Cloud9 Mobile

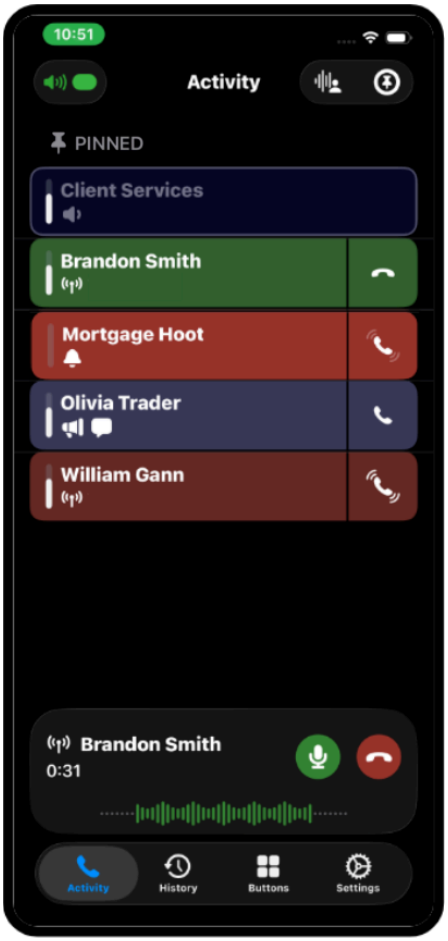
Quick Start Guide

October 2026

Cloud9 Mobile lets you follow your trader voice activity on your mobile phone when you need to be away from your desk. Visualize and prioritize incoming call activity from customers or counterparties and make calls instantaneously. Your favorite and frequent contacts stay at the tip of your fingers everywhere you go.

Go mobile for speed, efficiency, and accuracy

Think of the Cloud9 Mobile app as an extension of the desktop version. If stepping away from your desk, switch to the mobile app. You will be logged out of the Cloud9 desktop app and your call activity will be sent to your mobile phone where it will remain until you log back in to the desktop app.





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Install the app on your iPhone

Cloud9 Mobile on iOS is available via the Apple App Store.

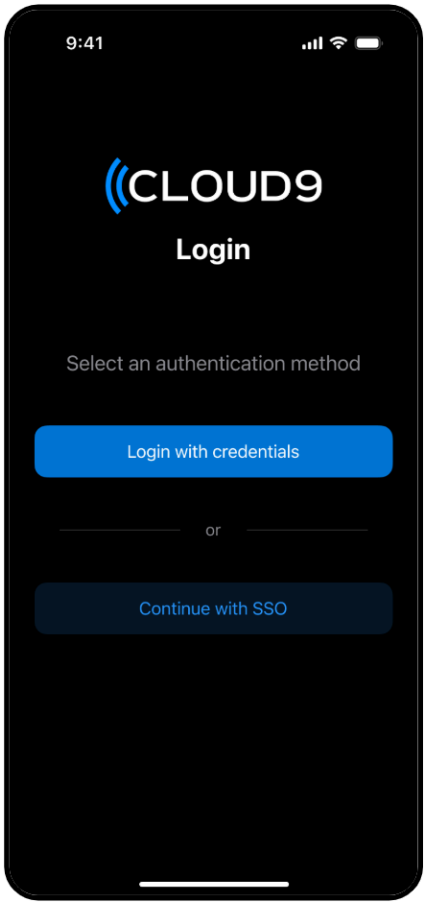
1. On your **iPhone**, open the **App Store**.
2. Tap the **Search** button and look for **Cloud9 Mobile**.
3. Select the app and tap **Get**.

Log in for the first time

You can either log in to the app with your **Cloud9 user credentials** just as on the desktop app or, with **Single Sign-on (SSO),** authenticate with your corporate email address and complete authentication through your organization's identity provider.

Login with user credentials

1. Open **Cloud9 Mobile**.
2. Tap **Login with credentials**.
3. Enter your **username** and **password**.
4. Tap **Log in**.

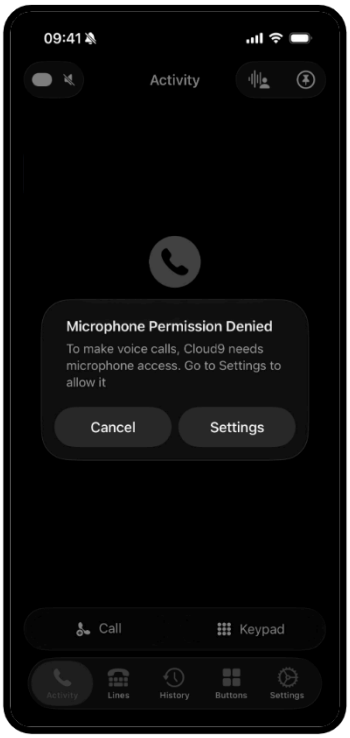


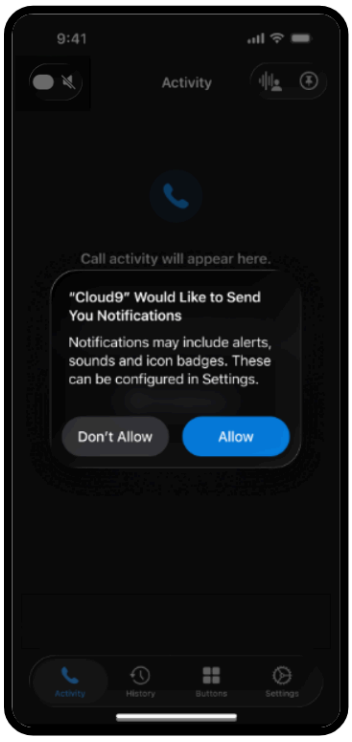
Login with single sign-on (SSO)

1. Open **Cloud9 Mobile**.
2. Tap **Continue with SSO**.
3. Enter your corporate email address on the **Sign In** screen.
4. Complete **authentication** on your organization's branded Identity Provider login page.

