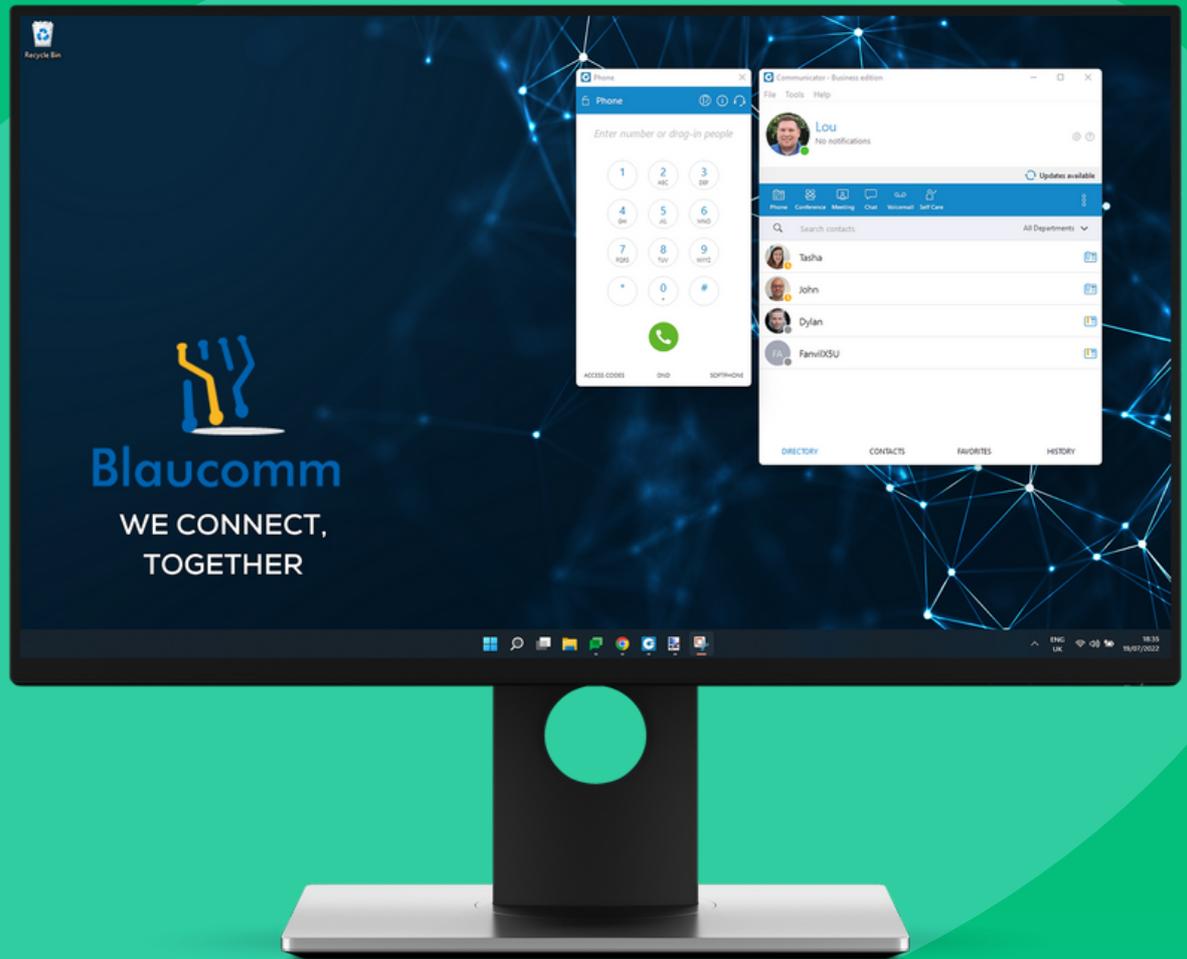
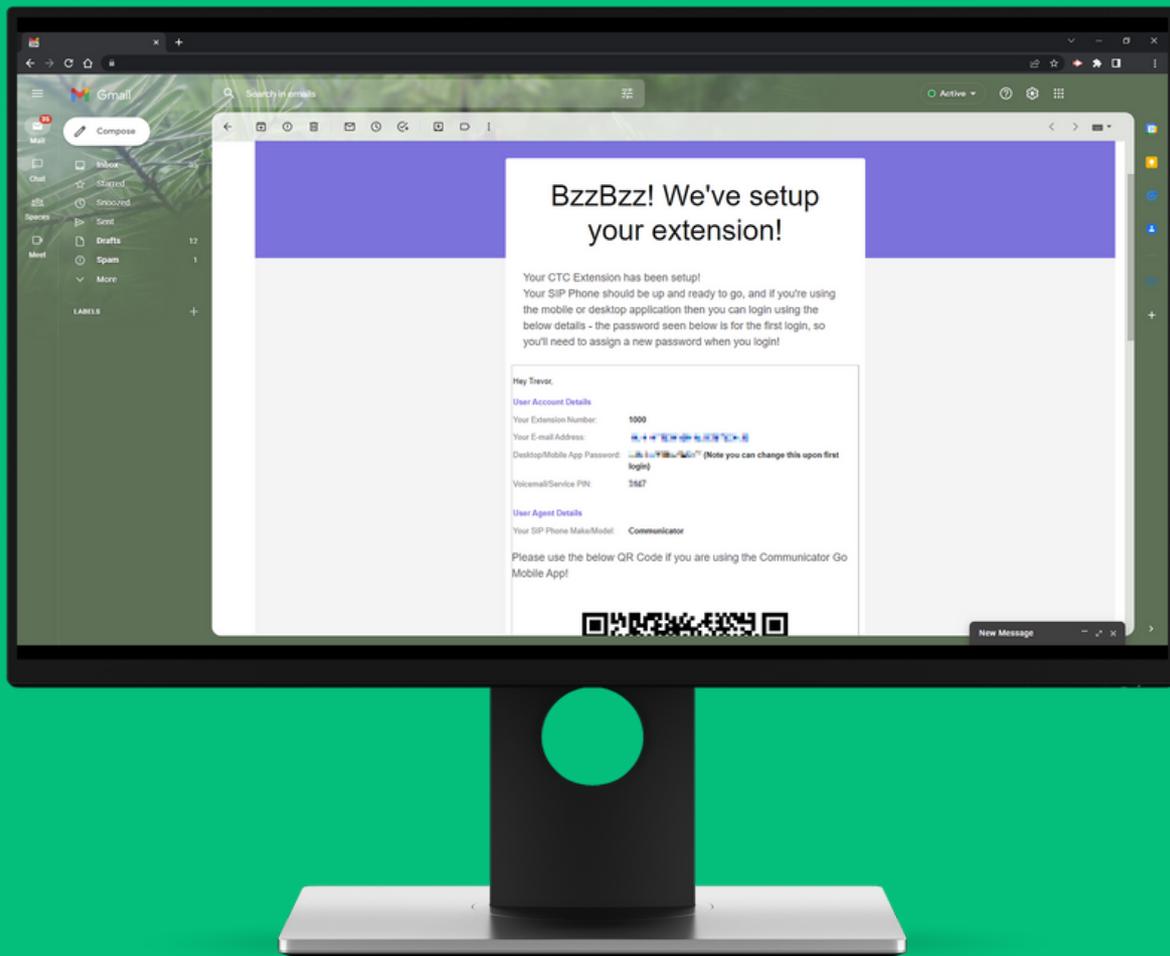


