AllCloud Communicator

Quick User Guide

Installation on a Mobile Device

1. Go to Google Play or the Apple App store.
2. Search for "AllCloud Communicator" and select "AllCloud Communicator."
3. Select "Install" or "Get".
4. Once downloaded, open the application.
5. Accept the End User License Agreement.
6. When prompted, enter your mobile phone number.
7. Log into AllCloud Communicator with your username and password, using your AllCloud credentials (provided by Allied).
8. Accept permissions.
9. AllCloud Communicator is now ready to use!

Installation on a Desktop

The Desktop Client is available on our Resources webpage under Product Guides and Downloads.

1. Go to https://www.alliedtelecom.net/resources/allcloud-communicator/ and scroll to the bottom of the page to find download icons for Mac and Windows and follow the installation instructions.
2. Start the AllCloud Communicator application.
3. Log into AllCloud Communicator with your username and password. For this, use your AllCloud credentials (provided by Allied).
4. Accept permissions, including Outlook integration in order to be able to search and dial your Outlook contacts and to allow the app to automatically update your presence status based on your Outlook calendar (not available for Mac).
5. AllCloud Communicator for desktop is now ready to use!

Start and Sign In

If you have enabled automatic login (*Sign-in automatically*), then after the client starts, you automatically go to your *Contact List*. If you have not enabled automatic login, then click **OK** in the *Sign-in* window. The previously-used user name is automatically remembered. The password can be automatically remembered as well.

Desktop User Interface
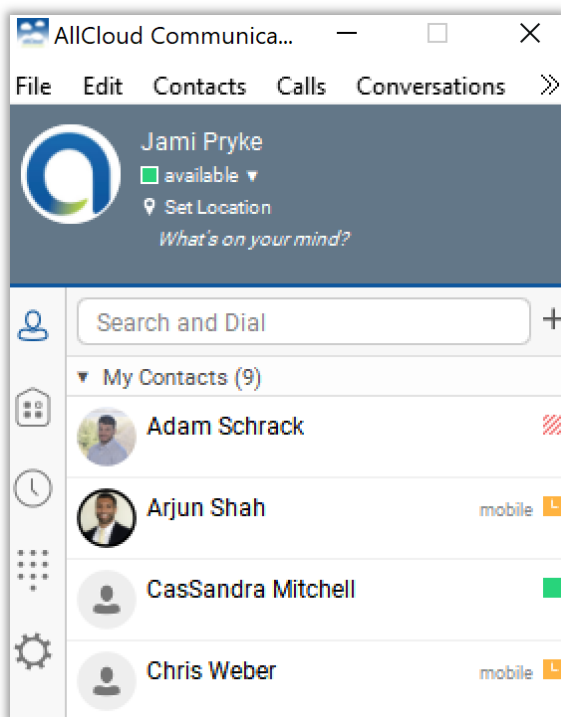
For more information about AllCloud Communicator, including tutorial videos, please visit the Allied Telecom Product Resources page or contact Allied Telecom support at (202) 349-0440.

Important Desktop Icons

Avatar: Choose a file from your computer to use as your Profile Photo. Change this image by right-clicking the image.

Presence: Displays your presence status. Use the dropdown to change it manually. On the mobile client, use this to access settings, preferences, and sign out.

Contacts: Click here to view your contacts. Right click provides contact display options.

My Room: My Room is your permanent communication room. Participants can dial into your audio bridge. Right click provides invitation options.

Call History: Displays previous calls, chat, and voicemail messages. You can easily start communications here. Right click allows you to clear notifications.

Dialpad: Use the dial pad to dial phone numbers and extensions.

Options: Provides application settings, service settings, and audio options.

Add Contacts: Manually add a contact to the Contact List. Add a Group to your contact list.

Chat: Start a Chat Session.

Call with Communicator: Make a call using AllCloud Communicator for Desktop.

Call from Desk Phone: Make a call using your desk phone.

Video Call: Make a video call.

Mobile User Interface
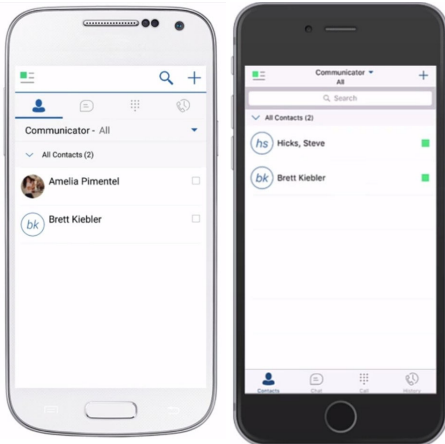
Mobile Navigation Tabs
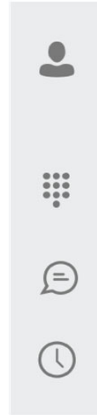
Contacts Tab: shows your AllCloud Communicator contacts. You can toggle between various directories by tapping the dropdown arrow at the top of the contacts page. From here you can search and dial your AllCloud Communicator contacts, mobile phone directory, and company directory.

Call Tab: The call tab displays the dial pad. From the dial pad you can call any given number. A long press on "1" on the numeric pad, calls your voicemail.

Chat Tab: The chat tab shows your chat messages, you can exchange chat messages with other users.

Call History Tab: The call history tab shows your call history. You can filter between all calls and missed calls, place calls, and add contacts from this list.

Adding Contacts

When you start AllCloud Communicator for the first time, your contact list is empty. Using the search field, you can build a contact list of people that you regularly communicate with to quickly engage in communication with them. The mobile client will allow you to search your company directory and your mobile phone contacts. You can also manually add contacts outside of your organization using the Add Contact button. *Please note: You do not have to add a contact to your Contact List in order to communicate with them. If you wish, you can use the search function to search and dial without adding the person as a contact. Contacts you add outside of your organization will only function as speed dials.*

Adding on the Desktop Client
Search the name of the person you wish to add in the search and dial bar. The application will allow you to search and dial from your company directory and you Outlook contacts. Once the entry displays, right click it and select "Add to Contacts." Close the search.

Adding on Mobile
Using the dropdown, select the directory you wish to search. Enter the person's information in the search bar. Once the information populates, tap the entry (or the "i" info button for iPhone) and select "Add to Contacts." Close the search and return to the Communicator- All view.

Make Audio and Video Calls

You can make audio and video calls from the contact list, contact card, call history, or dialer. During a call you can adjust the volume, provide (DTMF) tone, mute the microphone, or put a call on hold.

Pulling a Call

You can pull an active call between locations (desk phone, mobile client, desktop client) by selecting "Pull Call" or by dialing *11 on the dial pad.

Initiating a Chat

To initiate a chat session select the name of the recipient from your contact list, communication history, or the directory and double click it or right click and select Chat. The chat window will open. From here you can chat, call, call from phone, screen share, send a file (up to 10MB), and send an emoji. Insert screen shot of the chat window.

My Room (Desktop Only)

My room is an always available space you can use for multi-party collaboration with up to 15 colleagues and guests. It utilizes a unique conference bridge for voice calling and video conferencing. Your My Room conference bridge information is visible by hovering over the My Room icon, or, by opening My Room under Dial-in Info. Insert screen shot of my room.

To initiate a My Room session, click on the My Room icon on the main AllCloud Communicator window. Once your My Room icon opens, you can drag and drop internal contacts for collaboration. You can also send invitations directly from the client by right clicking the My Room icon and selecting to email or copy your My Room invitation. You can join a colleague's My Room by right clicking their name on your contact list or by searching their contact information in the search and dial bar and right clicking to select Join Room.