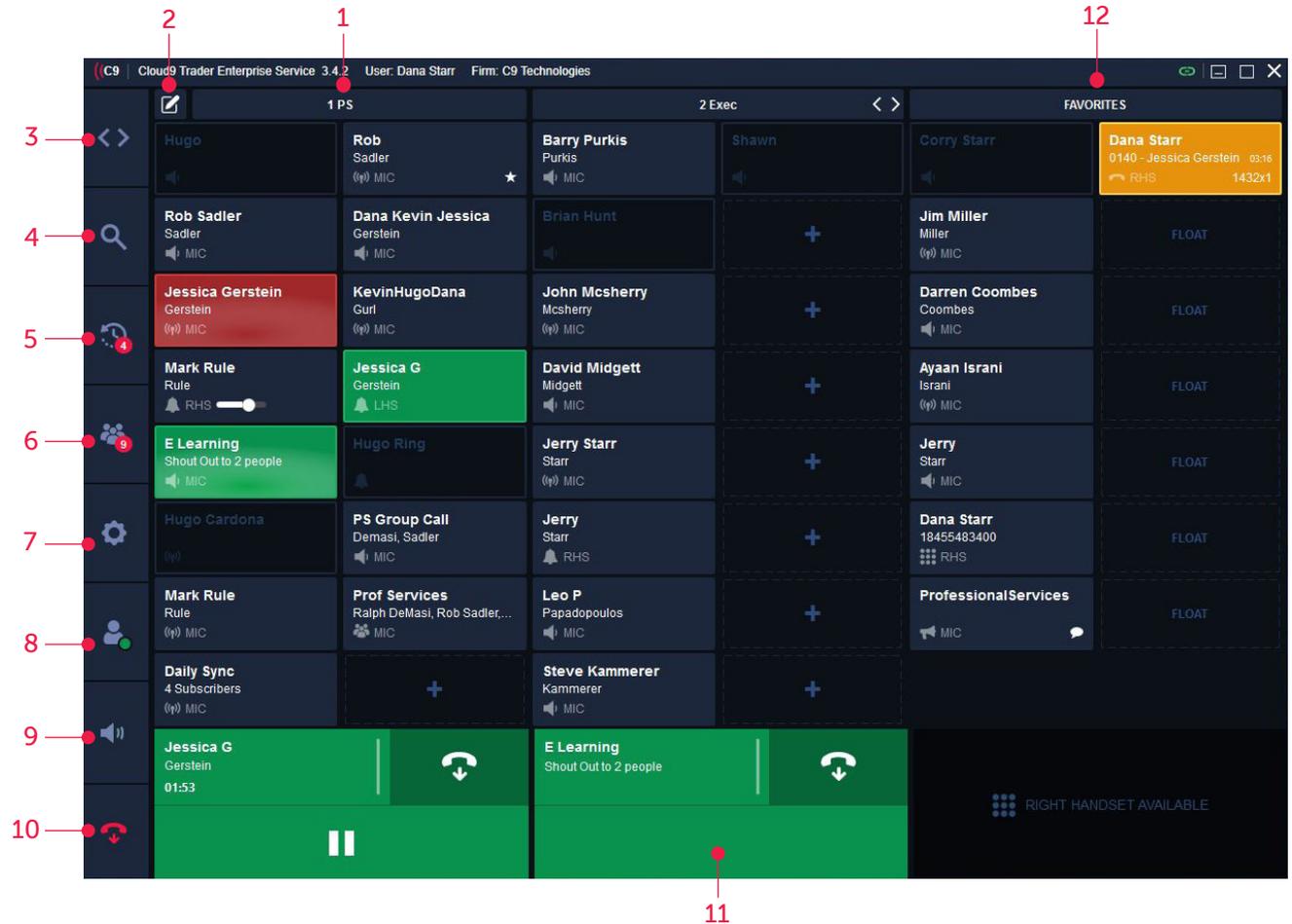


- Pages** allow you to customize the buttons on your layout for better organization. Minimize or expand your layout from one to three pages.
- Edit Button** enables a user to add new pages, delete and relabel pages, and reorganize buttons and pages by dragging and dropping them to the desired location by pressing the edit icon.
- Go To Page Menu:** Quickly navigate to a specific page.
- Global Search** enables you to search all your buttons, line appearances, directs, contacts, and Dynamic Intercom directory.
- Call History** displays up to 200 calls that remain between login sessions.
- Open the **Community** to create or manage invitations and connections, organize your layout, and add contacts.
- Settings Menu** is where users can configure their audio devices, program their button boards/CloudHubs, and make other system preferences.
- DND** prevents ad-hoc intercom calls from connecting and ringing out loud; DND can also be enabled for Dial Tone calls.
- Master Volume** controls overall volume for all call types.
- Global Release** to disconnect from all active calls on any device.
- Call Wells** represents the configured audio devices and where active calls are available.
