gloCOM GO 6.0
Release Notes

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SYSTEMS

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FEATURES

Chat

With a clean and modern UI and a UX tailored to your needs, we introduce the new gloCOM GO 6 featuring a long awaited feature: Chat. With the all-new Presence system, we reshaped the office in your pocket.

Chat feature is supported on all 6.0 systems (CC & Multi-Tenant).

Users can start one-to-one or group chats from the new section on the bottom menu "Chats". Chat is fully synced between all users' devices (Desktop & Mobile).
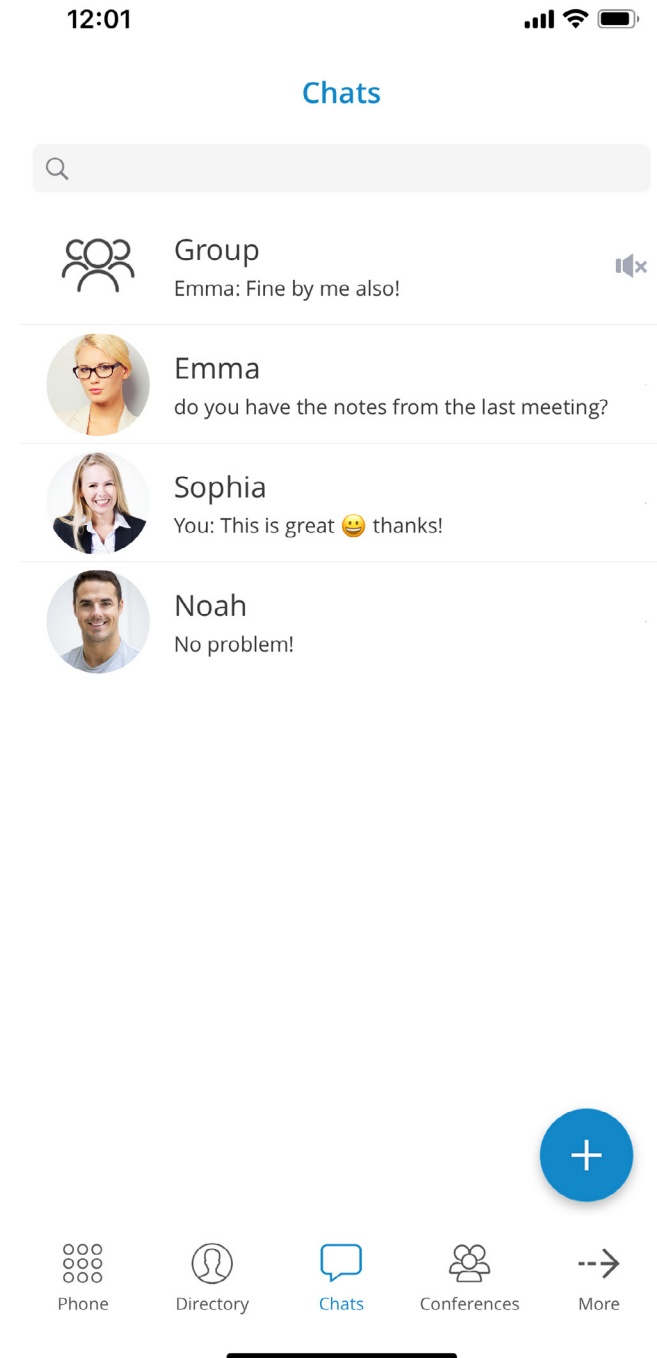
Group

Start conference call with participants   📞

Mute Chat
You will receive notifications for messages.   ⬤———

Chat Admin

Katherine (Me)
1004

Participants (4)

⊕   Add participants

Isabelle
1001

James
1000

Show all participants

---

Leave group

Users can rename, add participants or start conference calls from existing group chats.

File Sharing

Users can send images, videos, documents or any kind of files that don't exceed the file limit set in PBXware. It is possible to cancel file transfers and restart them after some time.

Image and video files are being compressed to reduce the network traffic if they are picked from the gallery picker.