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Give access to your microphone and accept to receive notifications



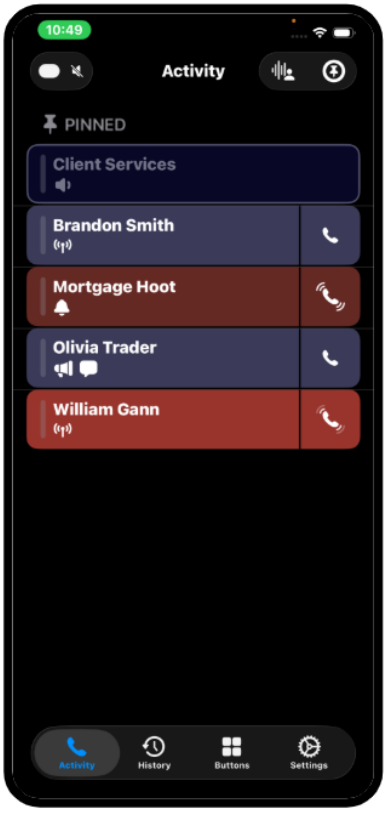


- Go to the **Settings** to grant access to the **microphone.**
- Tap the **Allow** button to grant access to receive **notifications**.

Call activity screen

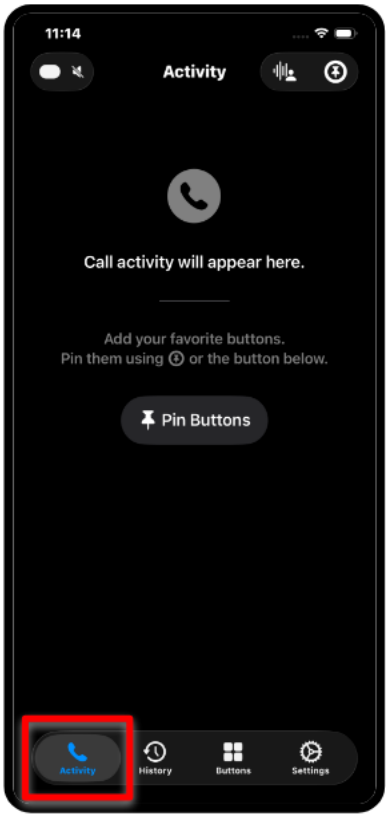
The **first time you connect to the app**, you'll land on the **empty Activity screen** that serves as the central hub for all call-related interactions in the app.

The Activity screen will then show the incoming or active call activity that was on the Cloud9 desktop app before connecting to Cloud9 Mobile.



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Silenced call activity by default



The **Activity screen** shows your call activity on floating call buttons. Your call activity is silenced by default, but you can **listen and talk** on chosen calls.

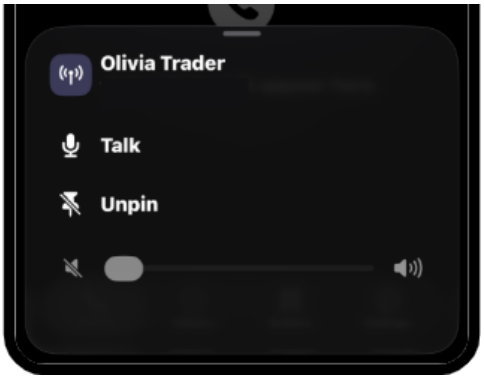
1. Tap the **Call** icon either to **initiate a call** or **talk**, or to **answer an incoming call**.

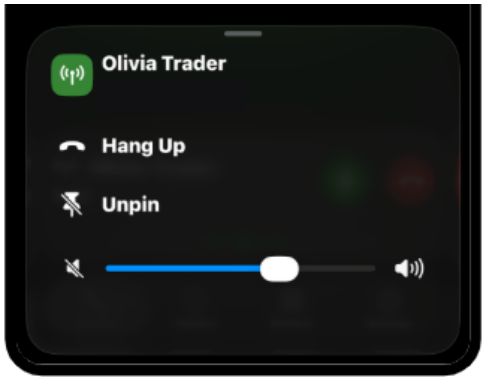




You'll receive notifications and get visual updates in the app for incoming calls when someone is attempting to reach you.

2. **Tap an active or inactive button** to access the button's **actions menu**.



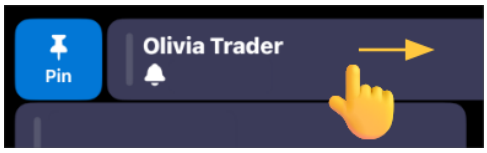


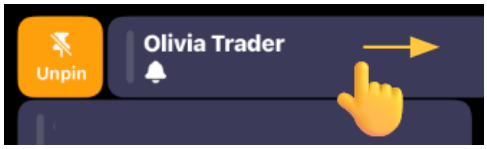
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Pinning buttons for quick access

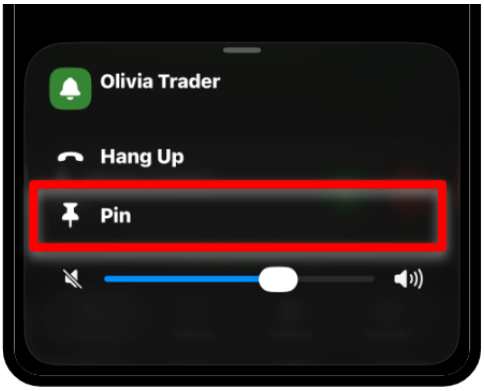
You can pin up to 6 quick-dial buttons on top of your call activity. There are three ways to **pin buttons**.

