CloudCall

Communicator

Installing the CloudCall Communicator - PC

Customer Guide

Table of Contents

	Indicates an important piece of information that relates to the details.		Indicates a Best Practice or a tip that relates to the information.		Indicates an additional detail that is worth noting.

If you have additional questions please email Support@CloudCall.com

Before installing your new Softphone:

The new CloudCall Communicator does require **Microsoft .Net** to be installed for Windows 7 and below. If you do not yet have .Net installed, we highly recommend taking care of this step before the new softphone install begins. This process takes about 15 minutes to complete. You are not required to install Microsoft .NET beforehand, however, if you choose not to, you will still be prompted during the CloudCall Communicator install process.

Installing Microsoft .NET

If you would like to install Microsoft .Net prior to the CloudCall Communicator install, please follow the steps below. The system administrator's credentials may be required for this step. If you would like to skip this step, please move to PAGE 5.

1. **Navigate to https://www.microsoft.com/net/download**
2. **Select the *.NET Framework* Option**
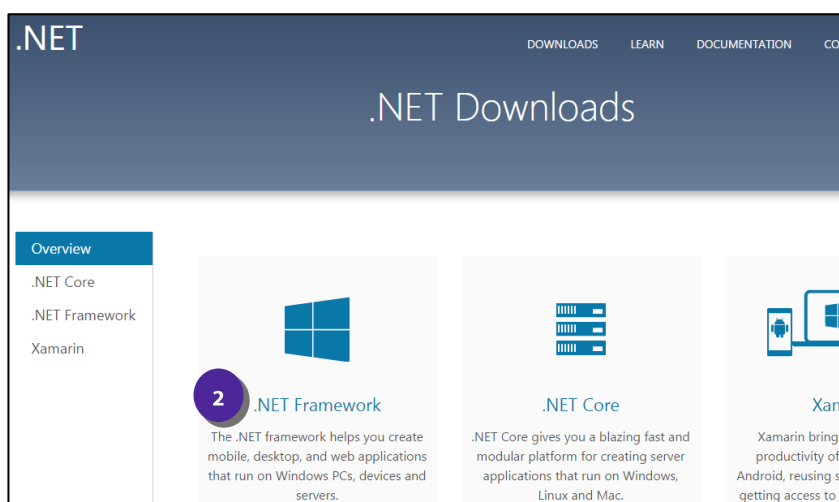
3. **Under *.NET Framework Only* section, click on the most recent option. In the example below, you should select *.NET Framework 4.6.2.***

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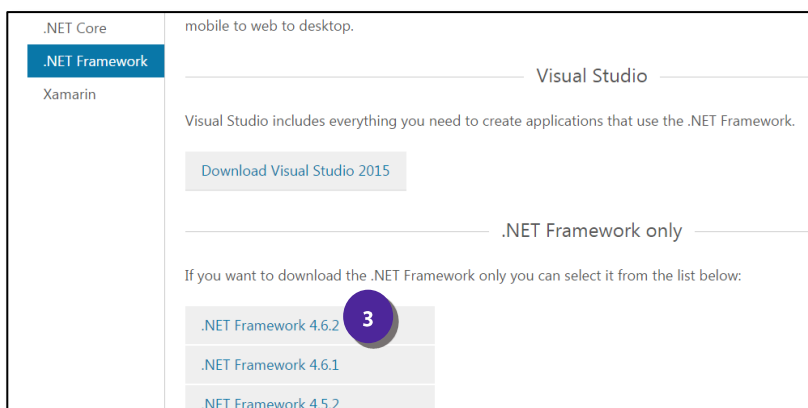
4. **Select your language and** *Download.*

5. **You should be able to view the download at the bottom of the browser window. Click to open the download. If you do not see the download select** *Click Here.*
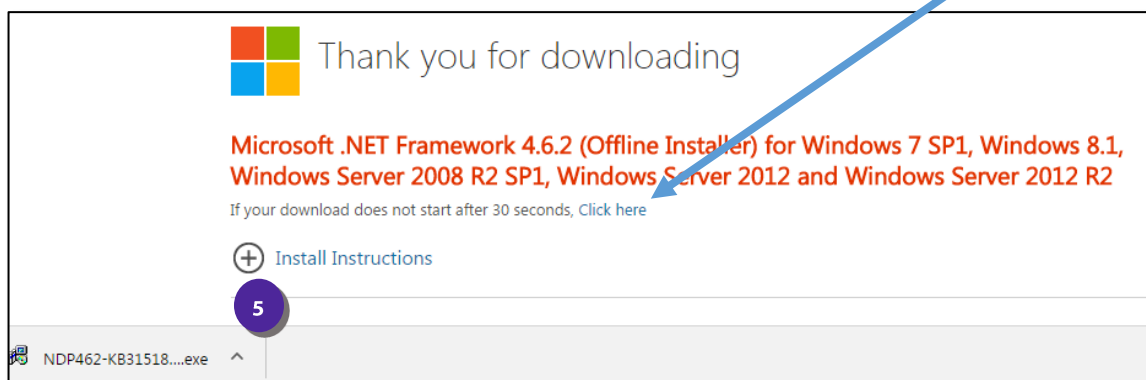

6. **If prompted to make changes to the computer, select** *Yes.* **At this point you may be prompted to populate the system administrator's credentials.**
7. **Check the box to accept the license terms and select** *Install.*

