

**CloudCall**  
smarter communications



# CloudCall Communicator

Installing the CloudCall  
Communicator - Mac

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.

# 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](mailto:Support@CloudCall.com). To purchase an additional license or you would like to assign the license to a different account, please contact your account manager.

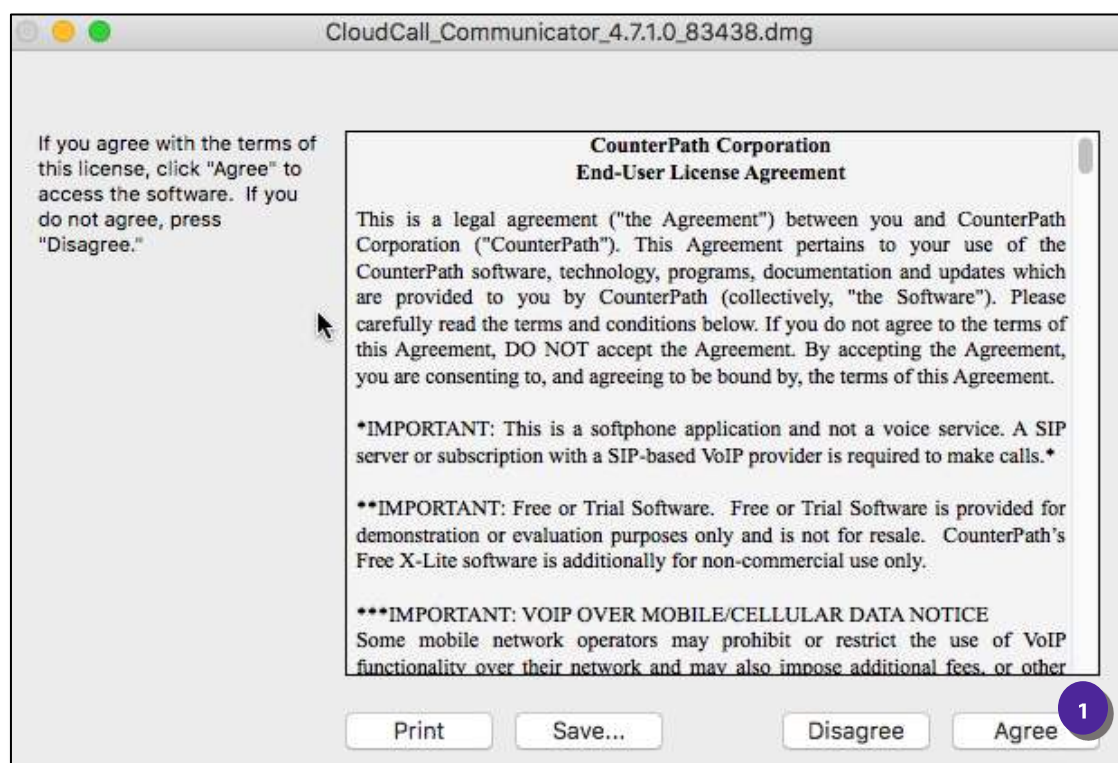
**Once you acquire the download link for the CloudCall Communicator, select the link to begin the installation.**



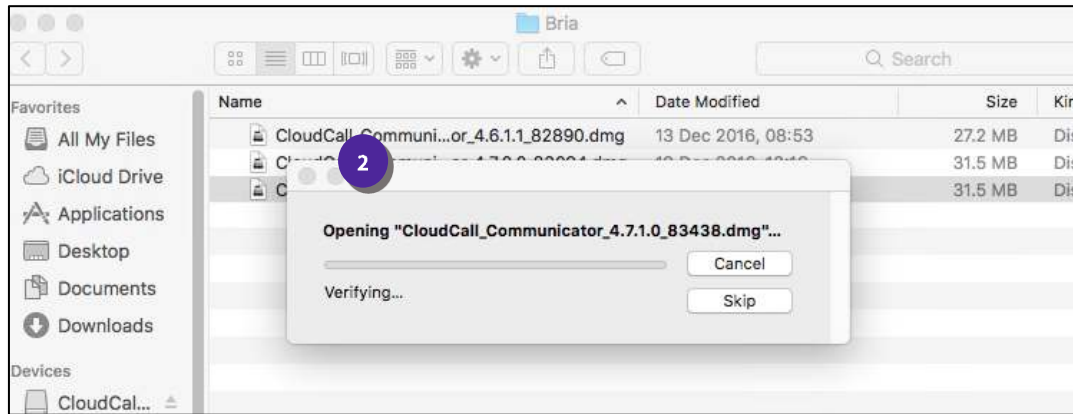
Based on the computer settings you may need the system administrator's credentials to complete the installation.