1. Quick and easy, **swipe right to pin or unpin** any active or idle button on the fly.

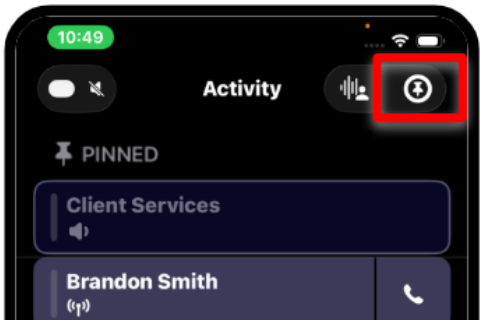




2. **Tap a call button** to access the button's **actions menu** and select **Pin/Unpin**.



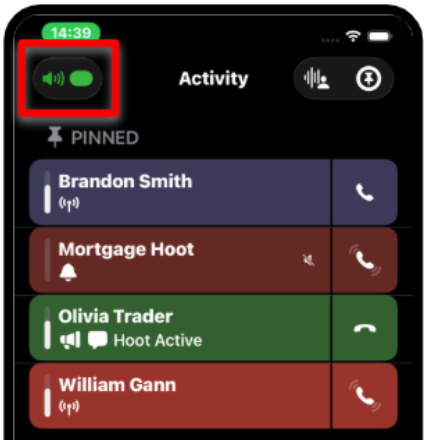
3. To customize your 6 quick-dials buttons fully, select the **Manage Pinned** button and search for buttons to add.



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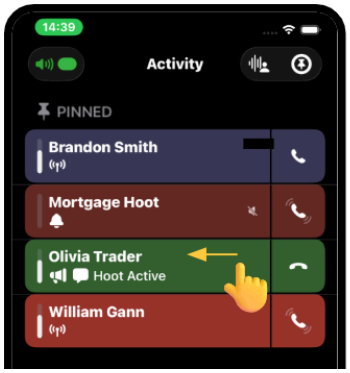
Trader Voice

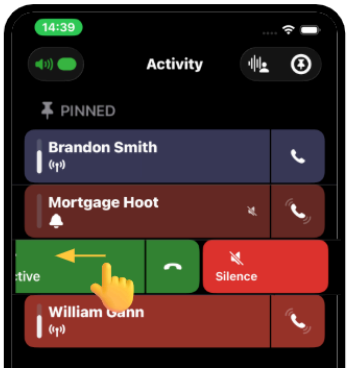
As soon as you turn on Trader Voice > , you will hear your whole call activity via **immediate and direct audio access**.

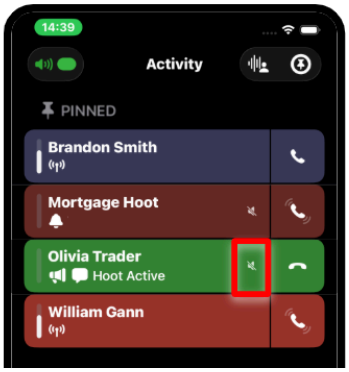


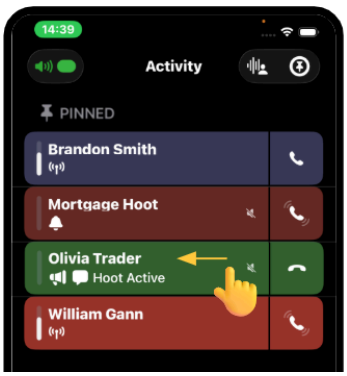
In Trader Voice mode, the Call and Silence functions allow you to manage your ongoing call activity by enabling or disabling audio for specific calls.

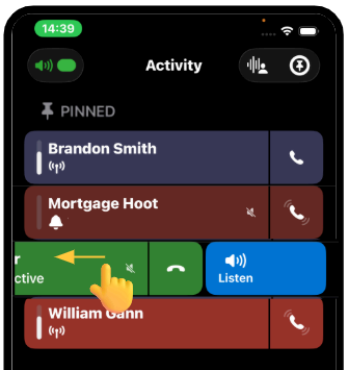
- **Swipe left** to **silence** or **listen** to the call.

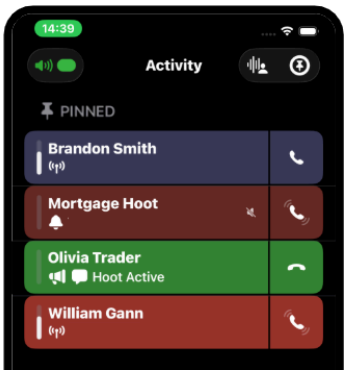








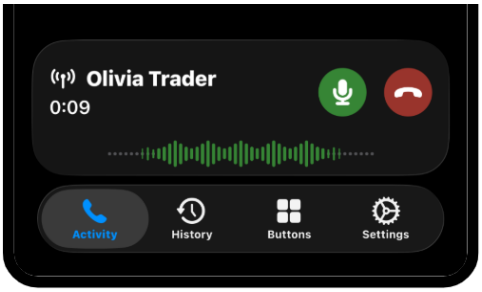




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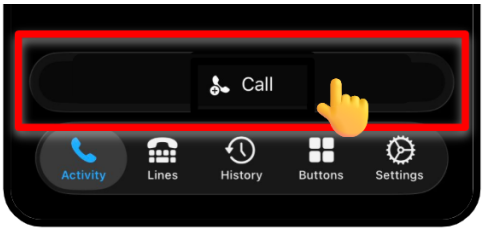
Call well

During an active call, you'll see at the bottom of the screen the call buttons: **Mute Microphone** or **End Call**. The voice input helps you confirm your voice is being captured.