If you have additional questions please email Support@CloudCall.com
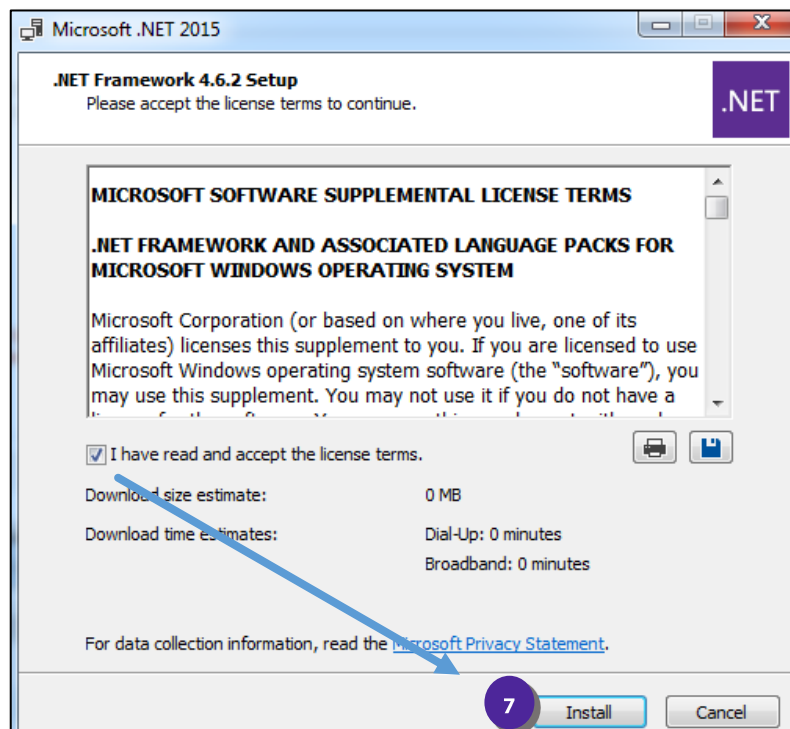
8. **This will begin the install process.**
9. **Once the install process is complete. Select** *Finish.* **Microsoft .NET is now installed.**
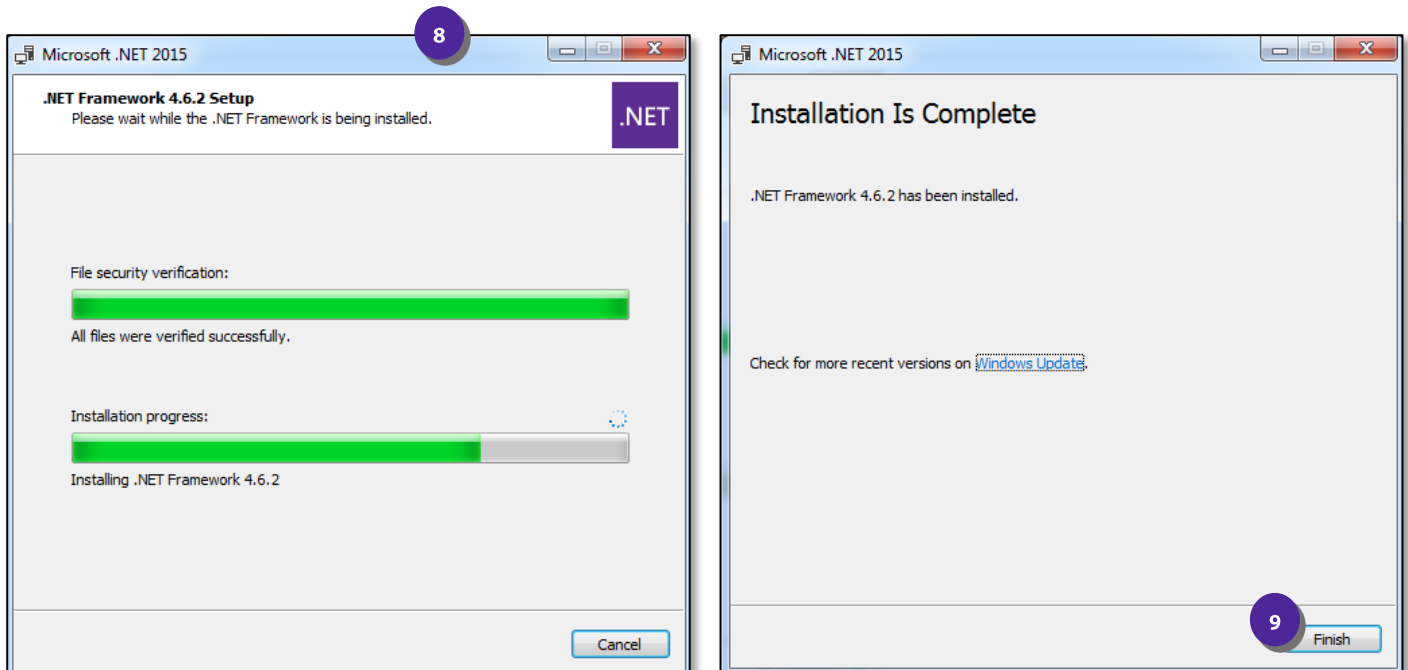
Installing the CloudCall Communicator

In order to install the CloudCall Communicator, you must be logged into the user's machine and the computer must be online.

Any account used with the CloudCall Communicator requires a license in order to log in. If you are unable to log in, but believe your account should have a license, please contact support@cloudcall.com. To purchase an additional license or if you would like to assign the license to a different account, please contact your account manager.
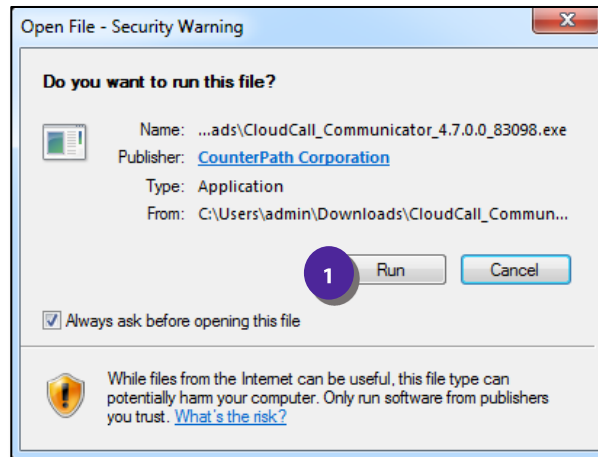
**Once you acquire the download for the CloudCall Communicator, select the link to begin the installation.**

Based on the user's computer settings you may need the system administrator's credentials to complete the installation.

