

CloudHub Reference Guide

This document provides a quick overview of the hardware aspects on the CloudHub.

The CloudHub layout is designed to match the button layout of the C9 Trader application UI so that users can seamlessly switch between the hardware and software. The CloudHub provides fixed buttons that allow users to quickly initiate calls, monitor incoming calls and navigate their connections.

To use the CloudHub, the unit must be powered with the electrical adaptor and connected by USB to the user's computer. The CloudHub supports one C9 Trader Gooseneck Microphone and up to two handset devices.



CloudHub Overview

FRONT VIEW



REAR VIEW



UNDERSIDE VIEW



Your Cloud9 CloudHub is supplied with:

- 1x AC Power Supply
- 1x Power Cord
- 1x USB-C to USB-A 2M Cable (This is for connecting your CloudHub to your Windows-based PC/Laptop)
- 3 USB ports for additional audio devices

Optional extras for your CloudHub are:

- Cloud9 Gooseneck Microphone
- Cloud9 Handset PTT or PTM (With built-in Toggle Switch and Volume Roller)

The CloudHub should be directly connected to a PC



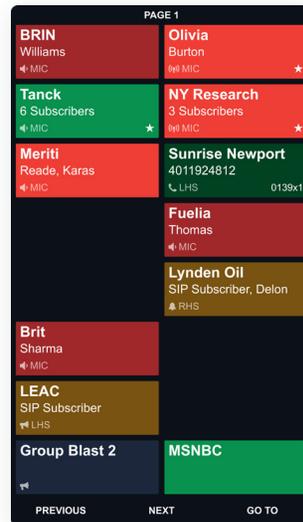
- 1 Left / Right speakers:** Built-in speakers that are the default output device for the C9Trader Stratus Gooseneck Microphone and for audible notifications
- 2 Left / Right Displays**
- 3 Dialpad:** Touch-tone dial pad used to place dial tone calls and physically enter DTMF digit
- 4 Master volume adjustment:** Used to lower (left) or increase (right) volume of the **Left/Right Speakers**. This can also be used to adjust volume on any active call in the call well.
- 5 Volume mode:** Allows users to adjust the individual button volume of shout down buttons through the CloudHub on the Left Display Panel
- 6 Release:** Used to release the active call currently displayed in the call well
- 7 Hold:** Used to place the call in the currently displayed call well on hold
- 8 Device selection buttons:** From left to right: Left handset, Microphone, Right handset
 - Used to select the device call well displayed on the **Right display panel**
 - **Backlighting indicates device status:** green, device has an active call; white, device is idle but available for a new call; red, device has been muted; no backlighting, device is not available or not configured
- 9 Context buttons:** Used to navigate the **display panels**
- 10 Function buttons:** Programmable buttons for quick access to functions such as the Global Search menu and initiating group broadcasts

SOLID Counterparty is available	Shutdown connection	AUTO / SPEAKER Auto answer or Speaker is on and only appears on Intercom buttons
FLASHING Priority incoming call	Ringdown connection	Muted speaker
FLASHING Incoming call	Intercom connection	Privacy engaged
FLASHING Outgoing call	Hoot channel	User is talker on Hoot
SOLID Active call	Dial tone line appearance	Group Broadcast
SOLID Call on-hold	Speed dial	RHS Right Handset
SOLID Remote active call	Priority	LHS Left Handset
FLASHING Remote call on-hold	Audio Broadcast	MIC Microphone

Display

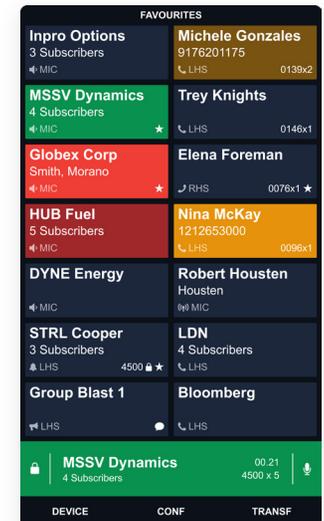
LEFT DISPLAY PANEL

- Displays the page that **mirrors** the layout configured on the C9 Trader UI.
- Selecting a button will activate and follow the button's call connection behavior.
- **Previous** and **Next** Context Buttons allow the user to navigate through pages; changing the page on the CloudHub will also change the pages on C9 Trader UI as the software always mirrors the hardware.
- The **Go To** Context button opens the Go To Menu allowing users to quickly jump to another page.



RIGHT DISPLAY PANEL

- The right display is the **Favorites Panel** which consists of 14 buttons and allows a user to pin frequently used connections to 12 of these buttons.
- The **Favorites Panel** will also remain constant and be the only page that is displayed on the right display panel.
- Any unused buttons will default to **Float Keys**. Therefore, any incoming call activity enabled for "Float" will appear in the float feature key when the ringing line is not visible on the current page.
- The last row displays the **Call Well**.



