



GloPhone User Guide

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Chapter 1 About GloPhone

GloPhone is a browser-based telephone that uses Voice over IP (VoIP) technology. Using GloPhone, you can make calls to and receive calls from any phone in the world using your Internet browser, while surfing the web at the same time.



Figure 1. GloPhone

GloPhone includes many telephone features you are used to and some that are unique to GloPhone. When you download GloPhone the following phone features are included free of charge:

- Caller ID
- Call Waiting
- Call Forwarding
- Missed Call Notification
- Conference Calling
- Voice Mail to E-mail
- Hold

System Requirements

The following is required to use GloPhone:

- Computer running Windows® 2000, Windows® Millennium (Me), or Windows® XP.
- Your PC's microphone and speakers.
- Microsoft® Internet Explorer or Mozilla Firefox®
- A dial-up or broadband Internet connection

Chapter 2

Getting Started

Checking Your Audio Equipment

Before you begin using GloPhone, be certain that your audio equipment is connected properly.




Microphone and Speakers

If you are using your PC's microphone and speakers with GloPhone, follow these steps.

- 1 Click the Windows **Start** button.
- 2 Click **Programs > Accessories > Entertainment > Sound Recorder**.



Figure 5. Sound Recorder Pop-Up Window

- 3 Click the record button () and speak into your PC's microphone.
- 4 Click the stop button () when you are finished.
- 5 Click the play () button.

If you hear your recording played back, your microphone is connected to your PC properly.

If you do not hear your recording:

- Check to see if the microphone is connected to the PC
- Check to see if your PC's volume setting is too low or set to mute.

USB Phones and Bluetooth Headsets

If you are using a USB Phone or a USB Bluetooth Enabled Headset, follow the manufacturer's instructions for installing and troubleshooting these products.

Downloading Additional GloPhone Numbers

You can have up to 6 GloPhone accounts per PC. When you start GloPhone, if you have more than one GloPhone account, a pop-up window opens and you can select the account phone number you want to use.

Chapter 3

Using GloPhone

Starting GloPhone

Start CentComm by double-clicking the icon () on your desktop.

Launch GloPhone from your CentComm interface by clicking Place a Call.

If the icon does not appear on the menu bar immediately after you activated the software, reboot your PC and open the browser again.



Figure 7. GloPhone User Interface

The components of the GloPhone are described below.

- **Your GloPhone Number** Your number appears at the top of the GloPhone.
- **Status Display Window** Provides information related to GloPhone calls. It contains the Status Indicator and the controls for viewing Missed, Received, and Dialed calls. When you dial a phone number it appears in the status display window. When you receive an incoming call, the caller's phone number appears in the status display window.
- **Status Indicator** Indicates the state of the GloPhone. Most of the time it indicates that GloPhone is "Ready for Call."
- **Control Buttons** These buttons are similar to mobile phone controls. Each are described throughout this guide.
- **Alpha-Numeric Keypad** Touchtone keypad. This is similar to the keypads of mobile and landline phones you are used to. Use your mouse to click the numbers you want to dial.

Moving GloPhone

Click the top or side of GloPhone and drag it to any part of your window that suits your needs.

Making Phone Calls

There are multiple ways to make calls with GloPhone. It does not matter which method you use, and you can use a combination of each to make calls. Each method is described below.

You must dial a "1" before dialing any GloPhone, mobile, and landlinebased numbers in the US and Canada.

Using the Alpha-Numeric Keypad

You can use the alpha-numeric keypad on the GloPhone to dial phone numbers.

- 1 Click the numbers on the alpha-numeric keypad on GloPhone to dial a phone number.

The numbers you dial appear in the status display window.

If you make a mistake while dialing, press BACKSPACE to delete the numbers one at a time, or press ESC to clear all the numbers and start over.

- 2 Click **Talk**.
- 3 When you are finished talking, click **End** to end the call.

Using Keyboard Keys

You can also use your keyboard keys to dial phone numbers.

- 1 Press the appropriate numeric keys to dial a number.

The numbers you dial appear in the status display window.

If you make a mistake while dialing, press BACKSPACE to delete the numbers one at a time, or press ESC to clear all the numbers and start over.