- Favorites Panel** allows a user to pin frequently used connections by dragging and dropping them into the panel. Any unused buttons will default to Float keys. Incoming call activity enabled for "Float" will appear under Favorites when not on the connection's page.



BUTTON STATUS

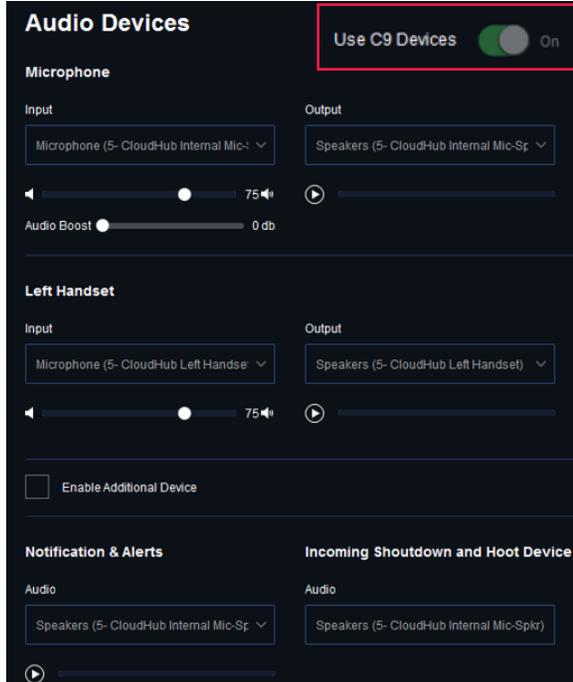
SOLID	Counterparty is available	Shutdown connection	AUTO Auto answer is on and only appears on Intercom buttons
FLASHING	Priority incoming call	Ringdown connection	Muted speaker
FLASHING	Incoming call	Intercom connection	Privacy engaged
FLASHING	Outgoing call	Hoot channel	User is talker on Hoot
SOLID	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

STRATUS HELPFUL TIPS

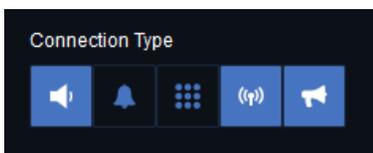
MANAGING AUDIO DEVICES

To configure Audio Devices, click on the settings icon on the left side menu panel > Audio Devices

- A user can use up to 3 audio devices with C9 (Microphone, Left Handset, Right Handset)
- For each device, in the Input drop-down menu, select the desired microphone
- From the Output drop-down menu, select the speaker
- If using a CloudHub, users can select 'Use C9 Devices' and it will automatically assign the audio devices.

