

CT CLOUD COMMUNICATOR



QUICK START GUIDE

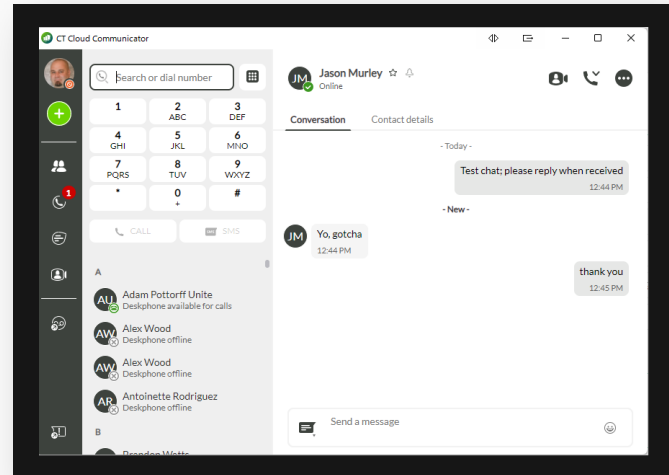
You can use your company's phone service to make or receive calls from your desk phone, PC or Mac, and mobile devices.

For your phone service to work on your desktop, you need to install the CT Cloud Communicator Desktop software. This guide helps you to do that.

CHECK YOUR COMPUTER IS COMPATIBLE

CT Cloud Communicator Desktop is supported on Windows 10 or 11 and Mac computers running MacOS 10.14 (Mojave) or later.

You can use your computer's built-in microphone and speakers, but you will have much better audio quality if you use a headset. CT Cloud Communicator Desktop works with most common headsets, including Bluetooth variants. It even works with the answer/reject call button on some headsets.



DOWNLOAD AND INSTALL THE SOFTWARE

Download CT Cloud Communicator Desktop from: commportal.company.net. Open the downloaded file and follow the on-screen instructions to install the software.

FIND YOUR PASSWORD

Open CT Cloud Communicator Desktop and select your service provider. Enter your company's CommPortal phone number (or email address) and password to log in. If you don't have this information, call us on (800) 347-5444. You are prompted to change your password as part of completing the login process. Accept the End User License Agreement (EULA) to start using CT Cloud Communicator Desktop.

EXPLORE CT CLOUD COMMUNICATOR DESKTOP

CT Cloud Communicator Desktop is like having a desk phone on your computer. You can make and receive calls, put calls on hold, transfer calls, and make three-way calls. You can also send instant messages and view presence information for other people in your corporate directory who are using CT Cloud Communicator Desktop (on any device). CT Cloud Communicator Desktop uses the Wi-Fi, broadband, or mobile data services available and connected to your computer.

SETTINGS

Select your avatar and select Settings to access your General, Calls, Meetings, and Chat settings, test your Audio and Video, or view your Web Apps settings (including Conferencing, File sharing, CRM, and other cloud-hosted services).

CONTACTS

Select the Contacts tab to view your list of contacts. Depending on how your service is set up, the contact list may include:

- Contacts saved directly to CT Cloud Communicator Desktop
- Contacts in the Outlook or Mac address book stored locally on your computer.
- Contacts from CommPortal.
- Contacts in your corporate directory.

Select a contact and select the Contact details tab to view contact information and your call history with the contact. Select the More icon to View chat history, Add to favorites, Edit contact, or Delete contact.

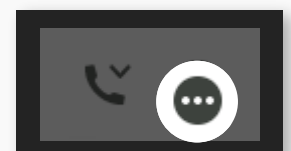
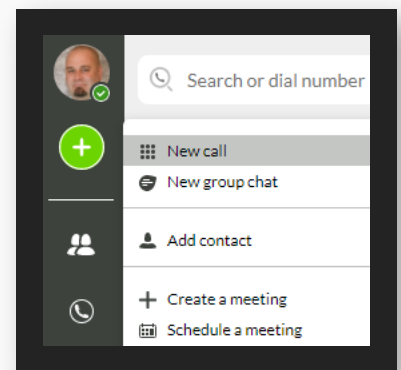
CHANGE AVATAR

The avatar drop-down menu includes options to: Change avatar, Change password, View account..., and Check for updates.

Depending on the services configure for your account, the avatar menu also contains a link to your Call Park orbits, Apps, Conference manager, and Groups.

