

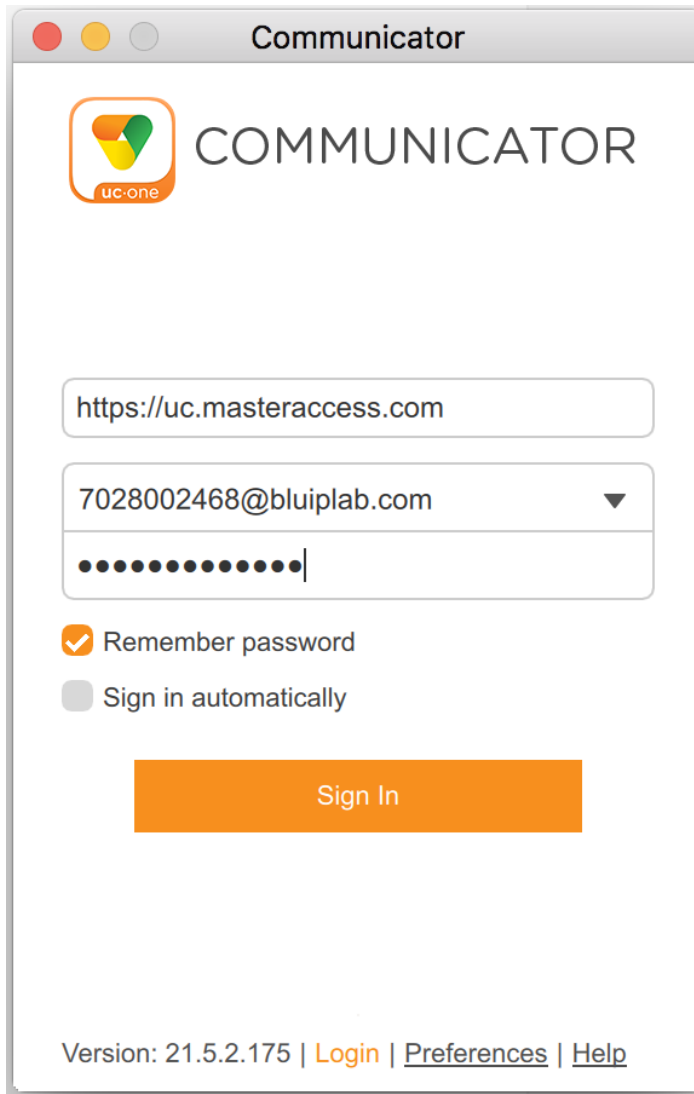
Communicator for Desktop

Upgrade Procedure to version 22.0.0 for Mac Users

If you're using version of UC communicator, which is older than version 22.0.0, you will be forced to upgrade to the latest version to start the software.

