# RFCnet

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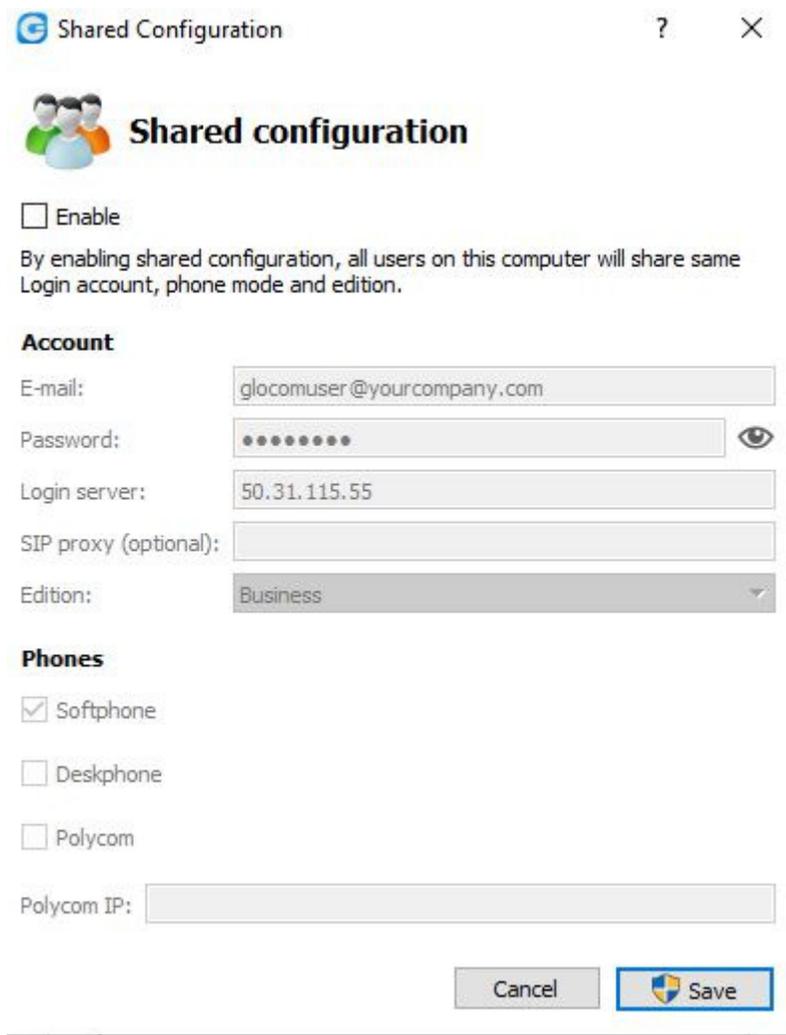
5. Your email address is in the first line below Account.
6. To check your password, click on the enable box at the top

Shared Configuration   ?   ✕

Shared configuration

☑ Enable

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

Account

E-mail:	glocomuser@yourcompany.com
Password:	••••••••
Login server:	50.31.115.55
SIP proxy (optional):	
Edition:	Business

Phones

☑ Softphone

☐ Deskphone

☐ Polycom

Polycom IP:

Cancel   🛡 Save

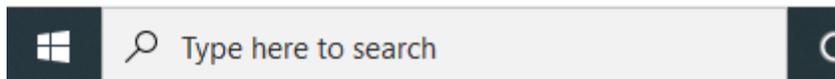7. Then click on the eye symbol to the right of the password box to display your password

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 Systmes
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