# Blaucomm Hosted Telephony (CTC)



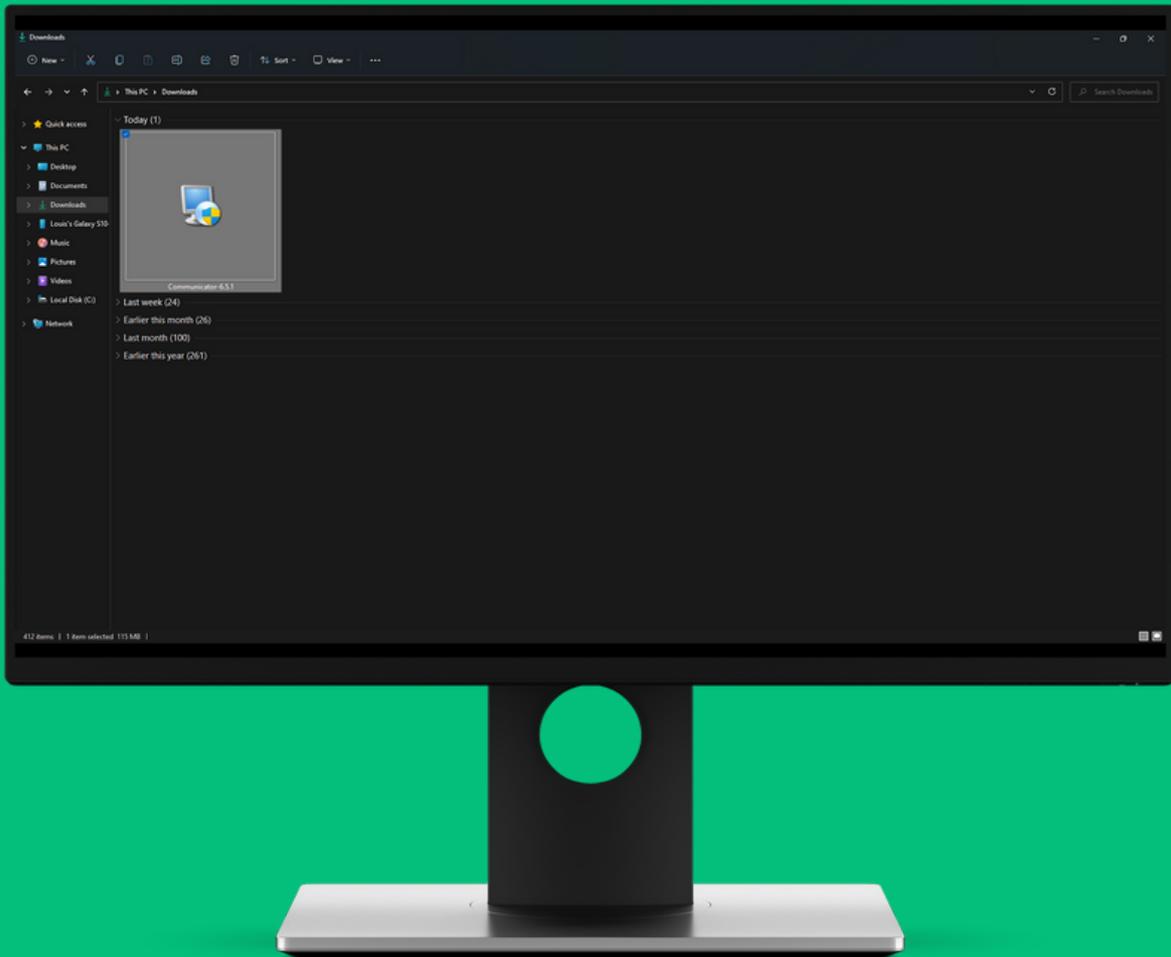
## Blaucomm Communicator GO 6 Mobile App **Basic User Guide**