Downloaded files can be saved to system storage, to gallery or different filesystem location.
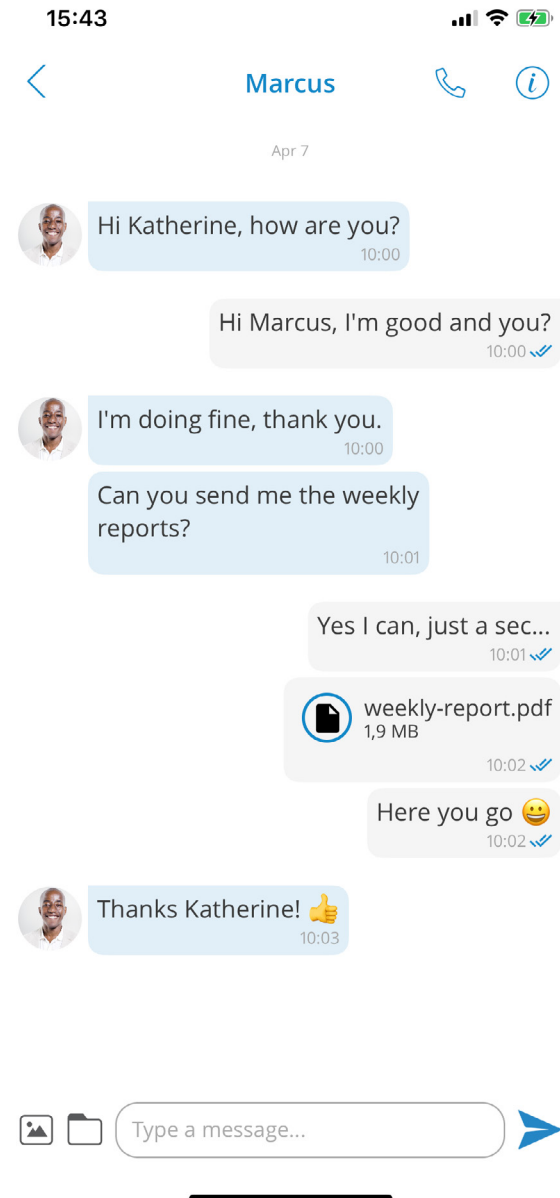
Unread Messages
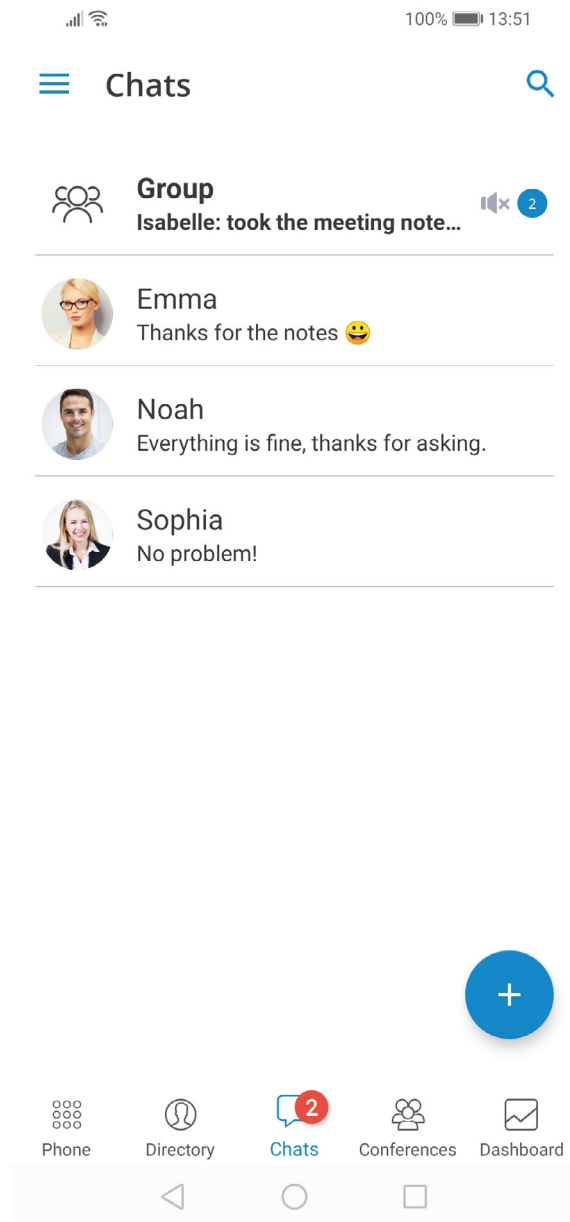
Unread messages count for chat sessions will be displayed on the Chats section of the app. Total number of unread messages will be displayed as a badge on the bottom menu inside the Chats option.
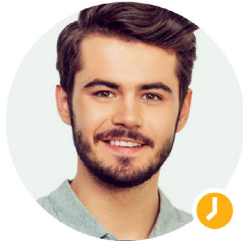
Support for Archived Users