Once downloaded, open the .dmg and follow the prompts:

- 1. You will be prompted with the CloudCall Communicator License Agreement; select *Agree*.**



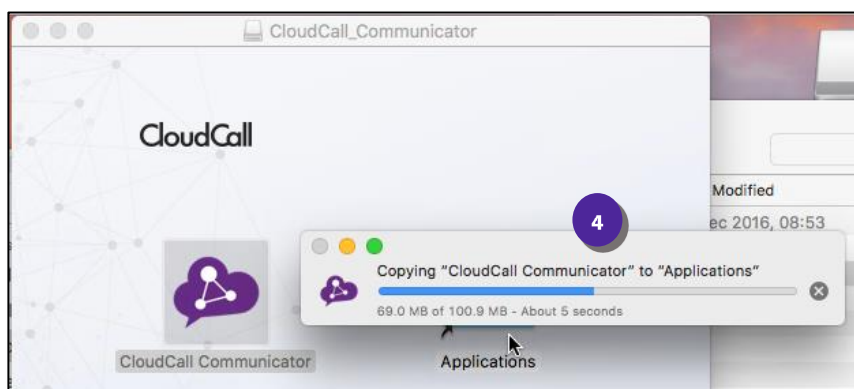
**2. The download will then extract:**





**3. A new window will generate. Simply drag and drop the CloudCall Communicator Icon into the Applications Folder.**

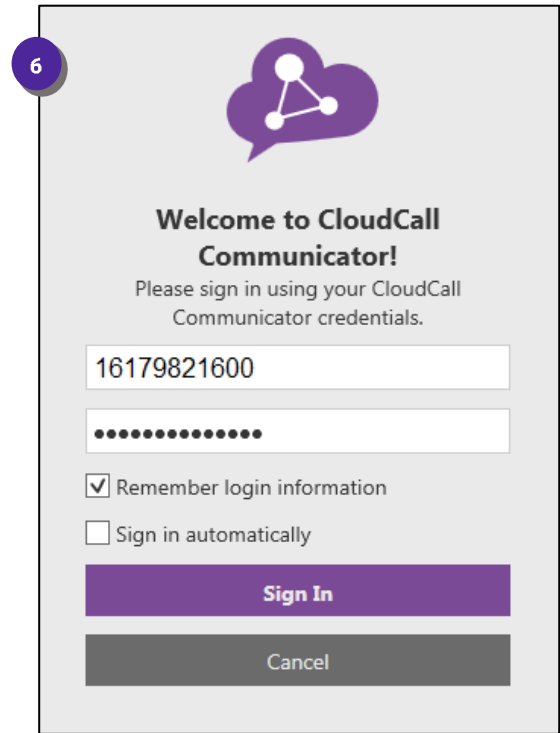


**4. This will install the application.**

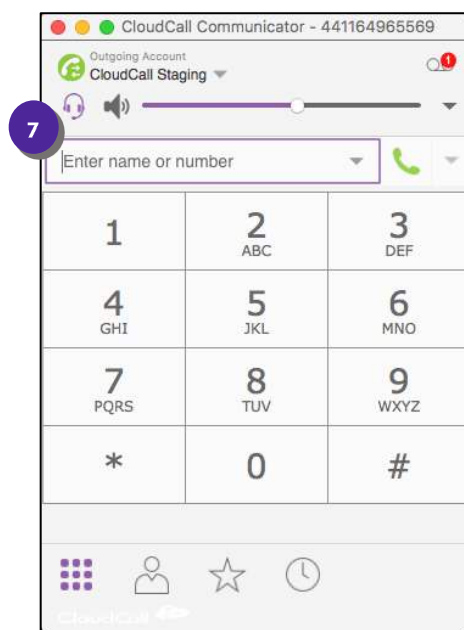


5. You will now see the CloudCall Communicator within the Applications window. You can drag and drop into the Dock to have quick access.