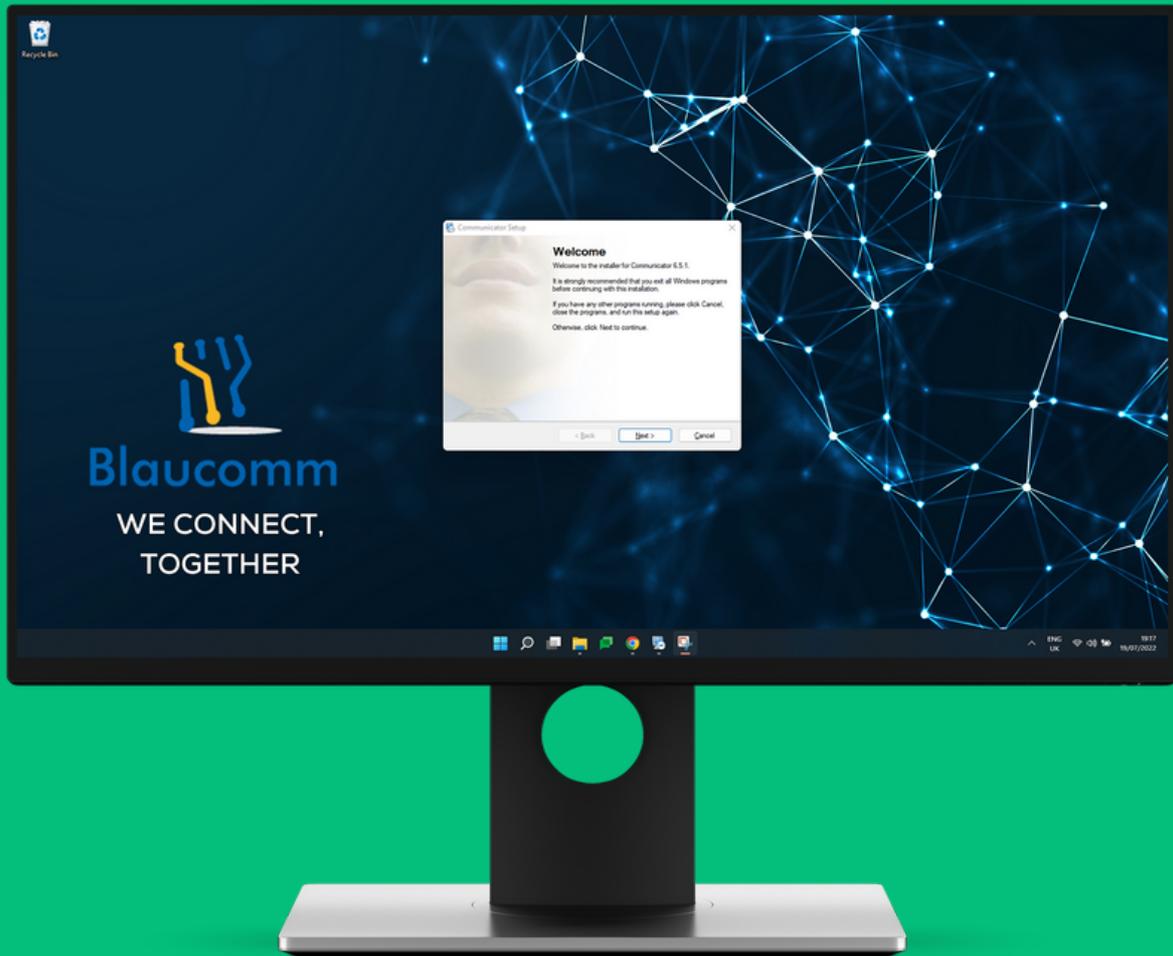
You should firstly receive an email from Blaucomm giving you the account details for your telephone extension.

Within the email is the **Extension Number**, **Email Address**, **Desktop/Mobile App Password** and your **Voicemail PIN**.

You will also have a **QR Code** and links to download the Communicator App. Click on the link to download the version for your PC, such as Microsoft Windows.



Once download, double click and run the software which is called 'Communicator'.



You may get a warning pop up asking you to approve the installation or warn the application is 'Not Safe'. This is normal, due to the fact the Communicator App is turning your laptop in to a telephone client which is obviously not an everyday thing Windows expects to see.

Depending on the popup, you may just need to click **Yes** or **More Info** and then **Run Anyway**.

Once you get the first setup box as above, click **Next**



Click **I agree to the terms of this license agreement** on the **License Agreement** page, then select **Next**



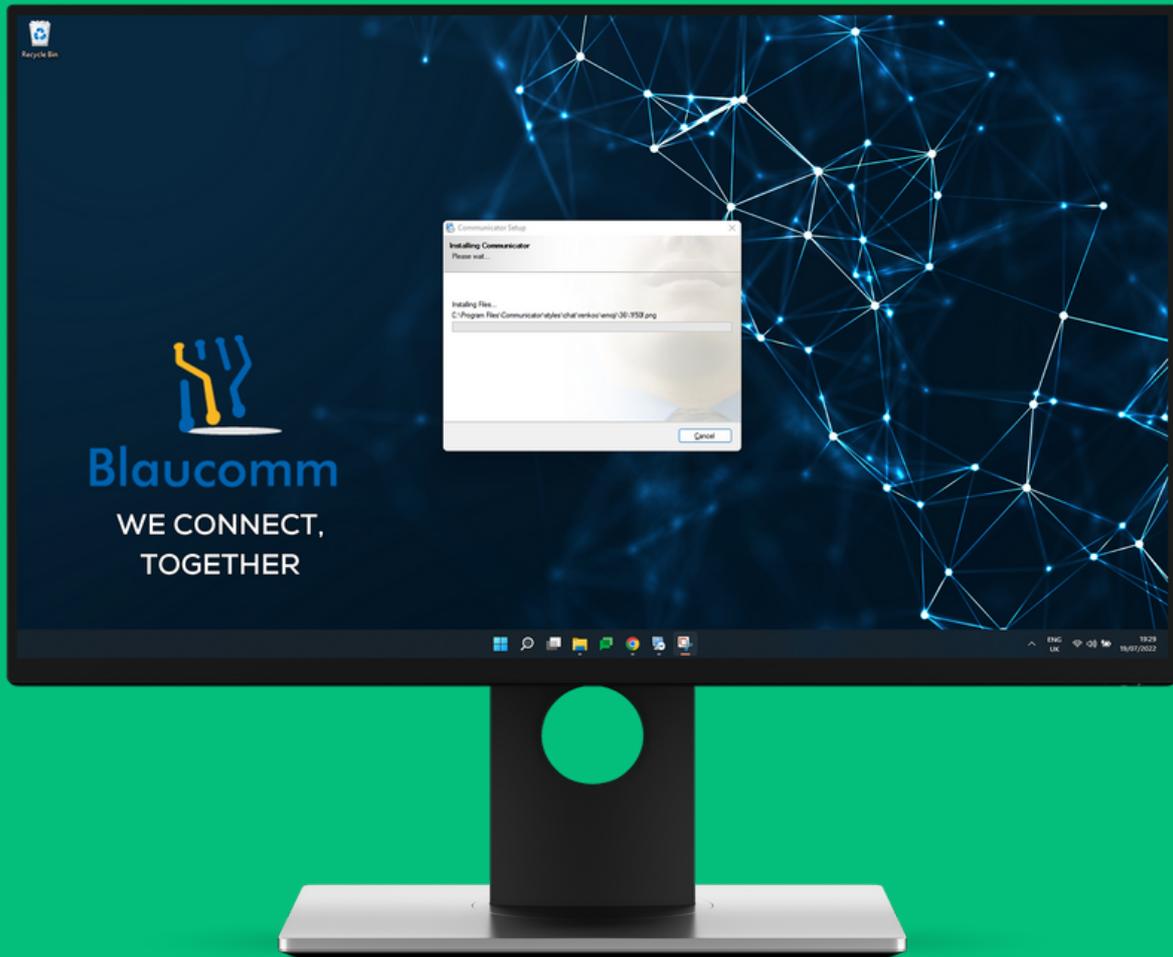
Click **Next** on the **Installation Folder** page without amending anything.



