

C9 Trader Installation Guide

Contents

1. Installation Requirements	3
2. Download and Login.....	3
3. Audio Device Configuration.....	4
3.1 Configure Microphone Audio.....	4
3.2 Configure Left Handset Audio.....	5
3.3 Configure Right Handset Audio	5
3.4 Set Windows Audio Configuration.....	6

C9 TRADER INSTALLATION GUIDE

Welcome to the Cloud9 Installation Guide! By following these few simple steps, you will be ready to communicate using the powerful Cloud9 application, connect instantly with your counterparties, and gain access to a powerful directory of potential trading partners.

1. Installation Requirements

Users of the Cloud9 service must meet the following requirements on their PC:

- Windows 7/8/10 operating system.
- Microsoft .NET Framework 4.6 or above.
- Intel i5 processor or greater with 4 Cores and 8 Hyperthreading.
- Sound devices for playback (speakers) and recording (microphone). Cloud9 provides our own recommended devices which have been optimized for the application and trading environment.
- Internet access.

2. Download and Login

The application can be downloaded via the following address: <https://c9portal.xhoot.com/getC9/Setup.exe>

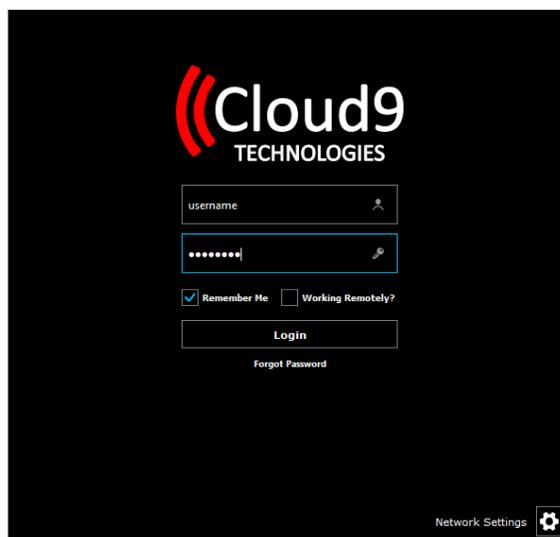
Entering the link above will download the executable file (setup.exe). Opening the file will begin the installation process.

Note: This link is only for non-MSI users. For MSI users, please contact your Firm Admins

Once the application installs, you will be brought to the login screen of the application. Enter your **User Name** and **Password**.

If this is your first time logging in, enter the User Name and Password you received in the welcome email sent by Cloud9. The password you received is **temporary**, and you will need to change it to a personalized password of your choice on your first login.

Note: New password needs to follow on-screen instructions, numbers may not count as a character



There are two options you can select when logging in:

- **Save your password:** Your credentials will auto-fill when logging in.
- **Working from Different Location:** Select if you are working from a location outside of your office or desk. This disables the **neighbor feature** for co-workers who were programmed to your neighbor list and will allow you to communicate with them when you are outside of the office.

If you have previously established proxy settings for the C9 Trader, click the **Network Settings** icon in the bottom right of your login screen, and enter your proxy server details in the window. If you have not done this in the past or have not been instructed by your IT team to take this step, proceed with login as normal.

This login prompt will not appear for users configured with **SSO (Single Sign On)**. The application directly takes the user to the Home screen upon opening the application.

3. Audio Device Configuration

3.1 Configure Microphone Audio

The top portion of the audio devices menu is used to configure the default microphone and speakers that will be used by the application. These will typically be used for shout down connections and intercom.

1. For the connection type, select the speaker icon for shout downs and the radio wave icon for intercom.
2. From the first drop-down menu, select the microphone you wish to use. Microphones provided by Cloud9 directly will be labeled as *Cloud9 Gooseneck Microphone*.
3. Click and drag the volume slider below to adjust the microphone gain. It is typically set between 80-85 pending the user's voice and can be adjusted later if needed.
4. Additional boost can be applied to the microphone by clicking the blue arrow next to Audio Boost.