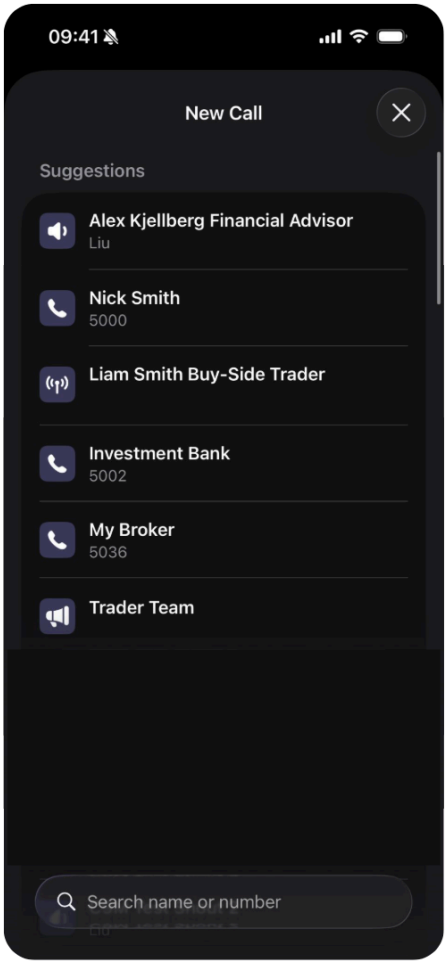


Start a call

1. Tap the **Call** button to open the **New Call screen**.



2. Select a call button to place the call or **search for a button name** 🔍.

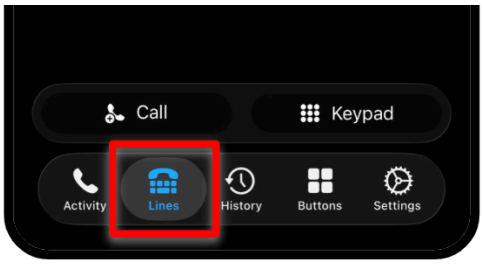


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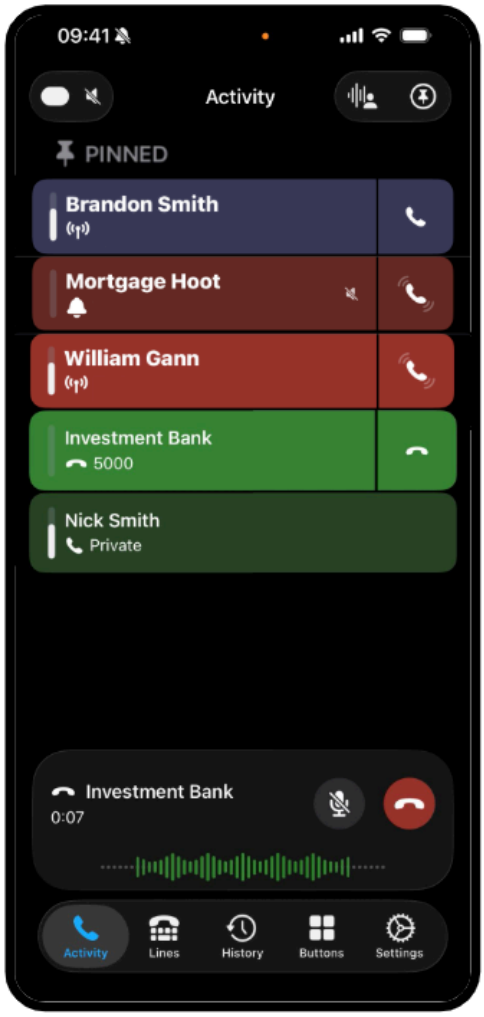
Cloud Dial Tone feature

Cloud Dial Tone (CDT) is an additional Cloud9 feature allowing you to **dial phone numbers to call contacts** using traditional telephone lines while staying fully compliant in a single app.

Only enabled Dial Tone users are able to view the **Lines** screen on their Cloud9 Mobile app.



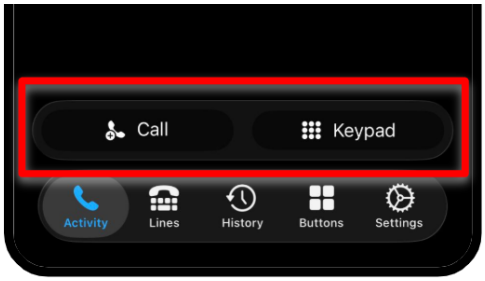
All your CDT lines, including primary and shared lines, are listed on that screen. Each extension represents an extension with one or more line appearances.



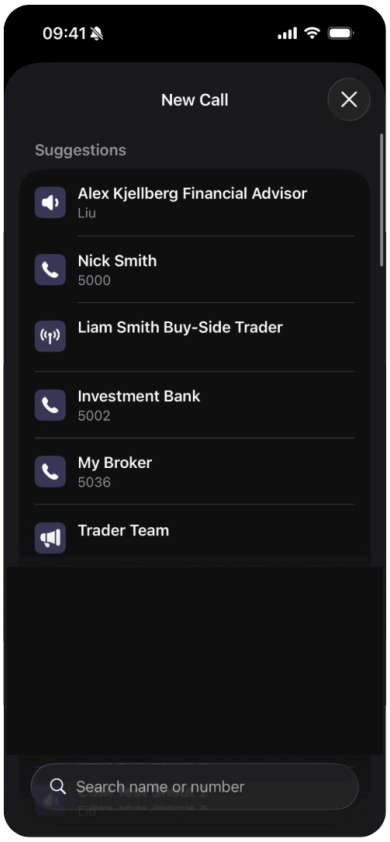
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Start a new CDT call

