INSTALLATION GUIDE

gloCOM GO
Android

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SYSTEMS

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To install gloCOM and Communicator GO 6 Android applications please follow the steps for the desired manufacturer and Android version on your phone.

From your mobile browser navigate to **www.bicomsystems.com/download** and download gloCOM GO or Communicator GO Android APK file on your device and follow the instructions on the pages below:

- **Install Apps from Unknown Sources in Android 10, 11, and 12**

- **Install Apps from Unknown Sources on Samsung**

- **Install Apps from Unknown Sources in Android 8.0 Oreo and 9.0 Pie**

- **Install Apps from Unknown Sources on Android 7 Nougat and Older**

Install Apps from Unknown Sources in Android 10, 11, and 12

1. Open **Settings** on your phone.

2. Go to "**Apps**," then tap on "**Special app access**." If you don't find it, go to "**Advanced**" followed by "**Special app access**."
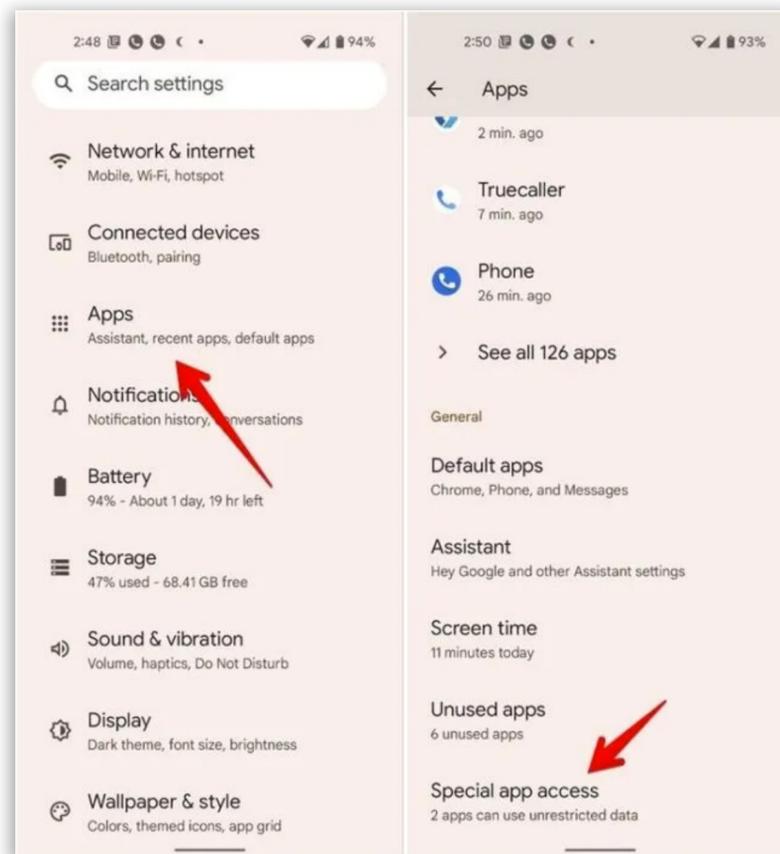
3. Tap on "**Install unknown apps**."
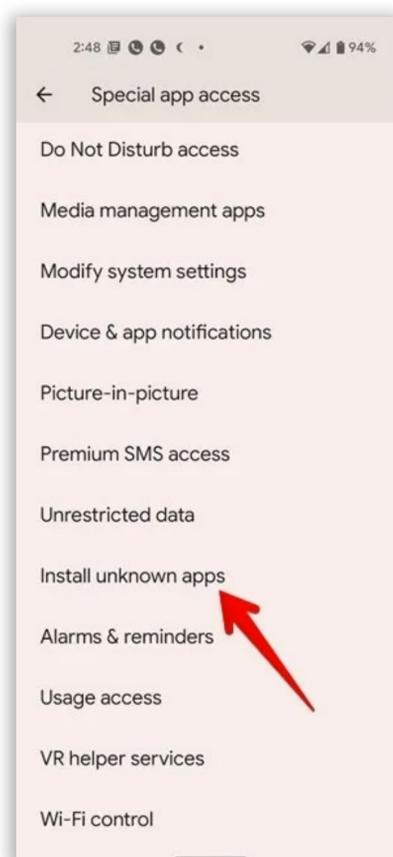
4. Tap on the app you will use to install the third-party apps. This is usually a browser or the Files app. We're using Chrome for this example.