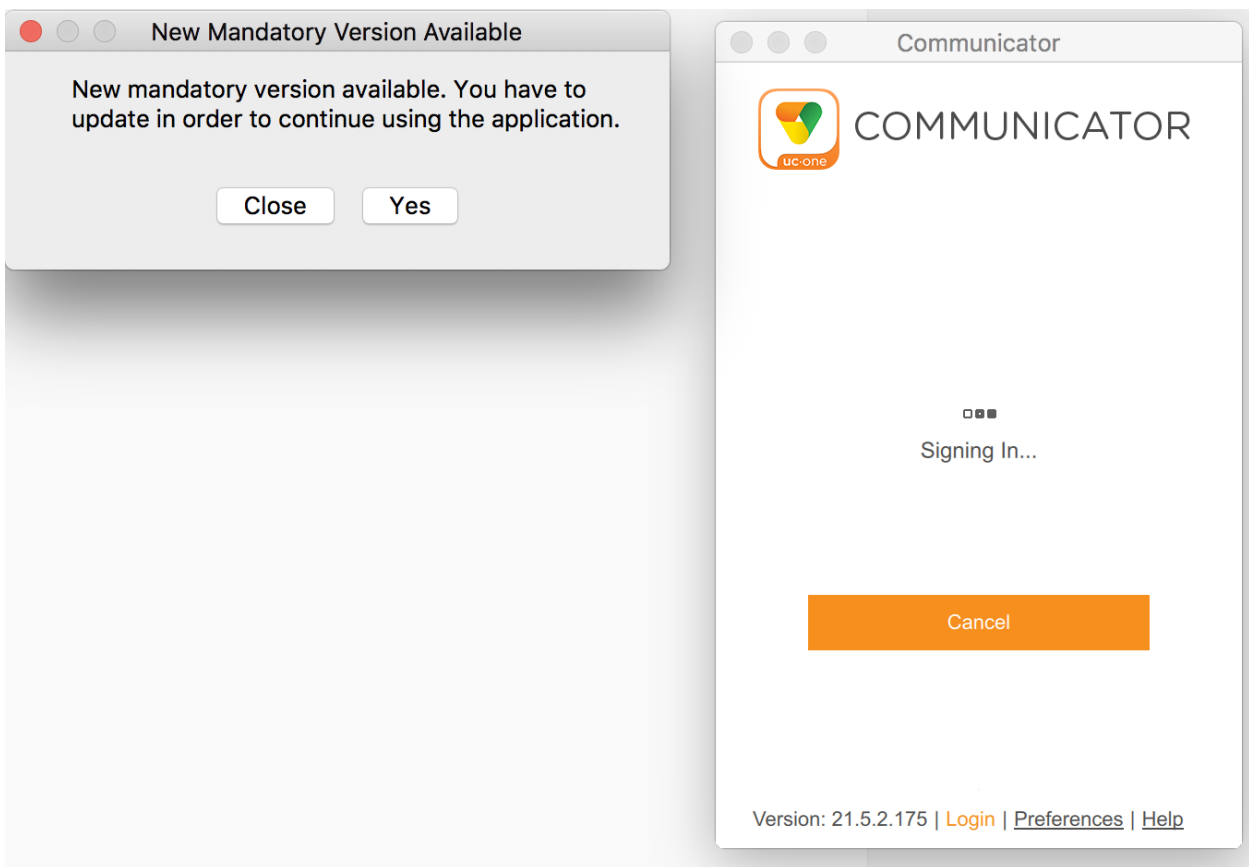
The steps below describe this process.

