

**Table of Contents****1. Introduction****2. MaX UC Desktop:**

- 2.1. Convert a Call to a Meeting
- 2.2. Set up an Instant Meeting
- 2.3. Schedule a Meeting
- 2.4. Personal Meeting ID
- 2.5. View Upcoming Meetings and Recorded Meetings
- 2.6. Meeting Settings
- 2.7. Outlook Plugin Installation

**3. MaX UC Mobile:**

- 3.1. Convert a Call to a Meeting
- 3.2. Set up an Instant Meeting
- 3.3. Schedule a Meeting
- 3.4. View Upcoming Meetings

**4. User Portal - Start an Instant Meeting****5. Using Microsoft Outlook Plugin:**

- 5.1. Schedule a Meeting
- 5.2. Modify or Cancel a Scheduled Meeting
- 5.3. Start an Instant Meeting

**6. Hosting a Meeting**

- 6.1. Start an Instant Meeting
- 6.2. Schedule a Meeting
- 6.3. Start a Scheduled Meeting
- 6.4. Meeting Controls on a PC/Mac (includes screen sharing and whiteboard)
- 6.5. Meeting Controls on a Mobile Device

**7. Participating in a Meeting**

- 7.1. Join a Meeting
- 7.2. Participant Controls on a PC/Mac
- 7.3. Participant Controls on a Mobile Device

**8. Troubleshooting**

### 1. Introduction:

MaX Meeting is an audio and video conferencing solution that offers advanced collaboration tools such as screen sharing and whiteboard annotations. MaX Meeting is built into the MaX UC Desktop and MaX UC Mobile applications and can also be accessed via the User Portal. A Microsoft Outlook plugin is also available, allowing Hosts to schedule or start Meetings from Outlook.

There are two types of Meetings:

- Instant Meeting – Host invites Participants and starts the Meeting immediately
- Scheduled Meeting – Host schedules the Meeting for a specific date/time in the future

Meeting Hosts can create Meetings via:

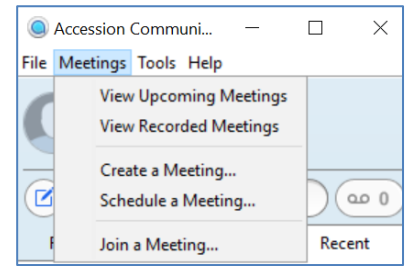
- MaX UC Desktop or Mobile apps – Create a Meeting (Instant Meeting), Schedule a Meeting (in the future), or convert a call in progress to a Meeting
- User Portal – Start an Instant Meeting using the “Start” button
- Microsoft Outlook (plugin installation required) – Outlook buttons for “Start Instant Meeting” or Schedule a Meeting”

Meeting Participants can join a Meeting by:


- Accepting an Instant Meeting invitation in MaX UC Desktop or Mobile apps
- Clicking on a Meeting URL
- Dialing in via phone

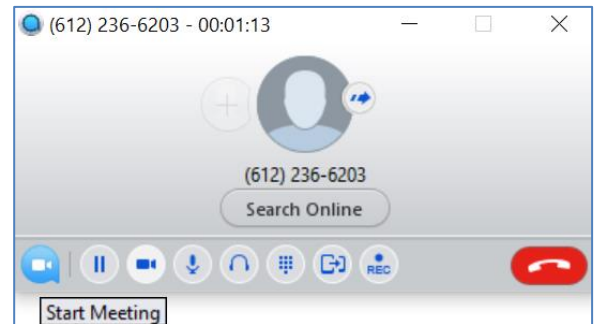
## 2. MaX UC Desktop:

Use MaX UC Desktop to convert a call to a Meeting, Set up an Instant Meeting (Create Meeting), Schedule a Meeting, view Upcoming Meetings and Recorded Meetings, and manage Meeting Settings.



### 2.1. Convert a Call to a Meeting:

- While on a call, click the [Meeting]  icon and select [Start Meeting (IM Only)] or [Create Meeting URL...]
  - Invite Participants and click [Start Meeting] to start the Meeting
- Note:** If the call was being recorded, the recording will stop when the call is converted to a Meeting

