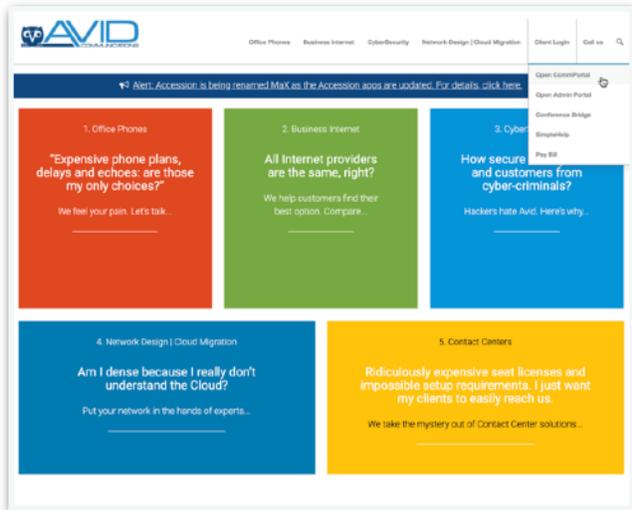




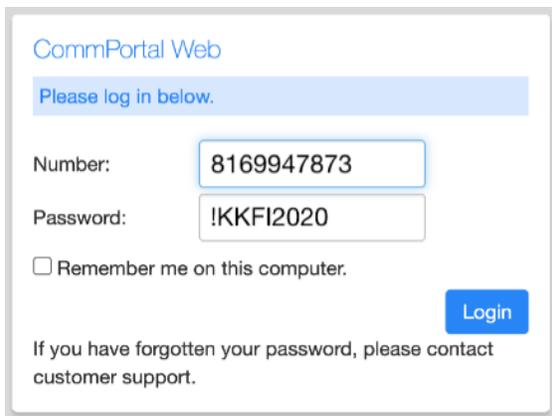
MaX UC Softphone Software

The MaX UC softphone app provides your laptop or desktop computer with the ability to receive calls to the KKFI pledge line. The software is provided by Avid Communications; which is KKFI's telephone and internet service provider.

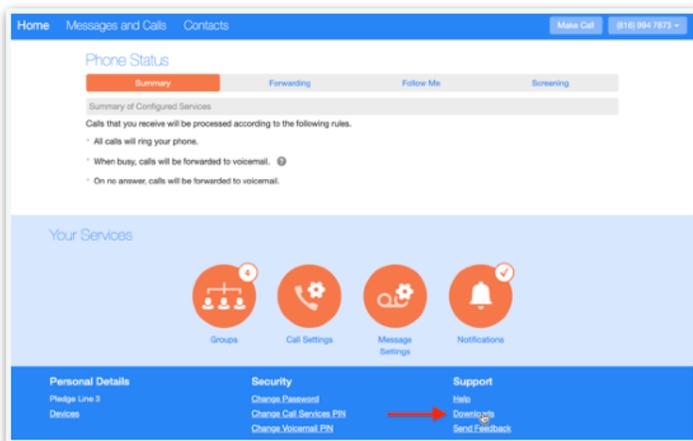


Point your browser to the [Avid web site](#).

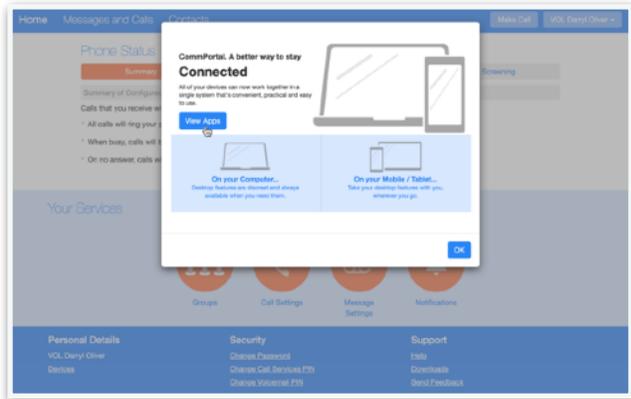
Click **Client Login** and select **Open CommPortal**.