5

If you have additional questions please email Support@CloudCall.com

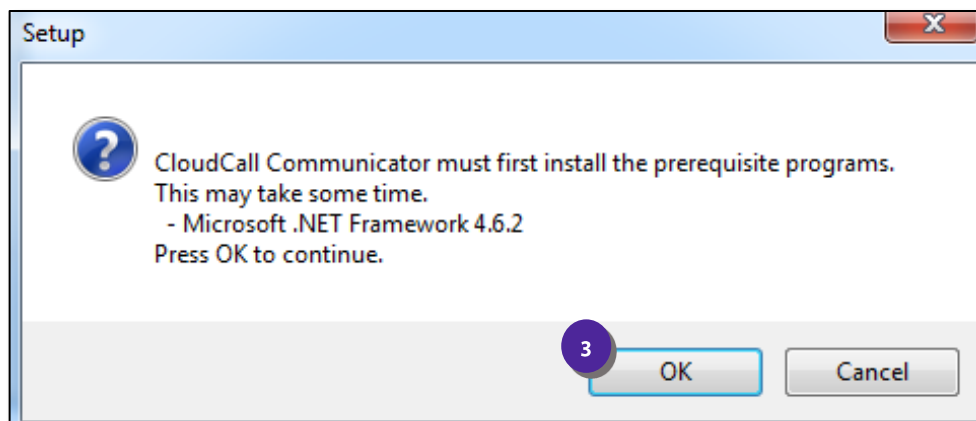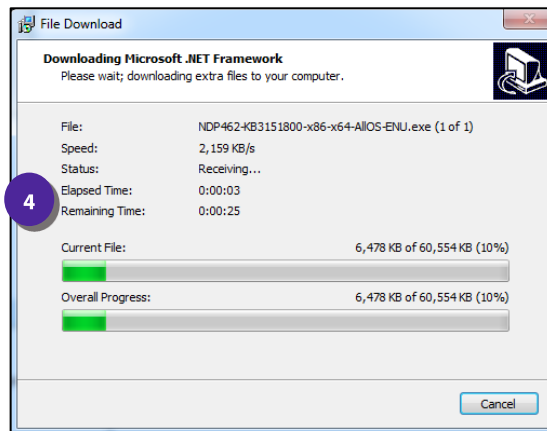**Once the download begins, follow the prompts:**

1. Select *Run.*

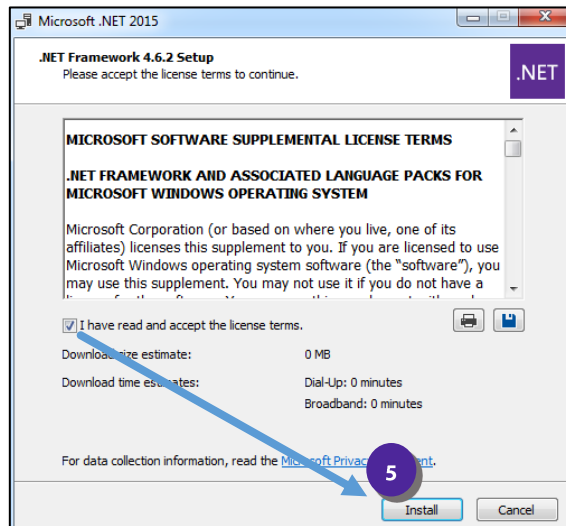2. Select your Language and select *OK*.
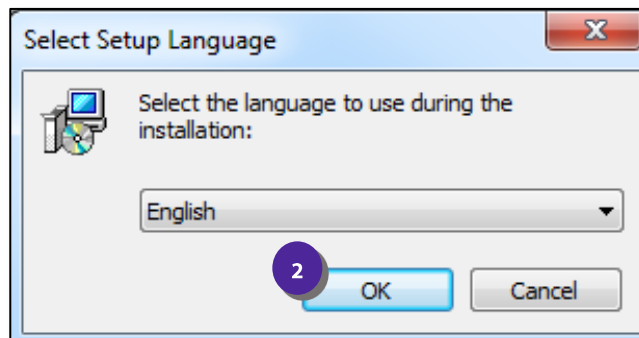
3. If you did not previously install Microsoft .NET Framework for Windows 7 users and below, select *OK*. If Microsoft .NET is already installed proceed to Step 8.
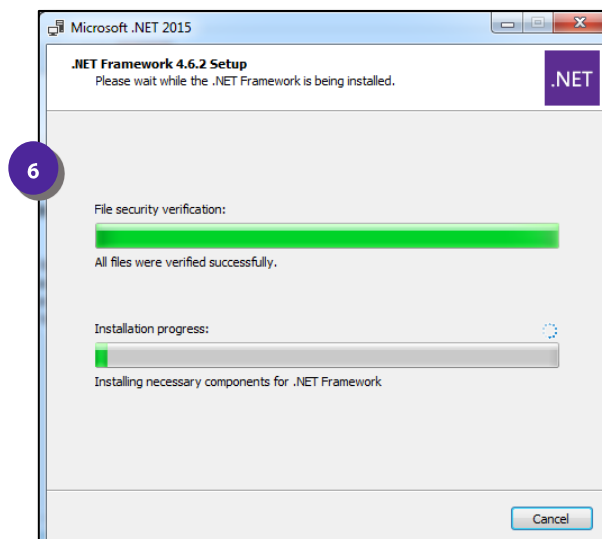
If you have additional questions please email Support@CloudCall.com
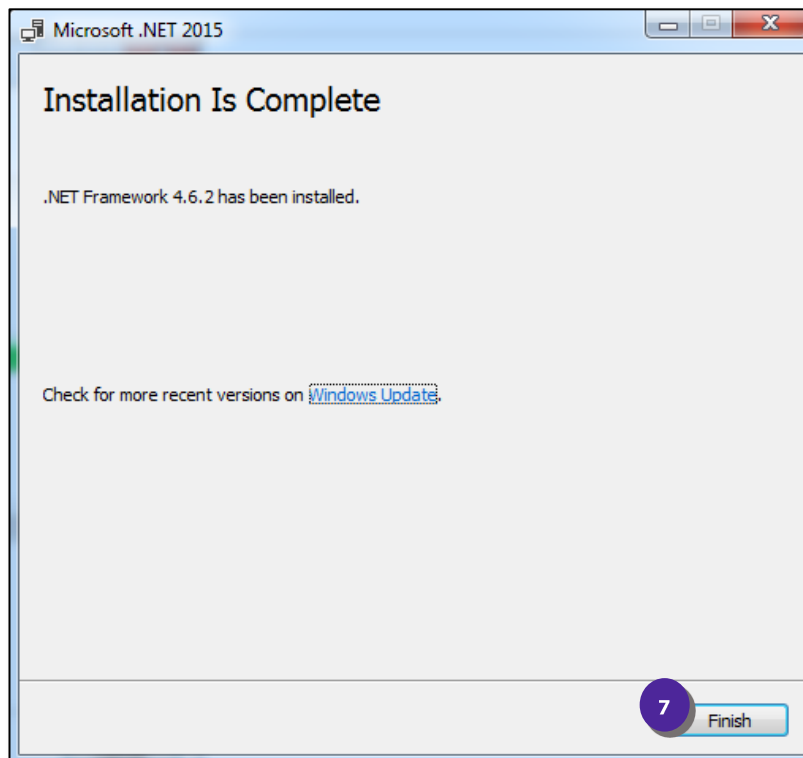
4. **The file will now begin to download:**