Navigating Pages on CloudHub



To navigate to different pages, use the context buttons right below the left display screen. The “previous” & “next” buttons allow you to flip through your pages one by one.



The “go to” button allows you to jump to a specific page.



Press “close” to exit page navigation view.

What are Ringdowns and Shoutdowns?



RINGDOWNS

Ringdowns are indicated on the CloudHub by the bell icon. Ringdowns are private lines that can be shared between users and external parties. Users just need to press the associated hard key to ring out on the Ringdown and press the hard key when receiving a call on the Ringdown.

Users can not transfer or conference Ringdowns like a dial tone call but can barged into, to create a conference by users by selecting the active line.



SHOUTDOWNS

Shoutdowns are indicated on the CloudHub by the speaker icon. Shoutdowns are open channels that can broadcast communications to multiple parties (internal and external) without the need for users to accept the broadcast to receive.

Users can broadcast or reply by pressing the associated hard key to the Shoutdown. If needed, users can program multiple Shoutdowns to a Group Broadcast button to communicate to multiple channels at a time. Users can change the button behavior for Shoutdowns & Intercom connections via the C9 Trader application.

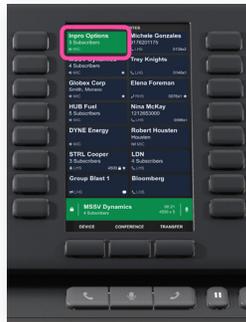
Latching: Opens the connection on the first press and closes upon the second press of the button.

Momentary: requires the button to be pressed and held down to be connected. When the button is released the connection is ended and the microphone disengages.

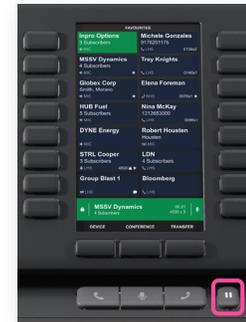
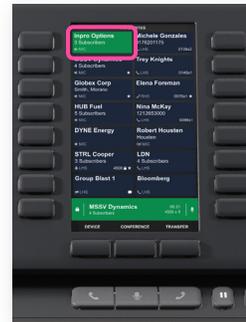
Cloudhub Dialtone Workflow



1 When you are receiving a call, you will see your line appearance **flash red to indicate an incoming call**. When making an **outbound call the line will flash green**.



2 To pick up the call, press the button aligned to the display indicating an incoming call. An **active call will display as solid green**.



3 To place a call on hold, press the **pause button**. A held call will remove the call from the call well and the **button will be solid yellow**.



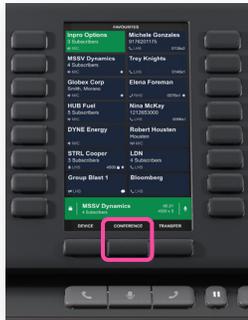
4 To reengage a held call, press the **button aligned to the held call**, the call will return to a solid green state and appear in the call well.



5 To end a call, **press the release button**, indicated by the red phone icon right of the hold button.

- FLASHING Incoming call
- SOLID Call on-hold
- SOLID Remote active call
- SOLID Counterparty is available
- FLASHING Outgoing call
- SOLID Active call
- Dial tone line appearance
- Speed dial

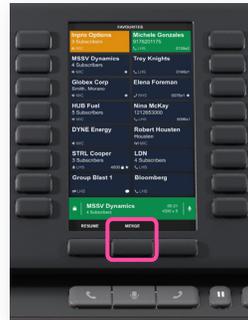
Cloudhub Conference Workflow



1 Initiate a call, once call is connected press the button underneath conference.



2 Using **Dial Pad** or **Speed Dials**, initiate another call.



3 Once connected, **merge** the calls.



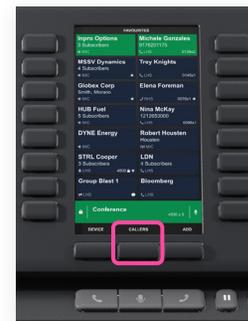
4 **Conference completed.**



5 To add an additional person to the conference, press the add button and dial out to the intended person who you wish to add.

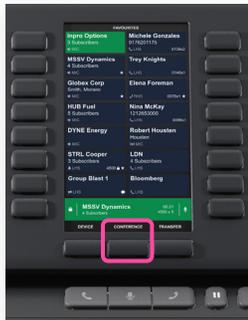


6 Once connected, press **merge** and the person should be added to the existing conference call.



7 **Conference Complete.** To view participants of a conference, you can select **"Callers"** on the context buttons and scroll through participants in the conference call and drop them if needed.