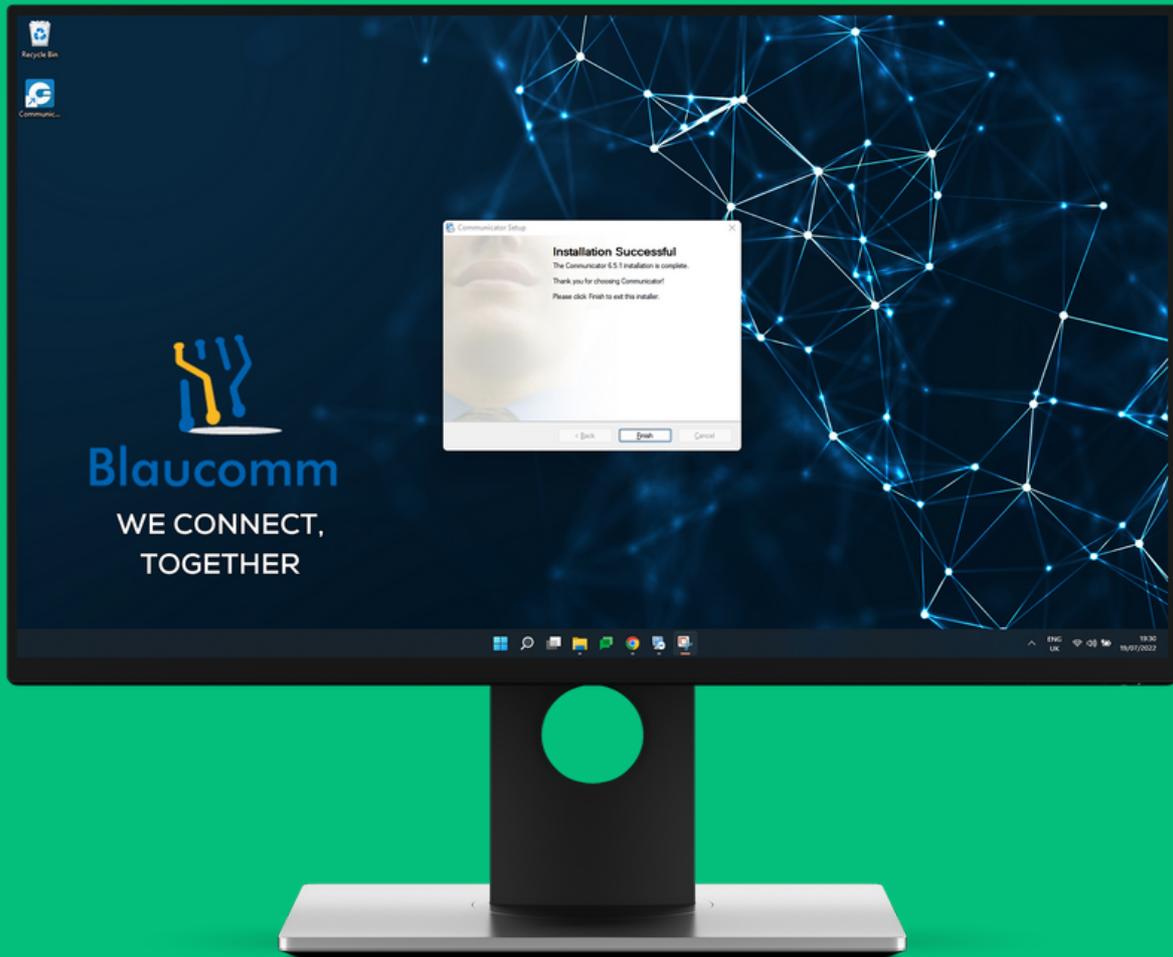
Click **Next** on the **Shortcut Folder** page without amending anything.



Click **Next** on the **Ready to Install** page.



