

Desktop and Mobile Guide

Utility Telecom MaX Meeting

This guide is intended to help you navigate through MaX Meeting on your desktop. If you have any questions, call us at 877-965-7800 or email service@uyt.co

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MaX Meeting for Mobile

1. Introduction to MaX Meeting

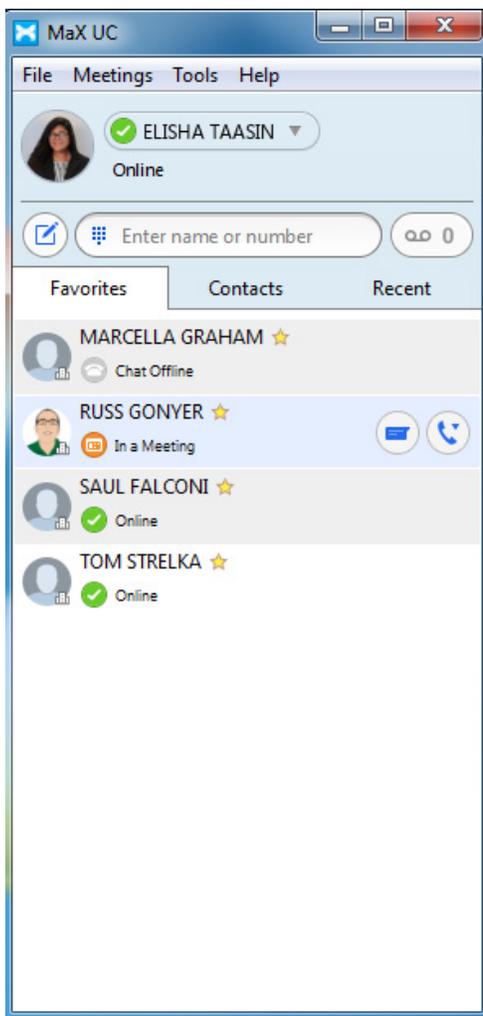
MaX Meeting is part of the MaX Unified Communication solutions offered through Utility Telecom Group. It provides audio and video conferences over the web, including collaboration tools such as screen sharing, whiteboard annotations, and presentation capabilities. While you must be subscribed to MaX Meeting to set up a meeting, subscribers can invite anyone to join a meeting. The MaX Meeting client is downloaded as soon as a participant accepts the meeting invitation if it is not already present on the participant's device.

2. Deploying MaX Meeting on Desktop

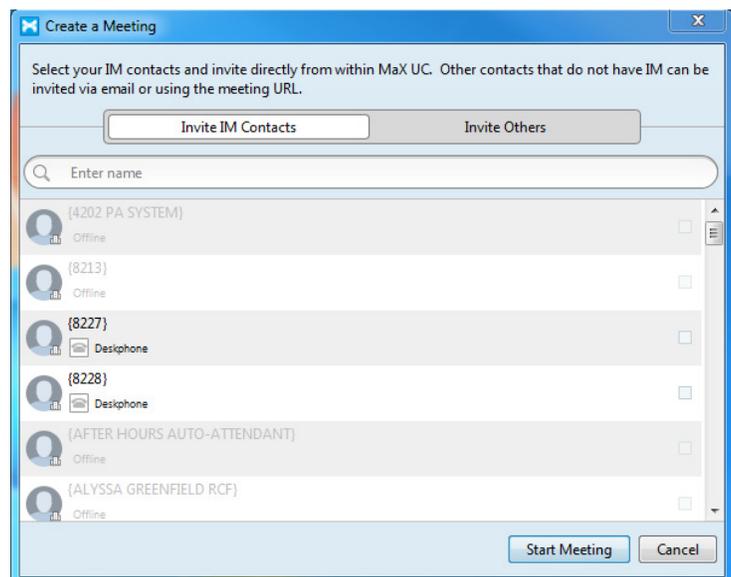
Subscribers can create a meeting using MaX UC and CommPortal.

Creating a meeting via MaX UC

1. Users can click on the “Meetings” tab at the very top of the application. The drop-down options include “View Upcoming Meetings”; “View Recorded Meetings”; “Create a Meeting”; “Schedule a Meeting”; and “Join a Meeting.”