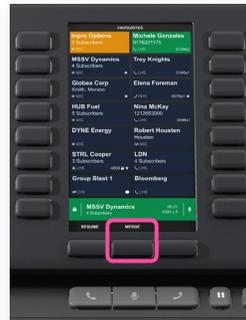
Cloudhub Conference Workflow: Adding to an existing conference when someone calls in



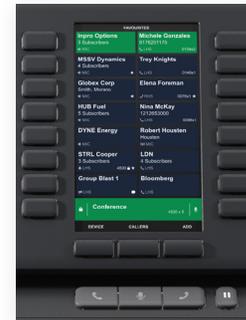
1 Initiate a call, once call is connected press the **button underneath conference**.



2 Using **Dial Pad** or **Speed Dials**, initiate another call.



3 Once connected, **merge** the calls.



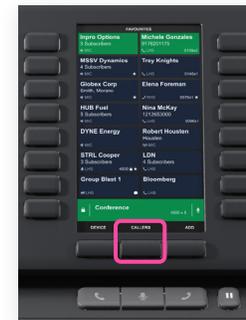
4 **Conference completed**.



5 To add an additional person who calls in to the conference, place the conference on **hold** and pick up the next available line to initiate a call.



6 Once connected, return to the original line of the conference (line in which the conference was started from), press **add**, then **join**, then the line in which you wish to add to the conference.



7 **Conference Complete**. To view participants of a conference, you can select **"Callers"** on the context buttons and scroll through participants in the conference call and drop them if needed.

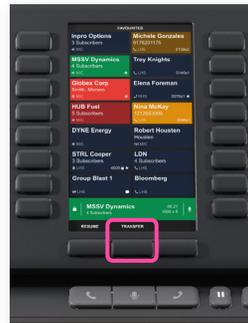
Cloudhub Transfer Workflow



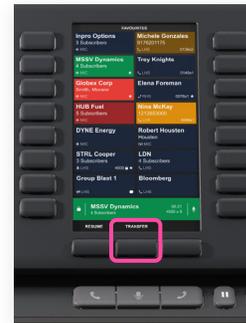
1 Initiate a call, once call is connected press the context button that is under **“Transfer”**.



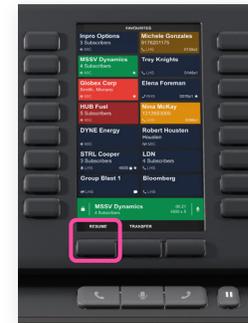
2 Using either the **Dial Pad** or **Speed Dials**, initiate another call.



3 For an **unattended transfer**, press the transfer key, then dial the number you wish to transfer to then wait for a ring. Once you hear ringing, press the transfer key to complete the transfer.



4 For an **attended transfer**, wait for the called party to pick up. Announce the caller and press the transfer key to complete the transfer.



5 If the far end of a transfer does not pick up or is busy, the user presses the resume button to reengage the initial caller.

Device Selection Buttons



- 1 Left handset
- 2 Microphone
- 3 Right handset

BACKLIGHTING INDICATES DEVICE STATUS

- SOLID Device has an active call
- FLASHING Device is selected for outbound call
- Device is idle, but available for a new call
- Device has been muted
- Device is not available or not configured

Toggle Audio Devices on Cloudhub



To toggle audio devices while on a call, press the “**Device**” button followed by the device you wish to switch to on the “**Device Selection Buttons**”.

Note: Users cannot toggle audio devices for Hoots and Intercoms.

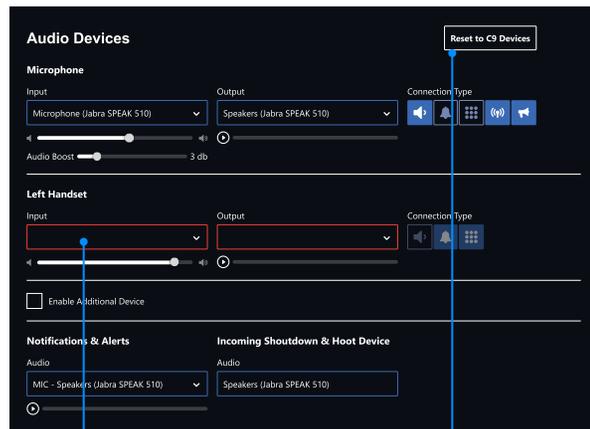
Cloudhub Audio Device Setup

To configure Audio Devices, press on the settings icon ⚙️ on the left side panel > Audio Devices.

- Users can use up to 3 audio devices (left handset, right handset, and microphone).
- For each device input and output, select the audio device you would like to use for the microphone and handsets.
- When using a Cloudhub, users can select “Reset C9 Devices” and C9 Trader will automatically assign the audio devices.