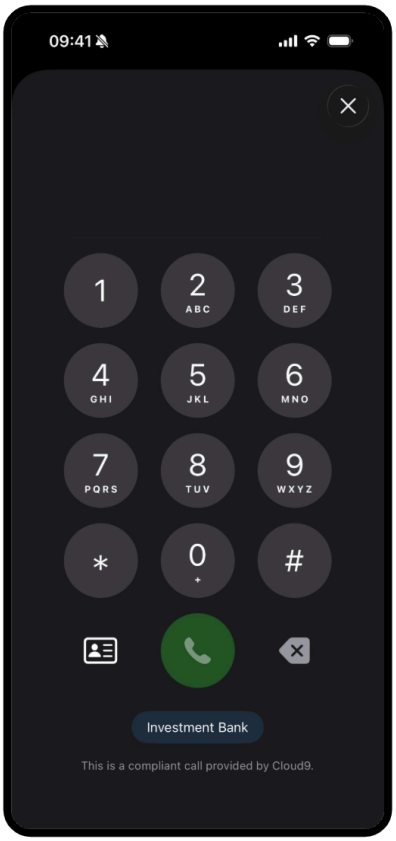
You can start a call either from a pinned CDT button or by using the call controls:



1. Tap the **Call** button to open the **New Call screen**, then select a call button to place the call or **search for a contact** .



2. Tap the **Keypad** button to open the dial pad, then dial a phone number or extension, or tap to search your **Contacts** .



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Incoming CDT call

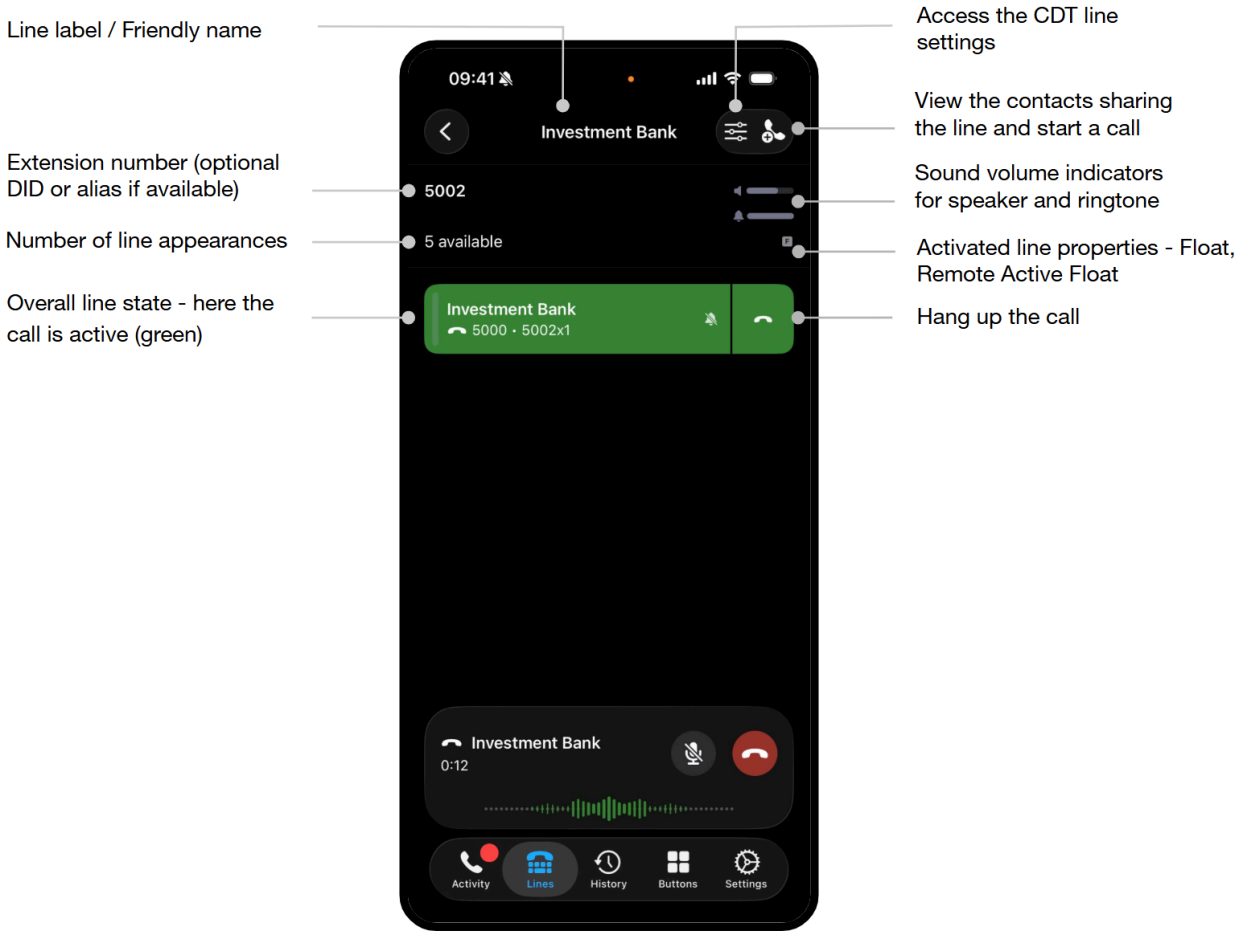
Use the **iPhone CallKit** to answer a CDT call even if you don't have the focus on Cloud9 Mobile or when your phone is locked - an **incoming CDT call** will always ring on your primary line while other lines won't ring.