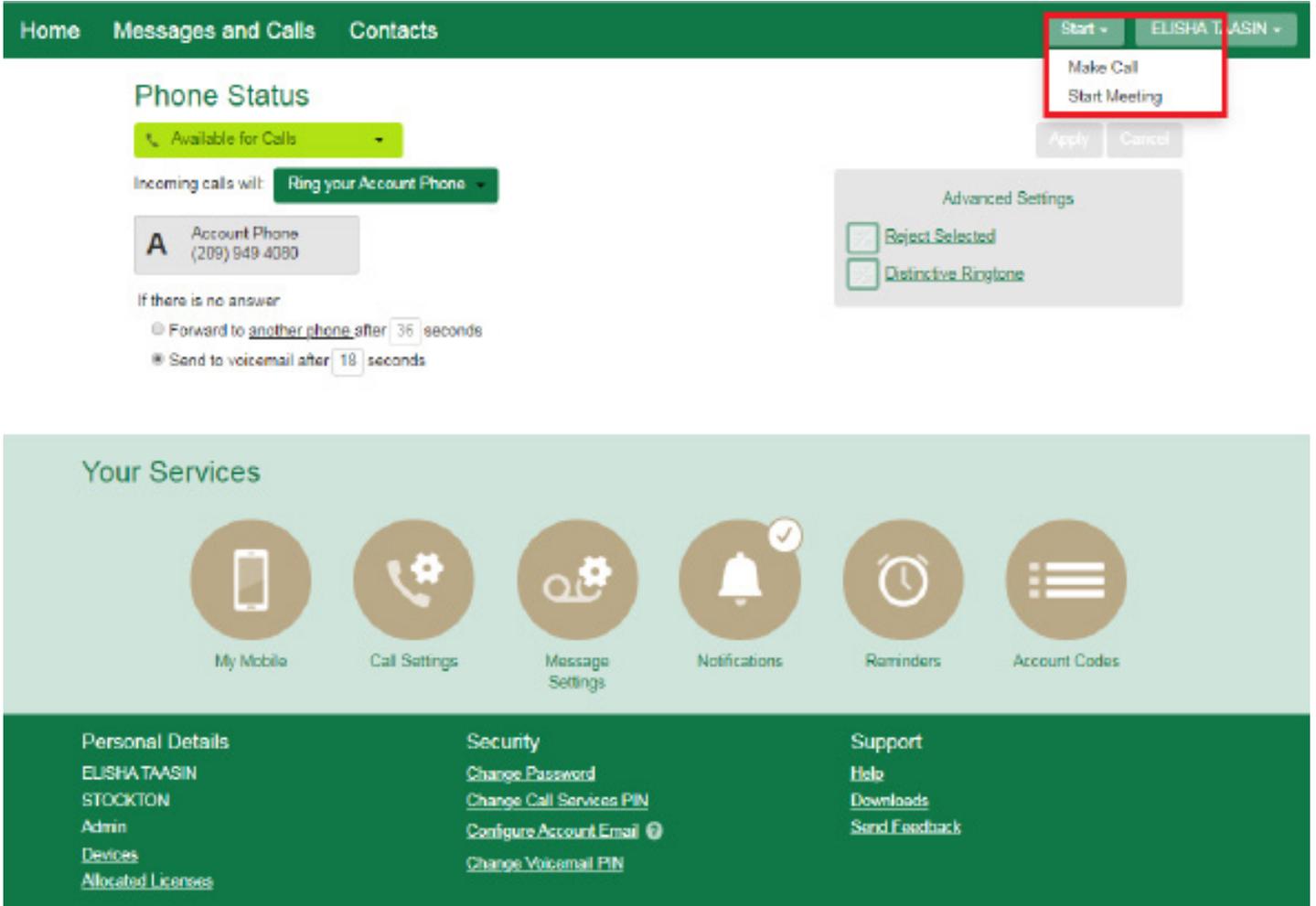
2. After selecting “Create a Meeting” on MaX UC, a screen will pop-up, allowing for users to invite IM contacts. You can either enter in the person you’d like to invite from your IM contact list, or click on the “Invite Others” tab and select to send an email invite or copy the meeting link.



3. If you’d like to create a meeting with someone you have on your IM contact list, you can also create a meeting with the user directly by opening a chat box with the other user and clicking on the video meeting icon.

Creating a meeting from your CommPortal homepage

At the top right hand side of the menu bar, you will notice a “Start” tab besides your user name. When you click on this tab, the drop-down options will include “Make Call” and “Start Meeting.” When you select “Start Meeting,” a MaX UC launcher will open in a new page.