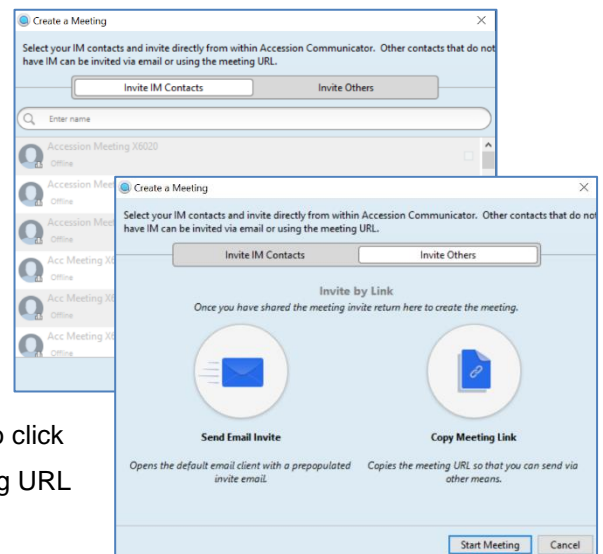


### 2.2. Set up an Instant Meeting:

An Instant Meeting allows you to start a Meeting immediately after you invite contacts and click “Start Meeting”.

**Note:** Meetings are limited to a maximum number of Participants and hosts can only invite Participants up to their permitted limit.

- Click on the [Meetings] menu and select [Create a Meeting]:
  - Invite IM Contacts - [Check the box] to the right of each IM Contact to be invited. Contacts that cannot be invited are grayed out. The IM Contact(s) will see an invitation on their screen and can click to join the Meeting.
  - Invite Others - click [Invite Others]
    - Click [Send E-mail Invite] to open an e-mail message with a Meeting invite that can be sent to others. You can also click [Copy Meeting Link] to copy the Meeting URL to be sent via other means.
- Click [Start Meeting] to start the Instant Meeting



## 2.3. Schedule a Meeting:

Schedule a Meeting to occur in the future.

- Click on the [Meetings] menu and select [Create a Meeting]:

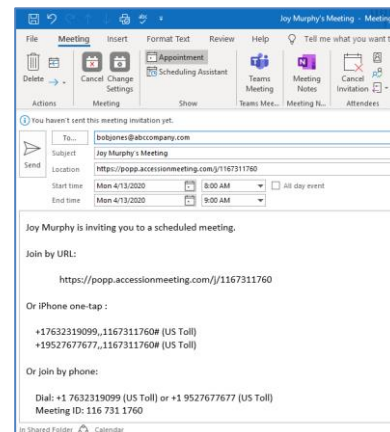
- Topic – enter the topic of the Meeting
- When - select Start Date, Time, Duration, Time Zone, and check the box for a Recurring Meeting if desired
- Meeting ID (Generate Automatically by default) - Select [Personal Meeting ID] (allows Participants to join Meetings you host with the same Meeting ID each time ,not recommended)
- Password (recommended) – check the box and enter a password to require Participants to enter a Meeting password.
- Video (Off by default) - Select [On] to change this setting for Host or Participants
- Audio Options (Telephone and Computer Audio by default):

**Note:** A numeric-only password is strongly recommended if participants will be joining by phone.

- Calendar: [Outlook] is selected by default and an Outlook e-mail invite will be generated when the Meeting is scheduled. Alternatively, you can select [Google Calendar] to schedule the Meeting via a Google Calendar event or select [Other Calendars] to copy Meeting details to the clipboard to be sent via other means.
- Advanced Options - click to expand and view/modify options (default recording save location is in the MaX UC application folder). If you are designated as a Scheduling Assistant for another user, you can schedule a Meeting for them as follows:

- Check the [Schedule for] box, select the user you are scheduling the meeting for in the drop-down, and click [Schedule]. Verify that the meeting invite shows the user's name.

- Click [Schedule] to open the Meeting invite (Outlook e-mail, Google Calendar Event, or clipboard with Meeting details):
  - Invite Participants
  - Update Meeting subject, date/time, etc. as needed
  - The Meeting invite includes the Meeting URL, Password (if required), iPhone one-tap numbers (from their mobile device, Participants can touch the number/link to call in to the Meeting), and Join by phone (dial-in numbers).
- Click [Send] to send the Meeting invite. Participants will receive a Meeting invite and can accept/decline the Meeting.

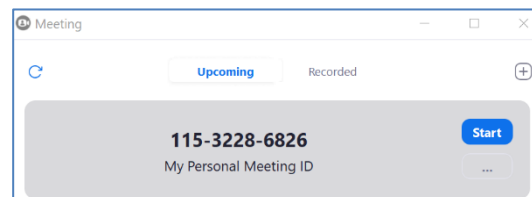


## 2.4. Personal Meeting ID:

Your Personal Meeting ID allows Participants to join Meetings you host with the same Meeting ID each time.