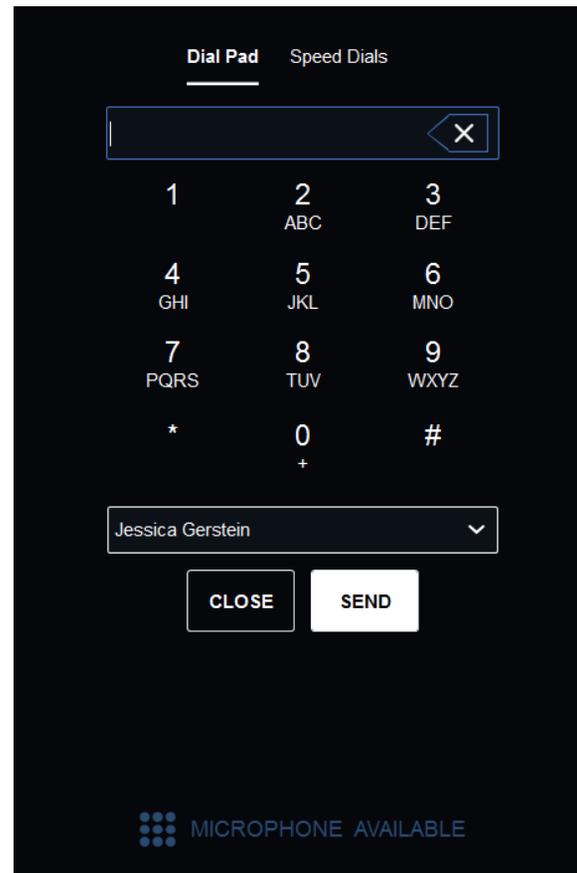


Connection Type is selected next to each device. This is showing the default device that will pick up for that call type.

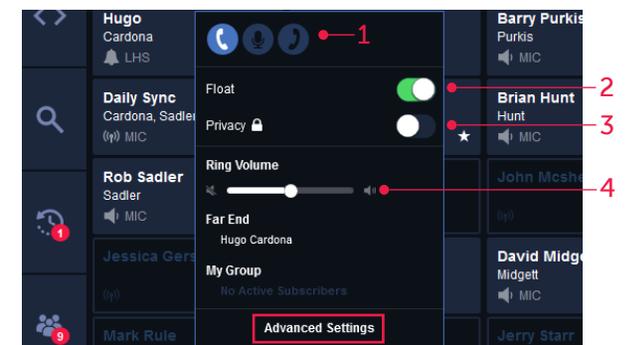


ACCESSING THE DIAL PAD

Each call well has an associated dial pad that opens from the call well that can be used to initiate a Dial Tone call.



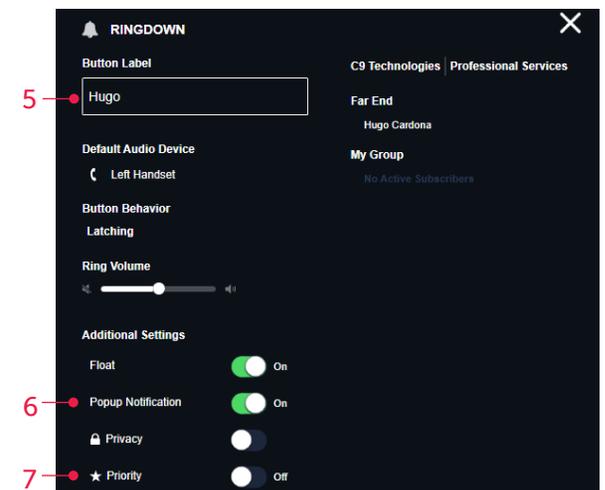
RIGHT-CLICKING ON A BUTTON



1. Can toggle between devices depending on how a user had setup their audio 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. Turn privacy on/off
4. Adjust the incoming ring volume

ADVANCED SETTINGS

5. User can edit the Button Label
6. Enable Popup Notifications
7. Mark as priority call

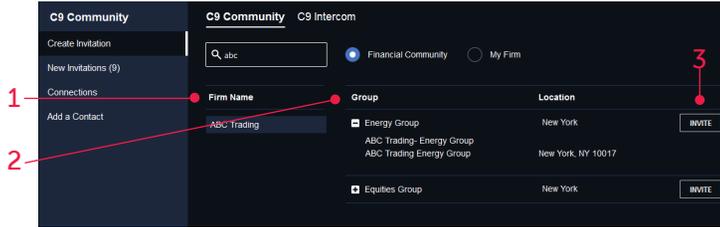




This is where a user creates and manages invitations and existing connections and adds contacts

