

GET OFF THE GROUND

MaX UC for Business Unlimited Quick Reference Guide

DOWNLOADING MaX UC FOR MOBILE

To Download MaX UC to your mobile device, IPAD or tablet:

- + Use the Play Store/App Store on your device and search for "MaX UC".
- + Select "Install".
- + When installation is complete, open the App. When prompted to allow MaX UC to make changes, select "allow".
- + Select "Log in Manually".
- + To choose your carrier, search for "Northland Communications - Business Unlimited"
- + When prompted, accept the MaX UC terms of use.
- + Enter your subscriber telephone number. Example: 3156242238
- + Enter the EAS Password provided by your System Administrator.
- + Follow the brief tutorial or select "Skip" to proceed to the app.



MaX UC for Mobile works on these mobile devices:

- + Android phones and tablets from 6 (Kitkat) onwards.
- + iOS versions from 11 onwards.

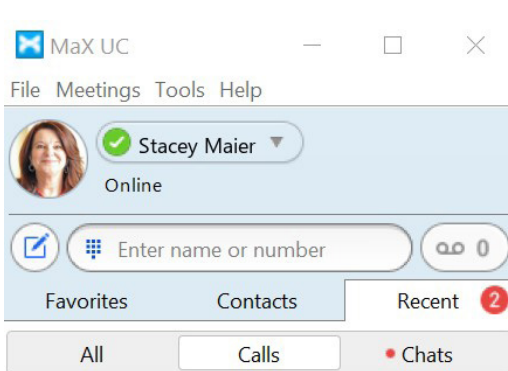
DOWNLOADING MaX UC FOR DESKTOP


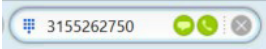
To Download MaX UC to your desktop:

- + Log in to: <https://bucommportal.northland.net>. Scroll down to and select the "Downloads" link.
- + Choose "On Your Computer"
- + Choose "MaX UC" and select the appropriate model of computer.
- + Click "Run to Start Setup Wizard". Follow the setup wizard prompts.
- + Once setup is complete, you will be asked to enter your current provider. Enter the search command Alt+Ctrl+Shift+H and click the drop down to find "Northland Communications - Business Unlimited".
- + Enter your subscriber telephone number. Example: 3156242238
- + Enter the EAS Password, provided by your System Administrator.

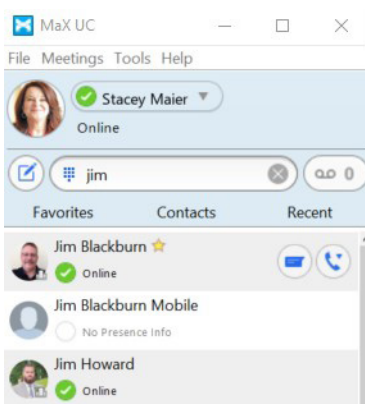
MAKING CALLS

ENTER A NUMBER



- + Click  To show or hide the Dialpad.
- + Enter a number in the input field, using the Dialpad or your PC. As you type, MaX UC will display entries from your Contacts and Recent tabs if the number is programmed.
- + To start the call, either press **ENTER** on your keyboard or use the Call Button on MaX UC. 
- + To clear a name or number from the input box, click the **X**.

ENTER A CONTACT NAME

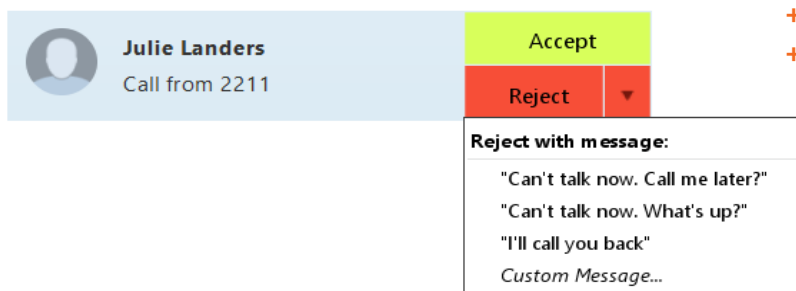


- + Enter a Contact name in the input field using your PC keyboard. As you type, MaX UC will display entries from your Contacts, Recents + Favorites. If they are a member of your business group, you will also see their Avatar and availability.
- + Select an entry from the list of results. Hovering over the to the right of the name will display the Chat and Call action buttons. If there are multiple numbers for a Contact, click the call button to display all numbers.