Deleted users from PBXware will still be visible in chats but they will be marked as deleted. Users won't be able to start calls or new chats with deleted (archived) users.
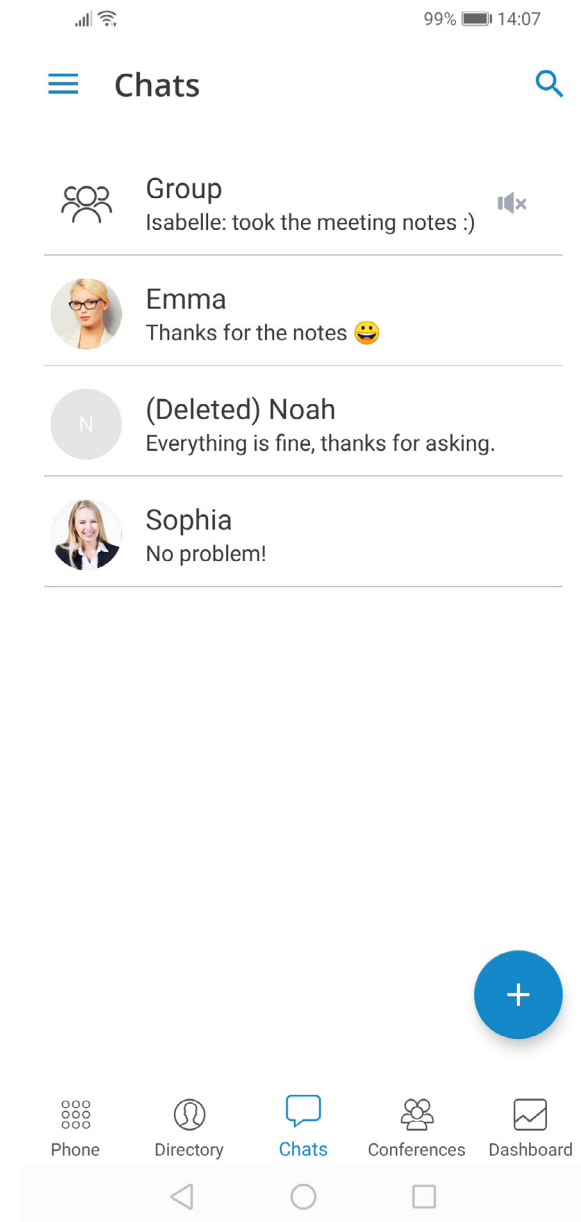
Presence

15:52

Casey
1003
Sales
Last seen: 2 minutes ago

Chat   Email

Voicemail   Favourites

We rebuilt the Presence system from the ground up. Presence is now synced between all of users' devices.

Users can update their presence in the app's Profile section by selecting their current status.

Default options for Presence statuses are: 'Available', 'Busy', 'DND' and 'Away'. Presence custom statuses can be configured in PBXware. It is also possible to write a custom message for selected Presence status.

Presence details are displayed on the User screen. Every offline user now has a "Last seen" label that will display when was the last time that user was online.