The screenshot displays the CommPortal interface. At the top, a green navigation bar contains 'Home', 'Messages and Calls', and 'Contacts'. On the right side of this bar, a user profile for 'ELISHA T. ASIN' is shown with a 'Start' dropdown menu. This menu is open, showing 'Make Call' and 'Start Meeting' options, which are highlighted with a red box. Below the navigation bar, the 'Phone Status' section is visible, showing 'Available for Calls' and 'Incoming calls will: Ring your Account Phone'. The 'Account Phone' is listed as (209) 949 4080. There are also settings for 'If there is no answer', with options to forward to another phone or send to voicemail after a certain number of seconds. To the right of the phone status, there is an 'Advanced Settings' panel with checkboxes for 'Reject Selected' and 'Distinctive Ringtone'. Below these sections is a 'Your Services' section with six icons: 'My Mobile', 'Call Settings', 'Message Settings', 'Notifications', 'Reminders', and 'Account Codes'. At the bottom, there is a dark green footer with three columns of links: 'Personal Details' (including user name and location), 'Security' (including password and PIN changes), and 'Support' (including help, downloads, and feedback).

3. Receiving Incoming Messages

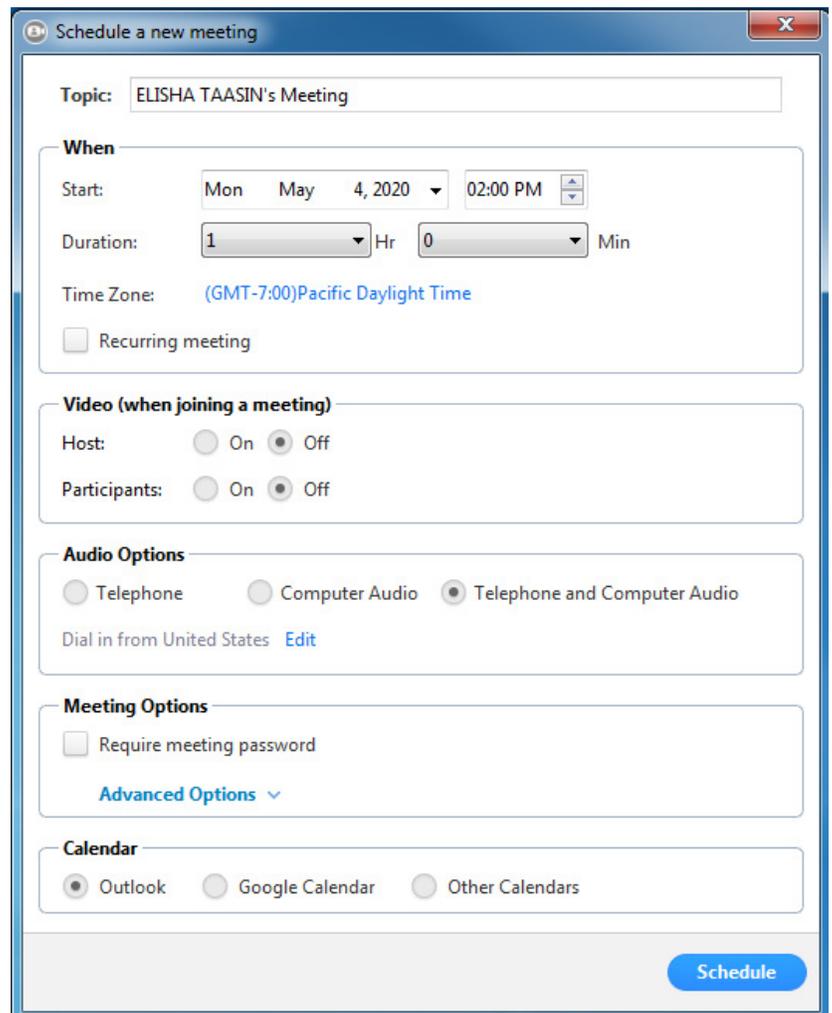
If you are on the recipient end of an incoming call, a pop up screen will appear on your screen showing you the user of the person inviting you to the meeting. You can choose from the pop up whether you'd like to accept or decline.

You can also accept meetings via URL or email invitation, which will open up the MaX Meeting launcher.



