

TROUBLESHOOTING GUIDE

gloCOM softphone

You have chosen our gloCOM software application, one of the most stable solutions on the market.

It is important to understand that gloCOM is not a cellular line — it is a softphone that uses a VoIP line. Your calls are therefore handled directly by the application, rather than by an Internet-connected desk phone.

If you experience problems during your calls, it is important to check your smartphone and the environment you are using it in. Make sure the conditions are optimal for holding a conversation with a softphone.

We recommend trying the following steps

1. Try using the application on Wi-Fi, then without Wi-Fi (on cellular data), to determine whether the problem is related to your connection.
2. Delete the application.
3. Make sure the application is not installed with the same user credentials on more than one device.
4. Make sure your phone is up to date.
5. Restart your phone.
6. Reinstall the gloCOM application.
7. When reinstalling or using the app for the first time, accept all permission and access requests so the application can work properly.

For iPhone users

Also verify that the permissions required for the softphone to work are enabled in your gloCOM application settings:

Settings → **General** → **Softphone**

Make sure the “Optimize SIP for mobile data” option is turned on.

These checks rule out issues related to the smartphone, the Internet connection or the application permissions before undertaking further diagnostic steps.

Problem persists? We are here.

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