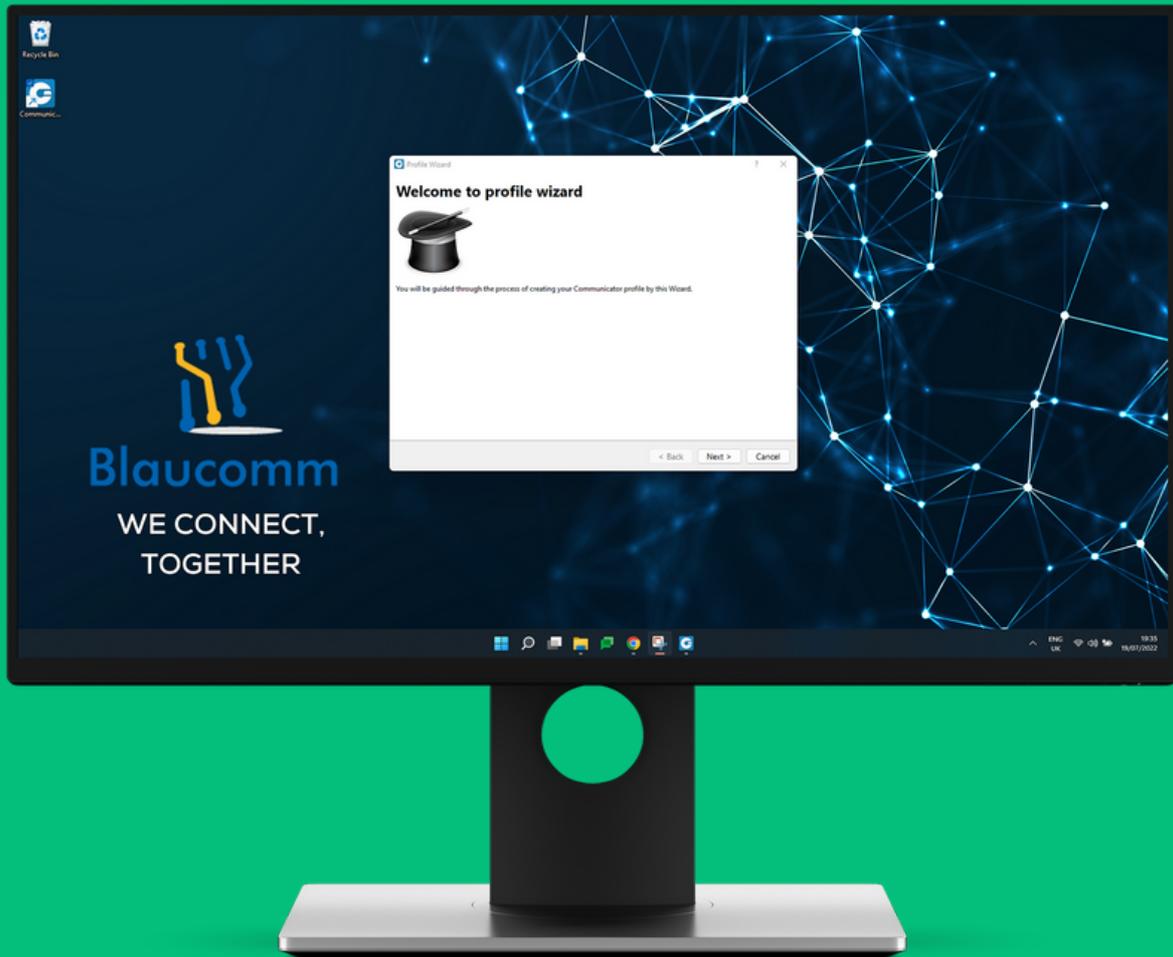
The Communicator App will now begin to install. It should only take 2-3 minutes.



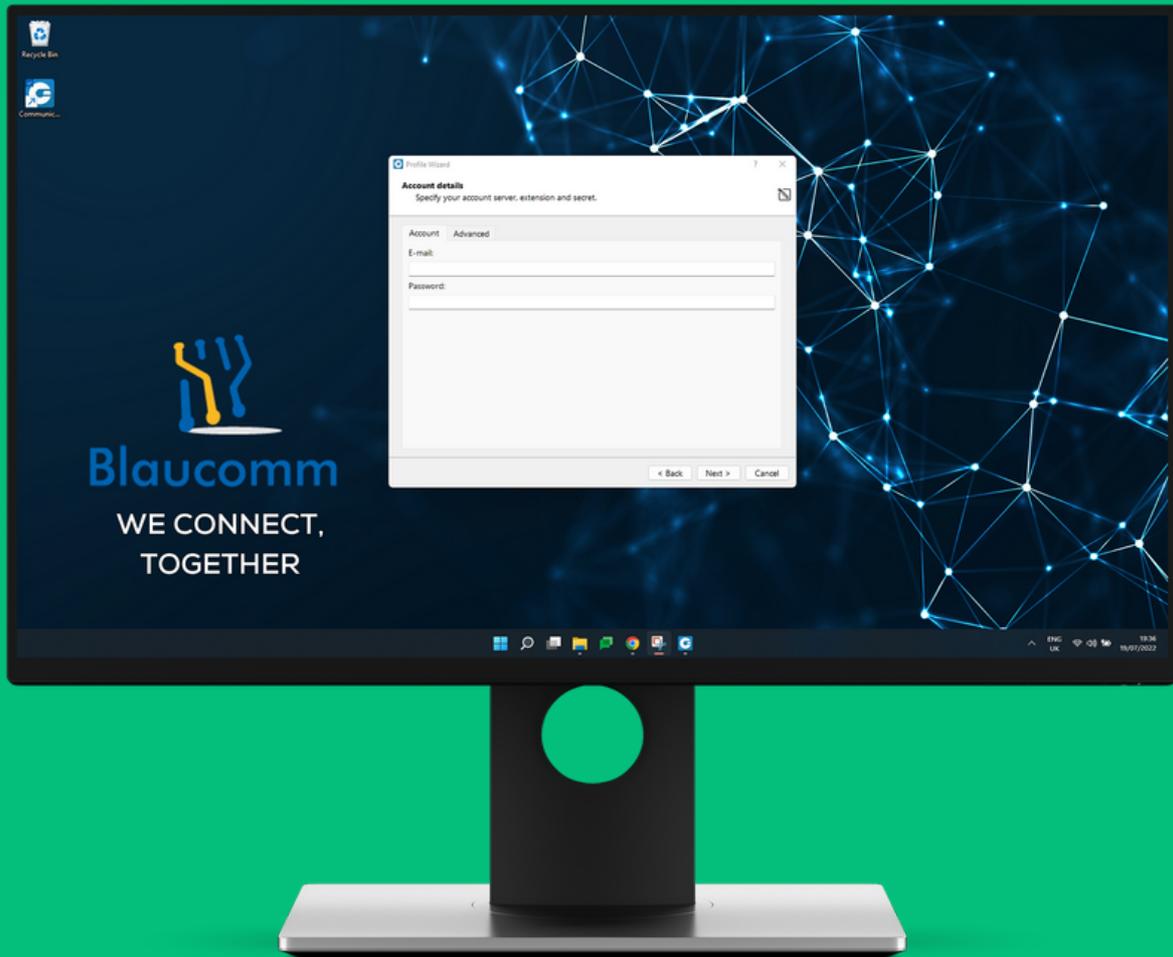
Once the installation is completed, click **Finish** on the **Installation Successful** page.