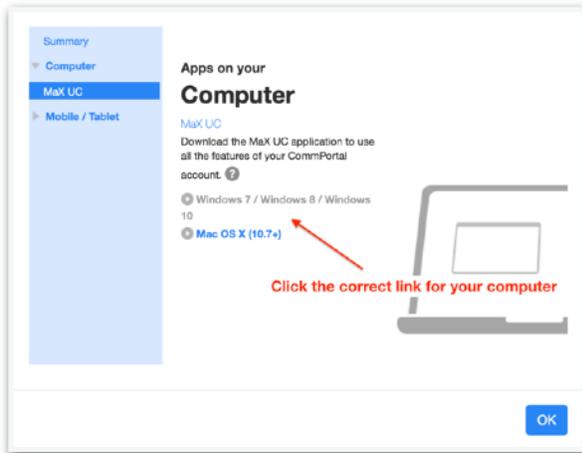
When prompted, enter this phone number and password.



Click the Downloads link.



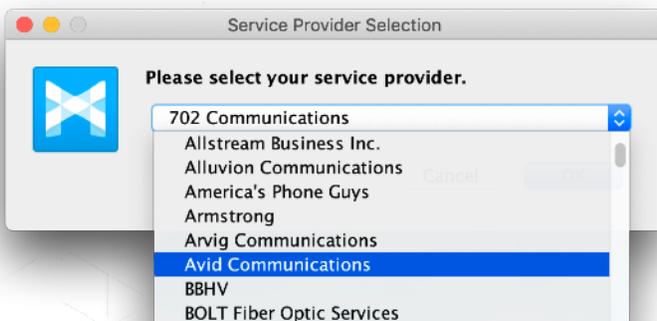
Click the **View Apps** button.



The correct version for your computer (MacOS or Windows) should be highlighted in blue. Click the link to start the download.

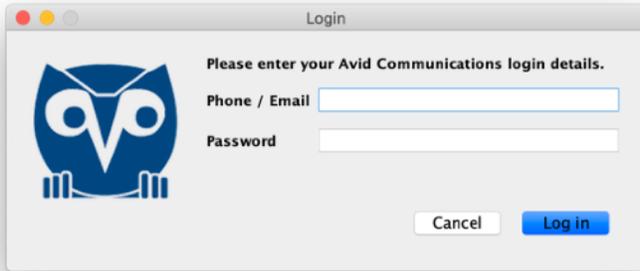


After downloading and installing MaX UC, double-click its icon to launch it and click the **Log in manually** button in the Welcome window.

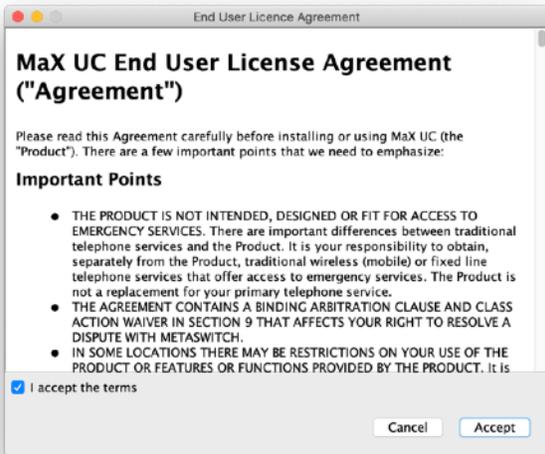


When prompted, select **Avid Communications** as the service provider.

Avid (not Arvig)



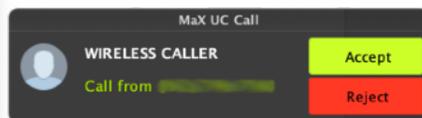
You will be provided with a phone number and password to log in to the MaX UC client. These may be different than the credentials you used to download the software from the Avid web site.



After you log in for the first time, you will be prompted to accept the End User License Agreement.

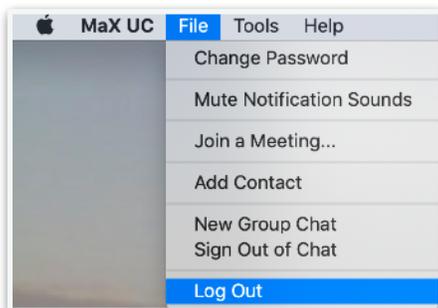


Success! The image on the left is the main window of the MaxUC app.



When a donor calls the pledge line, a dialog box like the one on the right will display on your computer screen. Click the **Accept** button to answer.