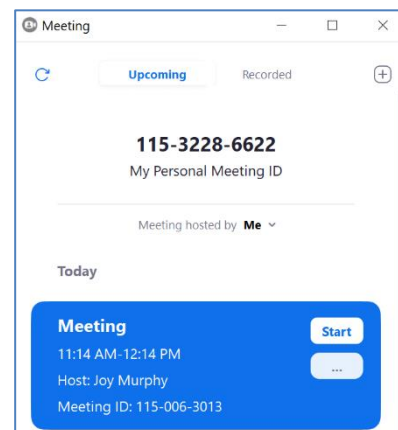
**Note:** This is not the recommended method for creating a meeting. The recommended standard is to use auto-generated (unique) meeting IDs.

- To view your Personal Meeting ID, click [Meetings] and select [View Upcoming Meetings]
- Your Personal Meeting ID is displayed at the top of the screen. Hover over it to:
  - [Start] – start an Instant Meeting using your Personal Meeting ID
  - [...] - to [Copy Invitation] (copy meeting details to clipboard) or [Edit] your Personal Meeting ID and settings

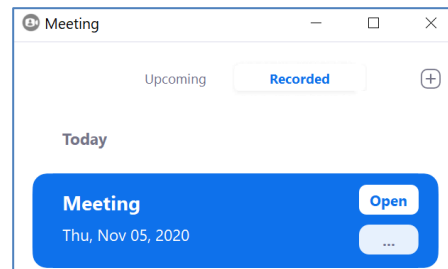


## 2.5. View Upcoming Meetings and Recorded Meetings:

- To view Upcoming Meetings (for which you are the Host or Scheduling Assistant), click [Meetings] and select [View Upcoming Meetings]
- Hover over a Meeting in the list and click on:
  - [Start] – start the Meeting
  - [...] – do not use this option. Meetings must be edited or deleted by modifying the Meeting the calendar event.



- To view Recorded Meetings, click [Meetings], select [View Recorded Meetings]
- Hover over a Meeting in the list and click on:
  - [Open] – open the recording save location on your computer (default save location is in the MaX UC application folder)
  - [Delete] – do not use this option. Navigate to the recording save location on your computer and delete recordings there.



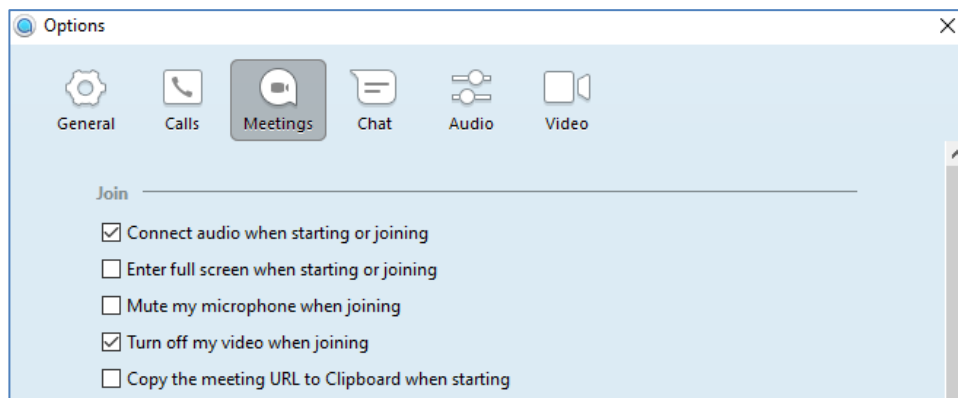
### 2.6. Meeting Settings:

**Note:** You must log out of MaX UC Desktop and log back in for setting changes to be applied.

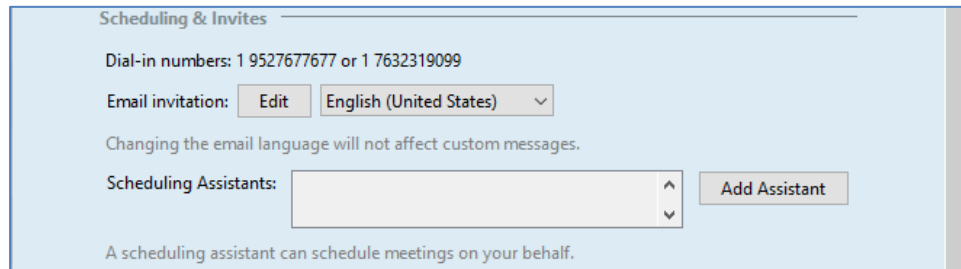
- Click [Tools] and select [Options]
- Click [Meetings] at the top of the screen. These are the default settings for Meetings you host. Some of these settings can be modified for a specific Meeting when the Meeting is scheduled.
- Join settings:
  - Default settings include “Connect audio when starting or joining” (assumes that you will be using your computer for audio) and “Turn off my video when joining”.