4. Scheduling a Meeting

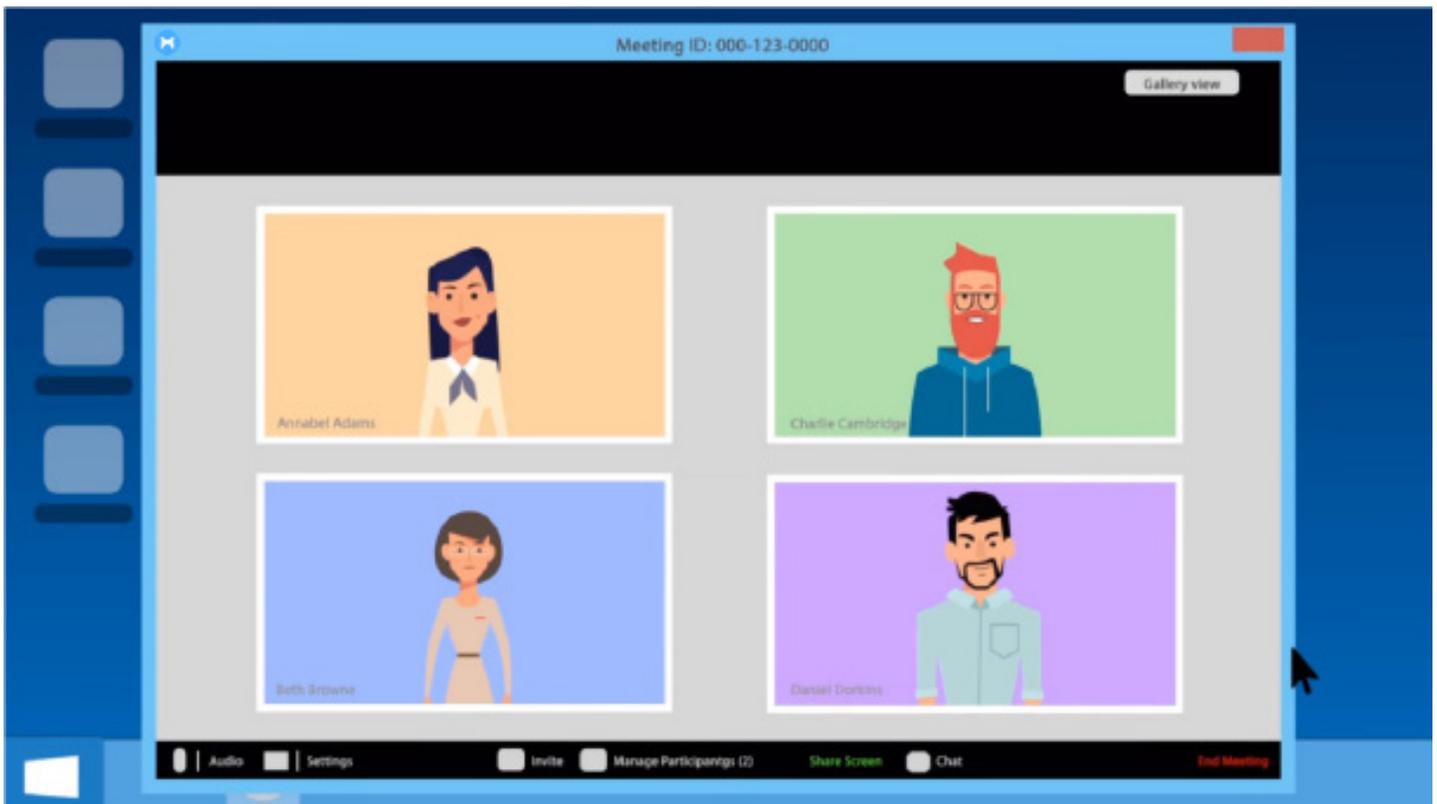
Users can schedule a meeting via **MaX Meeting** by clicking on the “Meetings” tab and selecting “Schedule a Meeting.” A pop-up should appear, allowing users the option to change the meeting topic name, schedule the time and date, and duration of the meeting. Additional settings include Video Options, Audio Options, Meeting Options, and a calendar to sync the meeting to.



5. Large MaX Meetings and Webinars

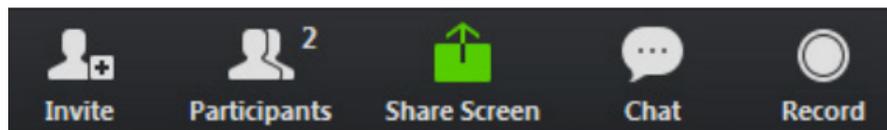
Subscribers can determine how large of a meeting they are able to create by logging into the CommPortal and viewing the “Allocated Licenses” link under the “Personal Details.” Upon clicking on the link, a popup will appear and to show users the license they have available.