6. Your final step is to login. You will need the user's Account Number and Service Password which can be located in the CloudCall Portal.

- 
 Ensure *Remember Login Information* and *Sign in Automatically* are selected.
- 
 If you cannot login, please contact [support@cloudcall.com](mailto:support@cloudcall.com)



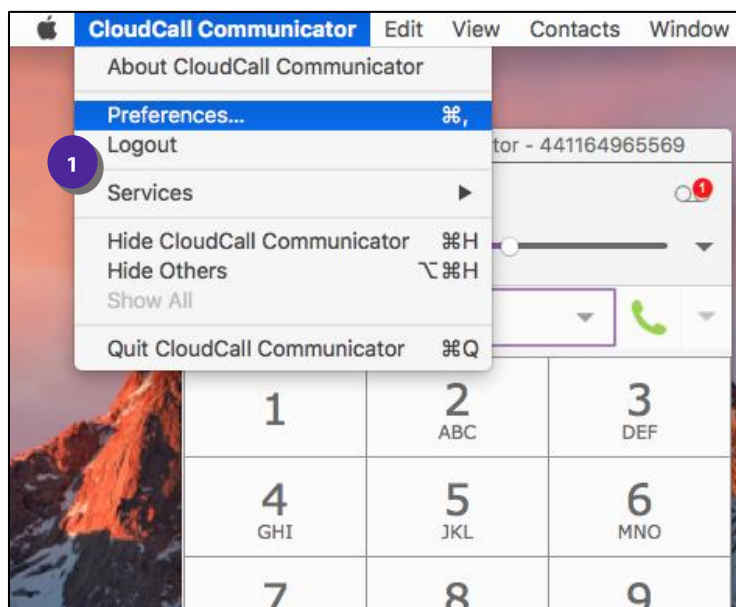
7. Once signed in, the CloudCall Communicator will appear as shown below:



## Preferences

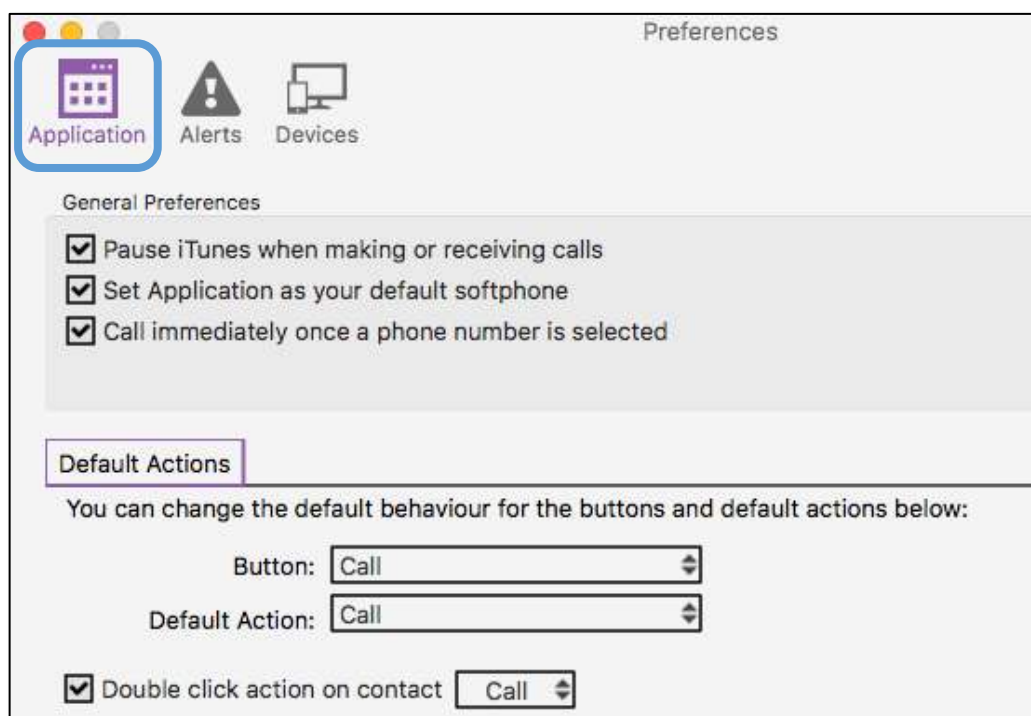
Once you login, you will be able to set the preferences for your headset, alerts, sounds, etc.