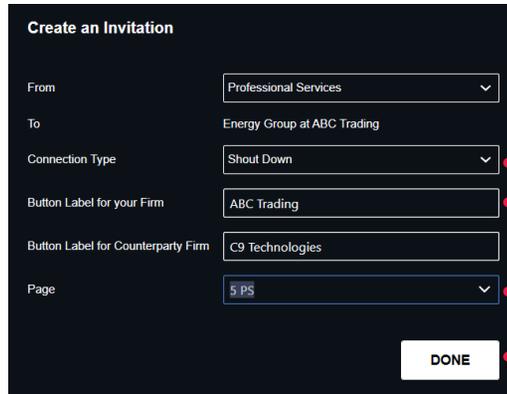
CREATING INVITATIONS

Creating invitations allow users to create Shoutdowns and Ringdown connections within the C9 community as well as for Intercom



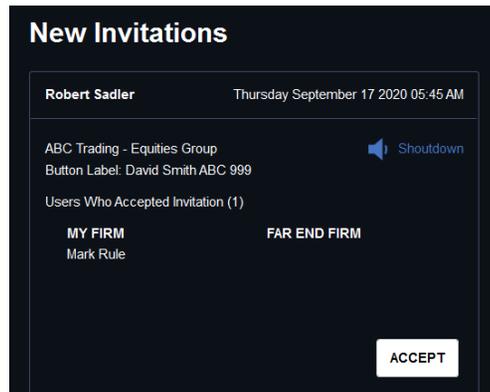
1. Select a firm to connect with
2. Select a group within the firm
3. Click Invite

Clicking on the "Invite" button opens the below create invitation pop-up



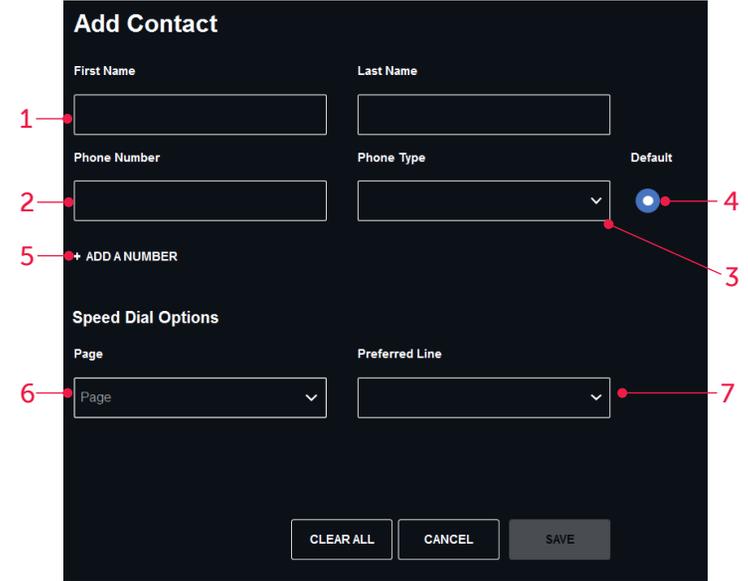
4. Choose the connection type
5. Label each side of the connection
6. Select page connection will appear on
7. Click Done

Once the invitation has been sent, the Far End user will receive an invitation they can choose to Accept or Ignore



