



Softphone Installation

Prerequisites:

- Windows 7/8/10 PC or Mac OSX
- Email address and password to CCI hosted phone service account. If password is unknown, contact us to have it reset and sent to you.
- CCI account tested by logging into the CCI Dashboard: <https://sip.clearlinecomms.com>
Use your email address and password. This may prompt you to change the password to one of your own upon first login.

Windows installation:

1. Download the softphone client here:
<http://clearlinecomms.com/files/gloCOM-5.3.6.exe>
2. Run the gloCOM installer.
3. If you get a screen that says "Windows protected your PC" the follow step 4. Otherwise continue to step 5.
4. Press Windows start button lower left hand corner, type in App & Browser Control and left click once on the search result. Under Check Apps & Files, change setting to Off. Click Yes to the User Access Control prompt. Run the gloCOM installer again.
5. Click Yes to the User Access Control prompt.
6. If Setup asks to install Microsoft Visual C++ runtime, click OK. A new window will load that says Microsoft Visual C++ runtime installer, click Agree to license terms, click Install. Click close.
7. On the welcome to the installer for gloCOM, click Next.
8. Click I agree to the license terms, click Next.
9. Choose default installation path, click Next.
10. Choose default shortcut folder and make Shortcuts available to all users. Click Next.
11. Under Ready to Install, click Next.
12. When installer is finished, click Finish.
13. IMPORTANT: If you disabled Check Apps & Files in Step #4, you must go back and put the setting back to the default WARN option. Leaving this setting turned off is not recommended per best computer security practices.

First time running softphone:

1. Ensure Microsoft Outlook is closed and not running.
2. Open gloCOM by going to Start then Bicom Systems then gloCOM.
3. A new profile wizard window should load up. Click Next.
4. Enter your email address and password as specified from the Prerequisites then click Next.
5. If you get invalid username or password, then you need to log into your CCI Dashboard and set your password. If you still cannot log in, contact us for support.
6. Under profile wizard, it should have Use Deskphone and Use Softphone checked. Click Next and click Finish.
7. You may get a Windows Firewall window popup to allow gloCOM access to Private and Public Networks. Put a check next to both and click Allow access.

8. A new window will load asking if you want to install the browser extension. This is optional. If you want to be able to click on phone numbers on websites and have it launch in the softphone automatically, then click on Yes. Otherwise click No.
9. If you click Yes, then it will ask which browser you want to install the extension into. It is available for Internet Explorer, Google Chrome, Mozilla Firefox, and others. Follow the prompts to install the extension.
10. Installation is now complete.