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



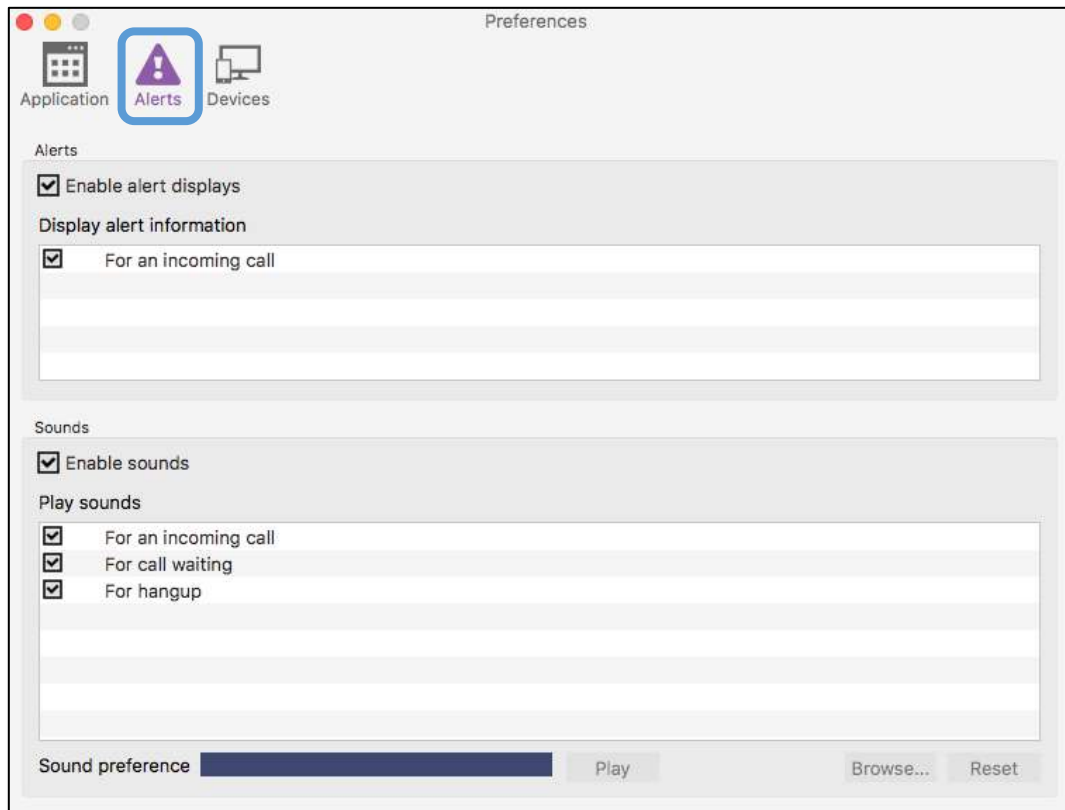
## Application Settings

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



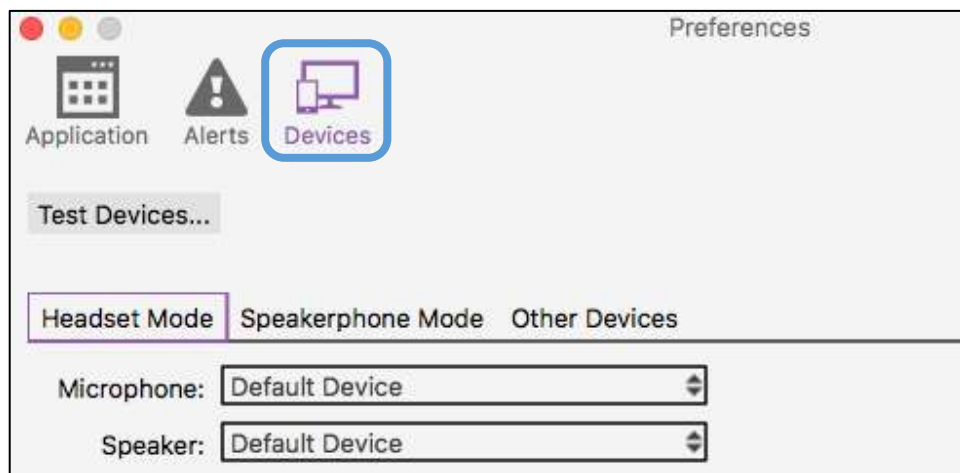
## Alerts

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.

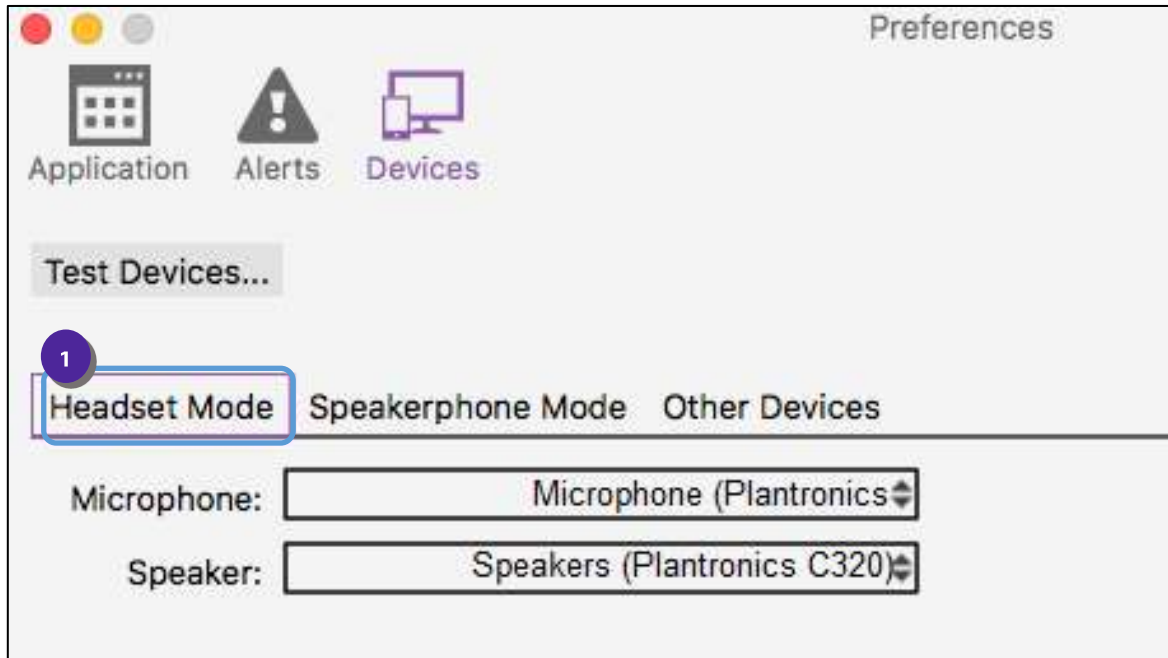


## Devices

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



1. On the *Headset Mode* Tab, you will be able to select the headset from the dropdown. Ensure the headset is connected wirelessly or plugged into your machine.



**Your changes will be automatically saved.**

## Additional Settings

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