5. Enable the toggle next to "**Allow from this source**."
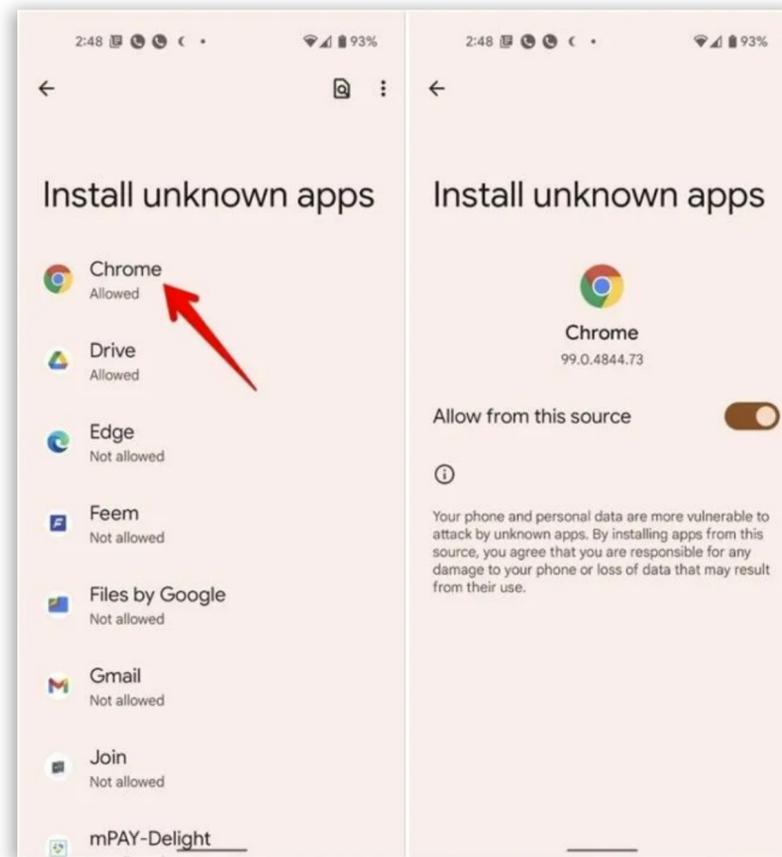
6. Tap on the APK file to install it.

Install Apps from Unknown Sources on Samsung

1. Open **Settings** and go to "**Apps**."

2. Tap on the three-dot icon at the top and select "**Special access**" from the menu.
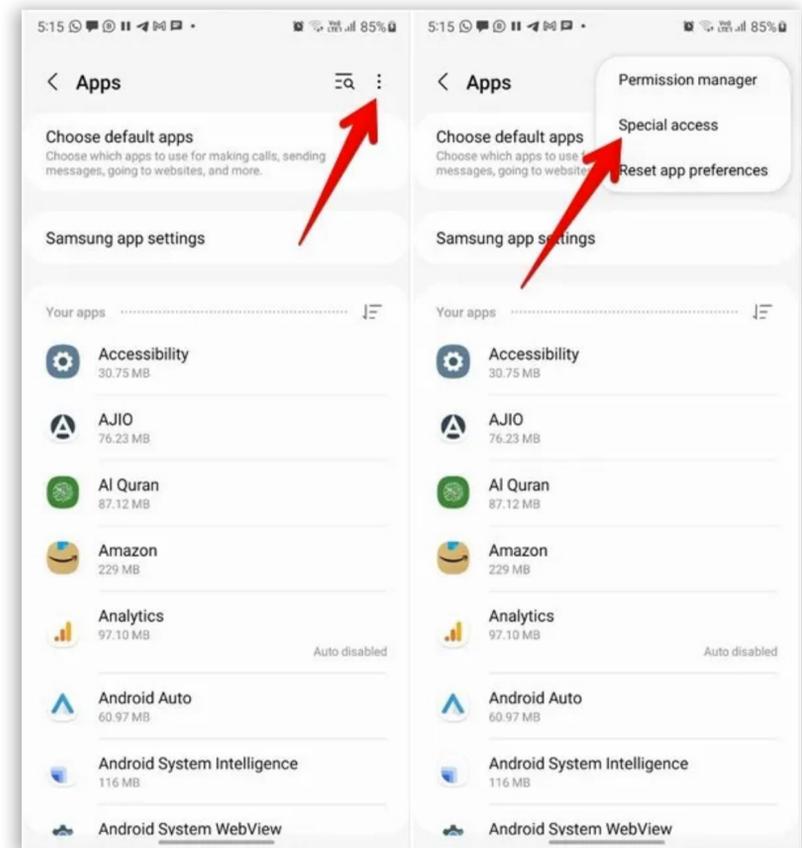
3. Tap the "**Install unknown apps**" option.