Directory Improvements

The Directory section of the app relies on users' statuses. The Directory has been changed to support new Presence. Now users are sorted based on their Presence status. It is also possible to sort users alphabetically.
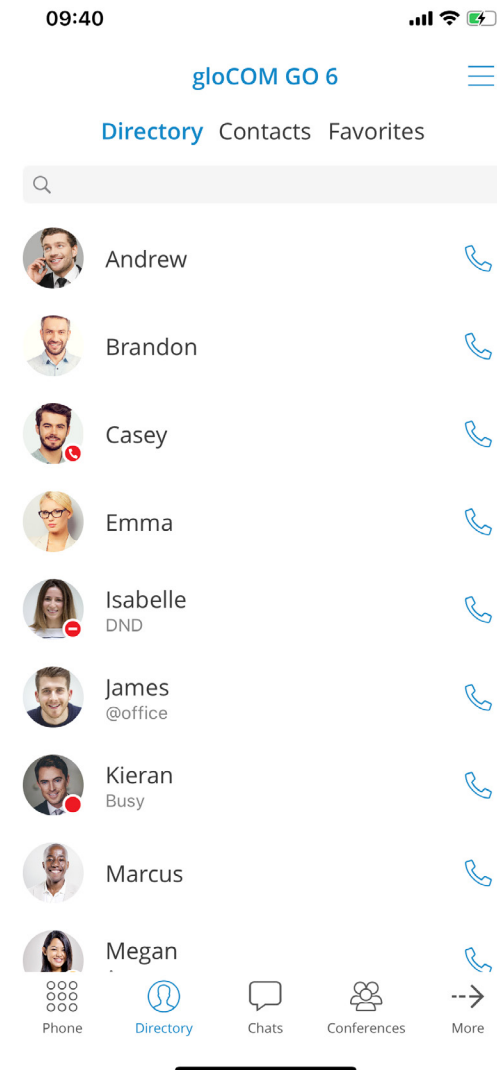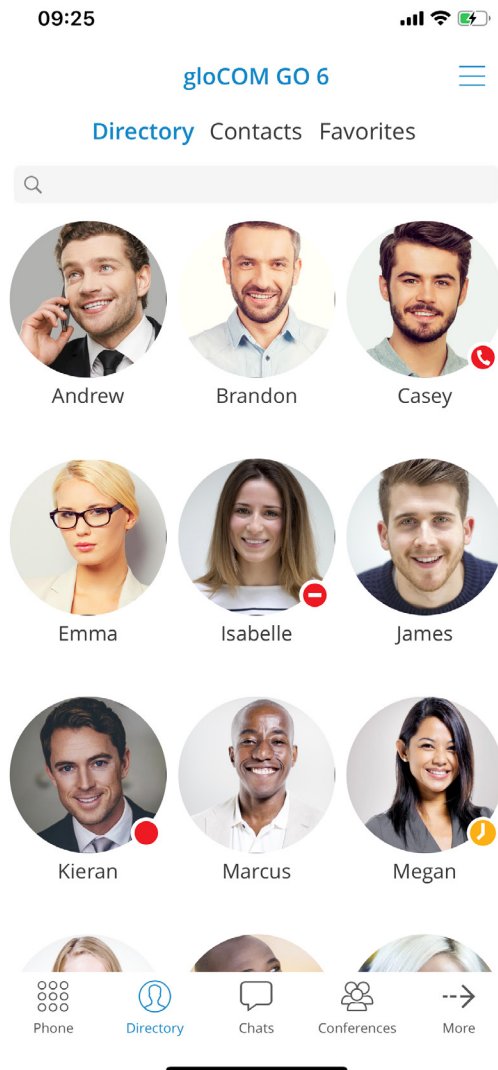
French Language Support