The installation wizard will now close. You should now see a **Desktop icon** for the **Communicator** app, or you can open the **Start Menu** and search for **Communicator**. Open the **Communicator** app.

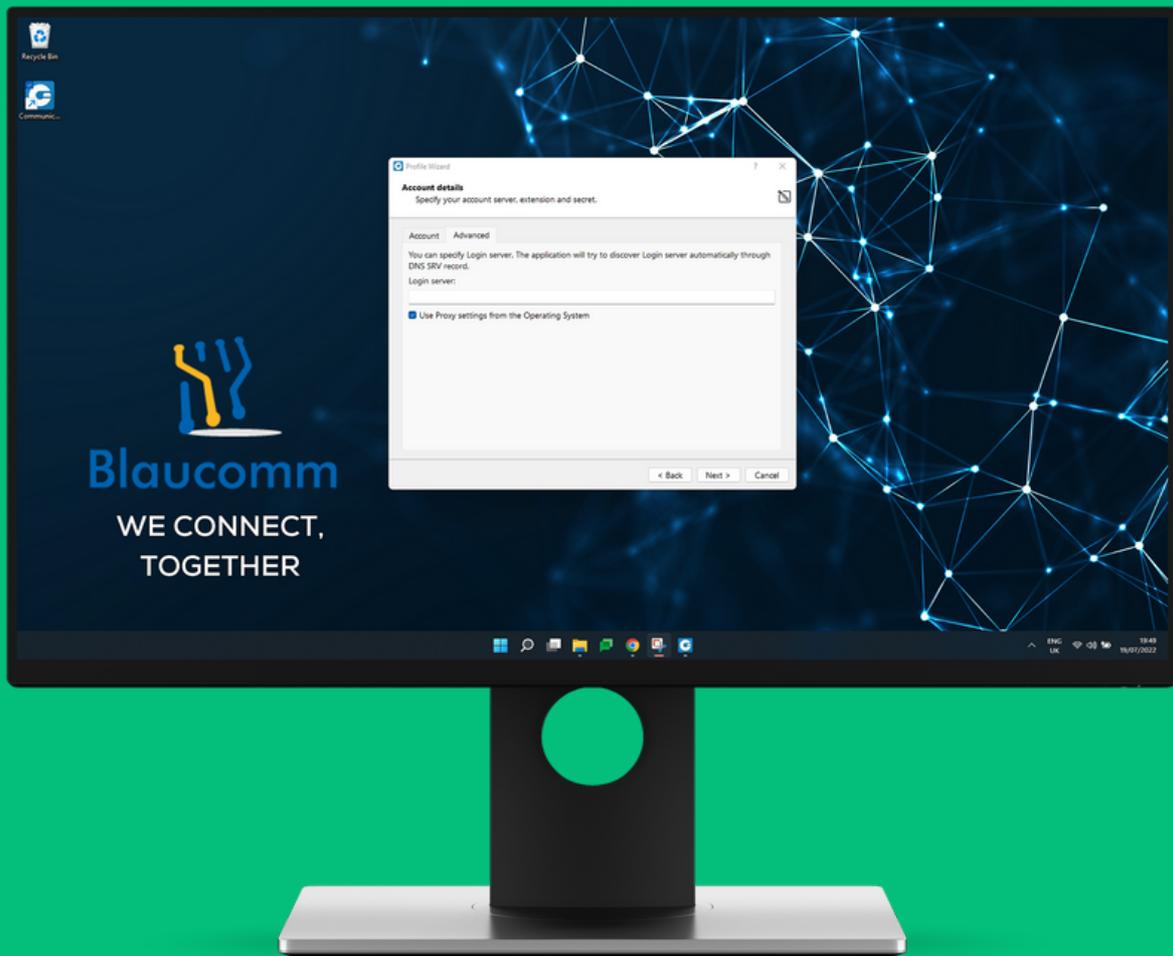


The **Profile Wizard** should now appear. Click **Next**.



On the **Account Details** page, you will see a box to populate the **Email Address** and **Password** from the setup you received earlier.

Please enter those details. Now click the **Advanced** tab at the top.



On the **Login Server** box, enter **ctc.blaucomm.co.uk** unless instructed otherwise. Then click **Next** at the bottom.