1. Sign in with your credentials

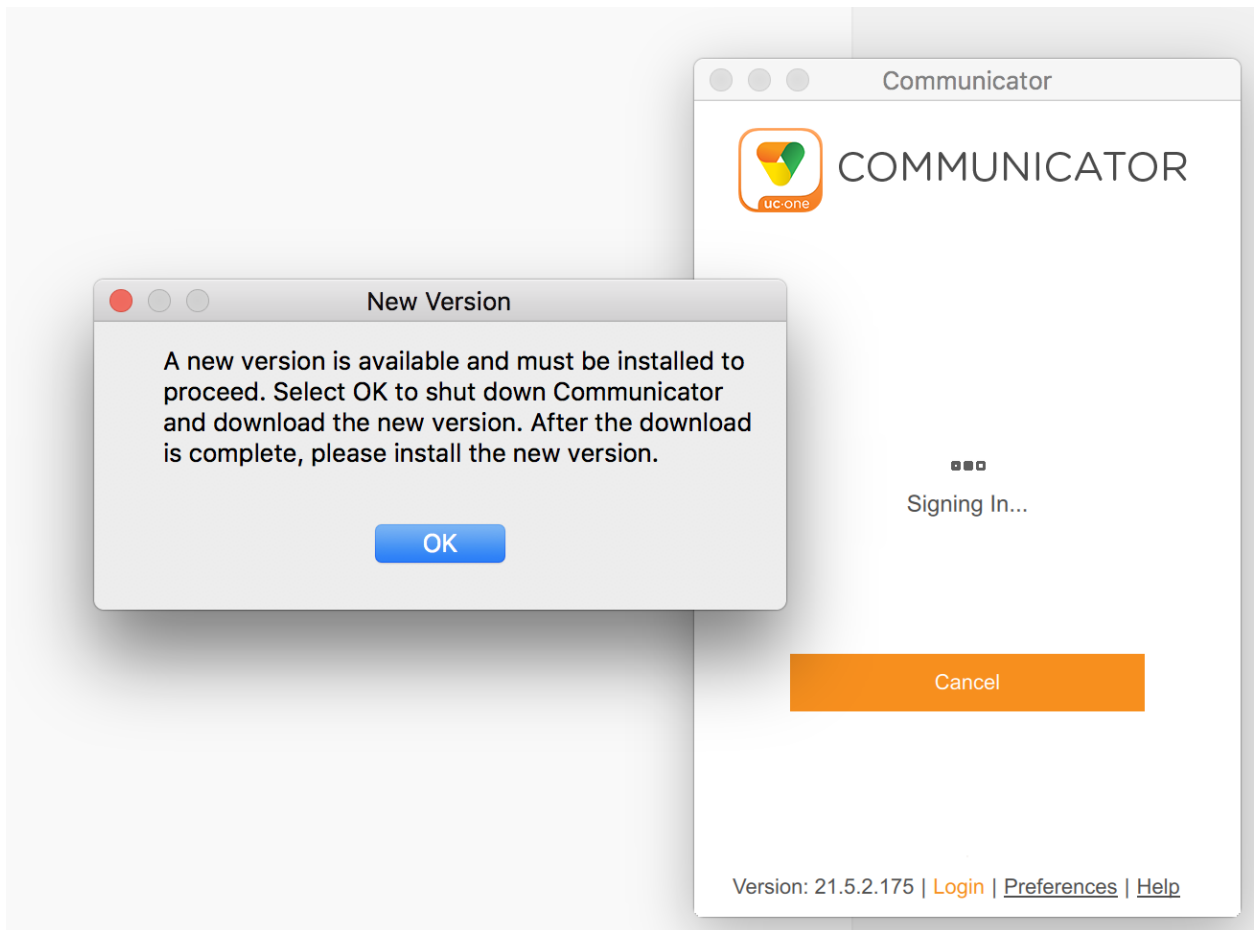


The screenshot shows a window titled "Communicator" with a standard macOS-style title bar (red, yellow, and grey buttons). The window content features the Broadsoft logo (a stylized 'b' with orange, green, and yellow segments) and the word "COMMUNICATOR" in a large, grey, sans-serif font. Below the logo is a text input field containing the URL "https://uc.masteraccess.com". Underneath that is a dropdown menu showing the email address "7028002468@bluiplab.com" with a downward-pointing arrow. Below the dropdown is a password input field with ten black dots and a cursor. There are two checkboxes: "Remember password" (checked) and "Sign in automatically" (unchecked). A large orange button labeled "Sign In" is centered below the checkboxes. At the bottom of the window, the text "Version: 21.5.2.175 | [Login](#) | [Preferences](#) | [Help](#)" is displayed.

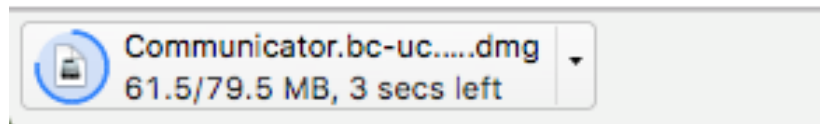
2. You'll get a message that you'll have to update your application to continue using it. Click on Yes



