MaX UC Desktop

QUICK START GUIDE

You can use your **FirstLight Fiber** phone service to make or receive calls from your desk phone, PC or Mac, and mobile devices.

For your phone service to work on your desktop, you need to install the **MaX UC Desktop** software. This guide helps you to do that.

CHECK YOUR COMPUTER IS COMPATIBLE

MaX UC Desktop is supported on Windows 10 or 11 and Mac computers running MacOS 10.14 (Mojave) or later.

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 Desktop** works with most common headsets, including Bluetooth variants. It even works with the answer/reject call button on some headsets.

DOWNLOAD AND INSTALL THE SOFTWARE

Download **MaX UC Desktop** from:

https://commpapps.metaswitch.com/maxuc.exe (Windows)

https://commpapps.metaswitch.com/maxuc.dmg (MAC)

Open the downloaded file and follow the on-screen instructions to install the software.

FIND YOUR PASSWORD

Open **MaX UC Desktop** and select your service provider.

Enter your **Company** CommPortal phone number (or email address) and password to log in. If you don't have this information, call us on **888-832-4976.** You are prompted to change your password as part of completing the login process.

Accept the End User License Agreement (EULA) to start using **MaX UC Desktop**.

EXPLORE MAX UC DESKTOP

MaX UC Desktop is like having a desk phone on your computer. You can make and receive calls, put calls on hold, transfer calls, and make three-way calls.

You can also send instant messages and view presence information for other people in your corporate directory who are using **MaX UC Desktop** (on any device).

MaX UC Desktop uses the Wi-Fi, broadband, or mobile data services available and connected to your computer.
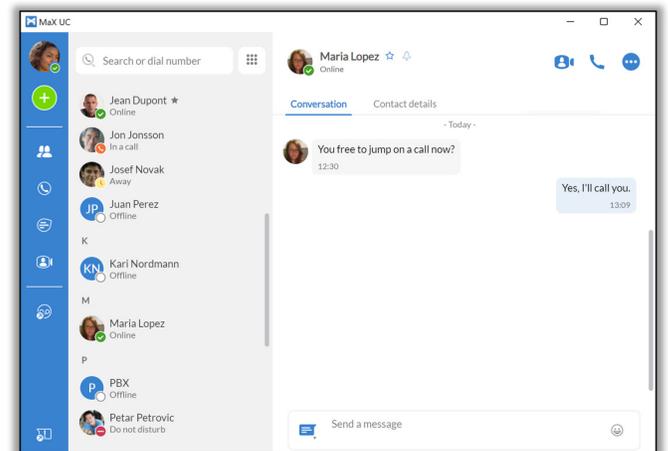
CHANGE AVATAR

The avatar drop-down menu includes options to: **Change avatar**, **Change password**, **View account...**, and **Check for updates**.

Depending on the services configure for your account, the avatar menu also contains a link to your Call Park orbits, Apps, Conference manager, and Groups.

SETTINGS

Select your avatar and select **Settings** to access your **General**, **Calls**, **Meetings**, and **Chat** settings, test your **Audio** and **Video**, or view your **Web Apps** settings (including Conferencing, File sharing, CRM, and other cloud-hosted services).

ADD

Select the **Add** icon to start a **New call** or **New group chat**, **Add contact**, **Create a meeting**, or **Schedule a meeting**.
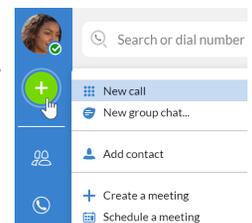
CONTACTS

Select the **Contacts** tab to view your list of contacts. Depending on how your service is set up, the contact list may include:

– Contacts saved directly to **MaX UC Desktop**.

– Contacts in the Outlook or Mac address book stored locally on your computer.

– Contacts from CommPortal.

– Contacts in your corporate directory.

Select a contact and select the **Contact details** tab to view contact information and your call history with the contact.

Select the **More** icon to **View chat history**, **Add to favorites**, **Edit contact**, or **Delete contact**.
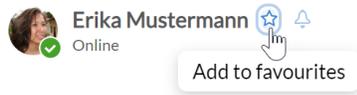
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FAVORITES

For quick access to frequently contacted people, click on the **Star** icon to add the contact to your **Favorites**. Favorites appear at the top of the Contacts list.

**Erika Mustermann**
Online
Add to favourites

MAKE A CALL

On the **Calls** tab, select a contact and click the **Call** icon to call the contact. If your contact has more than one number, choose the number to **call** from the drop-down list.
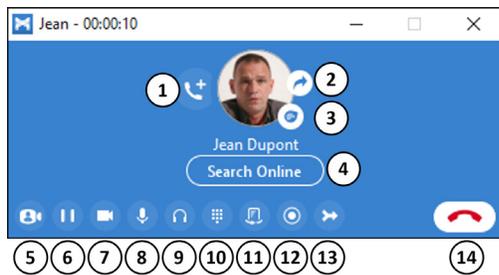
You can also click on the **Dialer** and enter a number to call on the keypad.

If the person you are calling has Caller ID, they see your **FirstLight** phone number.
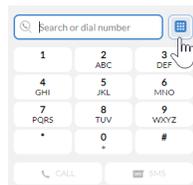
DURING A CALL

While a call is in progress, you can use the call window to:

1. Add a participant.
2. Transfer the call to another contact, number, or device with **MaX UC Client** installed, without having to hang up!
3. Send a chat message to the other person.
4. Look up the contact in your Customer Relationship Management (CRM) system.
5. Uplift the call to Meeting.
6. Put the call on hold.
7. Turn your video on or off.
8. Mute your microphone.
9. Adjust the volume.
10. Access the keypad.
11. Switch to another call.
12. Record the call.
13. Merge calls.
14. End the call.