Version 6.0 adds French language localization.
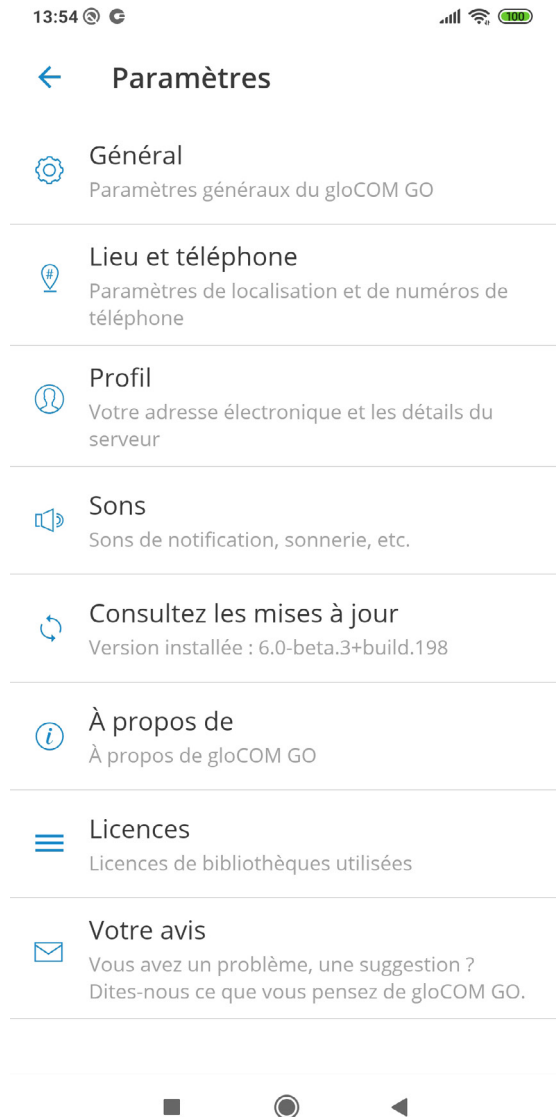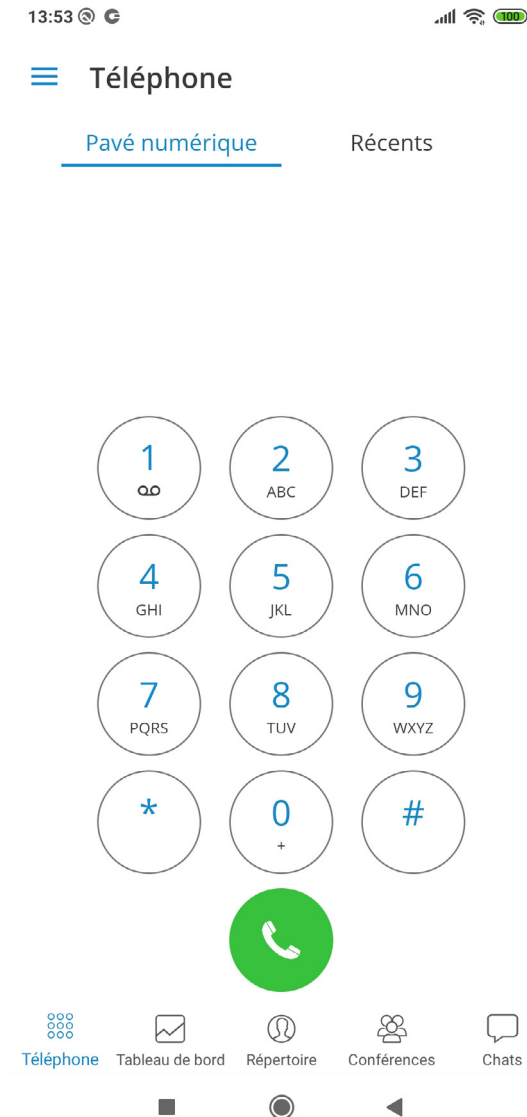
Feedback

Feedback forms are now integrated within the app. Users can send their feedback by going to Settings and then the "Send feedback" option in the menu.

Chat Search

Chat sessions can be searched by user's name or extension. If it is a group chat then search will use the group name.

