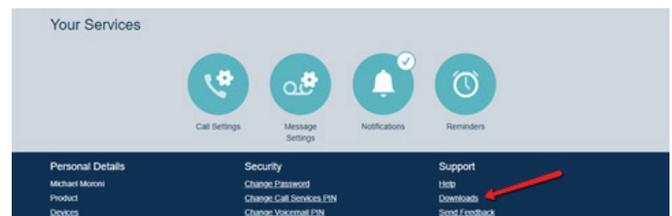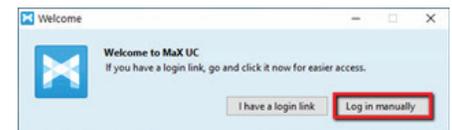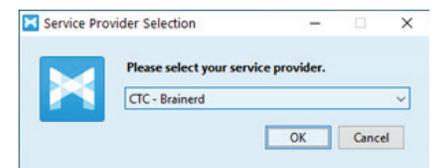# MAX UC FOR DESKTOP USER GUIDE

Download MaX UC:

- Go to: portal.brainerd.net
- Number: end user's 10-digit phone number
- Password: initial password provided by CTC
- Click [Login]

- Click [Downloads] at the bottom-right of the screen
- Click [View Apps]
- Click [Accession]

- Select the download to match the computer's operating system [Windows 7/ Windows 8/ Windows 10] or [Mac OS X (10.7+)]
- Click [Run] to download and open the MaX UC Setup Wizard
- Complete the MaX UC Setup Wizard screens by clicking [Next] on each screen
- Click [Install] to complete the installation and add the MaX UC icon 🖼 to the desktop
- Click [Finish] to complete the wizard and launch MaX UC
- When prompted, select [Log in manually]

- Select [CTC - Brainerd] as the service provider and click [OK]

- Enter your 10-digit phone number and password, then click [Log In]
- Accept the License Agreement
- MaX UC for Desktop has been successfully installed
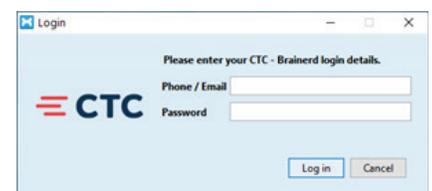
MAX UC FOR DESKTOP USER GUIDE

Open MaX UC :
Double-click the ▥ [MaX UC] icon on the desktop

Menu Options:

- Click [File] for:
    - o   Change Password
    - o   Mute Notifications: calls and chat messages
    - o   Add Contact
    - o   Sign Out of Chat
    - o   Quit: close MaX UC

- Click [Tools] for:
    - o   Options: manage preferences for calls, chats, and contacts – see Options and Settings section below
    - o   Call Park: park or retrieve parked calls from the Call Park Orbits
    - o   Call Manager: access Call Manager settings, rules, schedule, etc.
    - o   Apps: download MaX UC
    - o   View Account: manage account settings for calls, messages, notifications, or group mailboxes

- Click [Help] for:
    - o   Check for Updates: download updated versions of MaX UC
    - o   Help: open the online MaX UC user guide
    - o   Send Feedback: Send feedback on the application
    - o   About: view MaX UC software version
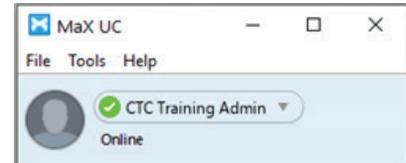
Contact Tabs:

- Favorites Tab: View contacts that have been designated as favorites
    - o   Right-click a contact and select "Add to Favorites" or "Remove from Favorites"
    - o   Favorite contacts are denoted with the icon ⭐

- Contacts Tab: View all users of your business group, along with contacts synchronized with Microsoft Outlook, if desired
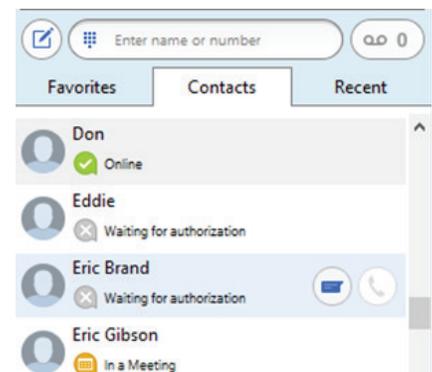
- o Shows presence of desk phone users as "On the Phone" when user is on the phone
- o   Shows presence of other MaX UC Desktop or Mobile Communicator users as "*Online*", "*Offline*", "*Away*", or "*Busy*"
- o Mouse over a contact to display contact options:
  - » Double-click the contact to place a call to the contact's primary number
    - › Click [Call] to select the number to call when the contact has multiple numbers
   - › Click [Chat] to send a chat message to the contact