5. **Ensure you are agreeing to the license terms and select** *Install*.
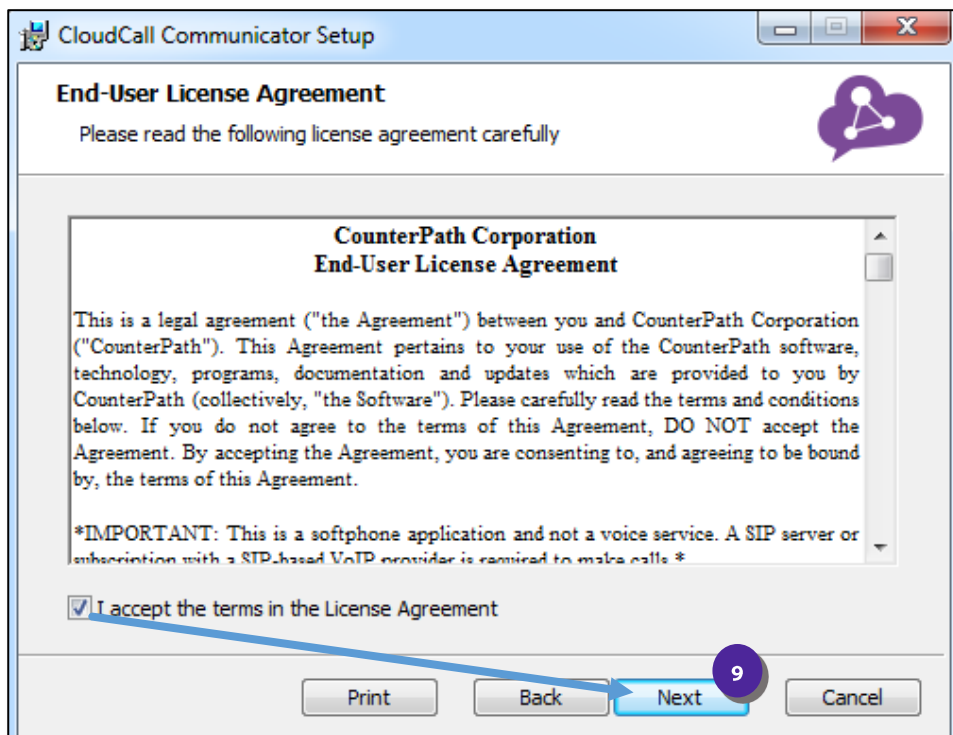

6. **The download will continue:**

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7. **You will be alerted that the installation has been completed – select _Finish_.**

