**MaX UC COMMUNICATOR FOR YOUR DESKTOP**

Your FirstLight phone service can be used to make or receive calls from your desk phone, your PC or Mac and your mobile devices. For this to work on your desktop you'll need to install the MaX UC software on your PC or Mac. This guide helps you to do that.

**ENSURE YOUR COMPUTER IS COMPATIBLE**

MaX UC for Desktop works on PCs that have Windows 7 or Windows 8. It also runs on Macs that have OS X 10.7 or later versions. You can use your computer's built-in microphone and speakers but you will have much better audio quality if you use a headset. MaX UC works with most common headsets, including Bluetooth. It will even work with the answer/reject call button on some headsets.

**FIND YOUR PASSWORD**

You'll need your FirstLight CommPortal phone number and password to start using MaX UC for Desktop. If you don't have this information, call us at **888-832-4976**.

**DOWNLOAD AND INSTALL THE SOFTWARE**

First, download MaX UC for Desktop here:

http://commpapps.metaswitch.com/accession.exe (Windows)

http://commpapps.metaswitch.com/accession.dmg (MAC)

When prompted, save the file. Find it in your downloads folder and then open it to begin the installation process.

**EXPLORING MaX UC**

MaX UC for Desktop is like having your desk phone on your computer. You can make and receive calls, hold calls, transfer calls and make three-way calls. You can also use it to send instant messages to other people in your corporate directory who are using MaX UC, no matter what device they are using. MaX UC uses Wi-Fi, broadband or mobile data services that are available and connected to your computer.

**MAKING CALLS**

Making a call is as easy as entering the number on the keypad or clicking on a contact's call button. If your contact has more than one number, you can choose which one to call from the drop-down list.

**RECEIVING CALLS**

When someone calls your FirstLight number, you'll see a pop-up box on your computer screen. You'll also hear a ringing tone through your speakers or headset. The pop-up shows the number of the person calling you. If that person's details are already in your contacts list, you'll also see the caller's name.

Depending on the other services you have from FirstLight you may see the incoming call on your desk phone, on your mobile phone or on a tablet device. you answer the call on whichever device is most convenient for you.

**DURING THE CALL**
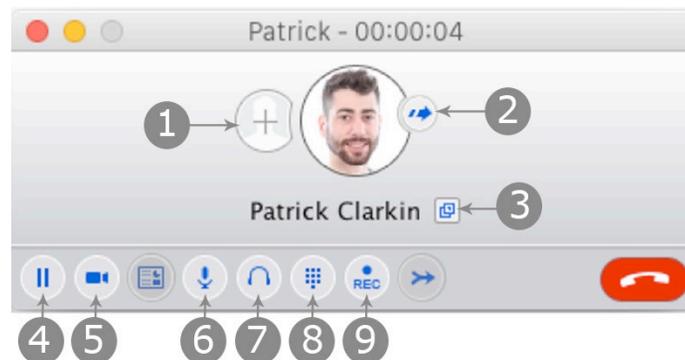


While a call is in progress you'll see the call window. Use this window to:
1. Add a participant
2. Transfer the call
3. Perform a CRM look-up
4. Put the call on hold
5. Uplift to video
6. Adjust the microphone
7. Adjust the volume
8. Access the keypad
9. Record the call

**MESSAGES AND CALLS**

You may receive a call while you are already on another call. If you answer the new call, the current call will automatically be placed on hold and the new call will appear in a new call progress window. Switch between the two calls using the window for each one.

**VIDEO CALLING**

If the person you're talking to is also using MaX UC on the same network, you can upgrade your call to video at any time. Click on the camera icon to send your video. The other person will receive a prompt inviting them to switch on video too. Click on the camera icon any time to turn off your video feed.
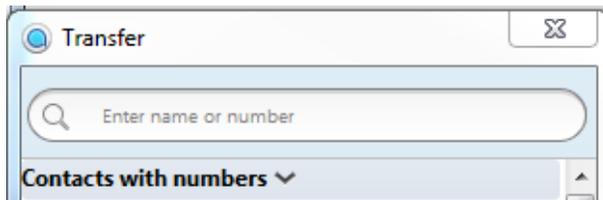
**SEND THE CALL TO SOMEONE ELSE**

Use the transfer button to send any call to another number. A menu will pop-up allowing you to pick the number for any contact or to type in a completely new number.
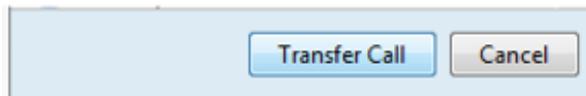
During an active call click on the **Transfer** icon
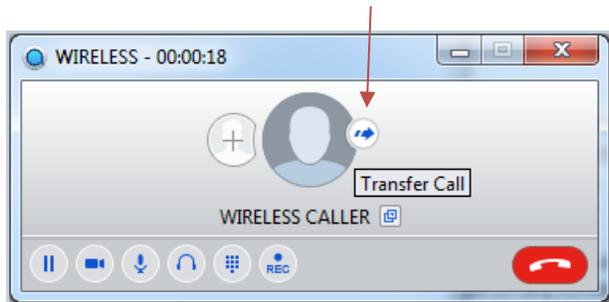
Enter the number you want to forward calls to or select from the Contacts directory
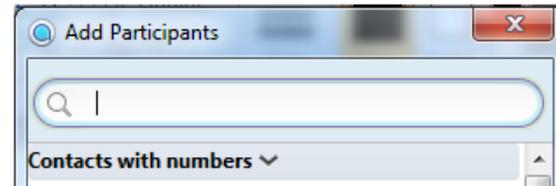
Click **Transfer Call**

**CONFERENCE/ 3-WAY CALLING**

During an active call click on the ✛ icon to add another participant.

