C9 Intercom Reference Guide

((CLOUD9

2 **1** **12** **11**

3 **4** **5** **6** **7** **8** **9** **10**

C9	Cloud9 Trader Enterprise Service 3.19.1	— □ ✕

PAGE 1 ‹ ›	FAVORITES

AEL Lisec 🔊 MIC	JR Tech 3 Subscribers 🔊 MIC	OTC Options Thomas 🔊 MIC	FLOAT
Brian Wilson 415-234-0967 📞 RHS 1200	Nat Gas Desk 🔊 MIC	FLOAT	FLOAT
Jason Paul 🔊 MIC	CST Desk Lisec, Schwartz 🔊 MIC	FLOAT	FLOAT
Morning Call 8 Subscribers 🔊 MIC	Andrew Santos Santos ((•)) MIC 1200	FLOAT	FLOAT
Trade Support Gurl 🔊 MIC	EMPTY	FLOAT	FLOAT
VST - NA 4 Subscribers 🔊 MIC	EMPTY	FLOAT	FLOAT
EMPTY	TBB SBC 3 Subscribers 🔊 MIC	FLOAT	FLOAT
EMPTY	EMPTY		

MICROPHONE AVAILABLE	MICROPHONE AVAILABLE	Andrew Santos Santos 01:32
▦ ((•))	▦ ((•))	🎤

Legend

SOLID	Counterparty is available
SOLID	Counterparty is offline
FLASHING	Priority incoming call
FLASHING	Incoming call
FLASHING	Outgoing call

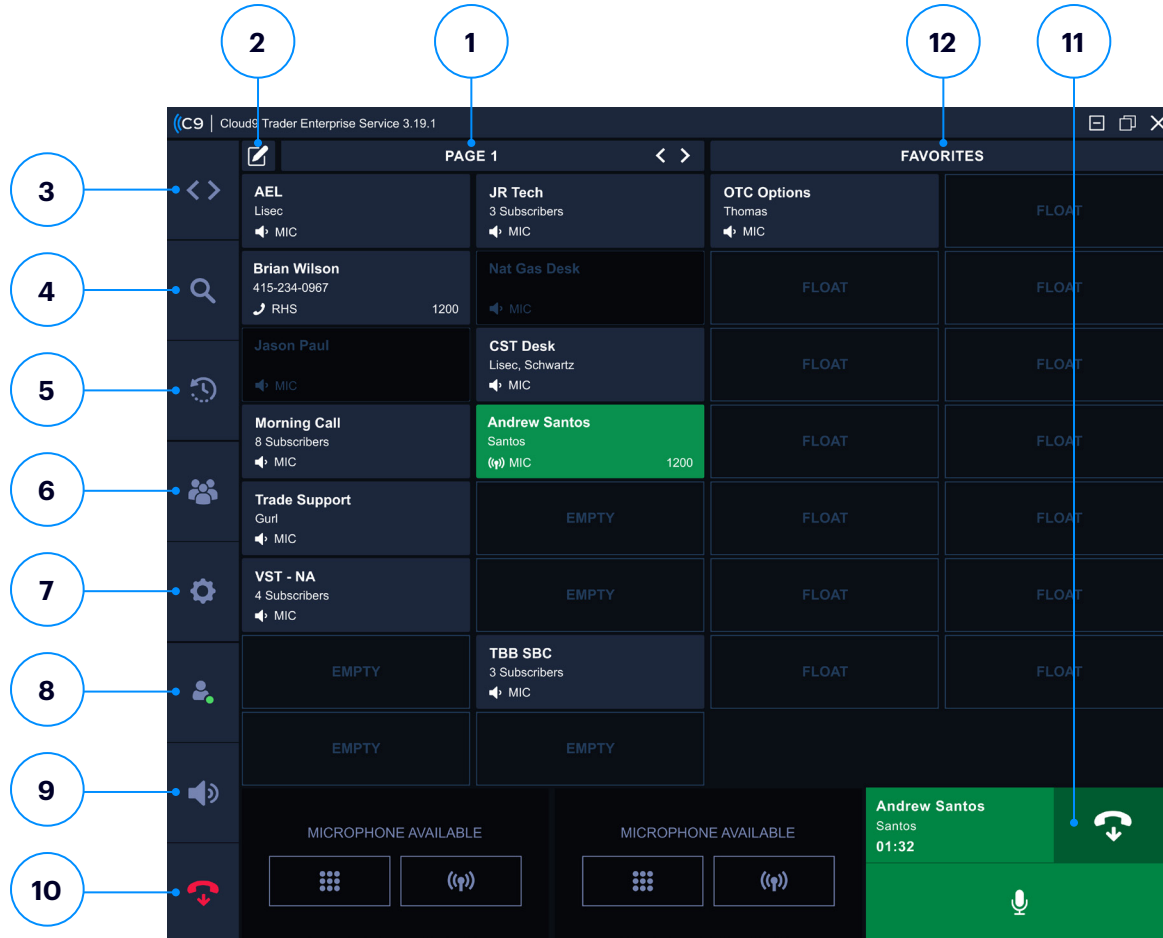| SOLID | Active call |
((•))	Intercom connection
🎤	Microphone: open talkpath
AUTO / SPEAKER	Auto answer or Speaker is on and only appears on Intercom buttons