8. **The Setup Wizard will then begin – select _Next._**
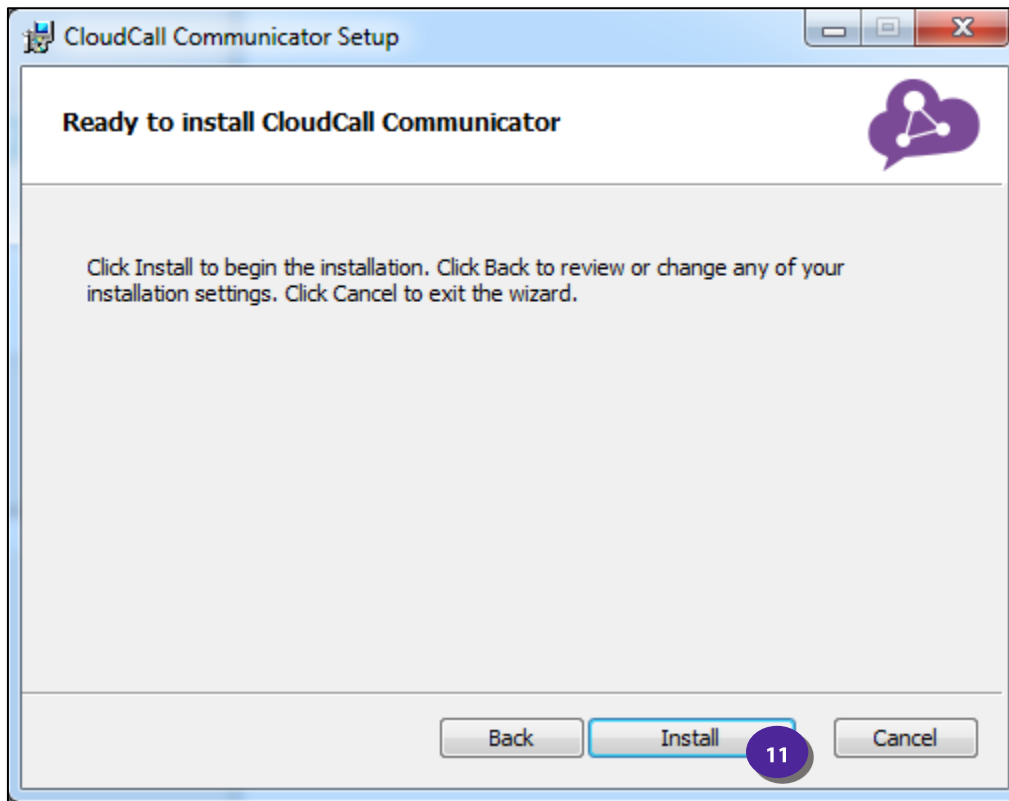
If you have additional questions please email Support@CloudCall.com

9. **Ensure you accept the License Agreement and select** *Next*

10. **Select** *Next.*

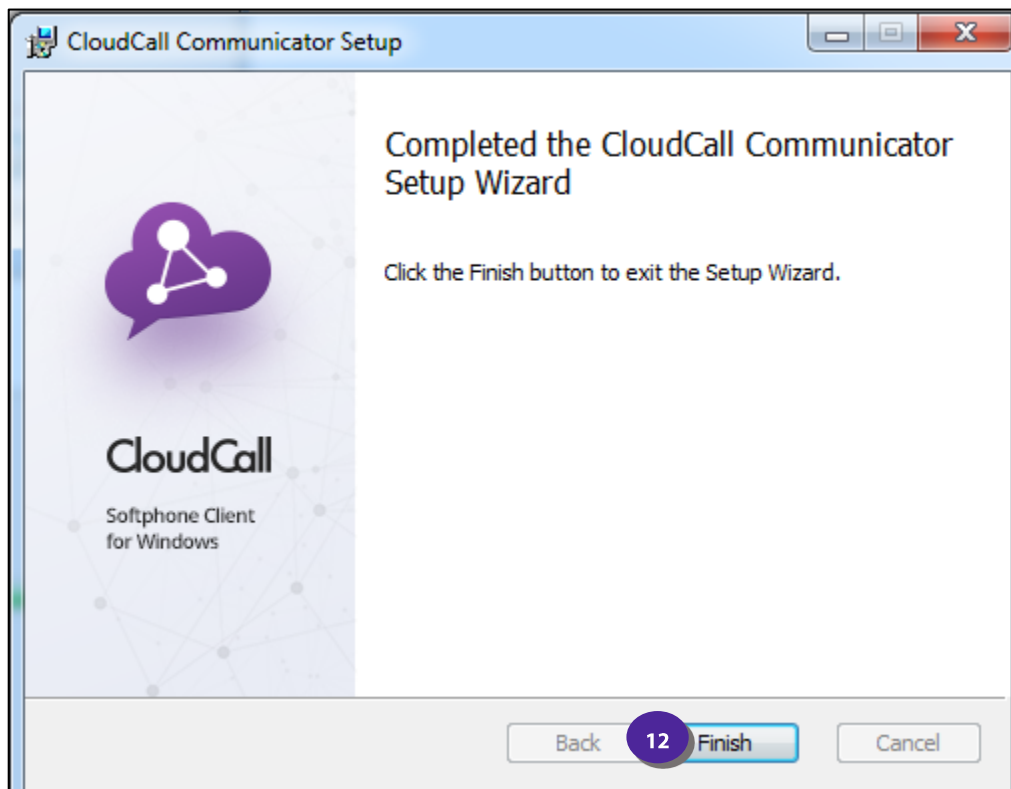If you have additional questions please email Support@CloudCall.com
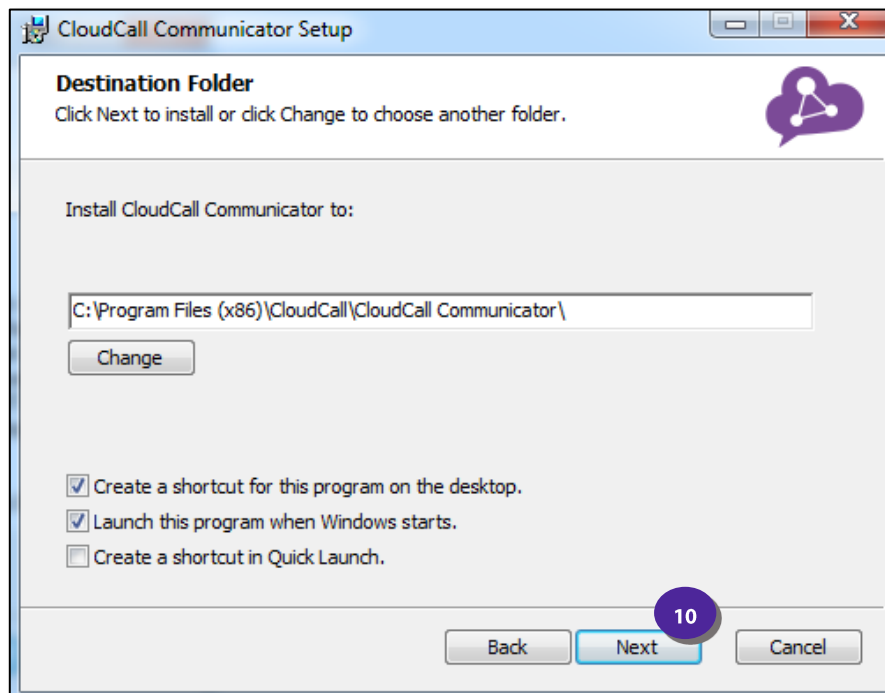
11. Select *Install*.