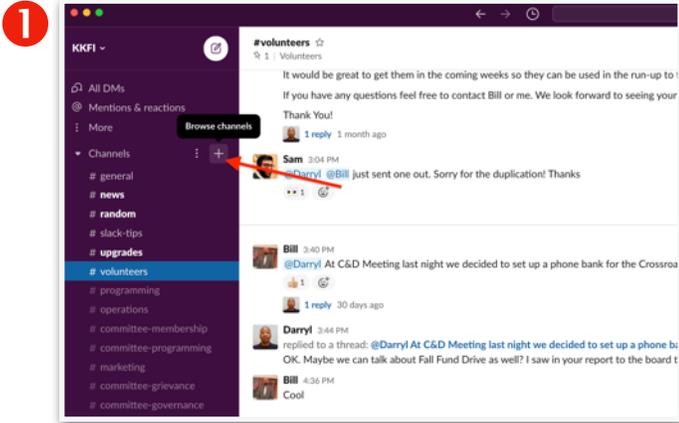
You are ready to start taking calls.



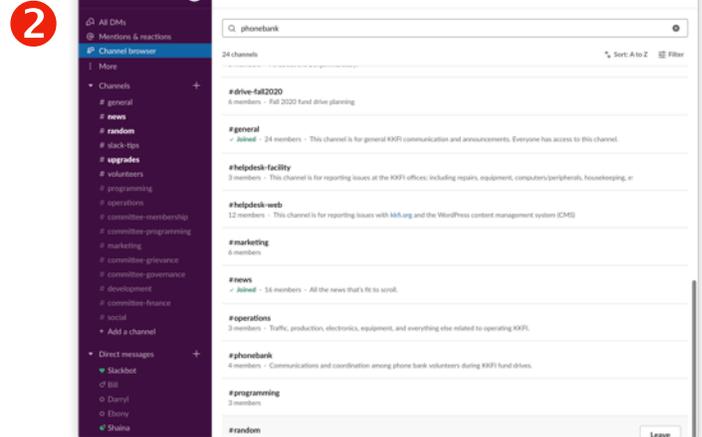
IMPORTANT: Be sure to log out after your shift! Otherwise, you will continue to receive calls and the next shift won't be able to use this line.



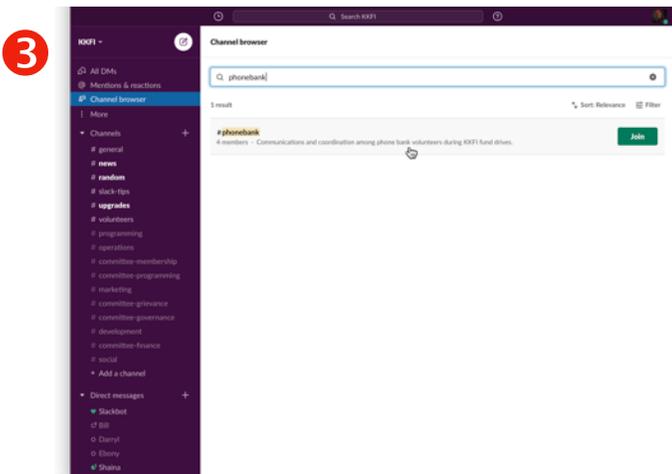
Remote Phone Bank Joining Slack



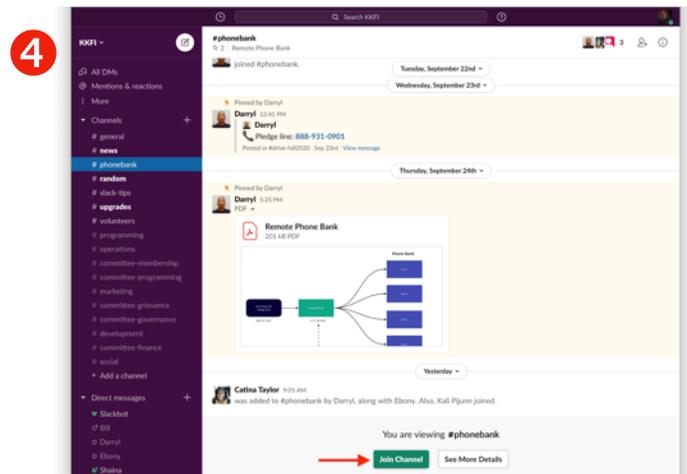
After logging into Slack, locate the Channels section in the left sidebar and click the plus sign next to the section header to browse the channels.



Type **phone-bank** in the search field and press the Enter or Return key on your keyboard.



Click the **#phonebank** channel description or the Join button.



And finally, click the **Join** button at the bottom of the screen.