Large meetings that host over 50 participants and Webinars (where most participants are only able to receive but not transmit video or audio) are individually licensed by your administrator. The number following each type of license indicates the maximum number of participants.

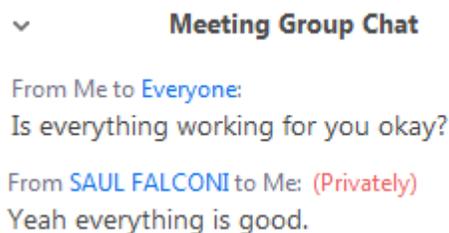


6. Exploring the MaX Meeting Application

If your microphone and webcam are set up, you will be able to see yourself in the meeting. If they are not set up, you should still be able to see your user icon. At the bottom of the meeting page, you will see the multiple menu options.



- Starting from the left side, the “Invite” button which will allow you to invite your IM contacts or others using an email or link.
- The “Manage Participants” button allows you to view the participants in the meeting.
 - When hosts hover over a participant name, a “More” button appears, allowing the host to select “Chat”; “Make Host”; “Allow Record”; “Rename”; or “Remove.”
 - At the bottom of the Participants display, you can select to “Mute All”; “Unmute All” or select “More” to “Mute Participants on Entry”; “Play Enter/Exit Chime” or “Lock Meeting.”
- “Screen Share” allows users to share their screen with the meeting participants. Through Screen Share, users can either show their whole desktop screen, or select a specific tab or application to share. While in “Screen Share” mode, users can Pause their screen, allow for annotations, and even allow a specific user remote control over their screen.
- The “Chat” option allows users to instant message members in the meeting. Users can either send an instant message to all members or to specific members only.



- The “Record” button allows users to record the meeting. Hosts can choose to enable or disable this feature for meeting attendants.
- The “Support” button features “Request Desktop Control”; “Request Application Control”; and “Request Computer Restart,” allowing users to have hands-on control while trouble-shooting.

7. MaX Meeting for Mobile

In order to access MaX Meeting on your mobile device, you must have MaX UC Mobile downloaded. Once you're logged into the app, you can start creating and accepting meeting invitations on your phone.

Create a meeting by either using the side-bar menu that can be accessed by swiping right, or by using the chat function.

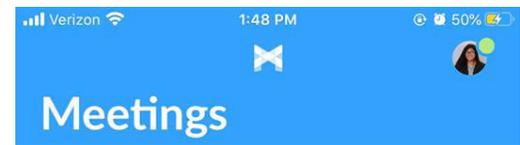
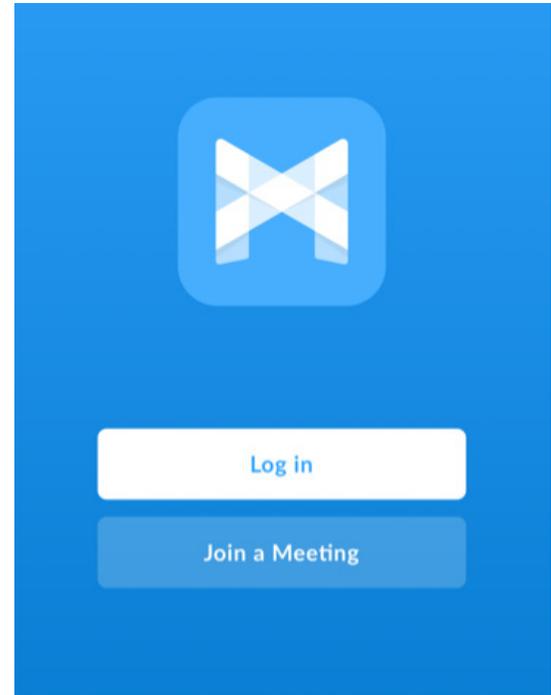
Create New Meetings

To create a new meeting in the app, users have the option of using the menu tab or can create a meeting using the Chat function.

To access the menu tab, users can either press the three lines at the top left of the app or swipe to the right. On the Meeting tab, users will then have the option to Create a Meeting; Schedule a Meeting; Join a Meeting; or view Upcoming Meetings

On the Meeting tab, users have the option to Create a Meeting and invite members via Instant Messenger contacts; send an invite link via email; or copy an invite link

To create a meeting using the Chat function, simply open up an instant message conversation with a member of your corporate directory, click "Details" at the top right of the screen, and Invite to Meeting.