12. Once the Setup Wizard states it has been completed, select *Finish.*

If you have additional questions please email Support@CloudCall.com

13. **If you are prompted to restart, you must restart before the CloudCall Communicator can be launched. Select** *Yes* **to restart now or** *No* **if you would like to restart later.**
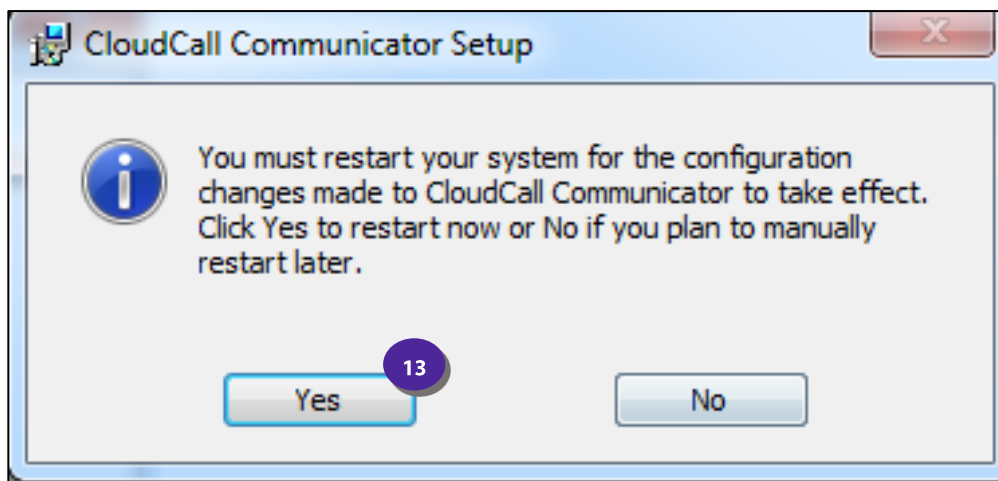

14. **Your final step is to login. You will need the user's Account Number and Service Password which can be located in the CloudCall Portal.**

Ensure *Remember Login Information* and *Sign in Automatically* is selected.

If you cannot login, please contact support@cloudcall.com

If you have additional questions please email Support@CloudCall.com

**15. You can now Sign in and set the preferences.**
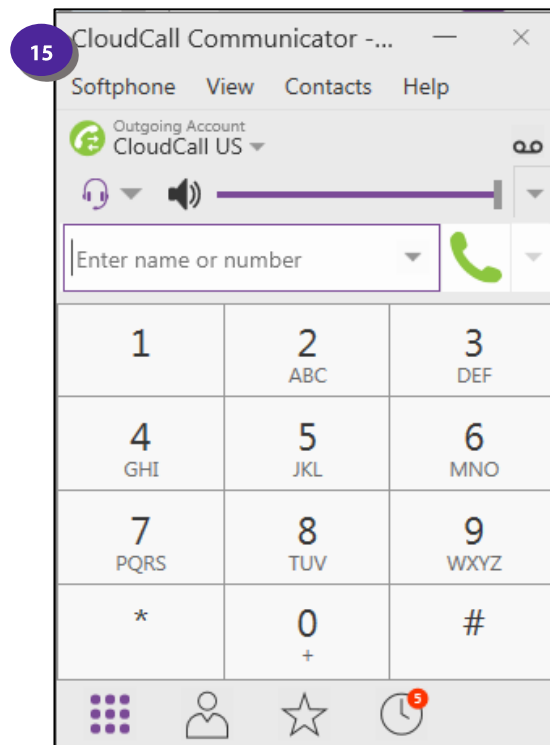
Preferences

Once you login, you will be able to set your preferences for your headset, sounds, etc.

1. Select the *Softphone* dropdown and select *Preferences.*

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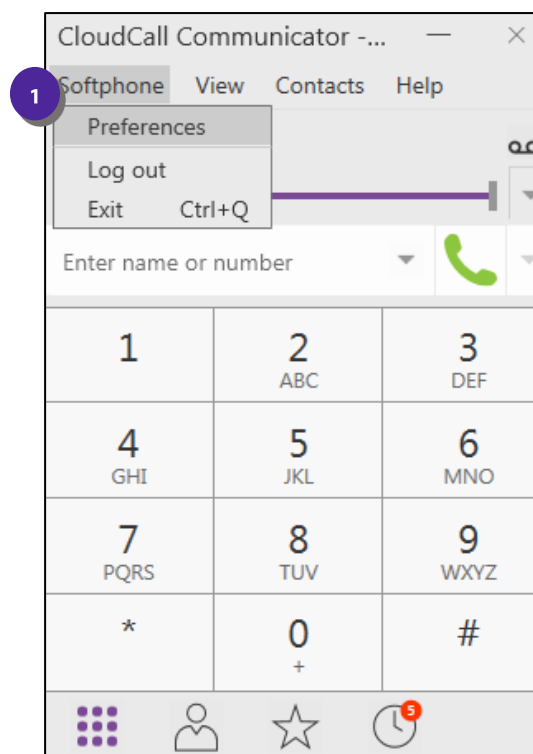
Applications