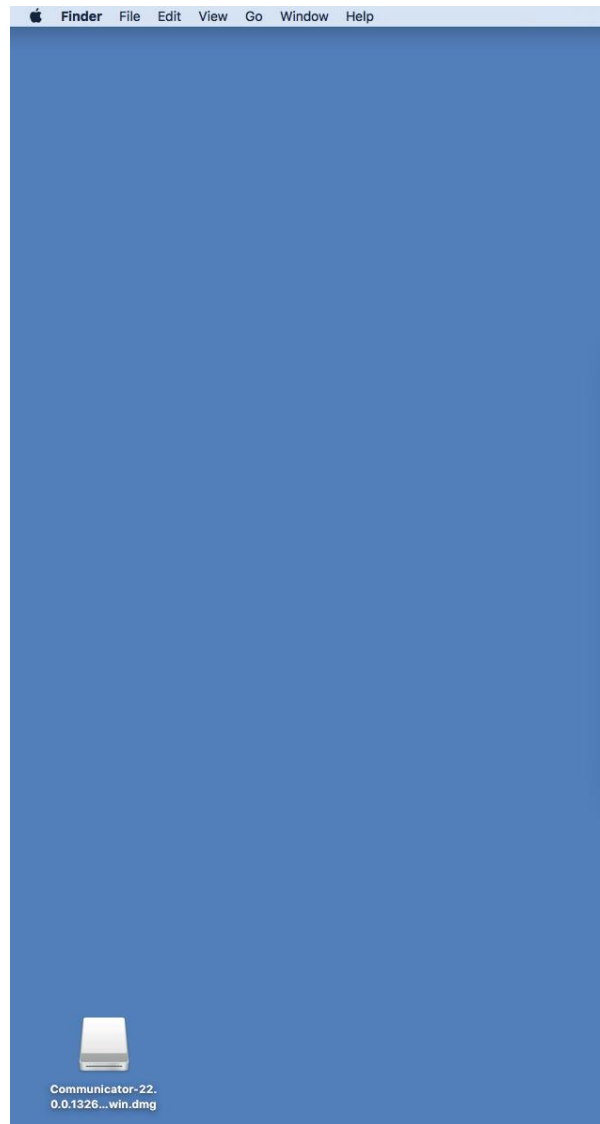
3. Click OK to confirm shutting down the application and start downloading the new version



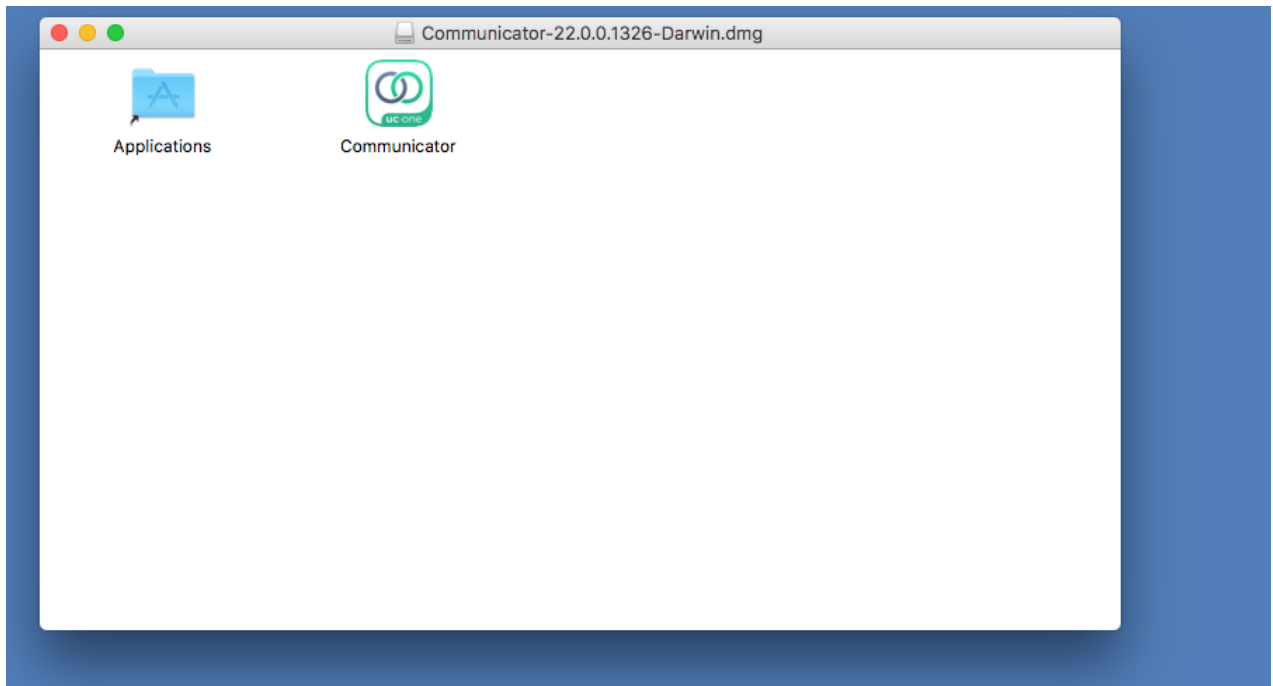
4. You should see that the download was initiated and in process