- 2 Press ENTER to place the call.
- 3 When you are finished talking, press ESC on your keyboard to end the call.

Using Your Browser's Address Bar

You can make calls directly from your browser's address bar.

- 1 Type the contact's phone number in your browser's address bar.
- 2 Press ENTER.

GloPhone pops up and places the call.

- 3 When you are finished talking, click **End**,
or
Press ESC on your keyboard to end the call.

Dialing US and Canadian Numbers

You must dial a “1” before dialing any GloPhone, mobile, and landline-based numbers in the US and Canada. For example: 14075555551234.

Dialing International Numbers

For international calls, dial 011+ the country code + the phone number. For example: 0114400875554562.

Receiving Calls

When someone calls your GloPhone number, your GloPhone pops up and the border around the status screen flashes and changes color from grey to green.

- 1 Click **Talk** to accept the call.
- 2 When you are finished talking, click **End**,
or
Press ESC on your keyboard to end the call.

Muting Calls

While on a call, click **Mute**. To remove the mute setting, click **Mute** again.

Placing Calls on Hold

While on a call, click **Hold**. To return to the call (take the call off Hold), click **Hold** again.

Conference Calls

You can have up to 6 people, including yourself, on a single conference call.

To begin a conference call:

- 1 Call the first person you want to invite to the conference, and ask that person to hold.
- 2 Click **Flash** and call the next person.
- 3 When that person answers, click **Conference**. All three of you can now speak to each other.
- 4 Repeat these steps until all parties (up to 6 people, including yourself) have been added to the conference call.

Adding a Caller to a Conference Call

If someone calls you while you are already involved with a conference call, you can add that caller to the conference.

Provided there are not already 6 people participating in your current conference call.

When the incoming call occurs:

- 1 Click **Talk** to answer the call.
- 2 Click **Conference** to add the caller to the conference call.

You can add a total of 6 callers, including yourself, to a conference call.

2

*If you do not want a new caller to join the conference, click **Talk** when you are finished speaking to the caller. You are returned to your conference call.*

2

Linking Conference Calls

You can link your GloPhone conference call to another GloPhone conference call. Each conference call can have up to 6 participants.

For example, you are speaking to 4 family members on a conference call, and you conference in your sister who is speaking to 3 other family members. When the two calls are linked, all 9 of you can speak to each other.

While you are participating in a conference call:

- 1 Click **Hold**.

- 2 Call the person who is already participating in a separate conference call.
- 3 When the person answers, click **Conference**. Participants of both conference calls can now speak to each other.

Ending Calls

When you are finished talking to a caller, click **End** on GloPhone, or press ESC on your keyboard to end the call.

Redialing Missed and Recent Calls

You can view a list of missed and recent calls in the status display window and redial those numbers with the click of a button.

Missed and recent calls stay in GloPhone memory until you exit GloPhone.

Notice in the status display window, there are two arrows and a phone icon.

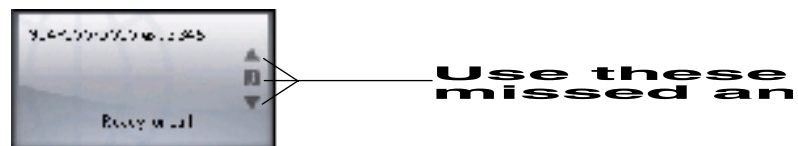


Figure 11. GloPhone Display Screen

- 1 Click the up or down arrows to display a call type:
 - Enter Redial Calls
 - Enter Missed Calls

- 2 Click the phone icon to select the phone type.
- 3 Use the up and down arrows to scroll up and down the list of calls for that type.
- 4 Click **Talk** or the phone icon when the number you want to call is displayed on the screen.
- 5 When you are finished talking, click **End**,
or
Press ESC on your keyboard to end the call.

Using the GloPhone Telephone Features

GloPhone includes many traditional phone features you are already used to with your landline and mobile phones.

Caller ID

When someone calls your GloPhone, the caller's telephone number is displayed in the status display window.

When you call someone from your GloPhone, your 14-digit GloPhone number displays on that person's GloPhone.

Caller ID is available for all GloPhone plans.