**Note:** If your computer does not have a microphone or if you’d prefer to use phone audio, uncheck “Connect audio when starting or joining”

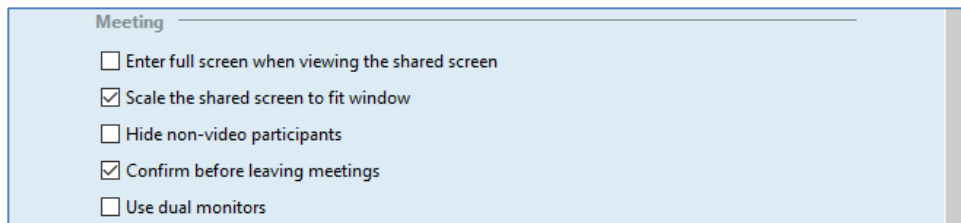
  - Additional options are available. [Check/uncheck] the box to turn each setting off and on.



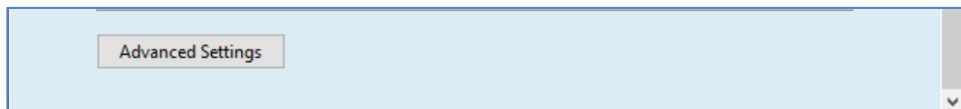
- Scheduling & Invites settings:
  - Your Meeting Dial-in numbers are displayed
  - E-mail invitation (language is English by default) - click [Edit] to select a different language.
  - Scheduling Assistants – click [Add Assistant] to select contact(s) who can schedule Meetings on your behalf (optional). The designated Assistant(s) will need to restart MaX UC Desktop before they will be able to schedule Meetings on your behalf.



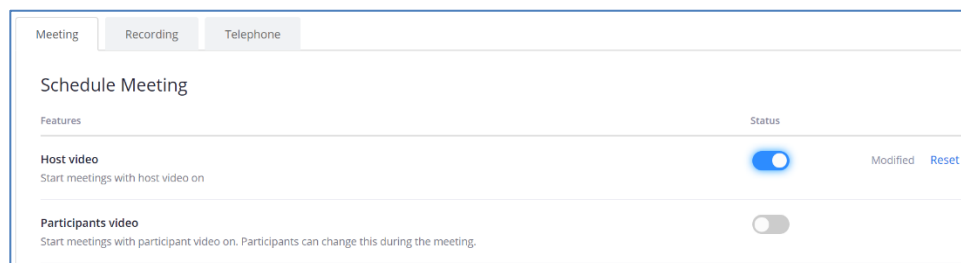
- Meeting settings:
  - Default settings include “Scale the shared screen to fit to window” and “Confirm before leaving Meetings”. Additional options are available. [Check/uncheck] the box to turn each setting off and on.



- Outlook Plugin (optional) – see Outlook Plugin Installation section
- Advanced Settings - scroll down and click on [Advanced Settings] (opens a browser window) to view/modify advanced Meeting, Recording, and Telephone settings.



- There are tabs for Meeting, Recording, and Telephone settings at the top of the screen. Many of the options listed are duplicates of the settings found in [Tools] > [Options] > [Meetings]
- Toggle the “Status” setting to change the default setting and turn a feature [On] or [Off]
- To set a feature back to the default, click [Reset]



- A few Advanced Settings you may want to be aware of are:
  - In the Meeting tab:

- Join before host (Off by default) – allow participants to join the meeting before the host arrives
- Require a password for Personal Meeting ID (On and locked) - if the meeting organizer selects the "Enable join before host" option for a Personal Meeting, a password is required.
- Embed password in meeting link for one-click join (On by default) – meeting password is encrypted and included in the join meeting link to allow participants to join with one click without entering the password
- Require password for Participants joining by phone (On and locked)
- Require encryption for 3<sup>rd</sup> party endpoints (On by default) – require that all Meetings are encrypted using AES
- Polling (Off by default) – Add Polls to the Meeting controls. This allows the Host to survey the Participants.
- Virtual background (On by default) – Allow users to replace their background with any selected image. Choose or upload an image in the Meeting Desktop application settings.
- Waiting room (Off by default) – Attendees cannot join a Meeting until a Host admits them individually from the waiting room. If Waiting room is enabled, the option for Participants to join the Meeting before the Host arrives is automatically disabled. When enabled, can choose to place [All participants] in waiting room or [Guest participants only] (users not in your organization or not signed in)
- In the Recording tab:
  - Local Recording (On by default) – Allows hosts and Participants to record the Meeting to a local file
  - Automatic Recording (Off by default) – Record Meetings automatically as they start

**Caution:** Meeting recordings can consume a lot of storage on your device.

**Note:** The default recording save location is in the MaX UC application folder. The save location can be changed in MaX UC Desktop > Tools > Options > General > Recordings.