RECEIVING CALLS

INCOMING CALL PANEL

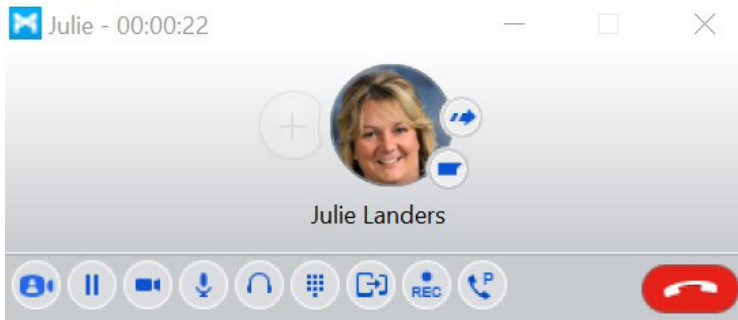
When you receive a call, you hear the MaX UC configured ringtone and a panel will appear on your desktop.



- + Click **Accept** to answer the call.
- + Click **Reject** to decline the call and send it to voicemail.
- + Click the arrow next to Reject to send an internal caller a brief chat.

HANDLING CONNECTED CALLS

WHAT YOU SEE



Add Participant (Conference)



Transfer
Chat (Business Group Members)



Start or create a meeting



Hold/Resume



Video Call



Microphone Volume
Microphone Mute/Unmute



Headset Volume
Headset Mute/Unmute



Active Keypad



Push call from MaX UC
to Desk Phone



Call Record (Active)



Call Park



End Call/Hang up

PLACE AN ACTIVE CALL ON HOLD

- + Click **HOLD**, icon turns red.
- + To return to held call, click **HOLD** again.

NOTE: If you answer a second call, your first call is placed on HOLD automatically.

CALL TRANSFER (BLIND AND ANNOUNCED)

BLIND

- + Click **TRANSFER**.
- + Choose who you wish to transfer the call to
Or enter the number.
- + Click **TRANSFER**, the call is transferred to the other number.

ANNOUNCED

- + Call the person you are transferring to (caller goes on hold).
- + Announce the call.
- + Click **TRANSFER**, the call is transferred to the other number.

ESTABLISH A MULTI-PARTY CALL (ADHOC CONFERENCE CALL)

- + Click **ADD PARTICIPANT**, the Contacts tab appears.
- + Make a second call (enter a telephone number or select from Contacts).
- + Click **ADD**, the second number is dialed.
- + When the second party answers, you are all connected.

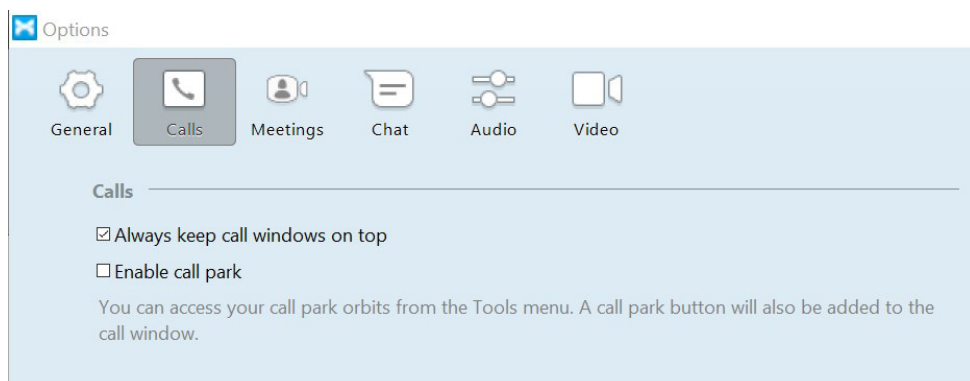
NOTE: If the party who originates the call hangs up, all parties are disconnected.

CALL PARK

Call Park enables you to place a call on a "system" hold so that it can be retrieved by another user on the system. In order to use call Park on MaX UC, you must first enable it in your MaX UC Options.

ENABLE CALL PARK

- + On a PC, go to **TOOLS > OPTIONS**
- + On a MAC, go to **MaX UC > PREFERENCES**
- + Go to the **CALLS** tab.
- + Tick the checkbox to enable **CALL PARK**.



PLACE AN ACTIVE CALL ON PARK

- + On the Active Call panel, click **PARK**.
- + A Call Park Window appears displaying available Orbit codes.
- + To park the active call, hover over an available Orbit slot and click **PARK CALL HERE**.
- + Advise person which **PARK/ORBIT** slot the call is on.

NOTE: If a call is already parked, the Orbit slot will display a green **PICK UP CALL**.

RETRIEVE PARKED CALL

- + In MaX UC, go to **TOOLS > CALL PARK**, the park window appears.
- + Click **PICK UP CALL**.