- • Recent Tab: View All (calls and chats), Calls (calls only), and Chats (chats only)
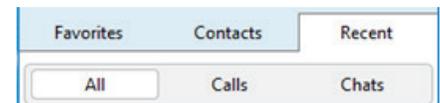
Make a Phone Call:
- • There are several ways to place a call:
  - o Use the Dial Pad: click on the dial pad icon and click the number keys to enter the phone number. To place the call, click the green [Call] button.
  - o Use the Enter Name or Number field:
    - » Enter a name - matching entries from Contacts will appear. To place the call, click on the matching entry, click the [Call] button, or press [Enter] on the computer keyboard.
    - » Enter a 10-digit phone number. To place the call, click the green [Call] button or press [Enter] on the computer keyboard.
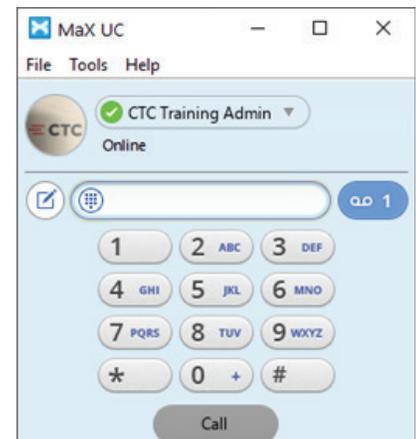
Note: MaX UC should not be used for emergency (911) calling. MaX UC will complete the 911 call; however, the call will show the address of the business office where the hosted PBX is installed.

Receive a Phone Call:
- • When a call is being received, a popup displays the name of the caller
  - o Click the green [Accept] button to answer the call; or,
  - o Click the red [Reject] button to decline the call.
    - » Declined calls are routed according to the line's Call Manager settings, most commonly to the lines voicemail box.

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Pull Call using MaX UC Desktop

- To pull an active call from your desk phone/mobile device to MaX UC for Desktop:

    o Click on the "Call Available to Pull" message that is displayed at the bottom of the window
    o Click [Pull Call] to pull the call to MaX UC Desktop
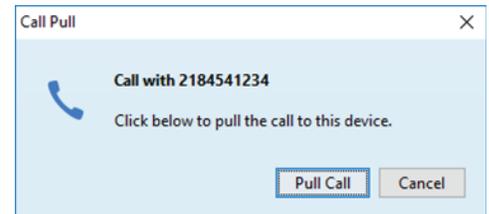
    Note: *When Direct Calling setting is OFF, "Call me on" setting in Tools > Options > Calls must be set to "Account Phone".*

In-Call Options:

- A popup screen displays the Caller ID name and the duration of the call

- Click the buttons on the popup screen to:

    ⏸ Place the call on hold
    ⬇ Adjust the microphone volume
    🎧 Adjust the headset volume
    ⌗ Open the dial pad
    📲 Push call to another device -all configured devices/
       phones will ring and the call will be transferred to the first-answered device
    🔴 Record the call (recorded calls are saved to the hard drive location specified in Tools > Options)
    📞 Park the call
    ➕ Add participant (conference call)
    ➦ Transfer the call

- Click 📞 [End Call] to hang up

Messages:

Voice Mails:

- The [Messages] icon displays the number of new voice mail messages
- Click [Messages] to open the Messages screen
- Click the [Messages] tab to view a list of voice mail messages:
    o To play a message, click ▷ [Play]
    o To delete a message, click ✖ [Delete]

4
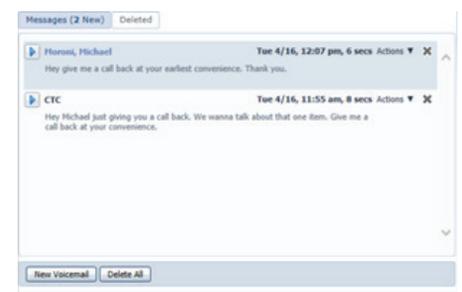
Send and Receive Chat Messages:

Send Chat messages to other MaX UC users:

- Within Contacts, click the ⬜ [Chat] icon on the contact to chat with
- A Chat window appears. Enter text in the Send Chat section at bottom, then press [Enter] on the computer keyboard to send the message. Reply messages will appear in the window above.
- Click ⬜ [Attachment] to select a file to attach and send to the contact
- Click ⬜ [History] to view the Chat History with this contact
- Click ⬜ [Call] to call the contact

Options and Settings:

Click on [Tools] and select [Options] to access the following settings:

- General – general settings, contacts, recordings, analytics, and accessibility options
- Calls – call settings, ringtone and direct calling options:

  Note: Turn the Direct Calling feature off for a better experience when using MaX UC for Desktop with a desk phone. Incoming calls will not ring MaX UC for Desktop and outgoing calls will be made using click-to-dial. If you are not using a desk phone, turn the Direct Calling feature on to make and receive calls from MaX UC for Desktop directly (this is softphone mode).

- Chat – chat settings, display, notifications, and status options
- Audio – audio settings, microphone, in-call audio, notifications, and headset button options

	Windows	MAC
Processor	2GHz processor or higher	2GHz processor or higher
Memory	2 GB RAM	2 GB RAM
Hard Disk Space	300MB	300MB
Operating system	Microsoft Windows 7 (Service Pack 1) Microsoft Windows 8 (Desktop UI)* Microsoft Windows 10	OS X 10.6 or later
Connection	IP network connection (broadband, LAN, wireless)	IP network connection (broadband, LAN, wireless)
Sound Card	Full duplex, 16-bit, or use USB headset	Full duplex, 16-bit, or use USB headset

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MaX UC for Desktop is compatible with the following types of audio equipment:

- External speakers and microphone
- Built-in speakers and microphone
- Dual-jack multimedia headset
- Bluetooth(R) multimedia headset
- USB multimedia headset
- USB phone

For additional training and support:

- Visit www.goctc.com or call CTC at 218-454-1234