During a call, you can make a second call using the main client rather than the active call window. This automatically puts the first call on hold. When the second call is active, you can click on the **Transfer call** icon to show the held call as a transfer option.

RECEIVE A CALL

When someone calls your **FirstLight** number, you can see a pop-up window on your computer screen and hear a ringing tone through your speakers or headset. The pop-up shows the number of the person calling you. If the person's details are in your contacts list, the pop-up displays the caller's name.

Jean Dupont
Call from (361) 555-0101
Search Online
Accept
Reject
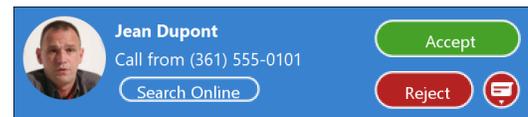
Depending on the other services you have from **FirstLight**, you may see the incoming call on your desk phone, mobile phone, or tablet device. You can answer the call on whichever device is most convenient for you.

If the caller is in your Contacts list, you can reject a call and send the caller an instant message explaining why you can't take the call. Select the drop-down list next to **Reject** and select one of the system messages, or select **Custom Message** to type your own message.

You may receive a call while you are already on another call. If you answer the new call, the current call is automatically placed on hold and the new call appears in a new call progress window. Switch between the two calls using the window for each one or select the **Merge calls** icon to merge other callers into a single call.

CHATS

If you have **MaX UC Desktop** with Instant Messaging, click on the **Chats** tab and select a contact to send them an instant message, emoji, or file. You can also view your chat history with the contact on the **Conversation** tab.
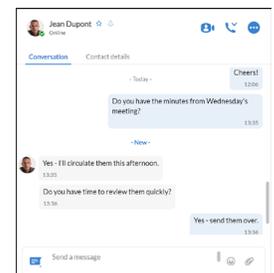
CALL AND CHAT HISTORY

You can see your recent call history on the **Calls** tab and your chat history on the **Chats** tab. Click on a contact and select the **Conversation** tab to see your chat history with the contact or the **Contacts details** tab to see your call history with the contact.
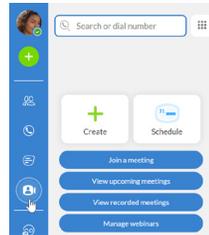
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MEETINGS

Select the Meetings icon for a contact to invite them to an instant Meeting.

 On the **Meetings** tab, select **Create** to start a meeting or **Schedule** to arrange a meeting for a future time.

You a can also **Join a meeting**, **View upcoming meetings**, and **View recorded meetings**, and **Manage webinars**.

PRESENCE

Select your avatar to set your status to **Online** ✅, **Busy** 🚫, or **Do Not Disturb** ⛔.

Select **Set custom status** to write your own status (maximum 100 characters) and select **Save**.

Your Presence information automatically shows when you are **Away** 🌙, **In a call** 📞, **In a Meeting** 🗓 (this references your Outlook calendar), or **Offline** ○.

CALL MANAGER

You can select **Open call manager** from the status drop-down to access your Call Manager and tell **MaX UC Desktop** how to handle your incoming calls.
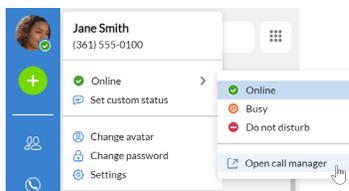
You can choose **Available for Calls** or **Do Not Disturb**.

If you select **Do Not Disturb**, callers hear a recorded voice announcement saying that you are unavailable and are then connected to your voicemail. None of your devices will ring until you turn off Do Not Disturb, so be sure to use it carefully!

When your phone is busy, you can set it to **Forward to another phone** (and enter the phone number to forward calls to) or **Send to voicemail**.

You can also specify how calls should be handled if they are from anonymous numbers, from VIPs, or from numbers on your Unwanted Callers list.

Note that when you change your **Presence** or **Call Manager** settings, the change applies on all of your **MaX UC Clients**. So, if you step away from your computer and forget to update your status, you could change your status using **MaX UC Mobile** on your mobile phone instead.

VOICEMAIL

If you have a voice or video message, the **Voicemail** tab indicates the number of messages received. Select the Voicemails tab to view and listen to the messages received or read transcriptions of the messages into text (where available).

NOTIFICATIONS

Go to your Mac or Windows system notification settings and select the **MaX UC** app to configure your **MaX UC Desktop** notification preferences.

ACCESSIBILITY

MaX UC Desktop supports the use of a screen reader.

Use **Tab** and the arrow keys to navigate through the application. You can also use the following shortcuts during a call.

- **Ctl-Alt-Shift-A** to answer an incoming call.
- **Ctl-Alt-Shift-H** to end a call or reject an incoming call.
- **Ctl-Alt-Shift-P** to end a call or answer an incoming call.
- **Ctl-Alt-Shift-M** to mute or unmute your microphone.

EMERGENCY CALLS

MaX UC Desktop lets you make calls from anywhere on the most convenient device. If **MaX UC Desktop** cannot automatically determine your location, the app notifies you to update your location information registered with your carrier in case you need to make an emergency call.

PRIVACY AND PROTECTION

Once you have finished using **MaX UC Desktop**, select your avatar and select **Quit** to close the application. If you are using a shared computer, select your avatar and select **Log Out** to prevent other users from accessing your account.

To change your log-in preferences, select your avatar, select **Settings** and, on the **General** tab, untick **Automatically log in to MaX UC Desktop**; this prevents **MaX UC Desktop** from logging in automatically when started and ensures that the next user has to log in using their own credentials.

MORE QUESTIONS?

If you have any additional questions about **MaX UC Desktop**, call us at **888-832-4976** or email **cssupport@firstlight.net**.