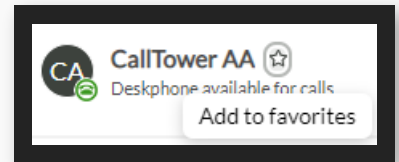
ADD

Select the Add icon to start a New call or New group chat, Add contact, Create a meeting, or Schedule a meeting.



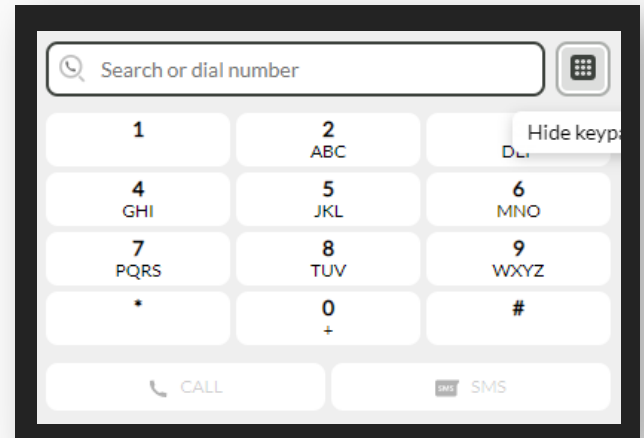
FAVORITES

For quick access to frequently contacted people, click on the Star icon to add the contact to your Favorites. Favorites appear at the top of the Contacts list.



MAKE A CALL

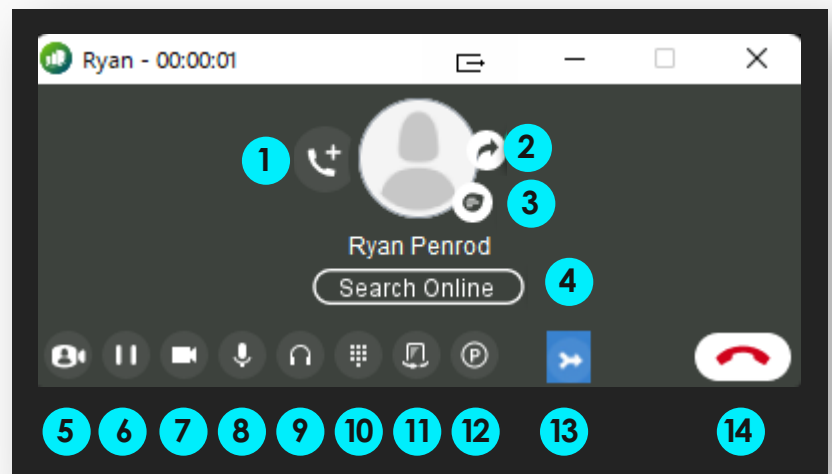
On the Calls tab, select a contact and click the Call icon to call the contact. If your contact has more than one number, choose the number to call from the drop-down list. You can also click on the Dialer and enter a number to call on the keypad. If the person you are calling has Caller ID, they see your company's phone number.



DURING A CALL

While a call is in progress, you can use the call window to:

1. Add a participant.
2. Transfer the call to another contact, number, or device with CT Cloud Communicator Client installed, without having to hang up!
3. Send a chat message to the other person.
4. Look up the contact in your Customer Relationship Management (CRM) system.
5. Uplift the call to Meeting.
6. Put the call on hold.
7. Turn your video on or off.
8. Mute your microphone.
9. Adjust the volume.
10. Access the keypad.
11. Switch to another call.
12. Call Park.
13. Merge Calls.
14. End Call.



During a call, you can make a second call using the main client rather than the active call window. This automatically puts the first call on hold. When the second call is active, you can click on the Transfer call icon to show the held call as a transfer option.

RECEIVE A CALL

When someone calls your Company number, you can see a pop-up window on your computer screen and hear a ringing tone through your speakers or headset. The pop-up shows the number of the person calling you. If the person's details are in your contacts list, the pop-up displays the caller's name.

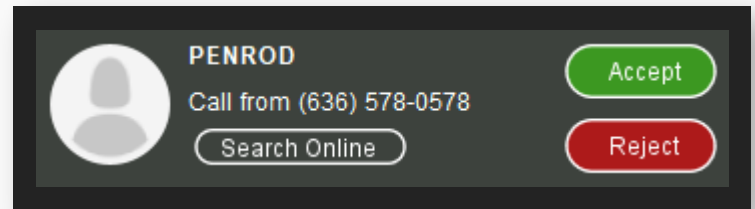
If the caller is in your Contacts list, you can reject a call and send the caller an instant message explaining why you can't take the call. Select the drop-down list next to Reject and select one of the system messages, or select Custom Message to type your own message.