- Swipe left to **silence the ringtone** of an incoming CDT call when Trader Voice is activated.



CDT line details

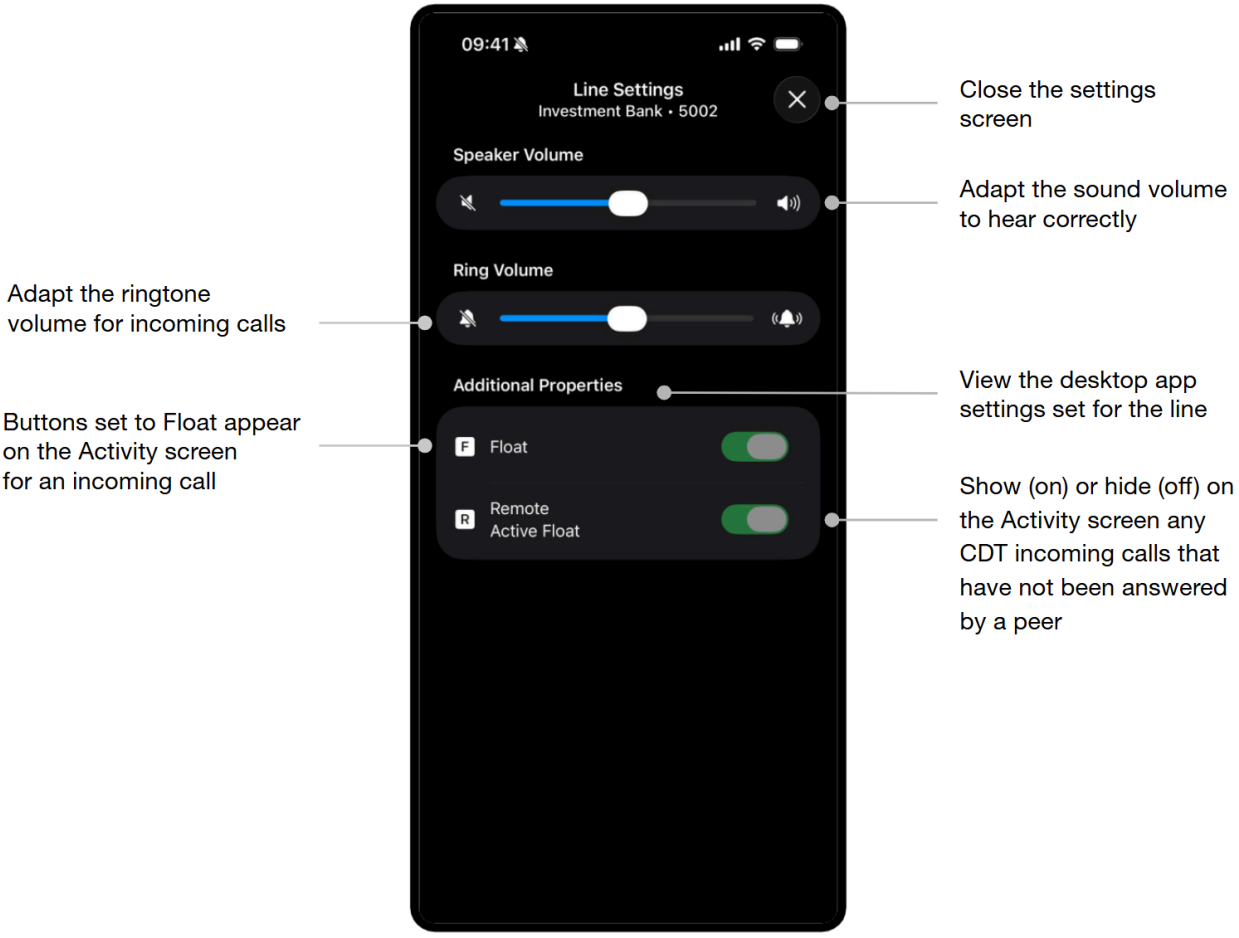
- Tap a line in the **Lines** screen to access its details.



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Line settings

- Tap the **Settings** button on the line details screen to access the settings.