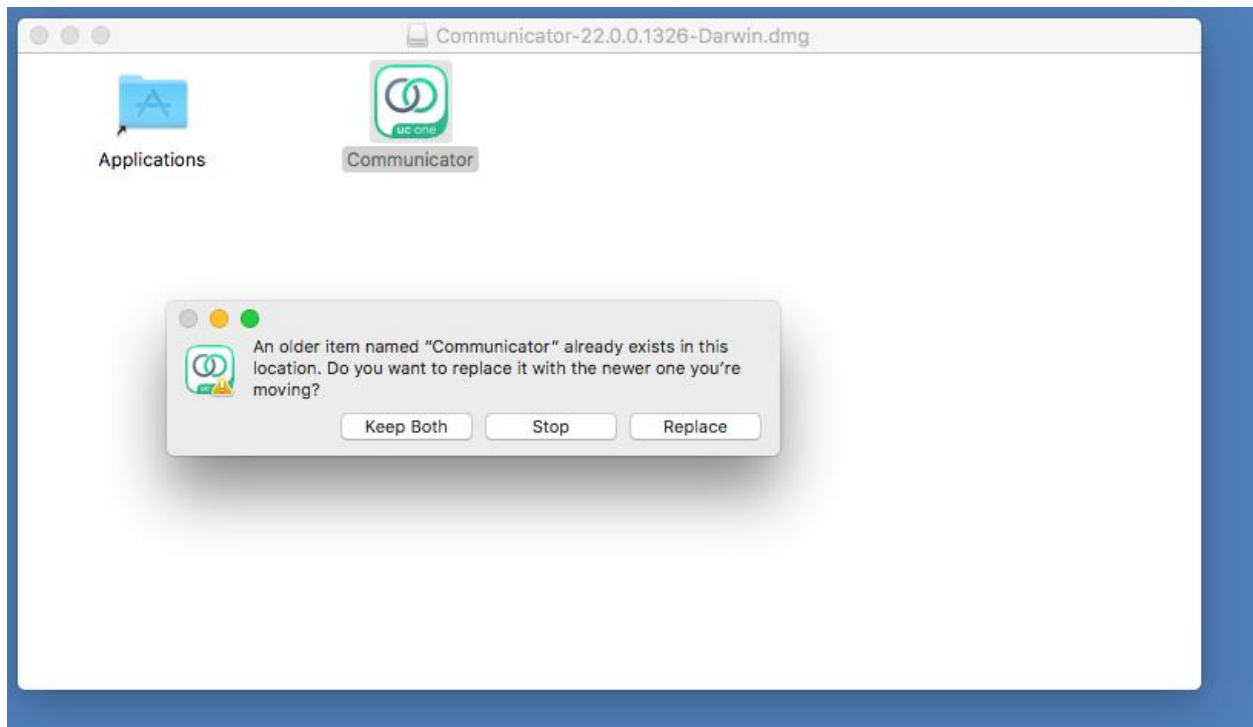
5. Once the download is completed, execute the file



