

CloudCall Communicator

Installing the CloudCall Communicator - PC

Customer Guide

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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.

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
 - .NET DOWNLOADS LEARN DOCUMENTATION .NET Downloads Overview .NET Core .NET Framework Xamarin NFT Framework NFT Core Xar The .NET framework helps you create .NET Core gives you a blazing fast and Xamarin bring mobile, desktop, and web applications modular platform for creating server productivity o Android, reusing applications that run on Windows, that run on Windows PCs, devices and servers. Linux and Mac. getting access to
- Navigate to <u>https://www.microsoft.com/net/do</u>
 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.*

.NET Core	mobile to web to desktop.
.NET Framework	Visual Studio
Xamarin	
	Visual Studio includes everything you need to create applications that use the .NET Framework.
	Download Visual Studio 2015
	.NET Framework only
	If you want to download the .NET Framework only you can select it from the list below:
	.NET Framework 4.6.2 3
	.NET Framework 4.6.1
	.NET Framework 4.5.2

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.*

		Microsoft .NET Framework 4.6.2 (Offline Installer) for Windows 7 SP1, Windows 8.1,
		Windows Server 2008 R2 SP1, Windows Server 2012 and Windows Server 2012 R2 If your download does not start after 30 seconds, Click here
		Install Instructions
ß	NDP462-KB31518exe	5

- 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*.



- 8. This will begin the install process.
- 9. Once the install process is complete. Select *Finish*. Microsoft .NET is now installed.

Microsoft .NET 2015		I Microsoft .NET 2015	X
.NET Framework 4.6.2 Setup Please wait while the .NET Framework is being installed.	.NET	Installation Is Complete	
		.NET Framework 4.6.2 has been installed.	
File security verification:			
All files were verified successfully.		Check for more recent versions on Windows Update.	
Installation progress:			
Installing .NET Framework 4.6.2			
	Cancel		9 Finish

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.



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.

Once the download begins, follow the prompts:

1. Select Run.



2. Select your Language and select OK.

Select Setup Language				
12	Select the language to use during the installation:			
	English			

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.



4. The file will now begin to download:

ownloading Microso Please wait; downloa	ft .NET Framework ling extra files to your computer.
File:	NDP462-KB3151800-x86-x64-AllOS-ENU.exe (1 of 1)
Speed:	2,159 KB/s
Status:	Receiving
Elapsed Time:	0:00:03
Remaining Time:	0:00:25
Current File:	6,478 KB of 60,554 KB (10
Overall Progress:	6,478 KB of 60,554 KB (10

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



6. The download will continue:



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



8. The Setup Wizard will then begin – select Next.



9. Ensure you accept the License Agreement and select Next



10. Select Next.

B CloudCall Communicator Setup	
Destination Folder Click Next to install or click Change to choose another folder.	
Install CloudCall Communicator to:	
C:\Program Files (x86)\CloudCall\CloudCall Communicator\ Change	
 Create a shortcut for this program on the desktop. Launch this program when Windows starts. Create a shortcut in Quick Launch. 	
Back Next	Cancel

11. Select Install.



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



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.	Welcome to CloudCall
If you cannot login, please contact support@cloudcall.com	Communicator! Please sign in using your CloudCall Communicator credentials. 16179821600
	14 ✓ Remember login information □ Sign in automatically
	Sign In Cancel

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

15	CloudCall Cor	mmunicator		_	×
	Softphone View Contacts Help				
	CloudCall U	JS 🔻			9
	·) - •) -				~
	Enter name or	number	~	٩	-
	1	2 ABC		3 DEF	
	4 GHI	5 JKL		6 мNО	
	7 PQRS	8 TUV		9 wxyz	
	*	0		#	
			P		

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*.

	CloudCall Co	mmu	nicator	. —	\times
1	Softphone V	iew	Contacts	Help	
	Preferences				00
	Log out				
	Exit Ctr	l+Q			
	Enter name or	numb	er	- 6	Ŧ
	1		<mark>2</mark> _{АВС}	3 DEF	
	4 GHI		5 JKL	<u>6</u> мло	
	7 PQRS		8 TUV	9 wxyz	
	*		0	#	
	2)	☆ (P	

Applications

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

Ţ	Preferences		—	\times
ľ	Application	Application		
:	Devices Shortcut Keys	General Preferences Languages: English (US) Launch when Windows starts Call immediately once a phone number is selected Set CloudCall Communicator as your default softphone. Default Actions You can change the default behavior for the buttons and action Button: Call Action when double-clicking on contact: Call	ions belc	
		OK	c c	ancel

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.

Preferences		-	_	×
Application Alerts & Sounds Devices Shortcut Keys	Alerts & Sounds Alerts Sounds Image: Comparison of the second			
		ОК	Can	cel

Devices

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

Preferences		_	-	\times
Application	Devices			
Devices	Test Devices			
Snortcut Keys	Headset Mode Speakerphone Mode Other Devices			
	Speaker: Speakers (Plantronics C320) 🔻			
	Microphone: Microphone (Plantronics C 🔻			
	0	K	Can	cel

- 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.

Preferences		_	\times
Application Alerts & Sounds	Devices		
Devices	Test Devices		
Shortcut Keys	Headset Mode Speakerphone Mode Other Devices		
	Speaker: Speakers (Plantronics C320) Microphone: Microphone (Plantronics C		
	2 ок	C	ancel

Shortcut Keys

Preferences						—	\times		
Application Alerts & Sounds	s	ihortcut Keys							
Devices		Assign g	lobal keyboard shortcuts to freq	uently used function	1S				
Shortcut Keys		Z Enable shortcut keys							
		Enable	Action	Key Combination					
		\checkmark	Answer call	CTRL + SHIFT + AL	T + A				
		\checkmark	Hang up call	CTRL + SHIFT + AL	T + H				
		\checkmark	Focus on CloudCall Communic	CTRL + SHIFT + AL	T + F				
		\checkmark	Toggle mute	CTRL + SHIFT + AL	T + M				
		\checkmark	Redial	CTRL + SHIFT + AL	T + R				
		Edit							
					OK	(Cancel		

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.