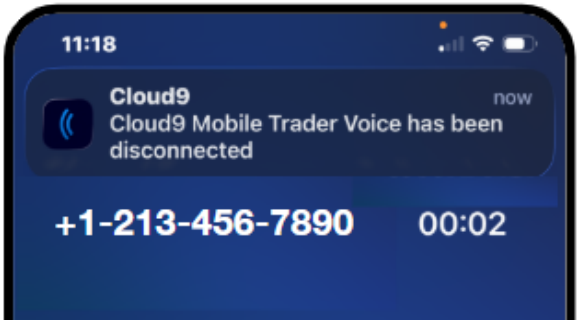


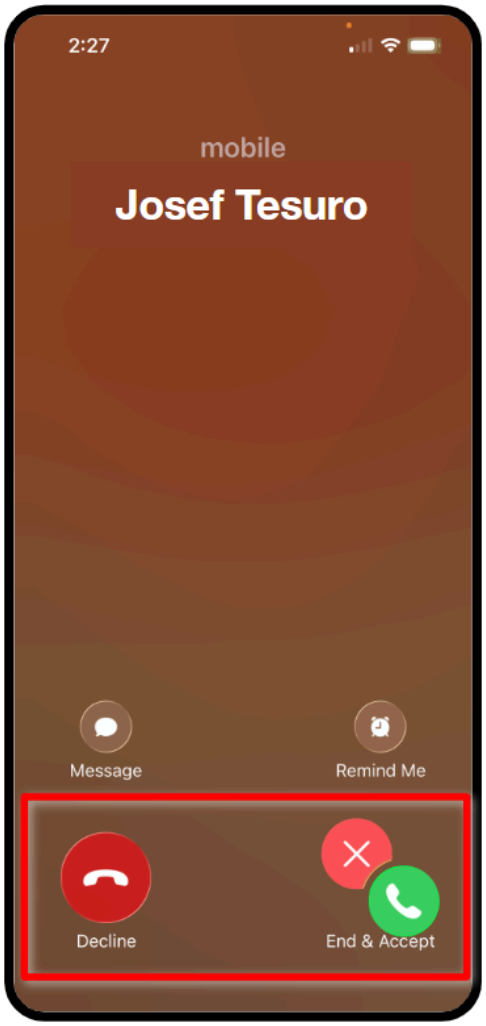
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What happens if you get another call while using Cloud9 Mobile?

You have full control over answering any native cellular call when you are in a call on Cloud9 Mobile.

- **End and Accept**: To answer the native cellular call and end your Trader Voice session.





Emergency call (Only with Cloud Dial Tone)

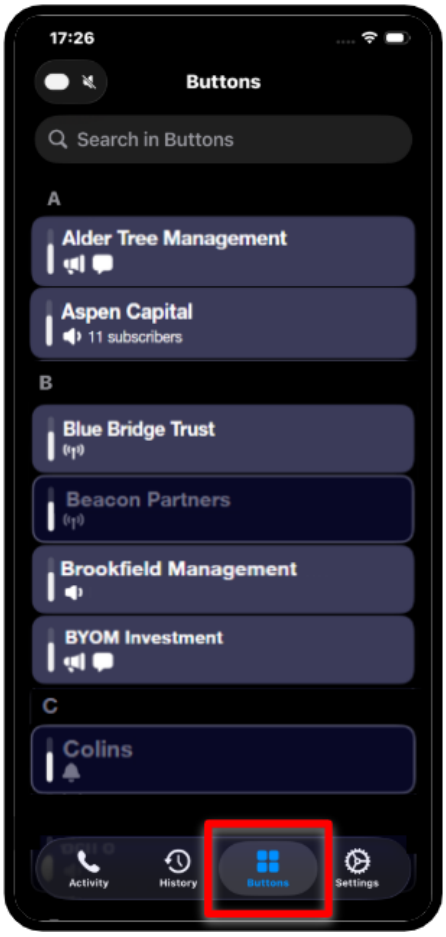
Only for users enabled to Cloud Dial Tone - Please note that a Cloud Dial Tone call will be triggered instead of an iOS native call when tapping on a speed dial with an emergency contact.

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Call buttons menu

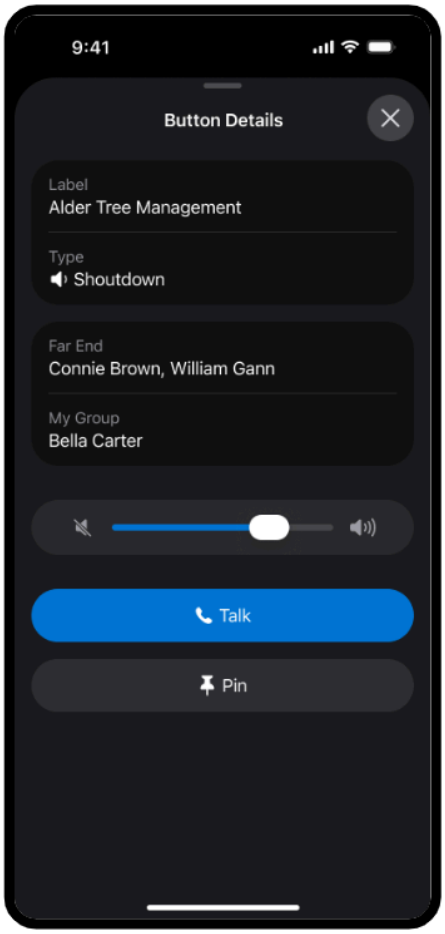
The **Buttons screen** lists **all the buttons assigned to your Cloud9 account**, with immediate access to **people and line search** and **button details** (connection type, button name, subscribers).

Offline buttons appear **darker**, for example, *Beacon Partners* in the image to the right.

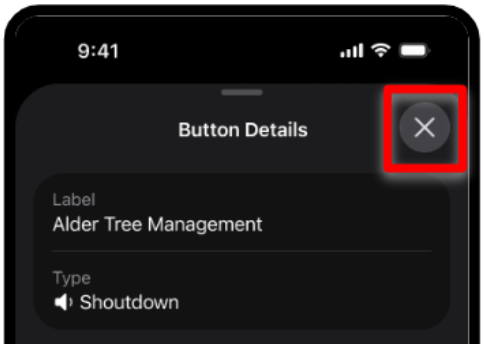


Button details and actions

- **Tap a button** to access its details and **talk/call function**.



- Tap the **Close** button to **go back** to the Buttons screen.

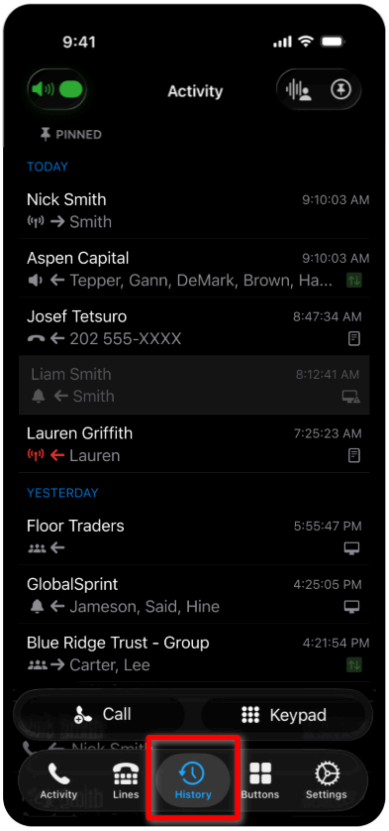


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Call history menu

The **History** menu allows you to **track your call activity** and **call back** from your recent calls. The **Pin** and **Redial** functions are **not currently supported** in the History screen.