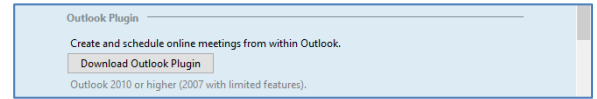
## 2.7. Outlook Plugin Installation:



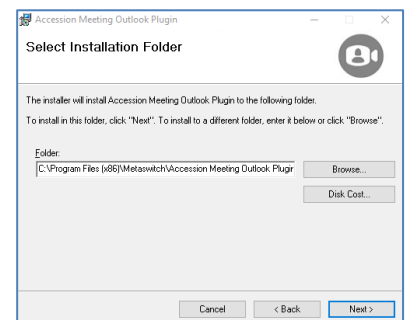
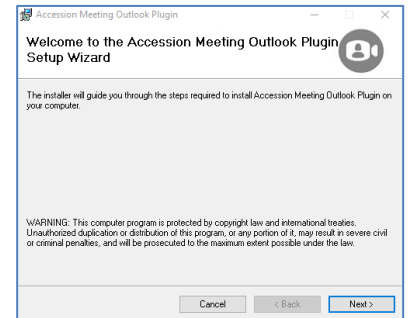
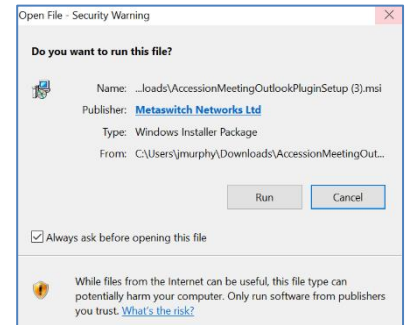
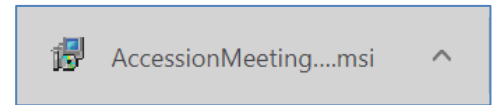
The Outlook Plugin adds buttons to Microsoft Outlook that allow you to quickly Schedule a Meeting and Start Instant Meetings from within Outlook.

**Note:** This plugin is compatible with Outlook 2010 or higher and 2007 with limited features.

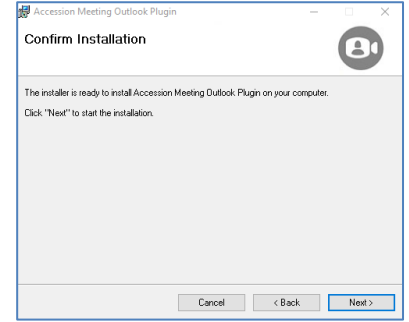
- Click [Download Outlook Plugin]
- The plugin will download. Right-click and select [Open].
- Click [Run] to run the file



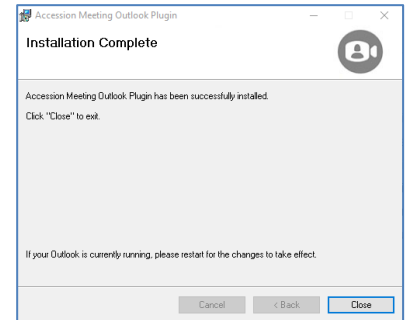
- Click [Next] to start the Setup Wizard
- Select Installation Folder – click [Next]



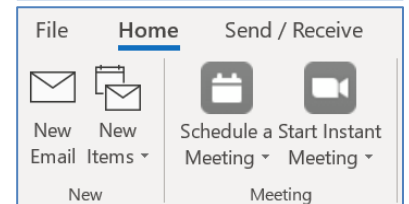
- Click [Next] to Confirm Installation



- Click [Close] to complete installation




- Close and re-open Outlook and you will see the newly added [Schedule a Meeting] and [Start Instant Meeting] buttons in the ribbon at the top of the e-mail screen



### 3. MaX UC Mobile:

#### 3.1. Convert a Call to a Meeting:

- While on a call with another MaX UC user, touch [Meeting]  to convert the call to a Meeting
- Once the on-screen Meeting invitation is accepted, the Meeting will start  
**Note:** If the call was being recorded, the recording will stop when the call is converted to a Meeting

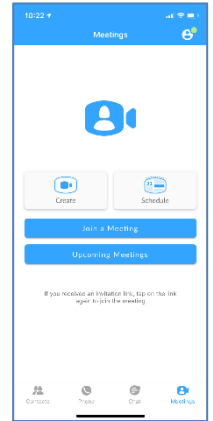


### 3.2. Set up an Instant Meeting:

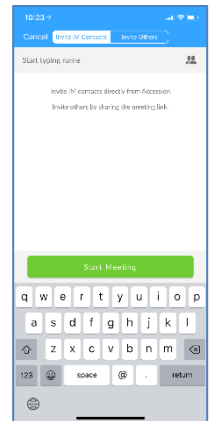
An Instant Meeting allows you to start a Meeting immediately after you invite contacts and touch “Start Meeting”.