Setup a new password that matched the following criteria:

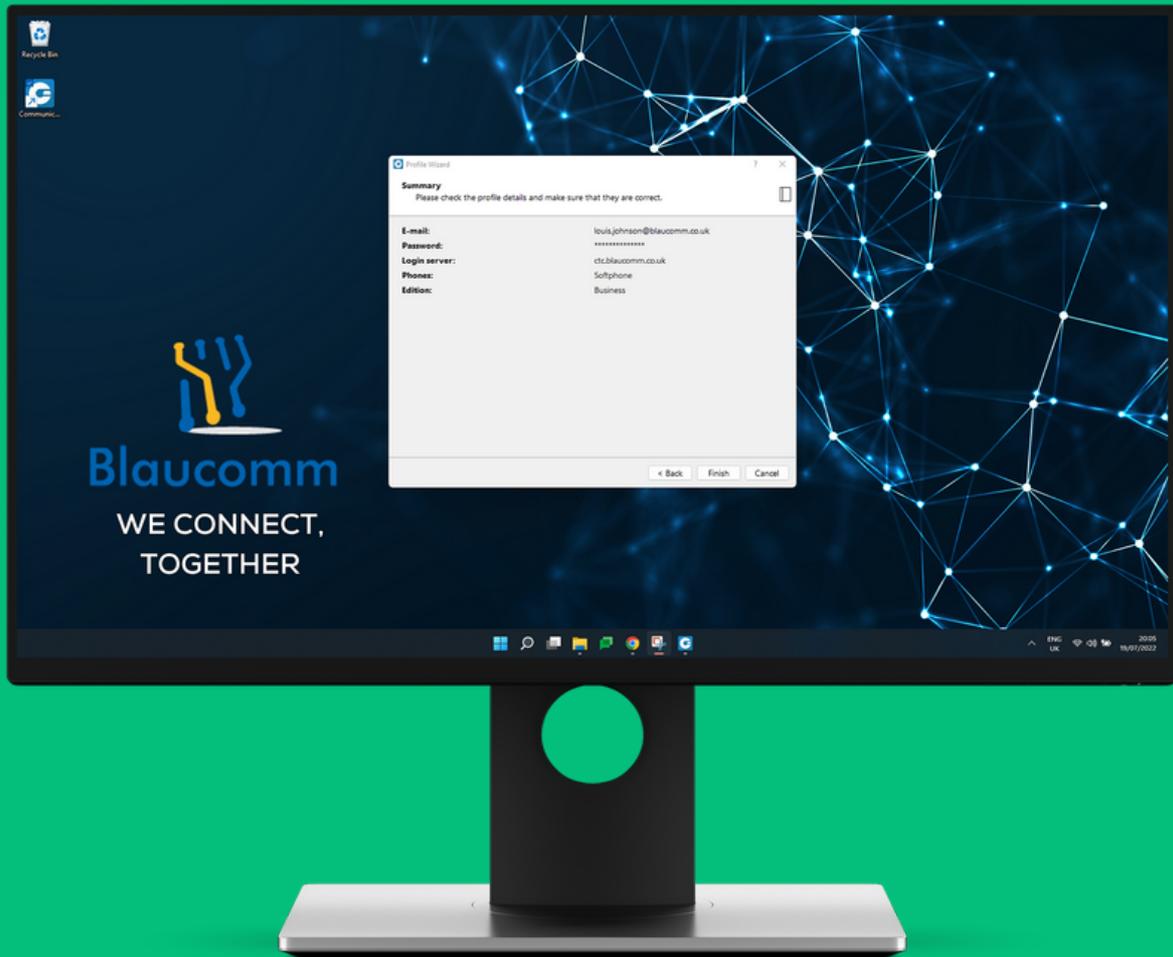
1. Minimum of 8 characters
2. Contains at least 1 uppercase character
3. Contains at least 1 lowercase character
4. Contains at least 1 numerical digit
5. Contains at least 1 special character

Once entered in the **New password** and **Re-type password** boxes, click **OK**