If you received an invitation link, tap on the link again to join the meeting



In a Mobile Meeting

When you start a mobile meeting, your phone's front-facing camera will automatically connect. You can switch the camera view by clicking on the reverse symbol at the top of the screen, or you can click on "Stop Video" on the menu bar at the bottom of the screen.

Other menu options include:



Mute to turn on/off your microphone



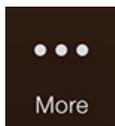
Stop Video to turn on/off your video on both cameras



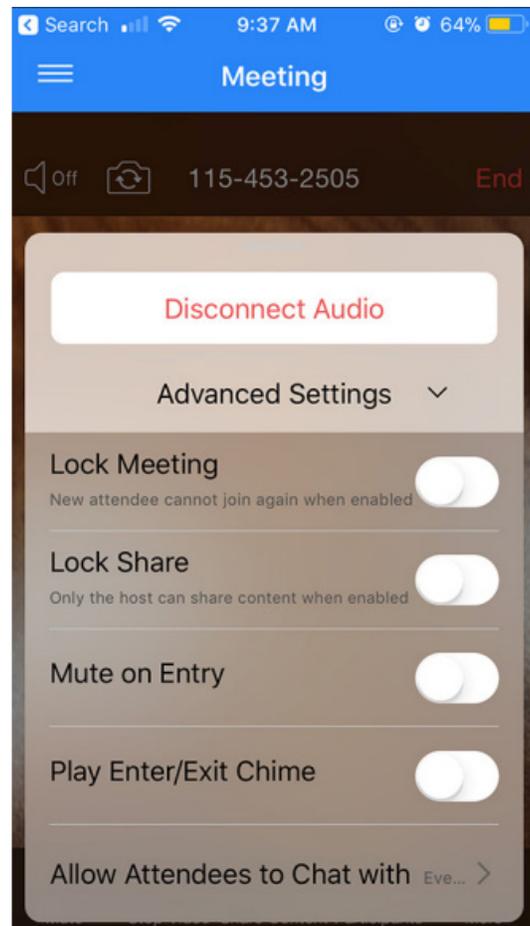
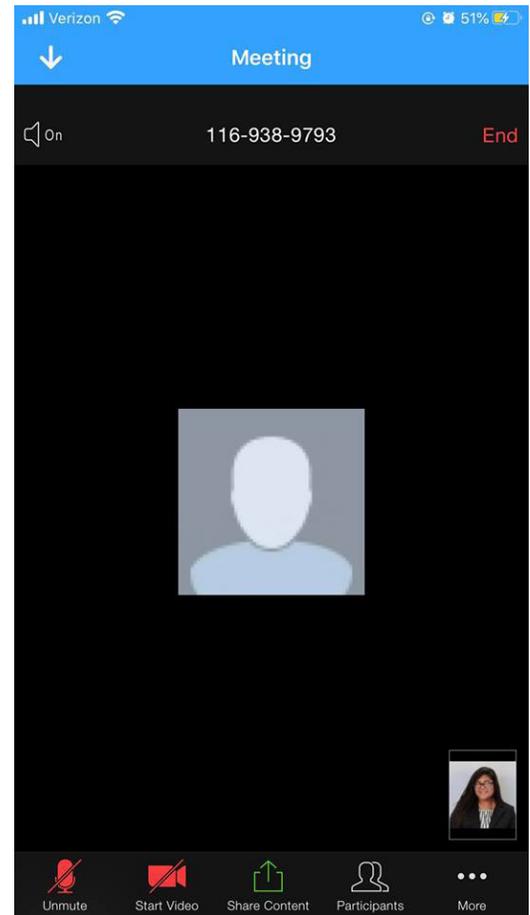
Share Content allows users to share files, website URLs and website bookmarks



Participants allows users to view participants and have access to using the "Chat" function within MaX UC. This chat can be directed to specific users or to all members of the meeting. In the participants tab, users can also invite additional users to the meeting. Meeting hosts also have the options to mute or unmute all participants.



More this function allows users to disconnect their audio, or select "Advanced Settings." Advanced Settings include: Lock Meeting, Lock Share, Mute on Entry, Play Enter/Exit Chime, and Allow Attendees to Chat with Host or Everyone.



We're Here To Help

If you don't find what you need, please contact our friendly Customer Care staff. They are ready to assist you, 24/7. For any network or technical issues with your service, please contact us at 877.965.7800 or info@uyt.co

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