CHATS

If you have CT Cloud Communicator Desktop with Instant Messaging, click on the Chats tab and select a contact to send them an instant message, emoji, or file. You can also view your chat history with the contact on the Conversation tab.

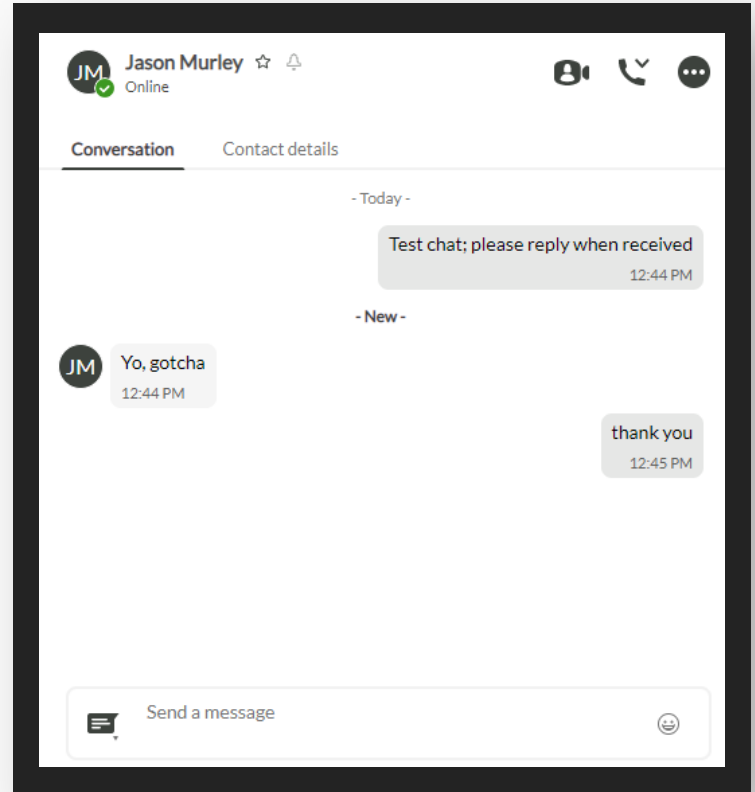
CALL AND CHAT HISTORY

You can see your recent call history on the Calls tab and your chat history on the Chats tab. Click on a contact and select the Conversation tab to see your chat history with the contact or the Contacts details tab to see your call history with the contact.



Depending on the other services you have from Company, you may see the incoming call on your desk phone, mobile phone, or tablet device. You can answer the call on whichever device is most convenient for you.

You may receive a call while you are already on another call. If you answer the new call, the current call is automatically placed on hold and the new call appears in a new call progress window. Switch between the two calls using the window for each one or select the Merge calls icon to merge other callers into a single call.



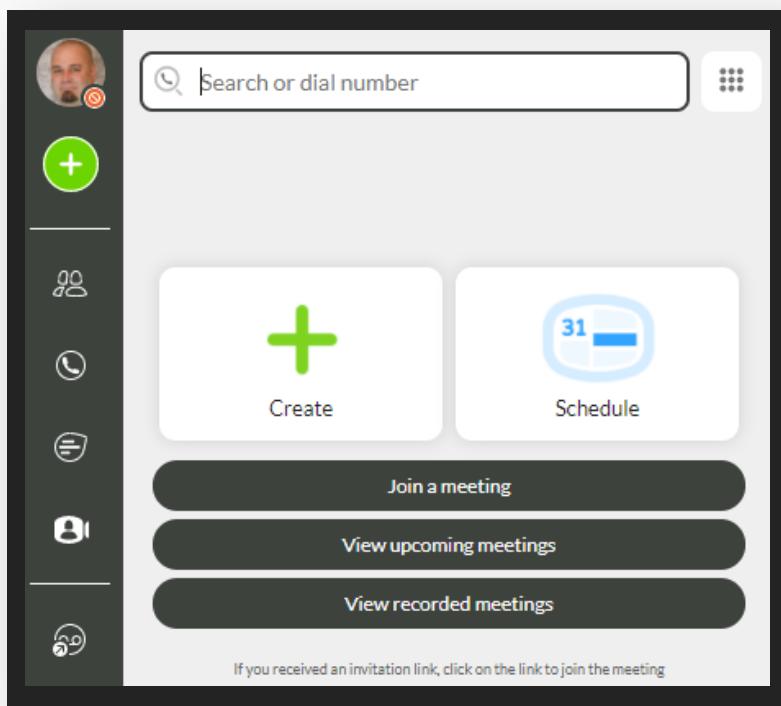
MEETINGS

Select the Meetings icon for a contact to invite them to an instant Meeting.