4. Enable the toggle next to the app you will use to install the third-party apps.
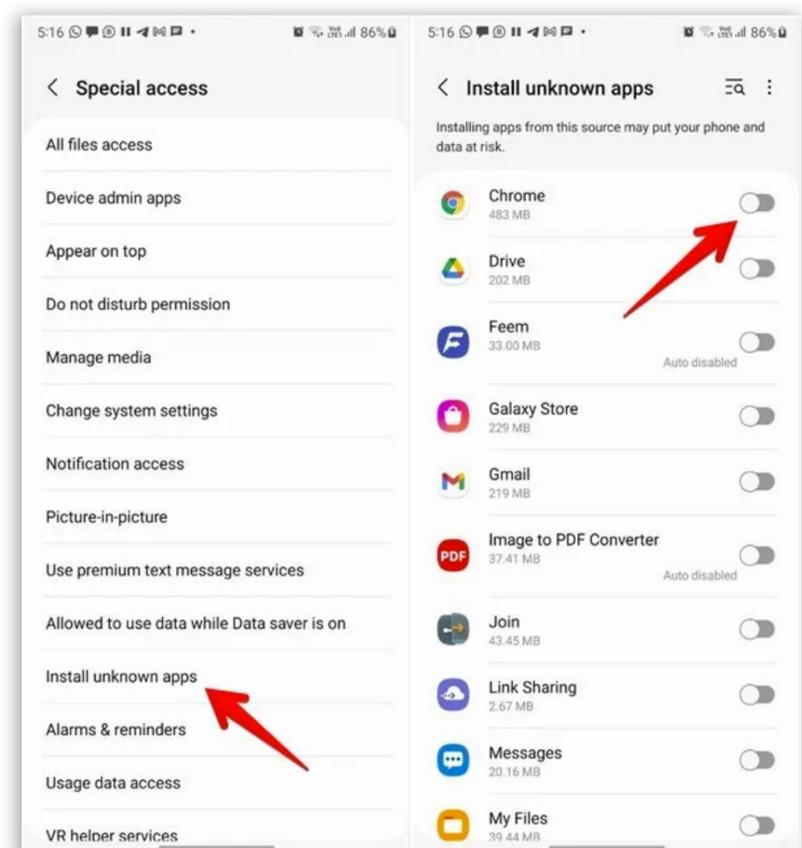
Note: if the above steps don't work, go to "**Settings → Biometrics and security (or Privacy) → Install unknown apps**." Enable the toggle for the required app.

Install Apps from Unknown Sources in Android 8.0 Oreo and 9.0 Pie

1. Go to "**Settings → Apps & notifications → Advanced → Special app access → Install unknown apps**."
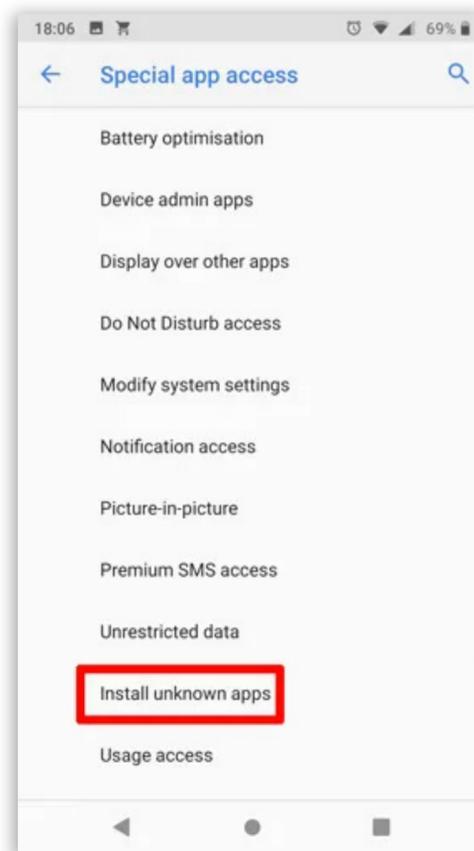
2. Select the app (usually your Internet browser) that you want to install from unknown sources.