ADDING CONTACTS

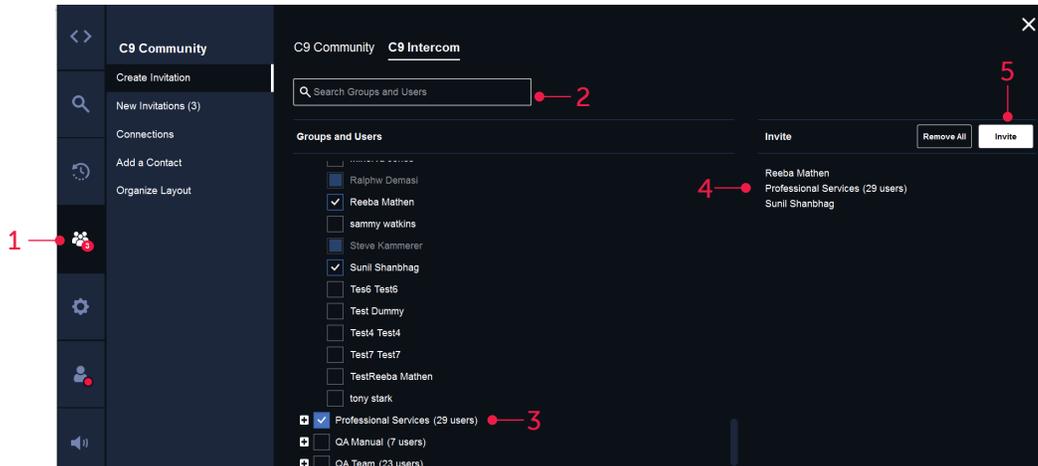
Adding Contacts allows for a user to store "contacts" which are individuals with one or more associated phone numbers



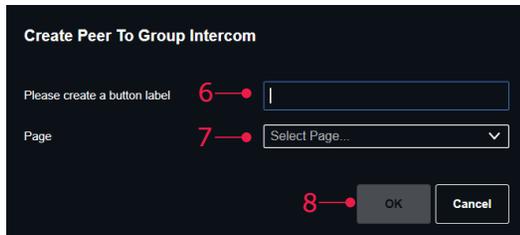
1. Insert at a minimum the first name of the contact you want to save
2. Input the phone number
3. Select the phone type
4. If there are multiple numbers for a contact, select which is the default
5. Select the + to add an additional number for the contact (supports up to 3 numbers)
6. Option to add the contact as a speed dial and select the page you would like to see the button on
7. Select the preferred line you would like to dial the speed dial from



CREATING INTERCOM CONNECTIONS

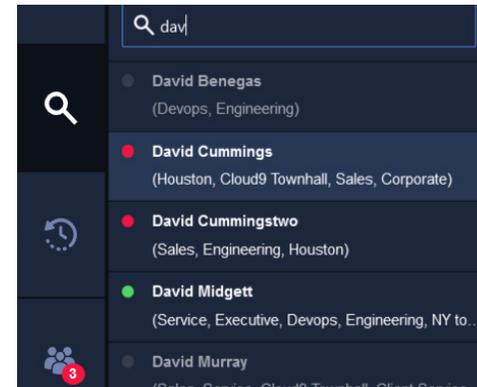


1. Go to Community tab from the navigation panel
2. User can use the search bar to search by groups and users
3. For Peer to Peer intercom, users need to check an individual name they want to invite. For Peer to Group, they can select a whole group or hit the + icon to view and select specific individuals in a group
4. Selected users and groups will appear on the right side of the page. Limit of 50 users on a group intercom
5. Hit the invite button



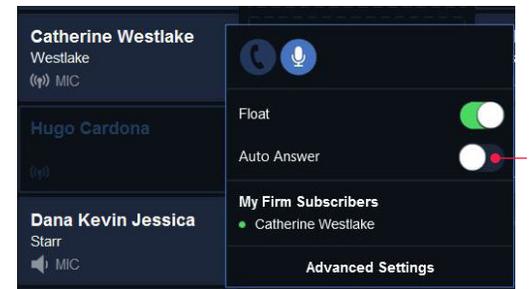
6. Intercom invitation pop-up allows the user to specify the name for the intercom but will auto populate the name of the selected user for peer to peer intercom connections
7. Page selection will need to be assigned for the intercom button
8. Hit OK

DYNAMIC INTERCOM



- Have Ad-Hoc calls to internal team members without creating a button
- Accessible from the Global Search button on the navigation bar
- Recent dynamic intercom calls appear in the user's history and can be directly redialed from the history page and saved as a button
- 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

RIGHT-CLICKING ON A BUTTON FOR AUTO-ANSWER



1. Toggling Auto Answer is the unified setting for "auto answer" and "auto speaker". For both Peer to Peer and Peer to Group Intercom, the incoming intercom will ring instead of engaging automatically