**Note:** Meetings are limited to a maximum number of Participants and hosts can only invite Participants up to their permitted limit. To start an Instant Meeting:

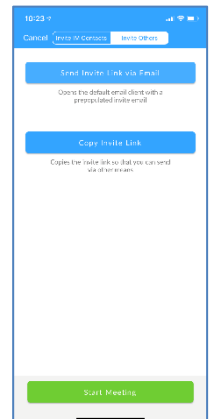
- Touch the [Meetings]  menu and touch [Create]



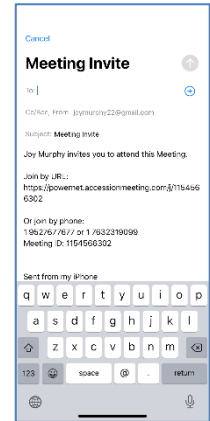
- Invite IM (Instant Message) Contacts:
  - Start typing the name of each IM Contact and touch [IM Contact Name] to invite them



- Invite Others:
  - Touch [Invite Others]
    - Touch [Send Invite Link via E-mail] to open an e-mail message with a Meeting invite that can be sent to others




- Touch [Copy Invite Link] to copy the Meeting URL to be sent via other means
- Touch [Start Meeting] to start the Instant Meeting



### 3.3. Schedule a Meeting:

To schedule a Meeting to occur in the future:

- Touch the [Meetings]  menu and touch [Schedule]
  - Topic – enter the [Meeting topic]
  - When – select the [Start date], [time], [Duration], [Time Zone], and select [recurring Meeting] if desired
  - Security:
    - Require Password to Join – [Off] by default. Touch to turn [On] (recommended)
 

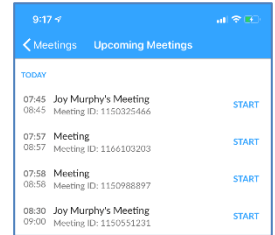
**Note:** A numeric-only password is strongly recommended if participants will be joining by phone.
  - Turn on Video when Joining – Host Video and Participant Video are [Off] by default. Touch to turn [On] Host Video and/or Participant Video if desired
  - Audio Options:
    - [Both] Telephone and VOIP Audio is selected by default. Touch and select [Telephone Only] or [VOIP Only] audio if desired.
  - Meeting Options:
    - Allow Join Before Host (Off by default) – touch to turn [On] ability for Participants to join the Meeting before the Host, if desired
    - Use Personal Meeting ID (Off by default) – touch to turn [On] ability to use a Personal Meeting ID (not recommended)
 

**Note:** The recommended standard is to use auto-generated (unique) meeting IDs.
- Touch [Schedule Meeting] and touch one of the following options:
  - Create Calendar Invite – add this Meeting to your calendar
  - Send Invite via Email – opens an e-mail invite to be sent to invitees
  - Copy Invite to Clipboard – copied the Meeting link to your clipboard to be pasted elsewhere
  - Schedule Without Invite – schedules the Meeting without sending an invite



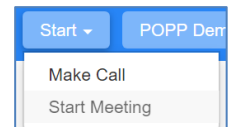
### 3.4. View Upcoming Meetings:

- To view Upcoming Meetings (for which you are the Host or Scheduling Assistant), touch [Meetings] menu and touch [Upcoming Meetings]
  - Touch a Meeting in the list to:
    - [Start Meeting] – start the Meeting now
    - [Edit Meeting] – edit Meeting details
    - [Invite Participants] – add Participants
    - [Delete Meeting] – delete this Meeting