The application settings are optional to update. You can choose the general preferences and default actions here:
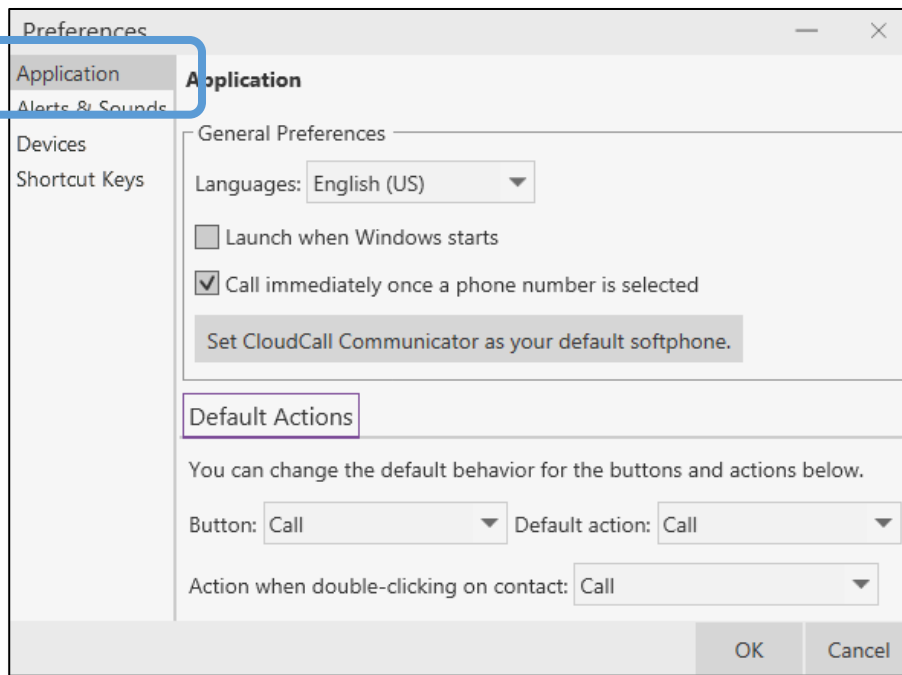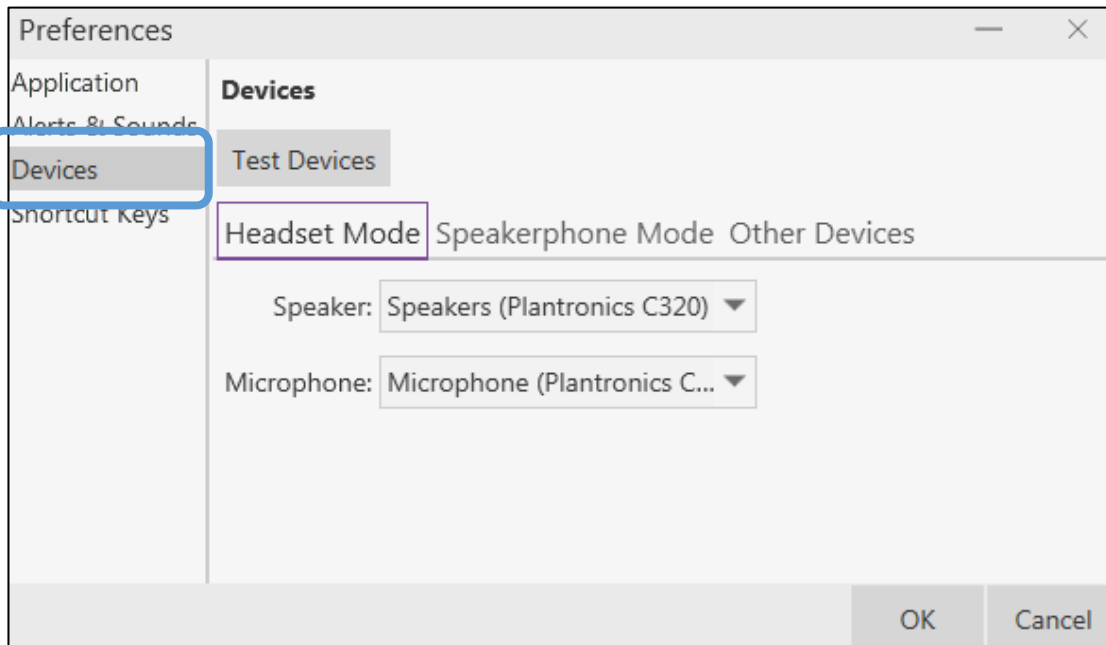

Alerts & Sounds

The Alerts & Sounds Settings will default to enable screen alerts for incoming calls and all sounds will be enabled. You can edit this information if needed.

