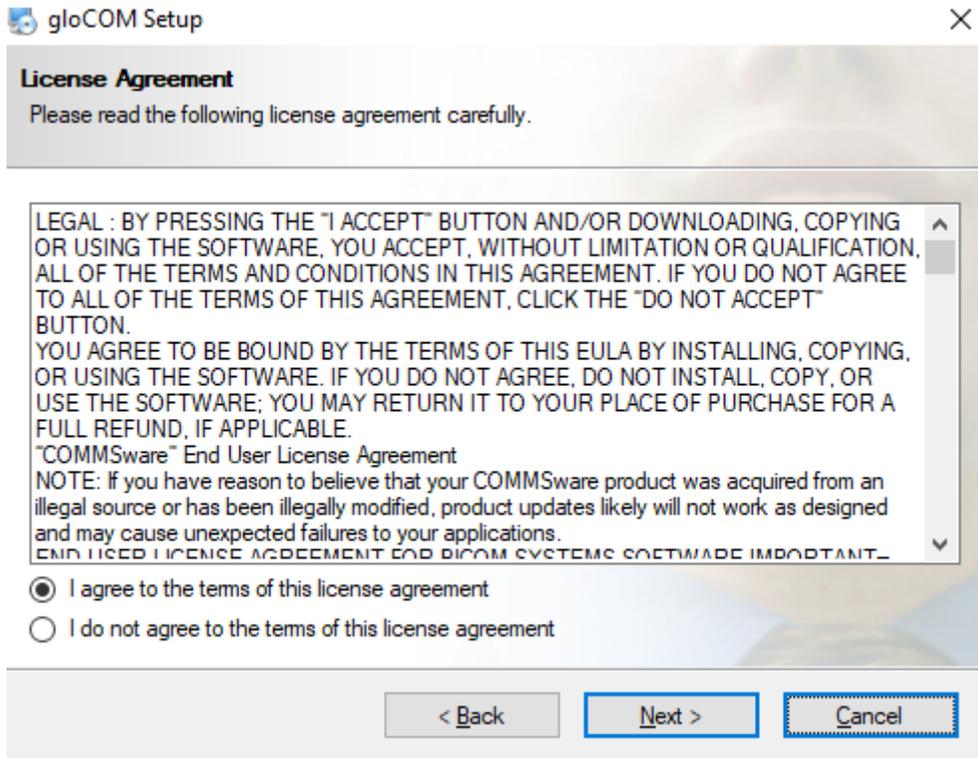
Then click Run anyway



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

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

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:

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