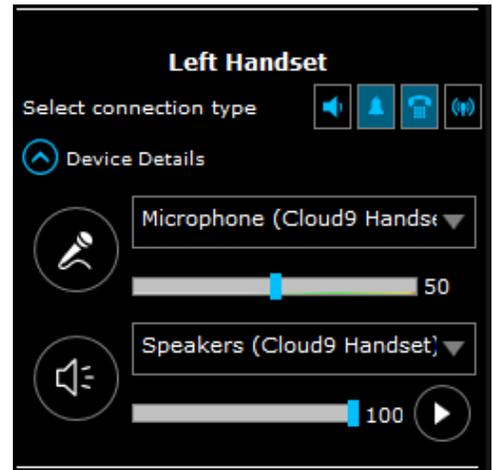
Note: The boost is very powerful, so it is recommended to only increase it in small increments. Cloud9 suggests a level 0 for most environments unless there is a requirement where we mostly set between 3-6db but never above 9dB

5. From the second drop-down menu, select the speaker that will be used with the application.
 - a. There may be multiple speakers connected to the PC. If you're unsure, click the play button. A chime will play through the speaker that has been selected. Adjust the speaker volume as needed.
 - b. Also, make sure that the volume on the computer is set right as that is the master volume. This can be done by Sounds > Recordings > right click on the device > Properties > Levels > and make sure it is at a 100.
6. Incoming Shouts will ALWAYS play from the speaker defined in this Microphone section.

3.2 Configure Left Handset Audio

Configuration of the left handset will follow the same process as configuring the microphone. The left handset will typically be used for ring down connection and Click to Call.

1. For the connection type, select the bell icon for ringdowns and the telephone icon for Click to Call.
2. From the top drop-down menu, select the handset to be used. If Cloud9 provided the handset, it will be labeled as *Cloud9 Handset*.
3. Click and drag the slider to adjust the handset microphone gain. It is typically set at 65 to begin however it can be adjusted later for each user’s voice.
4. From the second drop-down menu, select the handset speaker.



- a. Like the microphone speaker, clicking the play button send a chime to the handset speaker that has been selected.

Note: The “volume adjustment” on the handset speaker is for the “Click to Call” feature only. It is recommended that the volume be set to 100. If volume adjustments are needed, the handset will have a physical volume switch on the handle.

- b. For “non-Click to Call” connections. the sound adjustment can be done either on the handset handle or on the windows sounds settings

3.3 Configure Right Handset Audio

If you elect to be configured for dual handset capability, a second handset will be enabled. Configuration of the right handset will follow the same process as configuring the left.

1. Below the left handset configuration area, check the Enable Additional Device box.
 - a. This will enable the selection of the right handset. Uncheck the box to disable the device.
2. For the connection type, select the call type you want this handset to default to.
 - a. Connection type can be left blank if you prefer the left handset to remain the default device for ringdowns and Click to Call
3. From the first drop-down menu, select the second handset being used. If Cloud9 provided the handset, there will be a numerical identifier to differentiate between each handset.
4. Click and drag the slider to adjust the microphone gain. It is typically set at 50 to begin however it can be adjusted later for each user’s voice.



5. From the second drop-down menu, select the handset speaker.
 - a. Similar to the microphone speaker, clicking the play button will send a chime to the handset speaker that has been selected.
 - b. The volume adjustment on the handset speaker is for the Click to Call feature. It is recommended that the volume be set to 100. If volume adjustments are needed, the handset will have a physical volume switch on the handle.

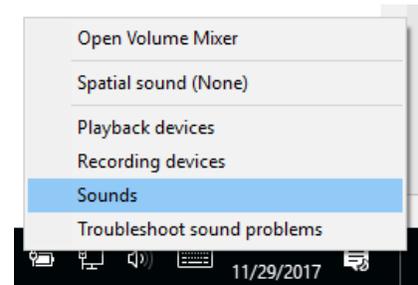
3.4 Set Windows Audio Configuration

Once all the devices are connected to the user's PC, there are settings within the Windows operating system that need to be adjusted for optimum setup.