MaX UC Desktop Quick Start Guide

MAX UC DESKTOP

Your Avid phone service can be used to make or receive calls from your desk phone, your PC or Mac, and your mobile devices.

For this to work on your desktop, you need to install the MaX UC Desktop software on your PC or Mac. This guide will help you to do that.

ENSURE YOUR COMPUTER IS COMPATIBLE

MaX UC Desktop works on PCs running Windows 8 (desktop edition) or Windows 10. It also runs on Macs that have OS X 10.12 or later versions.

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. It will even work with the answer/reject call button on some headsets.

FIND YOUR PASSWORD

You will need your Avid CommPortal phone number (or email address if you have set this up) and password to start using MaX UC Desktop. If you don't have this information, call us on 816.994.7050. You will be prompted to change the password as part of completing the login process.

DOWNLOAD AND INSTALL THE SOFTWARE

Download MaX UC Desktop from: webcare.avidphone.net

When prompted, save the file. Find the file in your downloads folder, open it, and follow the on-screen instructions to install the software.

EXPLORING MAX UC DESKTOP

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

You can also use MaX UC Desktop to send instant messages, transfer files, and send Presence information to other people in your corporate directory who are using the MaX UC client (on any device).

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

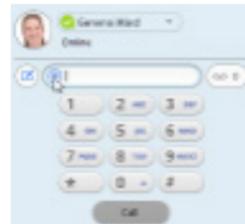
MAKING CALLS

Making a call is as easy as entering the number on the keypad or clicking on a contact's call button.

If your contact has more than one number, you can choose which number to call from the drop-down list.

If the person you are calling has caller ID, they will see your individual Avid phone number.

While in an existing 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 the Transfer call icon that will show the held call as a transfer option.



RECEIVING CALLS

When someone calls your Avid number, you will see a pop-up window appear 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 that person's details are already in your contacts list, the pop-up displays the caller's name.

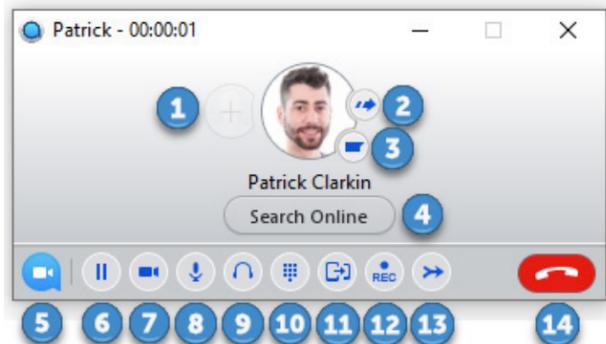


Depending on the other services you have from Avid, you may see the incoming call on your desk phone, on your mobile phone, or on a tablet device. You can answer the call on whichever device is most convenient for you.

DURING THE 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 caller.
4. Perform a CRM look-up.
5. Uplift the call to a Meeting.
6. Put the call on hold.
7. Send video.
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.



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 click on the Merge calls icon to merge other callers into a single call.

VIDEO CALLING

If the person you are talking to is also using MaX UC Desktop on the same network, you can upgrade your call to video at any time. Click on the Video icon to send your video. The other person will receive a prompt inviting them to switch on their video too. Click on the Video icon at any time to turn off your video feed.

SEND THE CALL TO SOMEONE ELSE

Use the Call Transfer icon to send any call to another number. A menu will pop-up allowing you to select a contact, or you can type in a completely new number to transfer the call to. You can also transfer the call to another of your devices that has the MaX UC client installed, without having to hang up!

INSTANT MESSAGING

If you have MaX UC Desktop with Instant Messaging, click on a contact's Chat icon to send them an instant message.

From within the chat window, you can send files, view your chat history with the contact, call the contact, and add one or more participants to the conversation.

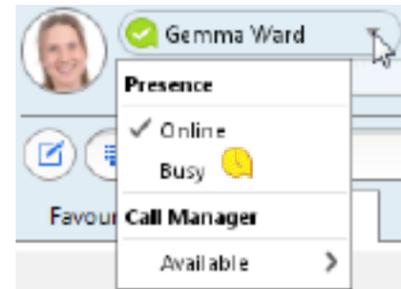
REJECT CALL WITH IM

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. Click on the drop-down list next to Reject and select one of the system messages, or click Custom Message to type your own message.

PRESENCE

Let others know whether you are available or busy by setting your presence to **Online** or **Busy**.