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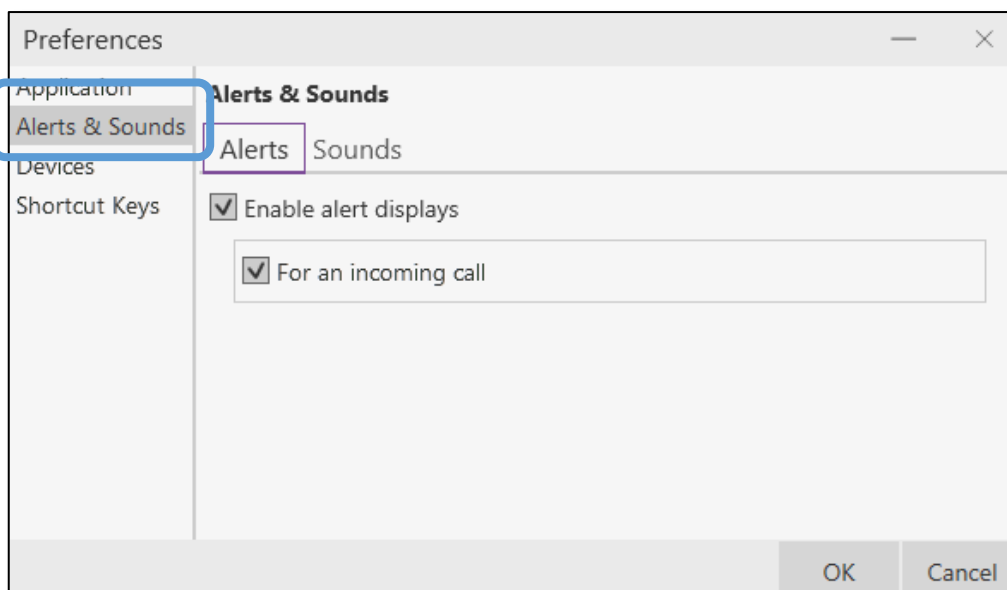
Devices

The Devices tab is where you will choose the headset device to be used with the CloudCall Communicator.


1. On the *Headset Mode* **Tab, you will be able to select the user's headset from the dropdown. Ensure the headset is connected wirelessly or plugged into the user's machine.**
2. **Please be sure to select** *OK* **once your selections are made.**

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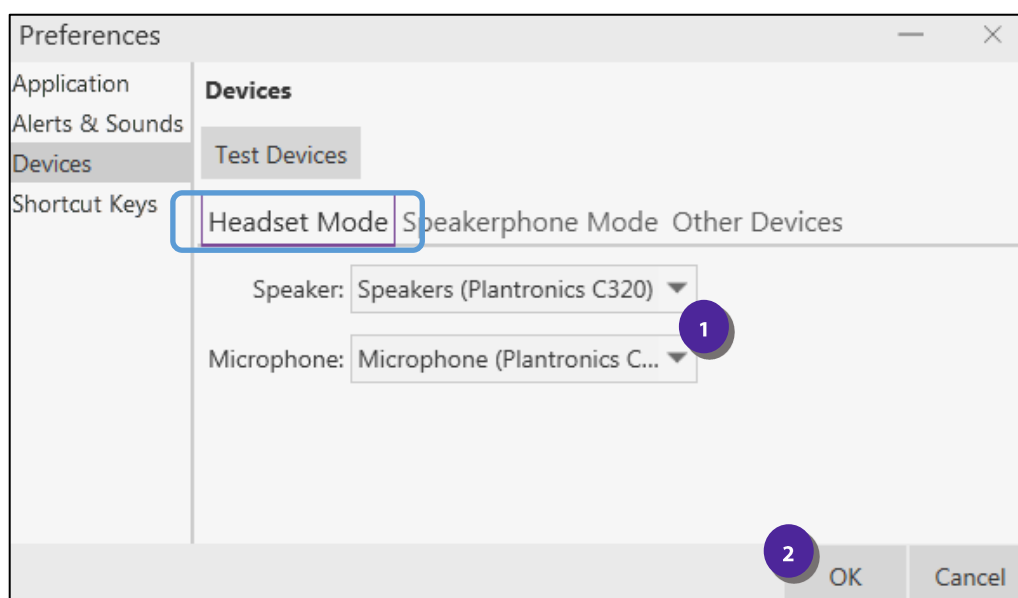
Shortcut Keys

Lastly, you have the ability to enable keyboard shortcuts, if you would like to use them.
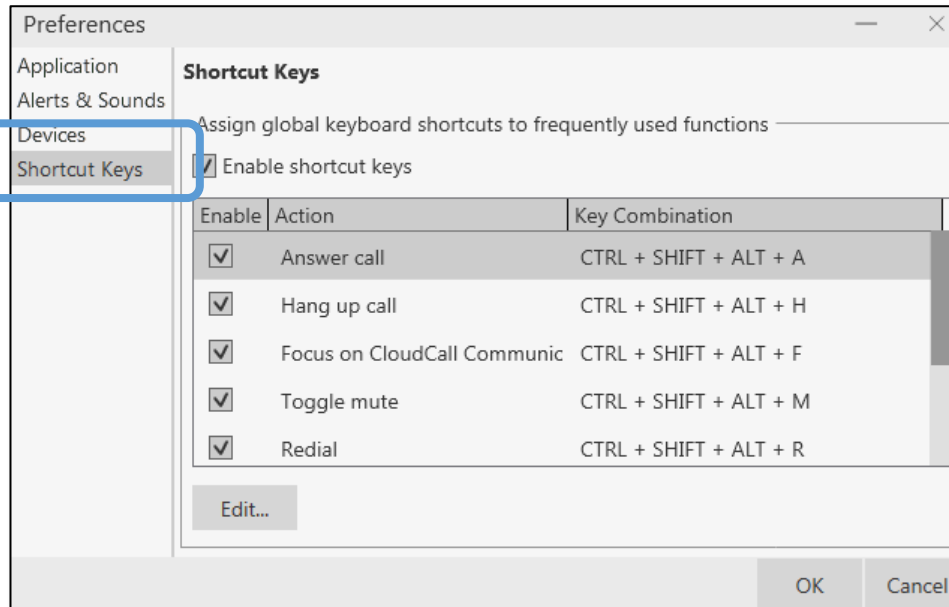
Additional Settings

You can also update the headset settings directly from the CloudCall Communicator, if they need to be changed on the fly.

If you have additional questions please email Support@CloudCall.com