3. Tap "**Allow from this source**" to enable unknown sources for that specific app.
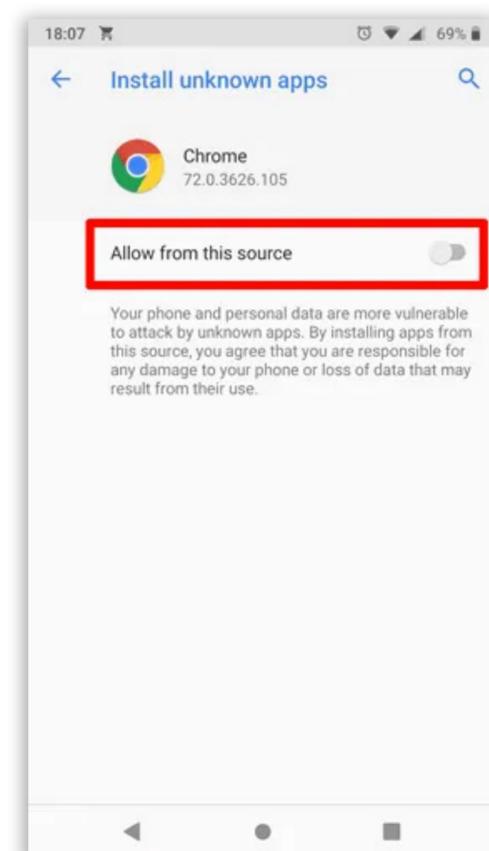
Install Apps from Unknown Sources on Android 7 Nougat and Older

To install from unknown sources in Android N and older, you can enable and disable the feature right from the settings panel.

1. Open the App Drawer on your Android device and tap on the "**Settings**" icon. It will open the settings panel where you can change all the settings related to your device.
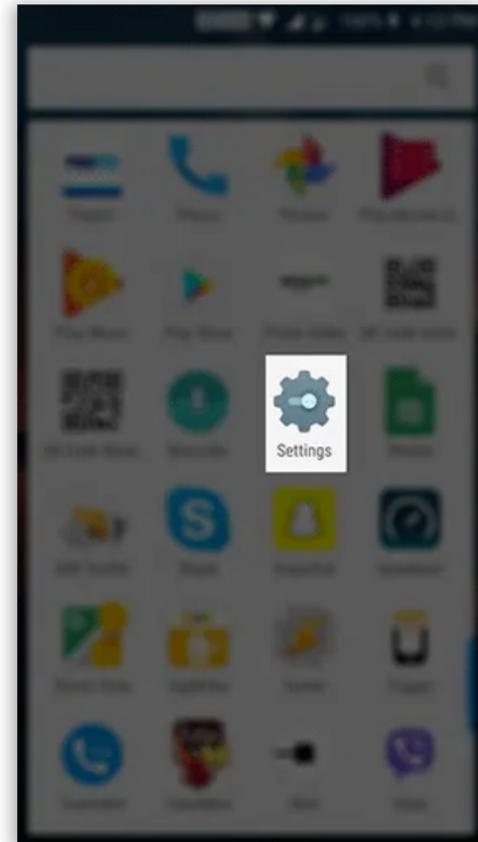
Also, you can pull down the notification bar twice and tap on the gear icon to open the Settings menu.

2. Scroll all the way down until you see an option saying "**Security & fingerprint**." On the devices that do not have the fingerprint feature, you will only see the "Security" option.

3. Tap on the option you have on your device, and it will open the security settings menu for your device.
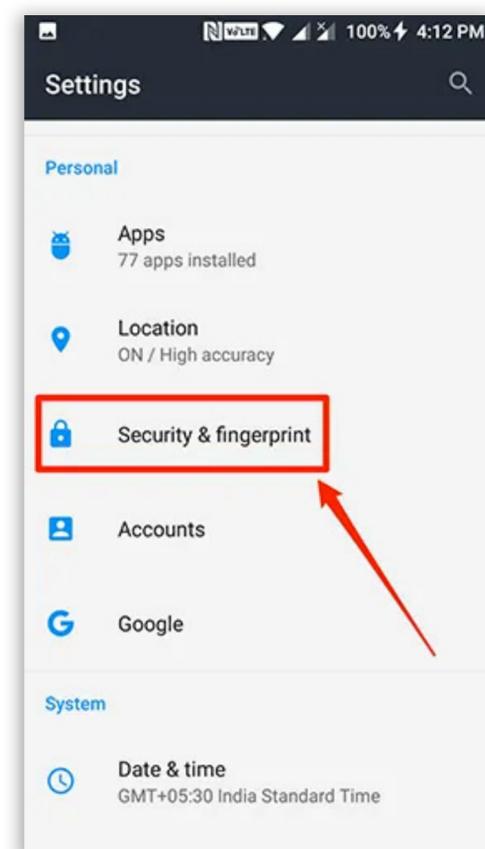
4. Scroll down and to see an option that says "**Unknown sources**." This option is what controls whether apps from outside the Play Store can be installed on your device. By default, the option is disabled.

