

Cloud Relay for SpotOn POS

Windows download, installation & setup



For restaurant managers, installers and IT staff. This guide covers the Windows Cloud Relay 3.1.0.0 installer linked from CallerID.com as of October 6, 2026.

What the relay does

CallerID hardware → your local network → a Windows computer running Cloud Relay → SpotOn.

The computer must stay powered on, connected to the network and connected to the Internet for calls to reach SpotOn.

1. Get ready before you download

- Have your **SpotOn Location ID** ready. Obtain the correct ID for this restaurant from SpotOn; do not substitute your telephone number or another location's ID.
- Ask SpotOn to confirm that CallerID integration is enabled for this location and which POS screen should display incoming calls.
- Use a supported Windows computer with administrator access and **.NET Framework 4.8**. Windows 11 is recommended; have IT verify support status for older systems.
- Connect compatible CallerID.com network hardware to the phone service and local network using that device's installation guide. This software does not replace the CallerID hardware.
- Use the same local network as the CallerID device. Avoid guest Wi-Fi or an isolated network. A wired connection is preferred.

2. Download the correct installer

1. Open www.callerid.com/software.
2. Find **Cloud Relay (Required for SpotOn)**.
3. Click **Windows Cloud Relay 3.1.0.0**. A CallerID.com GitHub release download is expected.
4. Save `cid_cloud_relay.msi` to your Downloads folder.

Download Windows Cloud Relay

Use the Windows installer—not GitHub “Source code,” the Mac archive, or a different relay rebuild. If the website offers a newer version, check its current instructions before proceeding.

Install & connect your location



3. Install Cloud Relay

1. Open Downloads and double-click `cid_cloud_relay.msi`.
2. Follow the installation wizard. Keep its default installation folder unless your IT team requires another location.
3. If Windows asks for administrator approval, have your administrator approve the verified installer. **Do not disable antivirus or broadly bypass security warnings.** Ask IT or CallerID.com for help if the file is blocked.
4. If Windows reports that .NET Framework 4.8 is missing, have IT install it through Microsoft's official resources, restart if requested, then run the installer again.
5. Open **CallerID.com Cloud Relay**. If needed, the default executable is `C:\Program Files (x86)\CallerID.com\Cloud Relay\CallerID_Cloud_Relay.exe`.

4. Select SpotOn and enter the Location ID

1. Open the **Supplied URL** section and choose **Use Supplied URL** if a URL-mode selector is shown.
2. Under **Known URLs for application providers**, select **SpotOn POS**.
3. Enter your restaurant's SpotOn Location ID in **Enter 4-6 digit Location ID number**. Preserve leading zeros. If your ID does not match this format, stop and confirm it with SpotOn.
4. Click **Apply**. Confirm that the populated destination contains the Location ID you entered.
5. Leave the generated URL and its field placeholders intact. Do not replace them with a sample telephone number or customer name, and do not use **Build URL (Developers)** for normal SpotOn setup.
6. Only enter credentials under **Authentication / Misc.** if SpotOn has specifically provided credentials for this integration. Do not enter your normal POS login unless SpotOn explicitly directs you to do so.

If SpotOn supplies a different endpoint: Ask CallerID.com or SpotOn to confirm the configuration before continuing. This installer's built-in SpotOn address uses HTTP. Do not silently change it to HTTPS or assume that the connection is encrypted.

Keep it running & test an incoming call



5. Allow local CallerID traffic

1. If Windows Firewall asks about Cloud Relay, allow it only on your trusted business network, according to your IT policy.
2. Have IT allow the relay to receive **UDP port 3520** from the local CallerID hardware and reach the SpotOn destination outbound.
3. Do not disable the firewall, expose UDP 3520 to the Internet, or add router port forwarding.
4. If the relay reports that UDP 3520 is already in use, have IT identify the other listener or duplicate relay instance. Do not stop unrelated software without checking its purpose.

6. Enable automatic operation

1. Open **Authentication / Misc.** and find the **Service** controls.
2. If the service is not installed, click **Install Cloud Relay Service** and approve the administrator prompt.
3. Close the configuration window. The application states that the service starts when you exit the program or after the PC is rebooted.
4. Have IT confirm the Cloud Relay service is running in Windows Services. Opening the configuration program may temporarily stop the service; check again after closing it.
5. Set the computer not to sleep during operating hours. Turning off the display is fine; sleep, shutdown or lost connectivity interrupts the relay.

7. Prove that a real call reaches SpotOn

1. With restaurant staff ready, call the restaurant's incoming telephone number from a mobile phone. Let it ring long enough for the CallerID hardware to capture the call.
2. Check that the expected SpotOn screen shows the caller's telephone number at the **correct restaurant location**. A saved customer name may depend on your SpotOn customer records and phone service.
3. If it does not appear, open Cloud Relay and inspect **Call Log** and **Most Recent Server Response**. Use the next page to narrow down the problem.
4. Close the configuration window and place another call to verify background operation.
5. During an agreed quiet period, restart the PC and repeat the test **without manually opening Cloud Relay**. Verify each connected phone line as applicable.

Installation is complete when: real calls reach the correct SpotOn location with the setup window closed, and delivery still works after restarting the PC.

Troubleshooting & support checklist



What you see	What to check next
No incoming call in Cloud Relay	Verify hardware power, phone-service connections, CallerID delivery, the local network and UDP 3520 access. A software reinstall will not correct a disconnected device or isolated network.
“Error Parsing URL”	Recheck SpotOn POS selection, the Location ID and Apply. Ensure the supplied URL is populated and its placeholders are intact. Do not construct a replacement endpoint by guesswork.
Calls appear in the relay but not in SpotOn	Check Most Recent Server Response, the Location ID, Internet access and SpotOn’s integration status. A local call record proves reception—not delivery to SpotOn.
400 Bad Request, 403, or a browser/challenge page in the server response	Record the exact response and time. Contact SpotOn and CallerID.com to check endpoint and firewall/WAF rejection. Do not repeatedly reinstall or assume the CallerID device is faulty.
Works only while the configuration window is open	Check that the Cloud Relay service is installed and running after the window closes. Verify automatic startup, then repeat the reboot test.
Duplicate popups or port-in-use error	Have IT check for duplicate relay processes, multiple forwarding computers or another UDP listener before changing devices or stopping services.

Before contacting support

- Note the Windows version, Cloud Relay version, CallerID device model and SpotOn Location ID.
- Record the test-call time and whether the relay’s Call Log received it.
- Capture the exact error and Most Recent Server Response. Redact customer telephone numbers, credentials and tokens before sharing screenshots.
- Use **Open Call Log and Error Log Folder**. This installer uses C:\ProgramData\CallerID.com\CloudRelay\logs\. Share logs through an approved support channel, not a public post.

Need help? Call CallerID.com at **800-240-4637** or visit www.callerid.com and select Support. Contact SpotOn for Location ID confirmation, integration activation and POS-side behavior.

Guide basis: Current CallerID.com Software page, Windows installer 3.1.0.0 configuration labels and packaged .NET requirement, and CallerID.com support references. Download and installer identity checked October 6, 2026. This guide is Windows-specific; it does not certify a completed installation or a live SpotOn transaction. No test calls were sent to SpotOn while preparing it.