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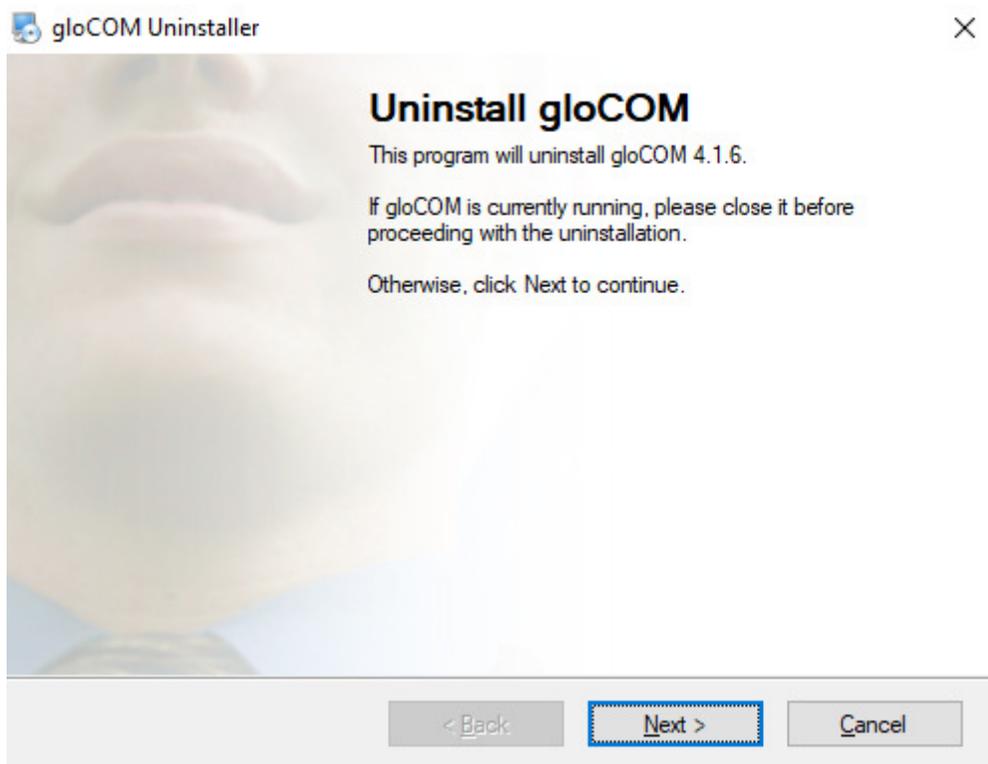
Note: If you get a message that uninstall can't continue because the program is still in use,
please check your tray icons. This is the notification area down near the clock in the lower right
corner. More than likely you will see a greyed out GloCOM icon, right click on it and choose
Quit. Give it a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

Once the uninstall is complete, click finish
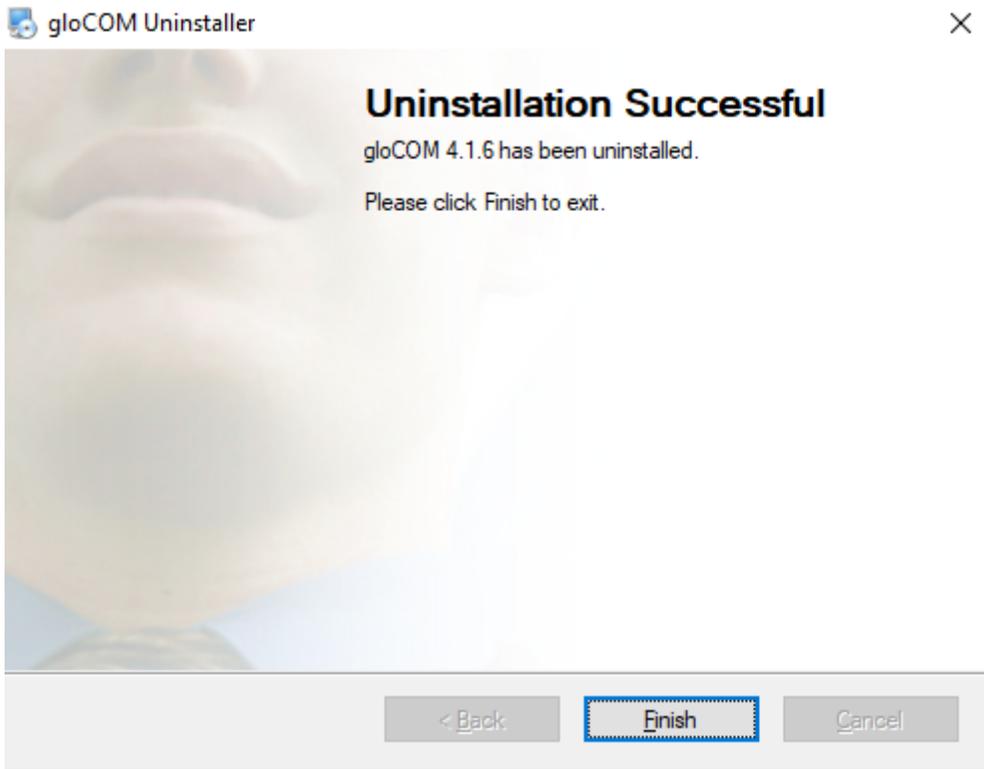
- Part 3 -

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

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 turtorials before you request support.