Enter the number you want to forward calls to or select from the Contacts directory

Click **Add**

**CHOOSING WHICH CALLS TO RECEIVE**

Click on the status selector to reveal "More Options" at the end of the menu. This opens the Call Manager Status window. Here you can choose how calls are treated depending on who the call is from. You can also choose your preferences for how calls should be handled if they are from anonymous numbers, from VIPs or from numbers on your unwanted callers list.
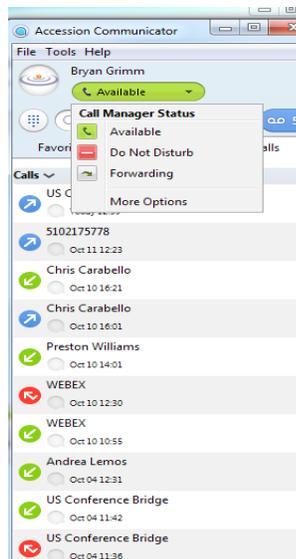


**AVAILABLE - DO NOT DISTURB - FORWARD MY CALLS**

You can tell MaX UC how to handle your incoming calls.

Choose between:
- Available
- Do not disturb
- Forward calls to specific number

If DO NOT DISTURB is selected, callers will hear a recorded voice announcement saying that you are unavailable and will then be connected to your voicemail. None of your devices will ring until you turn off do not disturb. Be sure to use it carefully!

You can also tell MaX UC to FORWARD ALL YOUR CALLS to another number. Click this option and you'll be prompted to enter the number.

Note that when you change your availability status or set up a forwarding number, the change applies on every device on which you are using MaX UC. So if you step away from your computer and forget to change your status, just do it from the MaX UC app on your mobile phone (if installed).

**YOUR CONTACTS LIST**

MaX UC for Desktop assembles a contact list for you to use. Depending on how your service is set up, this contacts list may include:

– Contacts that you type directly into MaX UC for Desktop
– Contacts that are contained in the Outlook or Mac local address book that is stored locally on your computer
– Contacts that are in CommPortal contacts
– Contacts that are in your corporate director

**VOICE MAIL**

**Logging in for the first time…**
The system has been designed to guide you through the process of setting up your new voice mailbox. Dial *99 from either MaX UC client (desktop/ mobile) to begin this process. Enter your PIN when prompted.

Your new Voice Mail PIN (Password) must:
- Be between 6 and 20 characters long.
- Not have a single digit repeated more than 2 times in a row.
- Not be a numeric sequence, e.g. 12345 or 54321.
- Not contain, or match part of, a telephone number associated with this account.

**Retrieving your messages…**

From your MaX UC client
Dial *99

From away
Dial your telephone number and press * during your greeting. Enter your PIN.

**Voice Mail Main Menu Options…**
Listen to your Voice Messages, press 1
Create a New Message, press 2
Work with Greetings Menu, press 3
To Change Mailbox Settings, press 4
Reminders, press 5
Review Erased Messages, press 6
Login to a Different Mailbox, press 7

**Options During/ After Message Playback…**
**1** Play message again from the beginning
**2** Save message and go to the next message.
*(This will store the message and mark it a "saved" message)*
**3** Erase message
**4** to Reply
**5** to send a copy
**8** Pauses the playback of the message for up to 20 seconds.
   *Pressing 8 again resumes playback.*
**9** Speeds playback of message
**77** Rewind 5 seconds.
**99** Fast forward 5 seconds.
Press **#** to skip to the next message
Press **\*** to return to previous menu

**VISUAL VOICE MAIL**
If you have a voice or video message, the indicator will change color and indicate the number of messages received. Click on the message button to see a list of messages received, to see transcriptions of the messages into text (where available) or to listen to the messages.

**EMERGENCY CALLS**
MaX UC lets you make calls from anywhere on the most convenient device. If you place a 911 call from MaX UC, the 911 operator may not be able to identify where you're calling from.

**FAVORITES**
For quick access to frequently-called people, add them to your favorites list. Use the right-hand mouse button to click on any contact and choose "Add to Favorites" from the drop-down list. Favorites will appear in the Favorites list and in the Contacts list.

**PRIVACY AND PROTECTION**
If configured to automatically sync with Outlook, MaX UC for Desktop introduces a source for contacts to be viewed and edited.

**MORE QUESTIONS?**
 If you have additional questions about MaX UC for Desktop, call us at 888-832-4976.

Customer Service: 888-832-4976

Technical Support: 833-484-0404

CustomerService@FirstLight.net

Rev. March2020