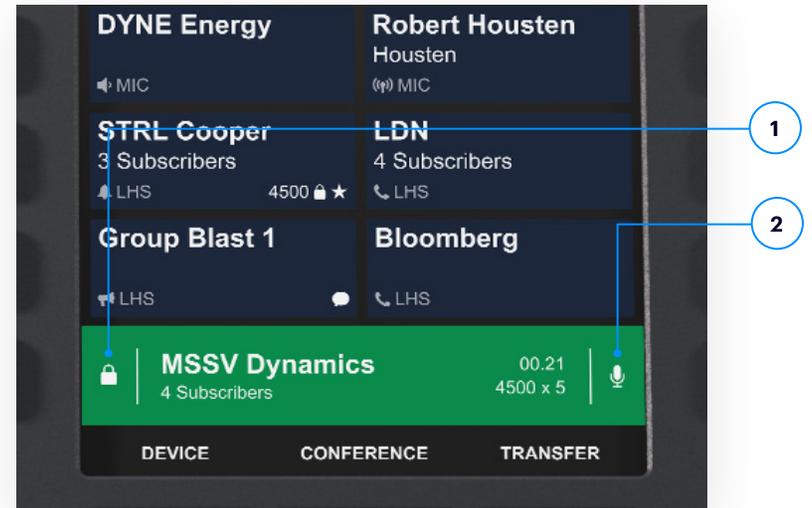
Connection type is selected next to each device. This is showing the default device that will pick up for that call type.

- Shutdown connection
- Ringdown connection
- Intercom connection
- Hoot channel
- Dial tone line appearance
- Speed dial
- Priority
- Audio Broadcast



- 1 If the CloudHub is not syncing with C9 Trader properly, C9 Trader will reflect a **red outlined, blank field** for a device.
- 2 In the instance where CloudHub troubleshooting is required, in Audio Device settings, click on the top right corner on “**Reset to C9 Devices**”.

Toggleing Privacy and Mute

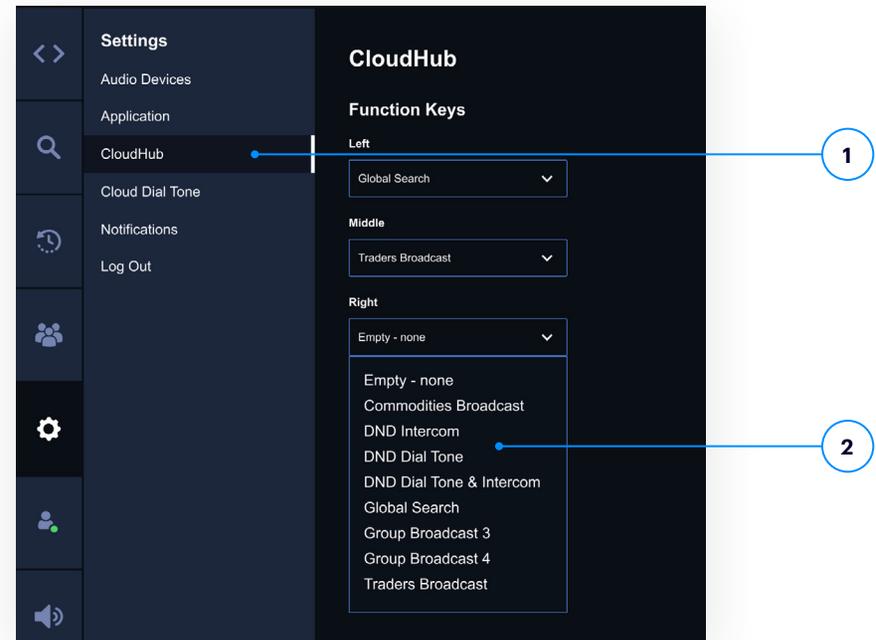


- 1 To toggle privacy on an active call, press the button on the left side aligned to the **lock icon**. A private call restricts the ability for others to barge into the line and restricts visibility of the call information from users who share the line.
- 2 To toggle mute via the CloudHub press the button aligned to the **microphone icon** on an active call. When this is toggled, the device backlight will turn red, indicating that the user is muted.

Function Keys and Options



Programmable buttons for quick access to functions such as the Global Search menu and initiating group broadcasts.



- 1 These buttons can be programmable from the C9 Trader UI by going to **“Settings”**, and **“CloudHub”**.
- 2 There are multiple functions that are optioned to be programmed for the functional buttons as well as group broadcasts.

Quick Action Volume & Master Volume



- 1 The quick action volume buttons allow you to adjust the individual volume of the Shout Downs that you have on your board. These will appear on your display panels with each one displaying an individual volume to adjust to the user's preference. To enter this state, press the quick action volume button and to exit press the quick action volume button again.
- 2 Master volume buttons help adjust the volume directly from the CloudHub. When no active call is occurring, the volume buttons correlate with the master volume. If a call is active, then the volume buttons correlate to the volume of the active 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