| A | 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)
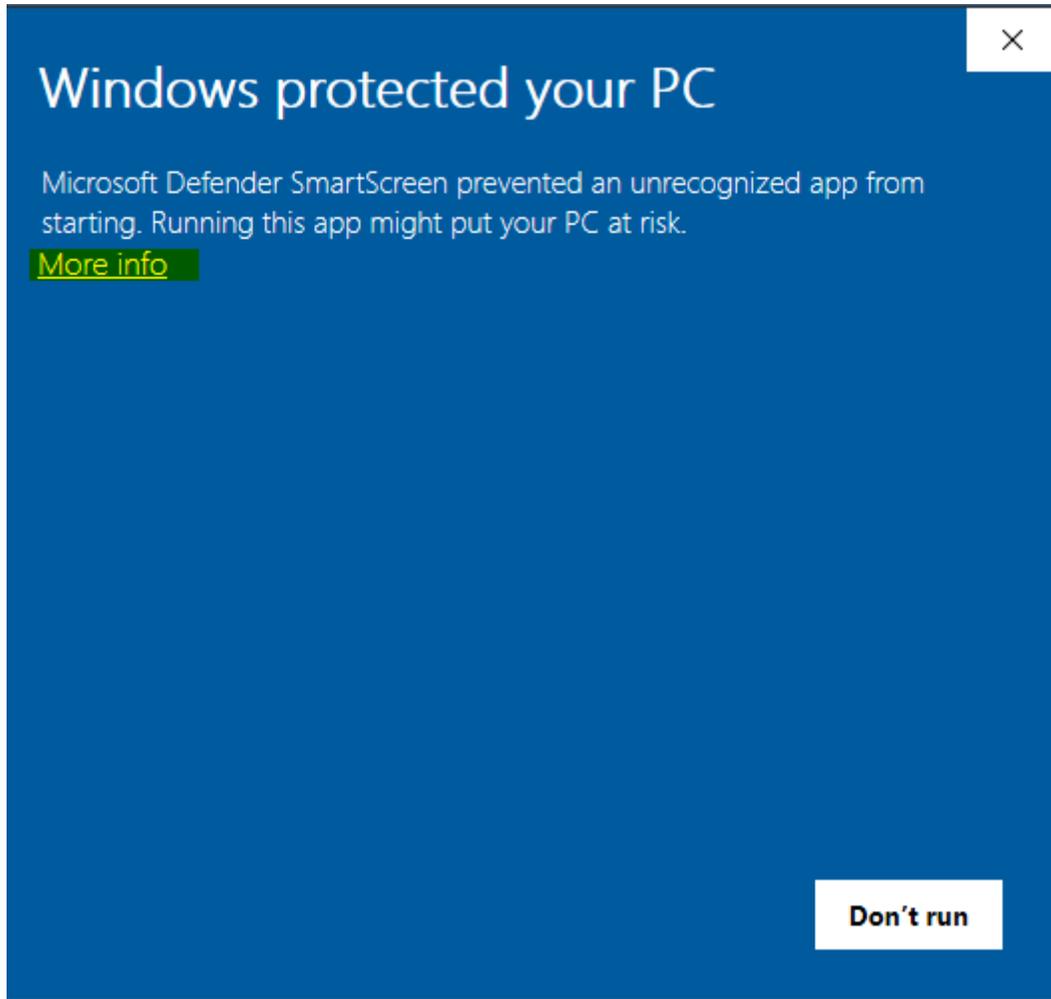Size: ~85MB
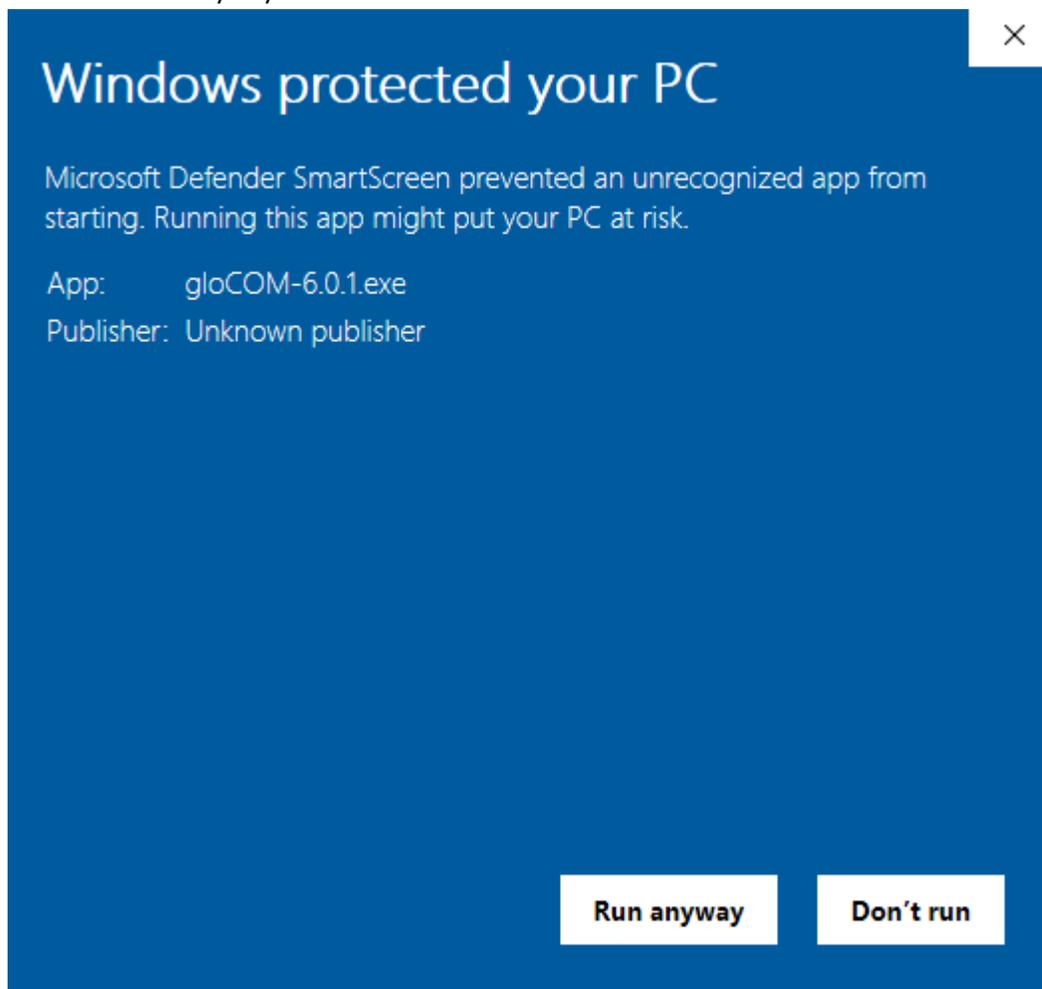
📄 gloCOM v6.0.0 (Mac OSX)
Size: ~84MB