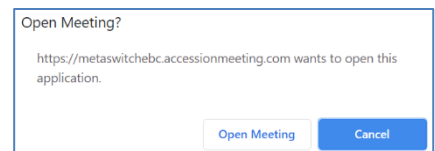


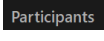

### 4. User Portal - Start an Instant Meeting:

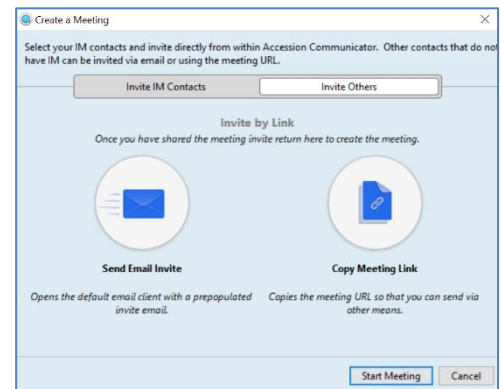
- Click [Start] and select [Start Meeting]
- Click [Open Meeting]



- Click [Open Meeting]



- Once the Meeting has started, click [Participants]  then click [Invite]  on the right side of the screen to invite Participants to join (opens invite screen with IM vs. Other contacts)



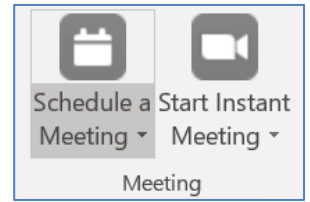
### 5. Using Microsoft Outlook Plugin:

Install a plugin, allowing you to Schedule Meetings and Start Instant Meetings from within Microsoft Outlook. See section “Outlook Plugin Installation” section for more information.

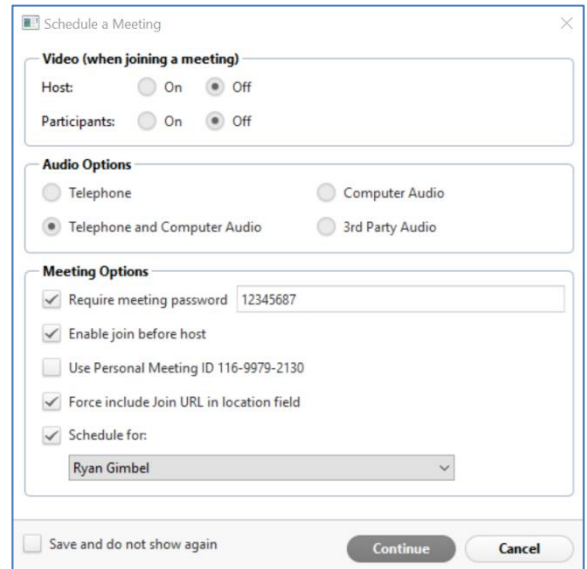
**Note:** Outlook is the preferred way to schedule Meetings as it allows you to set a persistent password for your Meetings, which is strongly recommended.

## 5.1. Schedule a Meeting:

- From the Outlook Home Screen, click [Schedule a Meeting]

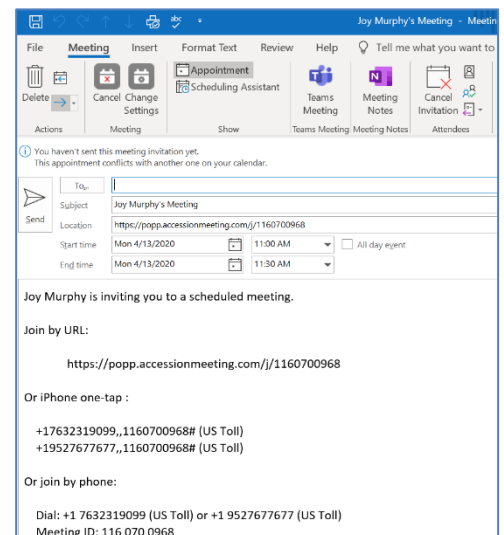


- Change Video, Audio, and Meeting default options as needed
- It is strongly recommended that you set a persistent password for your Meetings by checking the box to [Require meeting password] and enter a password that will be auto-populated for future Meetings
  - Note:** A numeric-only password is strongly recommended if participants will be joining by phone
- Note:** If you are designated as a Scheduling Assistant for another user, you can schedule a Meeting for them as follows:
  - Check the box [Schedule for] and select and click on the user you are scheduling the meeting for in the drop-down
- Check the box to [Save and do not show again] to save these default settings
- Click [Continue]



**Note:** To update the default settings in the future, click the [Change Settings] button in a Meeting invite, change the settings, check the box to [Save and do not show again], and click [Continue] to save the new default settings.