- **Tap an entry** in your call history to **view group details** and basic information such as **call type**, **time**, and **duration**.
- **Filter** your past activity by **initiated**, **received** or **missed calls**.

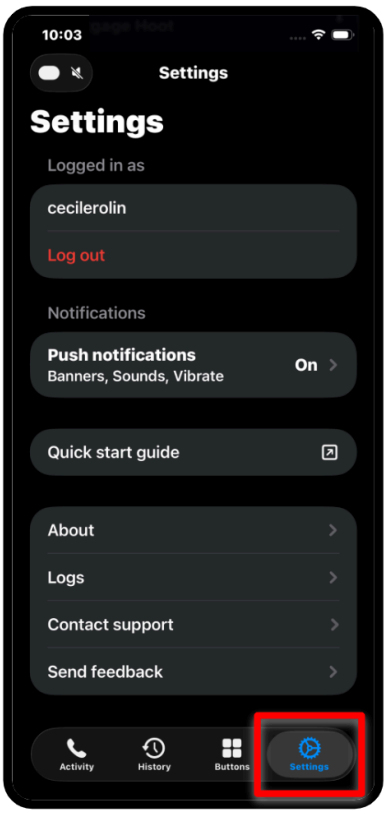


Set your preferences for notifications and calls

Notifications

When the app is running in the background, you'll receive instant push notifications for all call activities, giving you quick access to the app to manage calls.

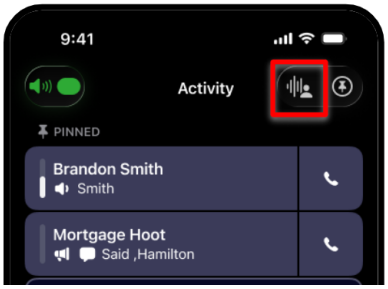
Disable all notifications if you don't want to be disturbed in the app settings.



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Audio device selection

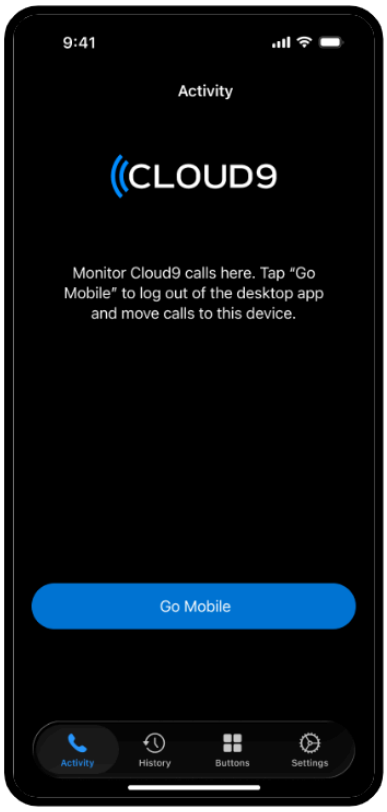
Choose different output options for call audio and customize preferences to suit your current environment. Cloud9 Mobile ensures an optimal hands-free experience and the ability to maintain privacy when needed.



Move your trading activity to the mobile app

You'll automatically be logged out of the Cloud9 desktop app when activating the mobile app.

- Tap the **Go Mobile** button to move your call activity to your phone.



Back at your desk

- **Simply log back in to the desktop app** and continue where you left off on Cloud9 Mobile. The mobile app will go into passive mode.

Compliance

To ensure full compliance, all calls made through Cloud9 Mobile are subject to recording based on a user's individual button configurations. Recorded calls originating from a mobile phone are automatically tagged with "mobile" to aid record-keeping, quality assurance, and analytical processes.



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Technical requirements

iPhone OS - iOS 26 or later (mandatory)

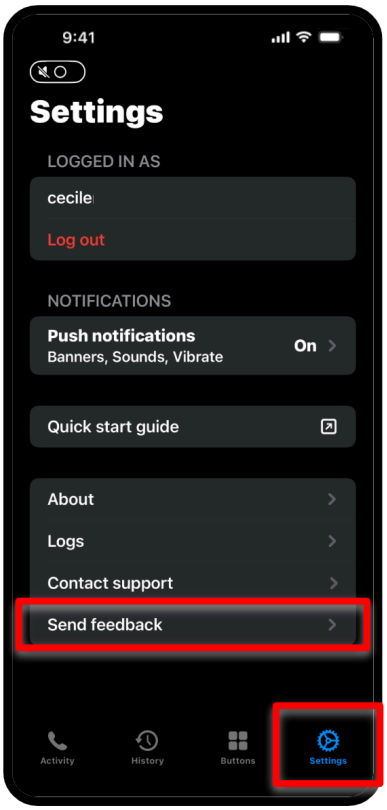
Cloud9 desktop app - version 3.41.4 or later (to switch seamlessly to mobile)

Send us feedback

We greatly appreciate and sincerely **thank you** for helping us testing our beta app!

Please send us any feedback via the app using the feedback form:

- Go to the **Settings** menu.
- Select the **Send feedback** tab to open the form.
- Rate the app and give your feedback.
- Tap **Submit Feedback**.



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