5. Enable the toggle next to the option to turn the feature on.
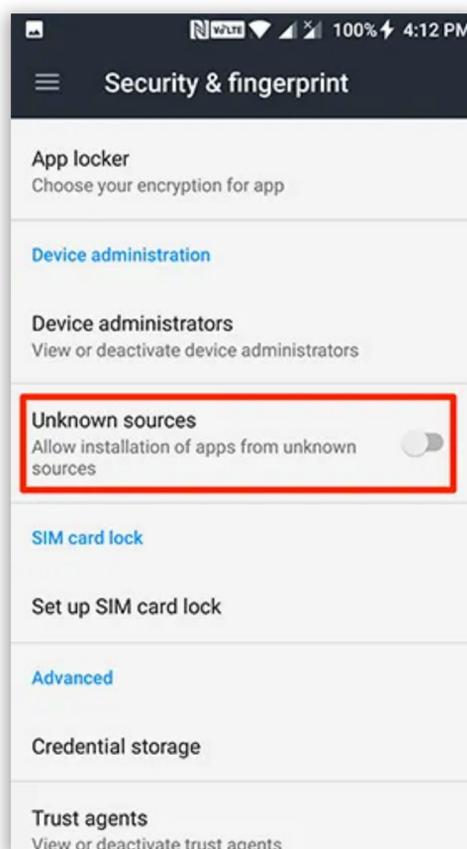
6. You will get the following prompt before the feature can be enabled on your device. It mentions the risks involved with installing apps from unknown sources. Tap on "**OK**."
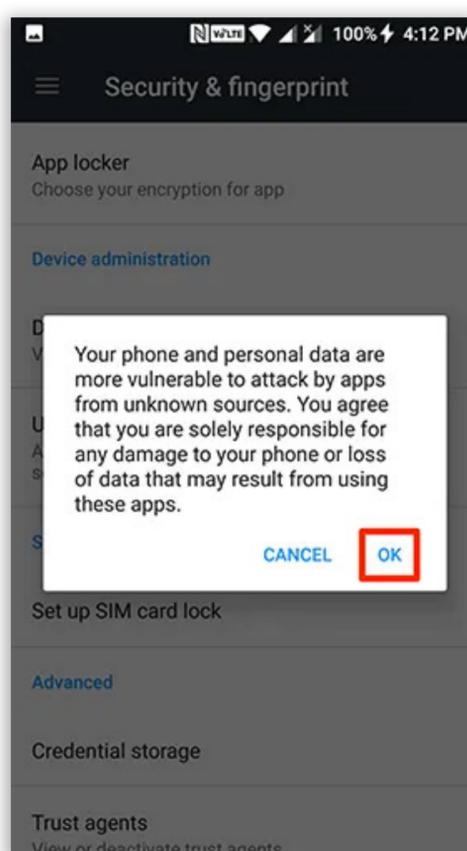
7. With the feature enabled on your device, you may exit out of the Settings menu and install the APK.

CONTACT BICOM SYSTEMS TODAY
to find out more about our services

Bicom Systems (USA)
2719 Hollywood Blvd
B-128
Hollywood, Florida
33020-4821
United States

Tel: +1 (954) 278 8470
Tel: +1 (619) 760 7777
Fax: +1 (954) 278 8471

Bicom Systems (CAN)
Hilyard Place
B-125
Saint John, New Brunswick
E2K 1J5
Canada

Tel: +1 (647) 313 1515
Tel: +1 (506) 635 1135

Bicom Systems (UK)
Unit 5 Rockware BC
5 Rockware Avenue
Greenford
UB6 0AA
United Kingdom

Tel: +44 (0) 20 33 99 88 00

Bicom Systems (FRA) c/o FONIA
Zac du Golf
15 Impasse Oihana
64200 BASSUSSARRY

Tel: +33 (0)5 64 115 115
Email: contact@fonia.fr

Bicom Systems (ITA)
Via Marie Curie 3
50051 Castelfiorentino
Firenze
Italy

Tel: +39 0571 1661119
Email: sales@bicomsystems.it

Bicom Systems (RSA)
12 Houtkapper Street
Magaliessig
2067
South Africa

Tel: +27 (10) 0011390

email: sales@bicomsystems.com

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