Your 14-digit GloPhone number displays on your recipient's landline or mobile phone screen if that person subscribes to Caller ID service from their provider.

Call Waiting

If someone calls you while you are already on a call, GloPhone beeps, and the new caller's telephone number is displayed in the GloPhone window.

To answer the incoming call, click **Talk**. To return to your original call, click **Talk** again.

You must have a GloPhone service plan that includes Call Waiting to use this feature.

Call Forwarding

You can forward your GloPhone calls to another phone number (GloPhone, landline, or mobile).

To forward calls:

- 1 Click **Forward Calls**. GloPhone displays "Call Ringing" in the display window and then "Call Answered." You will hear a beep.
- 2 Using the GloPhone keypad, dial the number to which you want your calls forwarded. The number is displayed on the GloPhone status display window.

Remember to dial a "1" before dialing any GloPhone, mobile, and landline-based numbers in the United States and Canada.

2

After a few seconds, you will hear an automated voice attendant repeat the number you just dialed. Your incoming calls are now forwarded to that number.

Disabling Call Forwarding

Before you can receive calls on your GloPhone again, you must disable the call forwarding feature. Click **Forward Calls**. GloPhone displays “Call Ringing” in the display window and then “Call Answered.” You will hear a beep. GloPhone displays “Call disconnected by remote” and then “Ready for call.” call forwarding has been disabled.

Do Not Disturb

If you do not want to be disturbed by GloPhone calls, use the **Do Not Disturb** feature.

- 1 Right-click the GloPhone status icon in the Windows Task Bar.



Figure 12. Right-click the GloPhone Icon

- 2 Select **DND** (Do Not Disturb).

The GloPhone status icon on the Windows Task Bar changes (📞) to remind you that Do Not Disturb is set to “On.”

- 3 Minimize or close GloPhone. Incoming calls go directly to Voice Mail (If you are a customer with a free calling plan, the calls go directly to Voice Mail to E-mail.)

Removing the Do Not Disturb Setting

To remove the Do Not Disturb setting:

- 1** Right-click the GloPhone status icon in the Windows Task Bar.
- 2** Select **DND** (Do Not Disturb).
The GloPhone status icon returns to the default setting.

Hiding GloPhone

There are multiple ways to hide GloPhone.

Click ,

or

Double-click the icon on your desktop,

or

Click the icon in your browser.

This hides GloPhone, but you can still receive calls.

Closing GloPhone

Right-click the status icon in the Windows Task Bar, and select **Exit**.



Figure 28. Right-click the status icon

This closes the GloPhone program. Any calls you receive after you have exited the program are sent to Voice Mail (or Voice Mail to Email if you are a customer with a free calling plan).



Chapter 5 GloPhone Skins

You can customize the look of your GloPhone with a new skin. A skin is a graphic or audio file used to change the appearance of the GloPhone user interface. The skin concept is comparable to changing the face plate and ring tones on your mobile phone. Just like a mobile phone, the appearance of the user interface changes, but the GloPhone functionality does not.



Figure 29. Examples of skins you can download

Our skins are free, so download a new skin as often as you want. Each time you download a skin, it replaces the previous skin.

Downloading Skins

You can download the skins from our web site.



If you have more than one GloPhone number, when you change the skin, it changes for all GloPhone account numbers.

To download a skin:

- 1 Type `www.skins.glophone` in your internet browser's Address line and press ENTER.
- 2 Click **Download Now** next to the skin you want. The skin downloads and installs itself automatically.

GloPhone then closes and reopens, and you will see the new skin.



*If you have more than one GloPhone number, select the account phone number you want to use and click **Login**.*

Returning to the Default Skin

You may want to return your phone to the way it looked when you first downloaded GloPhone.

To change back to the default skin:

- 1 Type `www.skins.glophone` in your internet browser's Address line and press ENTER.
- 2 Select GloPhone Skins from the **Quick Links** drop-down list. The skins catalog page opens.
- 3 Click **Download Now** next to the picture of the default skin. The skin downloads and installs itself automatically.

GloPhone then closes and reopens, and you will see the new skin.



*If you have more than one GloPhone, select the account phone number you want to use and click **Login**.*

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