An important update to your Cloud Phone Desktop App

Hi there,

The Cloud Phone desktop client has an internal certificate that expires one year after the client is released on the Cloud Phone platform. This expiration date for the current app is 23 April 2022.

This internal certificate is critical to the client functionality, and you need to update the Cloud Phone desktop clients for all users in your business prior to 23 April 2022 to avoid service disruptions due to certificate expirations.

This update does not apply to Cloud Phone mobile apps, however it is good practice to keep mobile clients updated. We recommend enabling auto-update for Cloud Phone on your mobile.

How to upgrade the desktop client

The desktop version of Cloud Phone is available from the Cloud Phone User Portal at
https://cloudphone.spark.co.nz/myphonenext/

- Sign in to the user portal from your desktop using your Cloud Phone credentials

- Go to My Apps

- Select Desktop softphone

- Select Desktop communication for PC or Mac

- When the pop-up appears, select Save file and follow the prompts

If your business does not allow self installation of apps, contact your IT administrator.

Need help?

If you have any queries about this, contact the Cloud Phone team via chat at
https://www.spark.co.nz/help/chat/reactive-chat-cp/ .

Thanks,
The Cloud Phone team at Spark

Part of Spark Business Group

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