Mute Option for Group Chats

It is possible to mute the group chat session by going to the group chat info screen and turning on the switch for "Mute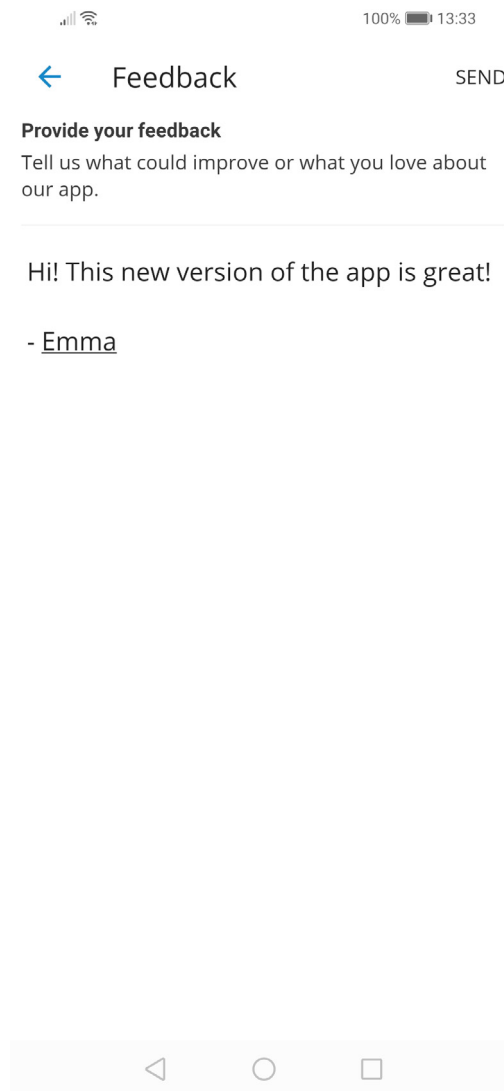" option. When the chat session is muted, the user will not receive notifications (push and in-app) for that chat session. Mute option is synced between all users' devices.

Chat Notifications

gloCOM GO 6 introduces chat push notifications so users can be notified when they receive a message.

Call Push Notifications for iOS 13

Apple's update of the iOS 13 system introduced breaking changes for VoIP push notifications. Version 6.0 of the iOS app is adapted to use the new iOS 13 push notifications.

Call Number Routing

Utilising new features of PBXware, calls from gloCOM GO won't replace + when calling out. This ensures better call routing for users.

Bug Fixes & Improvements

iOS

› SIP Service performance and stability improvements. SIP service internal components have been rewritten to maximize app reliability.
› Meeting participants will have their meeting ID displayed when they are displayed in an audio conference.
› Stability improvements in API module.
› Stability improvements in UI behaviour of the app.
› Conference call stability improvements.
› Bug fix: Transfer fails when phone number has whitespaces or other non number characters.
› Bug fix: Keyboard hides Call forwarding number on Dashboard
› Bug fix: Codecs not configured properly after initial configuration.

Android

› Bug fix: Recent Call duration is now showing the right time.
› Bug fix: Do not query the phone book directory if the number is empty.
› Bug fix: App crashing during volume down to mute when user has not granted do not disturb permission.
› Italian translation updates.
› Bug fix: Swipe to refresh will not rotate indefinitely anymore in the voicemail list.
› Bug fix: On some devices after proximity unlock the call will not unhold anymore.
› Bug fix: Always observing volume click from start ring until stop ring.
› Show more information about recent calls when it is clicked.
› Match incoming and outgoing calls with contacts and make CallerID display name and number consistent across the app (notifications, call screens and recent calls).

- › App stability improvements.
- › Rebuild OpenSSL and PJSIP to support devices < Android 6.0.
- › Bug fix: Fix system error in android ringer for some devices during some calls
- › Null pointer guard for contacticonview setLetter method to prevent crash on misconfigured PBXwares
- › Implement PBX reload event, reload extensions from PWproxy and logout active user in case his extension number has changed.
- › Bug fix: Do not play notification sound when notification pops up on incoming call (only ringtone).
- › Bug fix: Clear contact icon view avatar image when view is recycled.

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