

Installing the Desktop Client

Prior to installing the new 'Desktop Client' application it is important to remove the previous version of your phone system application 'Phone Buddy'.

How to uninstall Phone Buddy



Click **'Start'** button



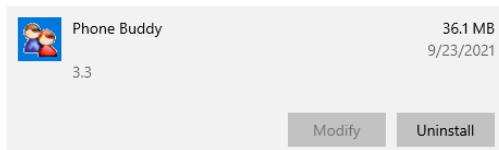
Select **'Settings'**



Apps
Uninstall, defaults, optional features

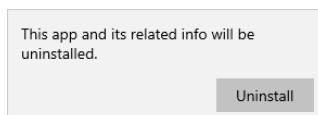
Select **'Apps'**

Under **'Apps & features'** find the entry for **'Phone Buddy'** and click to highlight and select



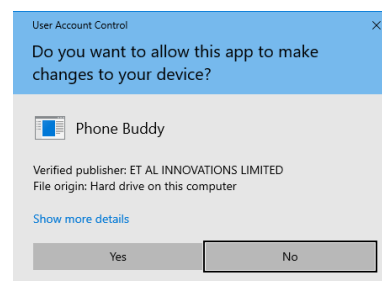
Click **'Uninstall'**

You will be requested to confirm your action:



Click **'Uninstall'** to confirm

If you receive a 'User Account Control' validation popup, select Yes to continue



Using Windows Explorer, navigate to **"C:\Program Files (x86)\Altos"**

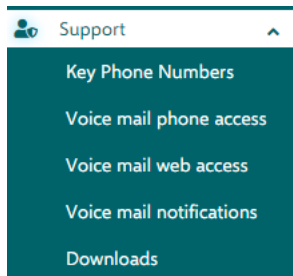
Highlight the sub-folder named **'Phone Buddy'**

Right-click and select **'Delete'**

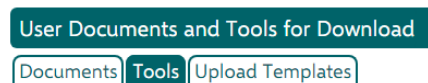
How to Install Desktop Client

Login to your user portal at <https://www.telephony-cloud.com/>

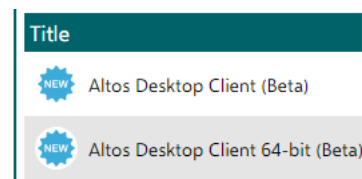
Expand the **'Support'** menu and select **'Downloads'**



Select the **'Tools'** tab



Find the version of the installer you wish to use (32-bit or 64-bit)




And click the download link



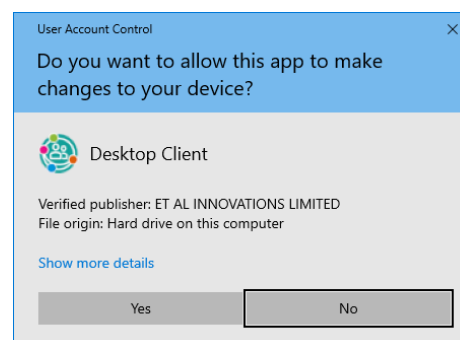
The file will be saved to your default download folder location

When the download is complete, navigate to this file location Using Windows Explorer