1 **Pages:** Allows you to customize the buttons on your layout for better organization. Users can have up to 50 pages

2 **Edit Button:** Enables a user to add new pages, delete and relabel pages, and reorganize buttons and pages by dragging and dropping them to the desired location

3 **Go To Page Menu:** Quickly navigate to a specific page

4 **Global Search:** Enables you to search all your buttons, line appearances, directs, contacts, Outlook contacts (if enabled) and Dynamic Intercom directory

5 **Call History:** Displays up to 200 made, missed and received calls

6 **Community:** Open to create or manage invitations, connections and add contacts

7 **Settings Menu:** Where users can configure their audio devices, program their button boards/CloudHubs, and make other system preferences

8 **Do Not Disturb (DND):** Prevents ad-hoc intercom calls from connecting and ringing out loud; DND can also be enabled for Dial Tone calls

9 **Master Volume:** Controls overall volume for all call types

10 **Global Release:** Disconnect from all active calls on any device

11 **Call Wells:** Represents the configured audio devices and where active calls are available

12 **Favorites Panel:** Allows a user to pin frequently used connections into the panel. Any unused buttons will default to Float keys. Incoming call activity enabled for "Float" will appear under Favorites when not in the visible connection's page
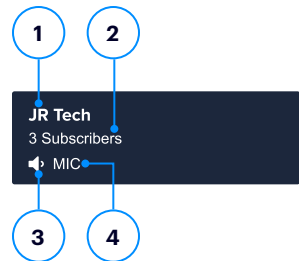
((CLOUD9

Understanding C9 Intercom and your buttons

INTERCOM FEATURES

Peer-To-Peer (P2P) Calls: Create true one-to-one connections to anyone internally within your firm

Peer-To-Group (P2G) Calls: Create connections with groups or teams internally
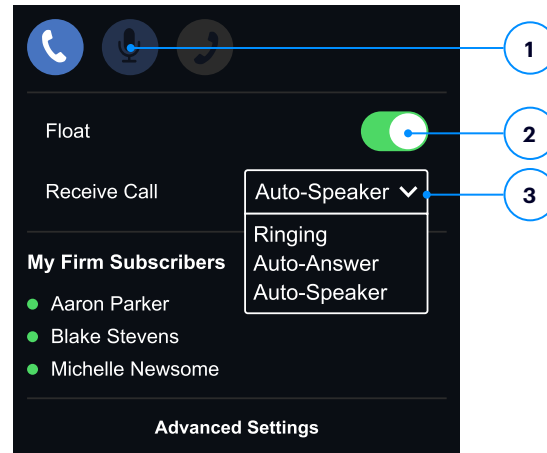
UNDERSTANDING YOUR BUTTONS

JR Tech
3 Subscribers
🔊 MIC

1   Button Label

2   Number of active subscribers

3   Connection type (shoutdown shown)

4   Default audio device

JR Tech
3 Subscribers
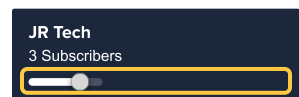
Hover over button to access individual volume control

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1   Toggle call between devices. Default device is highlighted in blue

2   Float toggle allows the user to change whether the specific button "Floats" to the Favorites Panel

3   **Receive Call options**

• **Ringing:** You hear a ring tone when a someone calls you and you can pick up whenever you want

• **Auto Answer:** You are automatically connected to an incoming call and your microphone is already turned on ready for you to talk

• **Auto Speaker:** An incoming call is released so you can hear the call participants, but your microphone is turned off