Your Presence information automatically shows when you are **Away**, **On the Phone** or **In a Meeting**.



YOUR CONTACTS LIST

MaX UC Desktop assembles a contact list for you to use. Depending on how your service is set up, the contact list may include:

- Contacts that you type directly into MaX UC Desktop.
- Contacts in the Outlook or Mac local address book stored locally on your computer.
- Contacts in CommPortal contacts.
- Contacts in your corporate directory.

If MaX UC Desktop is configured to automatically sync with Outlook, you can view and edit your Outlook contacts using MaX UC Desktop.

FAVORITES

For quick access to frequently-called people, add the contact to your Favorites list. Use the right-hand mouse button to click on any contact and choose Add to Favorites from the drop-down list. Favorites appear in the Favorites list and in the Contacts list.

CALL AND CHAT HISTORY

Click on the Recent tab to see your call and chat history. To view the chat history for a contact, click on the contact's Chat icon then click on the History icon.

VISUAL VOICE MAIL

If you have a voice or video message, the Message button changes color and indicates the number of messages received. Click this button to see a list of messages received, to see transcriptions of the messages into text (where available), or to listen to the messages.

EMERGENCY CALLS

MaX UC Desktop lets you make calls from anywhere on the most convenient device. Therefore, if you place a 911 call from MaX UC Desktop, the 911 operator may not be able to identify where you are calling from.

TOOLS

Click on the Tools menu and select Options to access your general settings and test your Audio and Video devices. You can also access other services such as CRM, conference, file-sharing and cloud-hosted services from the Tools menu.

To change your log-in preferences, select Tools, Options, General and 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.



MaX UC for Mobile Quick Start Guide

You can use your Avid phone service to make or receive calls from your desk phone, your PC or MAC, and your mobile devices. For this to work on your mobile or tablet, you need to install the MaX UC for Mobile app. This guide will help you to do that.

ENSURE YOUR DEVICE IS COMPATIBLE

MaX UC for Mobile works on:

- Android phones and tablets using version 5.0 or later
- iOS devices running iOS 10.0 or later.

Video calling only works on devices that have a front-facing camera.

FIND YOUR PASSWORD

You need your Avid CommPortal phone number (or email address if you have set this up) and password to start using MaX UC for Mobile. If you don't have this information, call us on 816-994-7050. You will be prompted to change the password as part of completing the login process.

DOWNLOAD AND INSTALL THE APP

Use the URL or QR code provided by Avid to find the MaX UC app in Google Play or iTunes. Tap **Install** to download the app to your device. Check the Terms & Conditions and tap **Accept & Continue**.

Tap **Open** on the app (if prompted, select **Avid Communications** as your Carrier). Then if not already present, enter your Avid CommPortal Phone Number and Password. Tap **Log in**. If you are having trouble logging in tap the eye symbol to show your password and check that there are no errors.

You may need to periodically update your password (a prompt will appear on screen), until you update the password you will only be able to receive calls and meeting invitations. Failure to update the password within the allotted time will result in you being locked out of your account.

If you want to have the ability to switch calls to your own cellular network (for example, if you move to an area with poor Wi-Fi connection during a call made on MaX UC) enter your own mobile phone number and tap Continue.

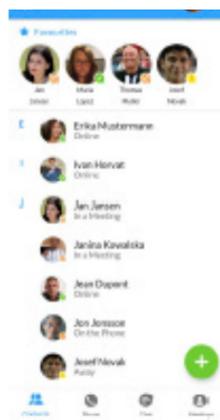
EXPLORING MaX UC

MaX UC for Mobile is like having your desk phone on your mobile.

You can make, receive, hold, and transfer calls, and you can make three-way calls. You can even push and pull calls from your phone to other twinned devices, mid-call.

You can also use MaX UC to send messages to other people in your corporate directory who are using MaX UC (on any device).

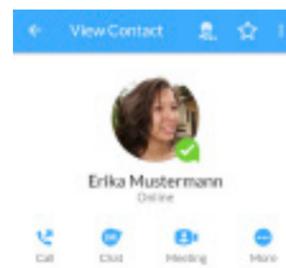
MaX UC uses the Wi-Fi, broadband, or mobile data services available, so you can make and receive calls without using your mobile minutes.