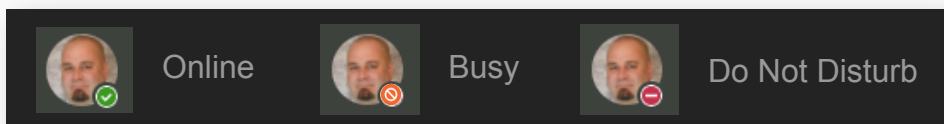
On the Meetings tab, select Create to start a meeting or Schedule to arrange a meeting for a future time.

You can also Join a meeting, View upcoming meetings, and View recorded meetings, and Manage webinars.



PRESENCE

Select your avatar to set your status to

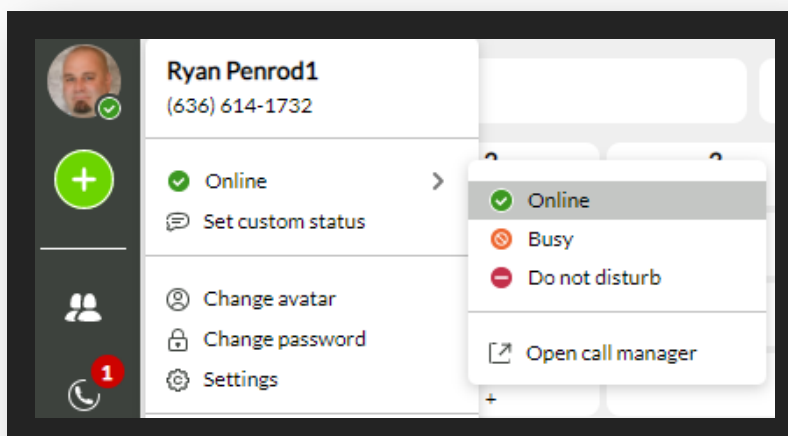


Select Set custom status to write your own status (maximum 100 characters) and select Save. Your Presence information automatically shows when you are Away, In a call, In a Meeting (this references your Outlook calendar), or Offline

CALL MANAGER

You can select Open call manager from the status drop-down to access your Call Manager and tell CT Cloud Communicator Desktop how to handle your incoming calls.

You can choose Available for Calls or Do Not Disturb.



If you select Do Not Disturb, callers hear a recorded voice announcement saying that you are unavailable and are then connected to your voicemail. None of your devices will ring until you turn off Do Not Disturb, so be sure to use it carefully! When your phone is busy, you can set it to Forward to another phone (and enter the phone number to forward calls to) or Send to voicemail. You can also specify how calls should be handled if they are from anonymous numbers, from VIPs, or from numbers on your Unwanted Callers list.

Note that when you change your Presence or Call Manager settings, the change applies on all of your CT Cloud Communicator Clients. So, if you step away from your computer and forget to update your status, you could change your status using CT Cloud Communicator Mobile on your mobile phone instead.

VOICEMAIL



If you have a voice or video message, the Voicemail tab indicates the number of messages received. Select the Voicemails tab to view and listen to the messages received or read transcriptions of the messages into text (where available).

- Ctl-Alt-Shift-A to answer an incoming call.
- Ctl-Alt-Shift-H to end a call or reject an incoming call.
- Ctl-Alt-Shift-P to end a call or answer an incoming call.
- Ctl-Alt-Shift-M to mute or unmute your microphone.

NOTIFICATIONS

Go to your Mac or Windows system notification settings and select the CT Cloud Communicator app to configure your CT Cloud Communicator Desktop notification preferences.

ACCESSIBILITY

CT Cloud Communicator Desktop supports the use of a screen reader. Use Tab and the arrow keys to navigate through the application. You can also use the following shortcuts during a call.

EMERGENCY CALLS

Once you have finished using CT Cloud Communicator Desktop, select your avatar and select Quit to close the application. If you are using a shared computer, select your avatar and select Log Out to prevent other users from accessing your account.

To change your log-in preferences, select your avatar, select Settings and, on the General tab, untick Automatically log in to CT Cloud Communicator Desktop; this prevents CT Cloud Communicator Desktop from logging in automatically when started and ensures that the next user has to log in using their own credentials.