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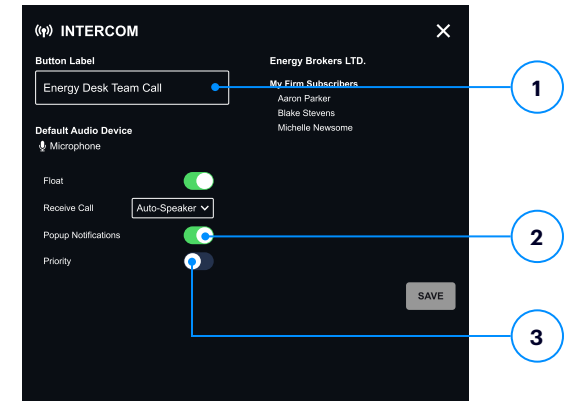
1   User can edit the Button Label

2   Enable Popup Notifications to see incoming calls when application is minimized

3   Mark as priority call – Changes incoming ring Flash to a brighter red

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Creating C9 Intercom Connections

Cloud9 Intercom enables users to speak to anyone internal to your firm on Cloud9

CREATING INTERNAL INTERCOM CONNECTIONS

1 Go to Community tab from the navigation panel

2 Select C9 Intercom

3 User can use the search bar to search by groups and users

4 For Peer-to-Peer intercom, users need to check an individual name they want to invite. For Peer to Group, they can select a whole group or hit the + icon to view and select specific individuals in a group

5 Selected users and groups will appear on the right side of the page. Limit of 50 users on a group intercom

6 Hit the invite button
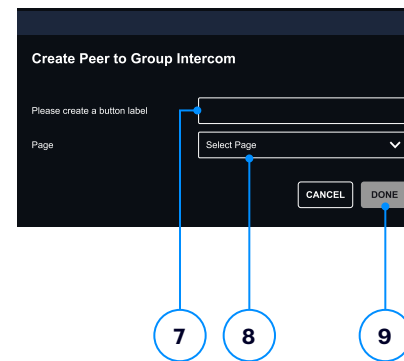
7 Intercom invitation pop-up allows the user to specify the name for the intercom but will auto populate the name of the selected user for peer-to-peer intercom connections

8 Page selection will need to be assigned for the intercom button

9 Press Done

PEER-TO-PEER (P2P) CALLS FROM GLOBAL SEARCH
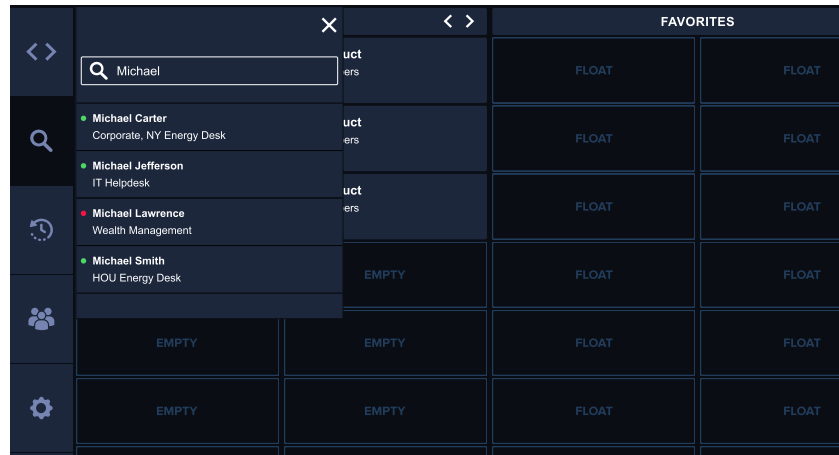
Make a Dynamic Intercom from Global Search

- Accessible from the Global Search button on the navigation bar

- Find users simply by entering their name into the search bar and click to intercom user

- **Color indicates presence**

  - **Grey:** User is not currently online

  - **Red:** DND is enabled

  - **Green:** User is available

- Have Ad-Hoc calls to internal team members without creating a button

- Recent dynamic intercom calls appear in the user's history and can be directly redialed from the history page and saved as a button