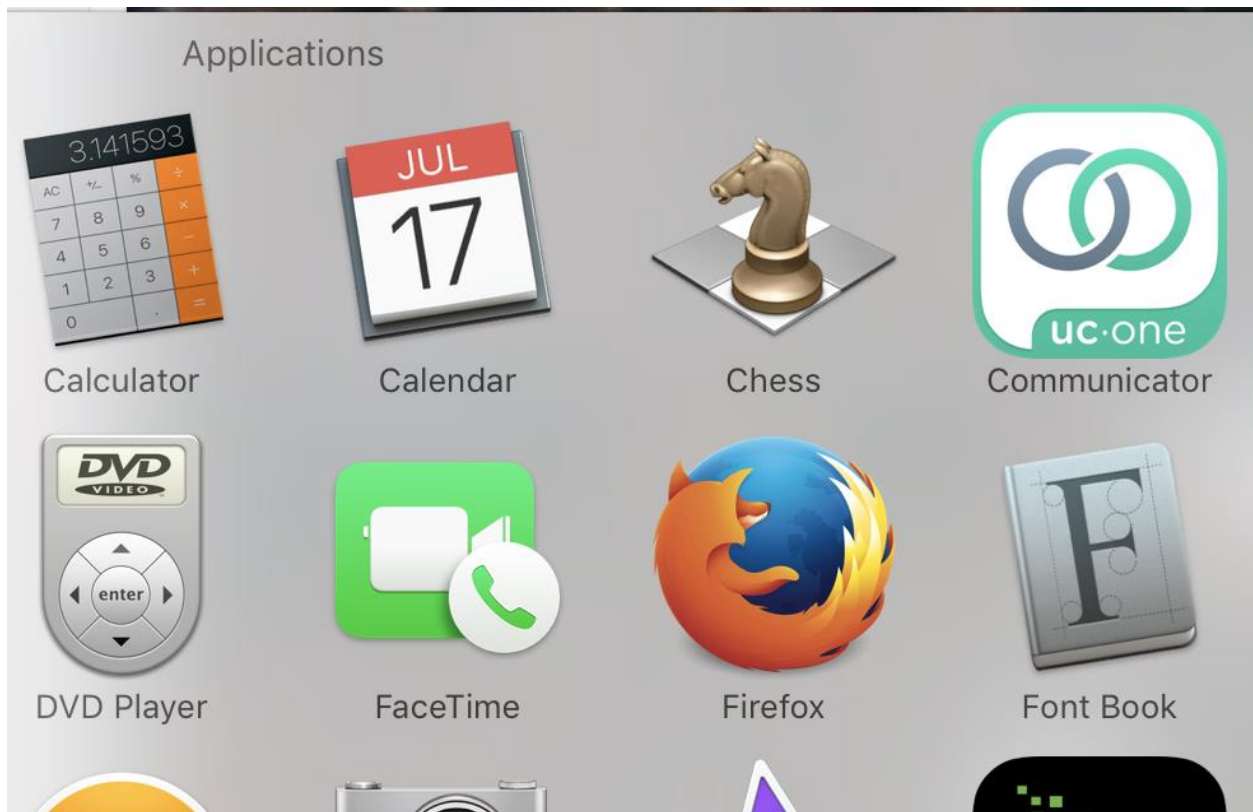
6. Move the Communicator install file to your Applications Folder



7. You'll get a pop-up window informing you that there is another file with the same name in the installation folder. Click Replace



8. You should see the new version of the software in your Applications



9. Execute and log in with your credentials

