

# MaX UC Desktop



## QUICK START GUIDE

With the MaX UC Desktop application, you can make or receive calls from your PC or Mac.

## CHECK IF YOUR COMPUTER IS COMPATIBLE

MaX UC Desktop is supported on Windows 10 or 11 and Mac computers running macOS 10.15 (Catalina) 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: [webcare.avidphone.net](http://webcare.avidphone.net) then open the downloaded file and follow the on-screen instructions to install the software.

## FIND YOUR PASSWORD

Open MaX UC Desktop, select your service provider, and enter your Avid CommPortal phone number (or email address, if you have this set up) and password to log in. If you don't have this information, call us at 816.995.7050. You may be prompted to change your password as part of completing the login process.

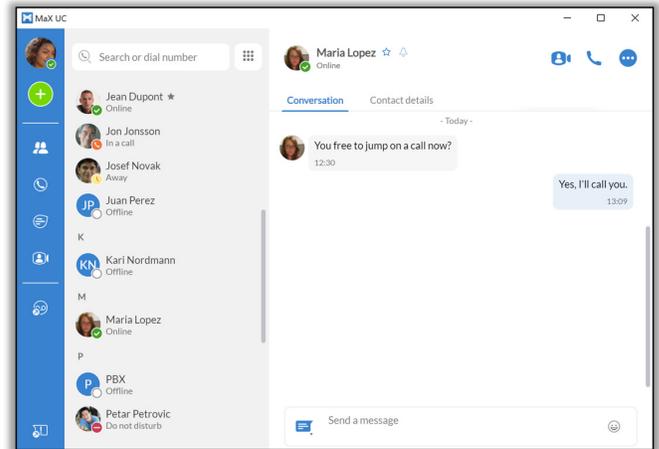
## EXPLORE MAX UC DESKTOP

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, transfer files, and send presence information to 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.

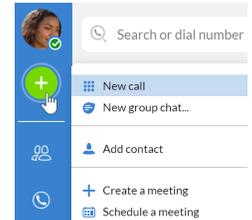
## SETTINGS

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, the Outlook or Mac address book stored locally on your computer, CommPortal, or your corporate directory.

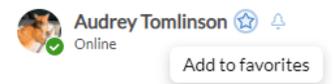
Select a contact and select the Contact details tab to view contact information and your call history with the contact.

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



## FAVORITES

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



## MAKING A CALL

On the Calls tab, select a contact and select 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 select the Dialer and enter a number to call on the keypad.

If the person you are calling has Caller ID, they see your Company phone number.



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## DURING A CALL

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

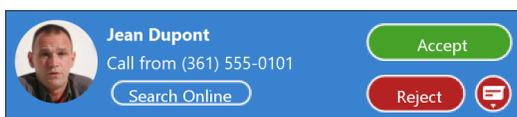


1. Add a participant.
2. Transfer the call.
3. Send a chat message to the other person.
4. Look up the contact in your CRM, if supported.
5. Uplift the call to Meeting.
6. Put the call on hold.
7. Turn your video on or off.
8. Mute your microphone.
9. Adjust the volume.
10. Access the keypad.
11. Switch 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 select the Transfer call icon to show the held call as a transfer option.

## RECEIVE A CALL

When someone calls your Avid 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.



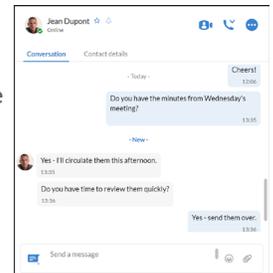
Depending on the other services you have from Avid, you may see the incoming call on your desk phone, mobile phone, or tablet device. You can answer the call on whichever device is most convenient for you.

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, select 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. Select 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.

## PRESENCE

Select your avatar to set your status to Online (green checkmark) or Busy (red X). Select Set custom status to write your own status (maximum 100 characters) and select Save. Your Presence information automatically shows when you are Away (yellow), In a call (red phone), In a Meeting (red calendar), or Offline (grey).

## 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 your messages.



## EMERGENCY CALLS

Your Business Group admin will arrange your emergency address with Avid. If emergency calls are made from your primary office, typically no extra action is required. If you travel to different locations and use MaX UC, you will be given instructions on how to update your emergency address via CommPortal.

MORE QUESTIONS?

Call us at 816.994.7050 or email us at [service@avidphone.com](mailto:service@avidphone.com).

[avidphone.com](http://avidphone.com)