## PEER-TO-GROUP (P2G) OR PEER-TO-PEER (P2P) FROM CALL WELL
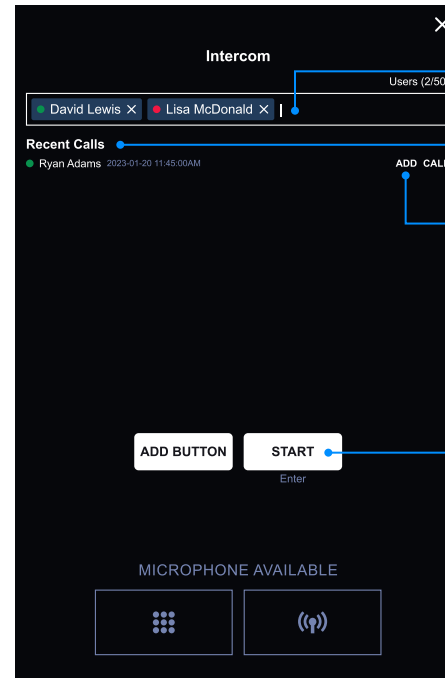
1 **Global Search:** add up to 50 users or add groups of users to a new or existing intercom call.

2 **Recent Calls:** view recent intercom call history and can add the user to a new call or can call the user back.

3 **Add Button:** Create a button for the user or group that is selected

4 **Start:** begin the intercom call with the selected user or group

**Make a Dynamic Intercom from the call well**

- Press the intercom option ((•)) in the call well.

- Find users simply by entering their name into the search bar.

- **Color indicates presence**

  - **Grey:** User is not currently online

  - **Red:** DND is enabled

  - **Green:** User is available

- Press the start button to begin the call

MANAGE USERS ON THE CALL
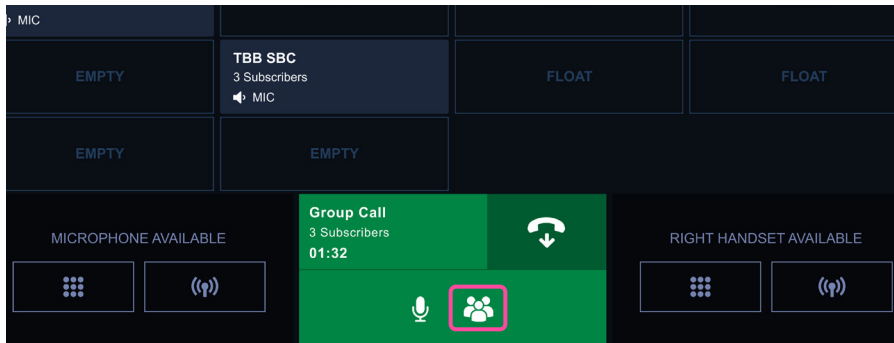
- You can view who is participating in a Dynamic Group Intercom call from the call wells
- Select the People icon to view the list of the call participants
- When you open the participants list, all users on the call are displayed. A green tick shows which users have joined the call, and "Ringing…" indicates which users have not yet joined. You can select the X icon to remove a user from the call. Prior to the user being removed, you will be asked to confirm that choice

ONGOING GROUP CALLS
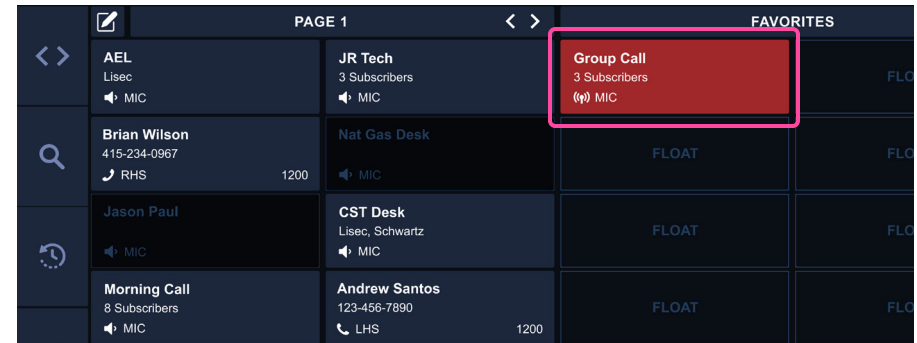
- While on a group call, you can select the Release button to leave the call. However, group calls continue as long as any two users remain connected. Calls that you have released and which are ongoing display on a Float button on the Favorites panel. You can select the flashing red button to rejoin a call
- A group call ends once all participants on the call release the call

Learn how your firm can take advantage of higher-quality voice tools, connect to a global community instantly, and make better decisions faster. Contact us today at **sales@c9tec.com**