gloCOM-6.0.1.exe   ^

🔍 Type here to search

If you get a windows popup, click More Info:

Then click Run anyway

Windows protected your PC

Microsoft Defender SmartScreen prevented an unrecognized app from starting. Running this app might put your PC at risk.

App: gloCOM-6.0.1.exe
Publisher: Unknown publisher

Run anyway   Don't run

Do you want to allow this app to make changes, click YES
Click next
Click on the agreement yes, then next
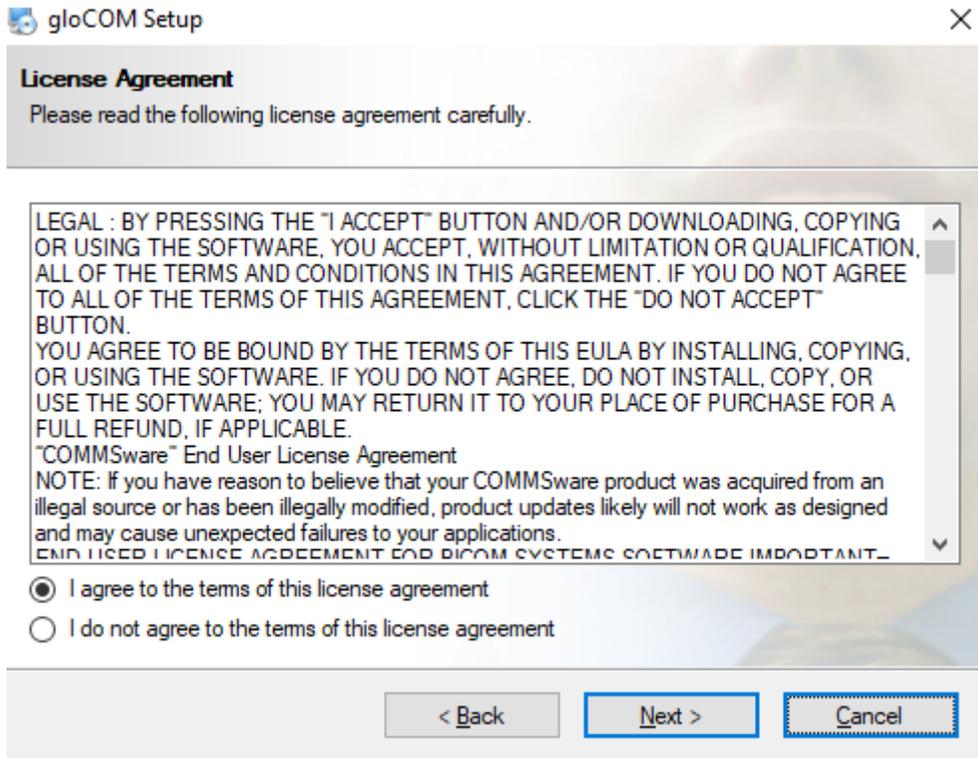
Click next
Click next
Click next
Program will install when completed, click finish

Find the Bicom Systems folder in your program list
Click on the glocom icon
The program wizard will pop up.

Profile Wizard

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

Click on the advanced tab at the top

Enter the login server IP address in the top box

Click next

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

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

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