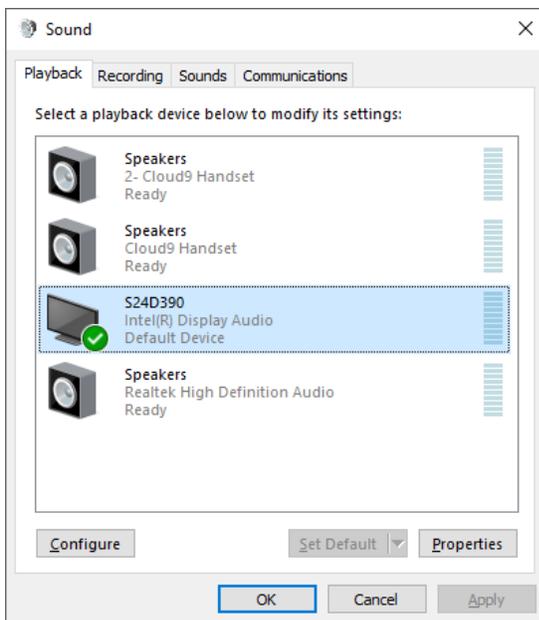


Open Windows Sound Settings

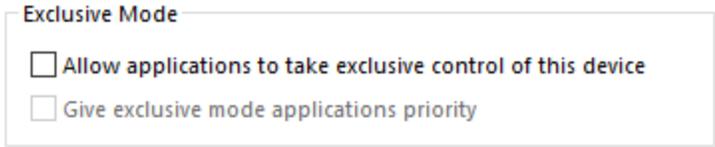
To open the Sound window, right-click on the speaker icon in the system tray and select Sounds. The Windows Sound menu can also be accessed from the Cloud 9 application by clicking on the circular icons in the Cloud 9 Audio Devices menu.



Adjust Playback Devices

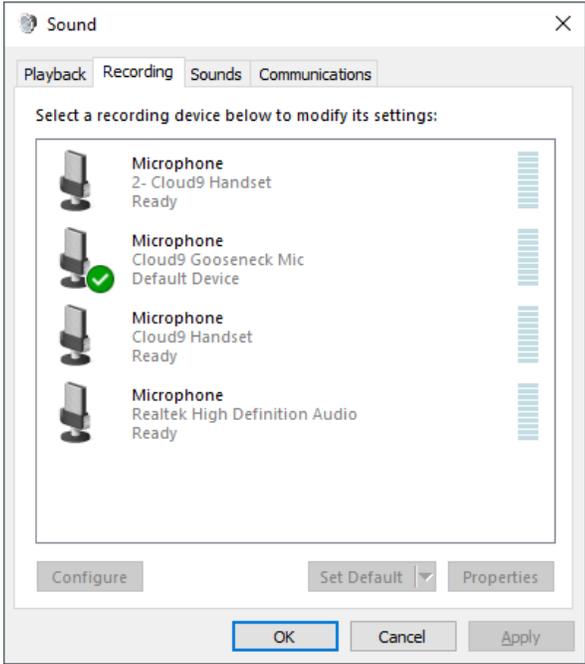


- For the best performance, it is recommended that Cloud 9 uses dedicated audio devices that are not being used by any other Windows service or application.
- On the Playback tab, please ensure that the Cloud 9 hardware is **not** set as either the Default Device or the Default Communications Device. If there are limited devices available this may not always be possible.
- Open the Properties menu of the Speakers being used by the Cloud 9 application and go to the Advanced tab. Untick both boxes under the Exclusive mode section.



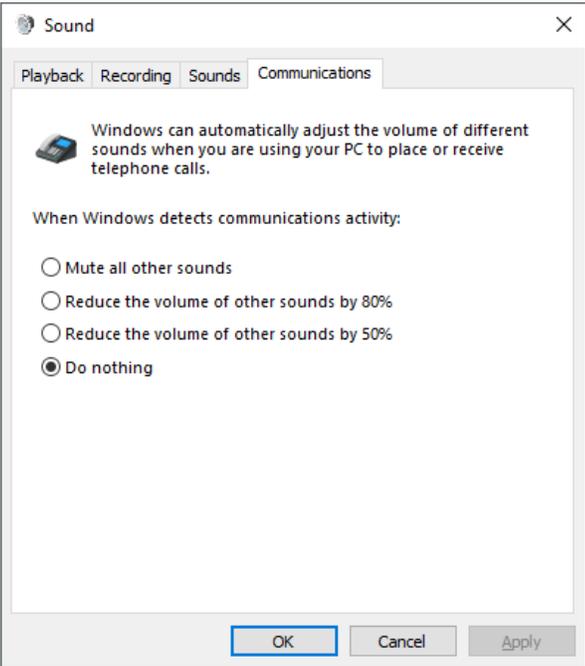
Adjust Default Microphone

- On the Recording tab, again where possible, make sure that the Cloud 9 microphone and handsets are NOT set as the Default Device or Default Communications Device.
- Open the Properties menu of the Recording devices being used by the Cloud 9 application and go to the Advanced tab. Untick both boxes under the Exclusive mode section.



Disable Communications Activity

- Open the communications tab and select the option "Do nothing".
- Click apply and OK to save.



C9 TRADER INSTALLATION GUIDE

If you need additional assistance installing or setting up the Cloud9 application, please contact Cloud9's support team via email or telephone:

- Email: helpdesk@c9tec.com
- US Support: 866-753-4239
- UK Support: +44 (0) 203-846-1109
- Singapore: +65 6809-3785