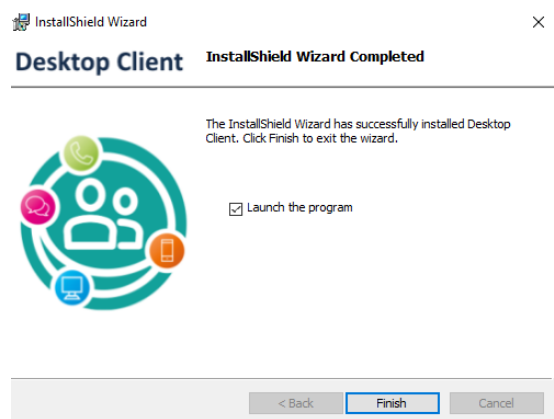
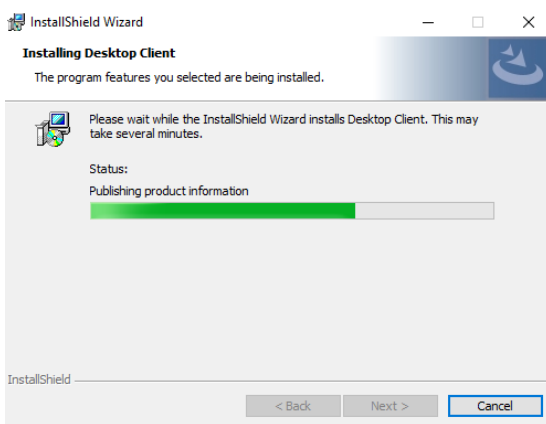
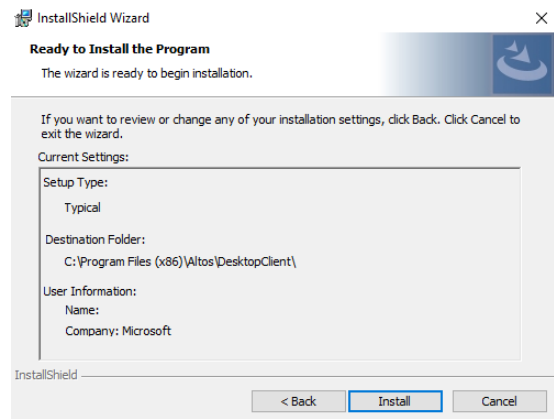
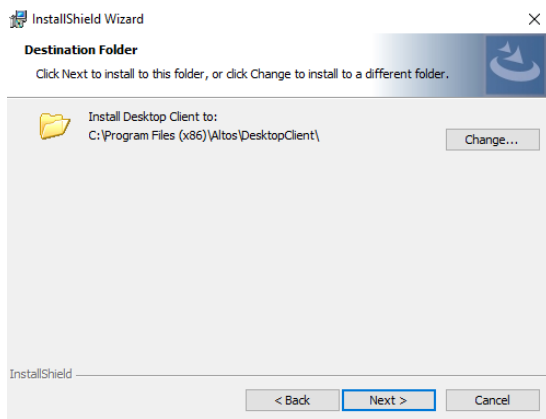
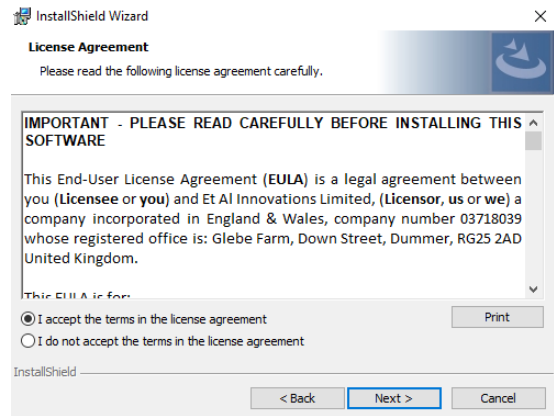
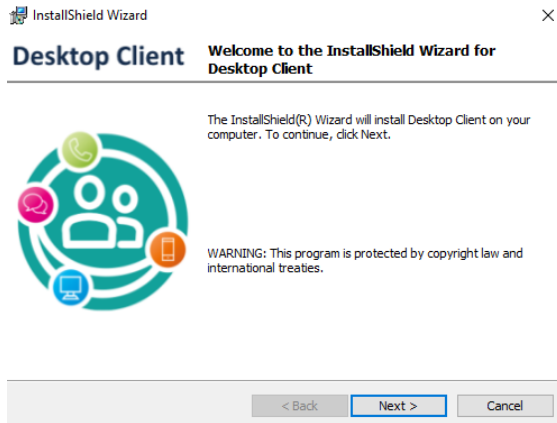
Highlight the file  DesktopClientSetup64bit.exe

Right-click and select  Run as administrator

At the User Account Control prompt, select **'Yes'** to continue the installation



Step through the installation wizard, accepting the defaults:



Your new Desktop Client application is now ready to use.

Log on



Desktop Client

Please enter your credentials

Log on as: ✓ Available

Remember me

Sign In

Please enter your existing Username and Password credentials.