CONTACTS TAB

MaX UC for Mobile assembles a contact list for you to use. Select the Contacts tab to view your **Contacts** list. Depending on how your service is set up, the Contacts list may include:

- contacts that you type into MaX UC for Mobile
- contacts stored on your mobile device
- contacts in CommPortal contacts
- contacts in your corporate directory



The contact's status appears in a speech bubble next to their profile picture.

Tap on a contact to access **Call**, **Chat** and **Meeting** options. Tap on the **Plus** icon to add new contacts.

PHONE TAB

Tap on the **Phone** tab to make a call, view your **Call History** and listen to **Voicemail**.

To make a call, tap on a contact and select the number to call or tap on the **Dialer** icon and enter the number.

If the person you are calling has caller ID, they will see your individual Avid phone number.

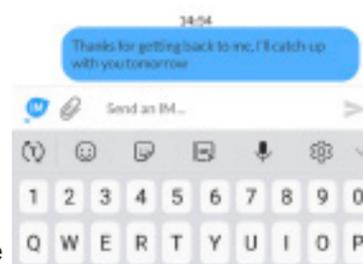
The **Voicemail** tab indicates the number of messages received.

- Tap on the **Play** icon to listen to a voicemail.
- Tap on the Voicemail entry to see **Call**, **Chat**, **Meetings** and **More** options.
- Tap **More** to access **View contact**, **Mark as Unheard** or **Delete Message**.

If you have a fax message, the Faxes tab appears; you can tap on it to see the fax.

CHAT TAB

Tap the **Chat** tab to use Instant Messaging. Enter your Chat Address and Password and tap **Sign in**.



Tap on a contact to continue a previous conversation or click on the **New message** icon and choose a contact to message.

From within the chat window, you can start or continue a conversation, send files, call a contact, or add one or more participants to a conversation. Your Instant Messages automatically sync to all your MaX UC devices.

MEETINGS TAB

Select the **Meetings** tab to **Create** or **Schedule** an MaX UC Meeting, **Join a Meeting** or view **Upcoming Meetings**.

Meetings

RECEIVING CALLS

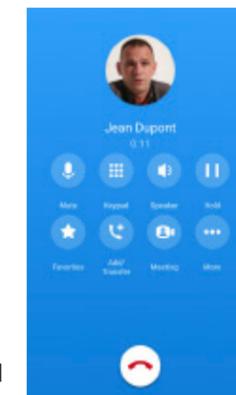
When someone calls your Avid number, MaX UC offers the choice to accept or reject the call.



DURING THE CALL

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

- Mute** your microphone.
- Access the **Keypad**.
- Turn on the **Speaker**.
- Put the call on **Hold**.
- Invite a **Favorites** contact to join the call.
- Add/Transfer** the call allows you to make a second call and add the contact into a 3-way call or transfer the call.
- Upgrade the call to a **Meeting**.
- Access **More** options (send video or switch the call to another device).



You may receive another call while you are already on a call. MaX UC for Mobile gives you the option to:

- Hold the existing call and answer the new call.
- End the existing call and answer the new call.
- Ignore the new call.

TRANSFER THE CALL

Tap **Add/Transfer** to send the call to another number. You can select a contact or type in a number to transfer the call to. You can also transfer the call to another of your devices running MaX UC, without hanging up!

SWITCH THE CALL TO ANOTHER DEVICE

If the call has poor audio due to an unreliable Wi-Fi or mobile data service connection, tap **More** then **Switch** and select **This device (cellular)** to move the call to your regular cell phone. Remember the call will now use your mobile minutes.

Alternatively, you can push the call to another of your devices running MaX UC, such as your desktop or your iPad. Tap **More** and then **Switch** and select **Another device** to push the call to whichever device is most convenient.

CALL PULL

You can pull calls from your other devices onto your mobile. If a call exists that can be pulled, MaX UC displays a **Call Available to Pull** option. Tap this option and follow the on-screen prompts to pull the call onto your mobile.

PRESENCE

Whenever one of your contacts is signed in to their Chat account, MaX UC for Mobile displays their presence information on the **Contacts**, **Phone**, and **Chat** tabs.



PROFILE & SETTINGS

Click on your avatar in the top-right to access Call, Chat, Contact, and Messaging settings, and additional setup options. You can also configure your profile, send error reports and access **Call Manager** in the **Profile & Settings** window.

EMERGENCY CALLS

MaX UC lets you make calls from anywhere on the most convenient device. If you place a 911 call from MaX UC, the call will be placed from the native dialer on your mobile device.



Pledge Call Flow