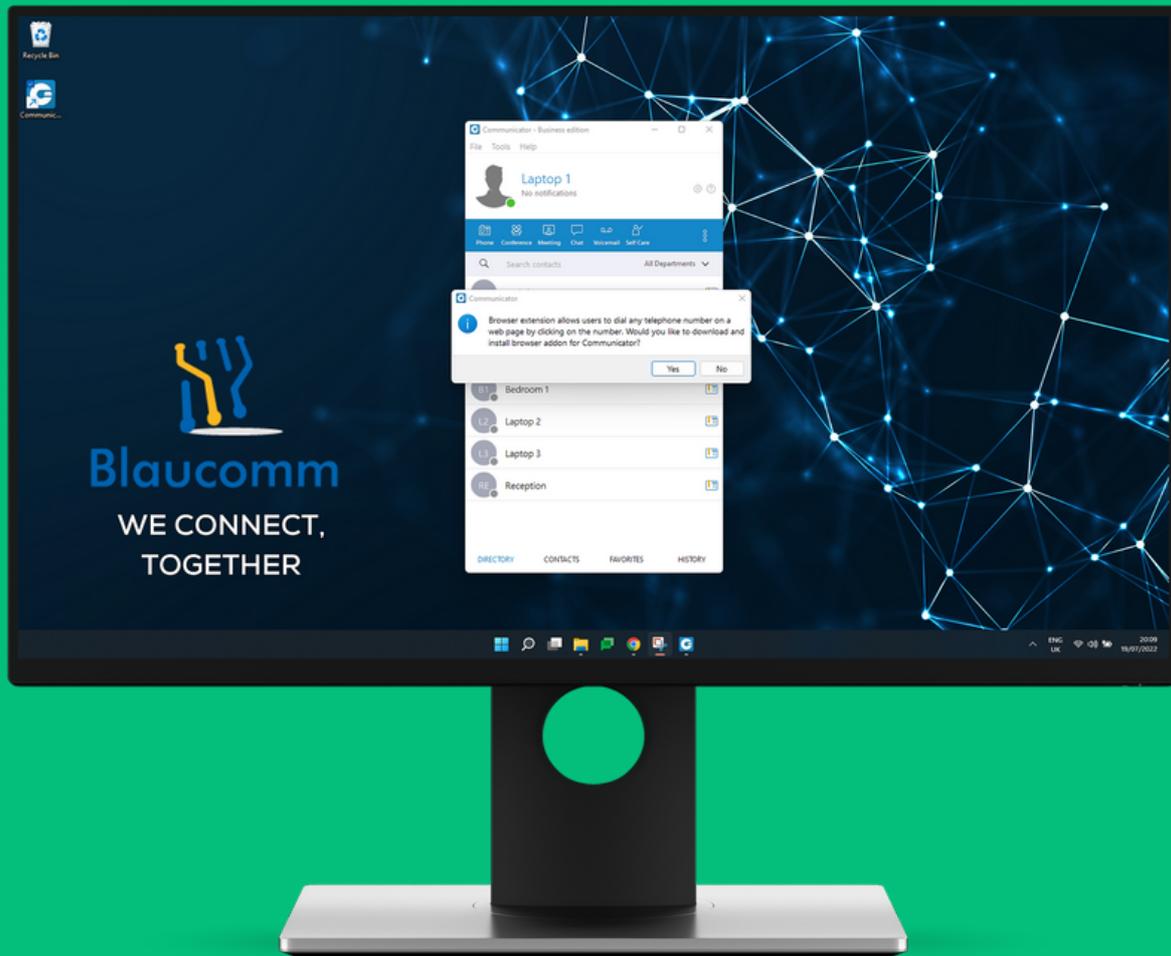


On the next page you will be asked to choose if you have a deskphone as well as using your PC as a softphone. If you have a deskphone, such as a Yealink or Fanvil, then leave this checkbox select. If you don't and are purely using your PC as a softphone, then un-check the **Use deskphone** option.

If you have mobile telephone number, you can click **Mobile** at the top and add it on there. Once done, click **Next** at the bottom



On the **Summary** page, click **Finish** at the bottom.



The Communicator client will now log you in. You will be prompted to install a browser add-on - we recommend clicking **No**.

There are some defaults that we recommend amending.

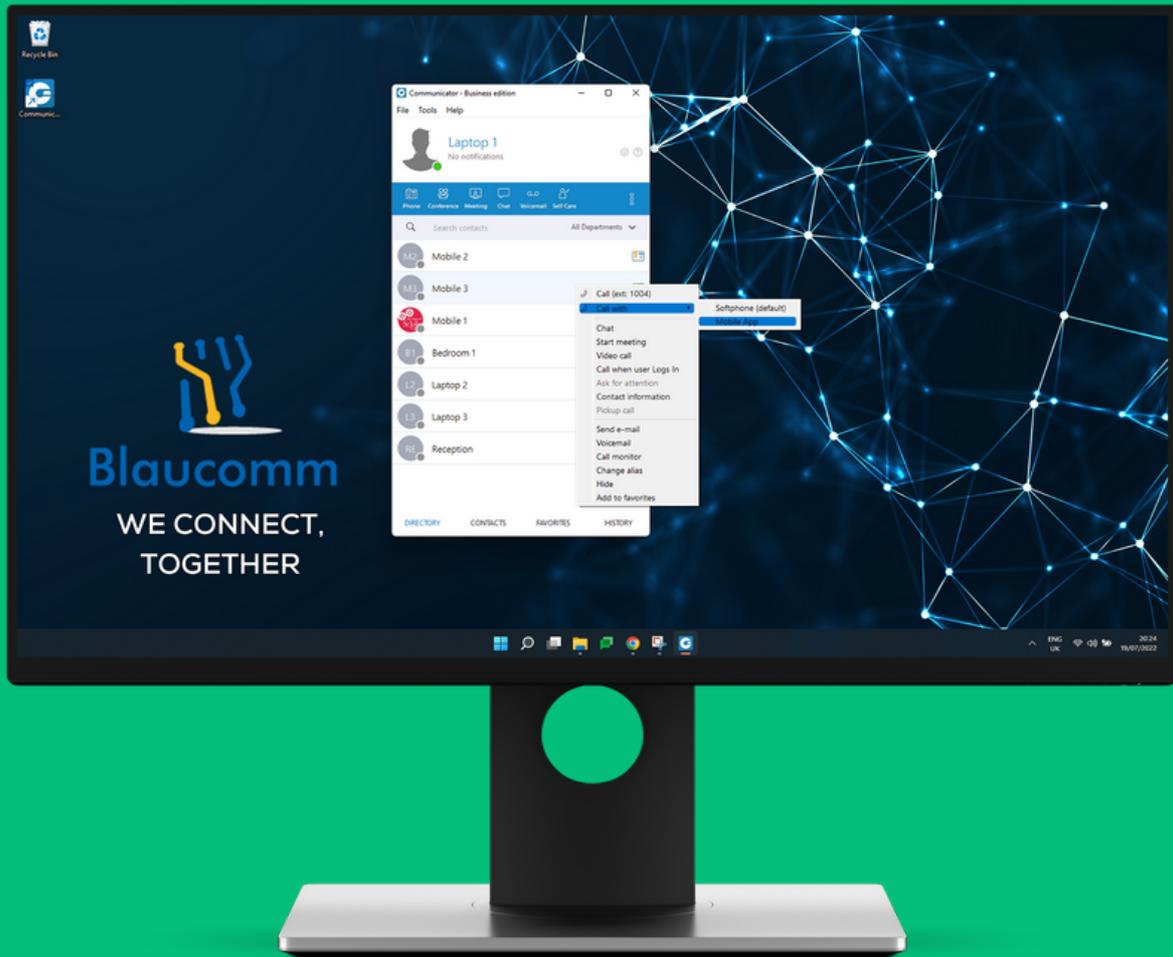
To access settings, you can either click the gear cog in the top right corner, or click **Tools** at the top and then **Preferences**.



Check the boxes for **Launch application at startup** and **Fix application scaling issues**. Then click **OK**.



To call a contact, you can click the phone icon on the right side of each contact or, you can right click a contact and choose **Call**. You can choose to **Call with** the contact with your **Softphone, Deskphone, Mobile App** or even your **mobile telephone number**, depending on what you have setup.



You will also see many other options when you right-click a contact, such as **Chat** which opens a chat dialogue with the person.

That's it!

That pretty much concludes the basic setup of the Desktop application.

Any question? Hit us up below!

You can reach support via :

[support@blaucomm.co.uk](mailto:support@blaucomm.co.uk)

03333 601 006

<https://blaucomm.co.uk/healthcare> and click "Live Chat"



Blaucomm