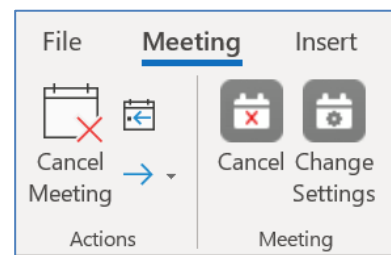
- Meeting details will populate including the Meeting URL, Password (recommended), iPhone one-tap numbers (from their mobile device, Participants can touch the number/link to call in to the Meeting), and Join by phone (dial-in numbers)
- To: enter the e-mail address(es) of Meeting invitees
- Subject: auto-populated with the Meeting Host's name
  - Note:** If you are designated as a Scheduling Assistant for another user and are scheduling a Meeting on their behalf, verify that the Subject includes the Host's name (not your name)
- Update the Start/End Date and Time
- Click [Send] to send the Meeting request



### 5.2. Modify or Cancel a Scheduled Meeting:

- Open the Meeting Calendar event:
  - To Cancel the Meeting and the Outlook event - click [Cancel Meeting], then click [Send Cancellation] to notify Participants.
  - To Cancel the Meeting and keep the Outlook event - click the [Cancel] button (next to “Change Settings”) to remove Meeting details from the event, then click [Send Update] to notify Participants.
  - To Update the Meeting details – modify the Subject, Date/Time as you would any other Outlook Meeting, and click [Send Update] to notify Participants
  - To Change Meeting Settings – click [Change Settings]:
    - Video and Audio options – once a Meeting is scheduled, these settings (e.g., video on/off) need to be adjusted once the Meeting has started
    - Require meeting password (strongly recommended) – check the box to [Require meeting password], enter the password, and click [Continue]. Then click [Send Update] to notify Participants of the password that has been added to the Meeting.

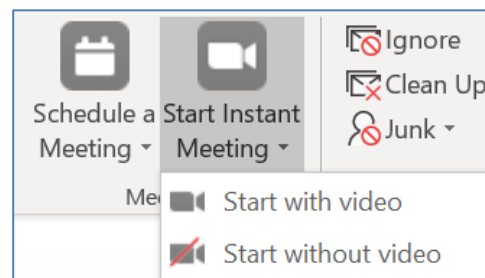
**Note:** A numeric-only password is strongly recommended if participants will be joining by phone





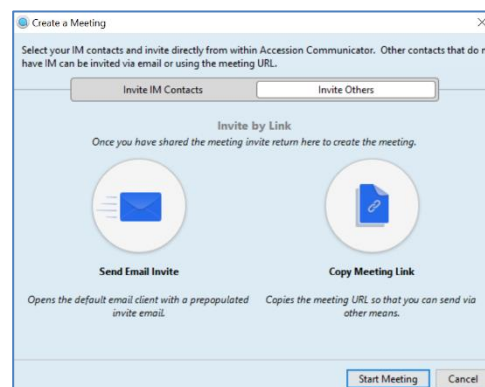
### 5.3. Start an Instant Meeting:

- From the Outlook Home Screen, click [Start an Instant Meeting] and select [Start without Video] open the Meeting screen and start the Meeting immediately.
 

**Note:** All Instant Meetings started from Outlook will start without video (even when [Start with Video] is selected). Video can be turned on once the Meeting has started.



- Click [Participants]  then click [Invite]  on the right side of the screen to invite Participants to the Meeting:
  - Invite IM Contacts - check the box next to each invitee's name and click [Add] to send an invite
  - Invite Others – [Send Email Invite] or [Copy Meeting Link] to be copied/pasted and sent via other means



## 6. Hosting a Meeting

### 6.1. Start an Instant Meeting:

- From Outlook (requires plugin) – click on [Start Meeting] button
- From MaX UC (Desktop or Mobile) – go to [Meetings] > [Schedule a Meeting]

**Note:** When a user is in a Meeting, their presence will display as “On the Phone”, unless they have set their presence to “Do Not Disturb”

- From User Portal – click on [Start] > [Start Meeting]

### 6.2. Schedule a Meeting:

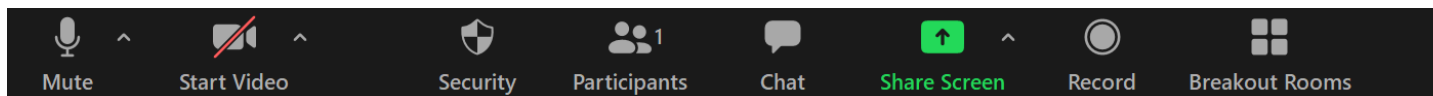
- From Outlook (requires plugin) – click on [Schedule Meeting] button
- From MaX UC (Desktop or Mobile)– go to [Meetings] > [Schedule a Meeting]

### 6.3. Start a Scheduled Meeting:

- From Meeting Calendar Event – click on the [Meeting URL]
- From MaX UC (Desktop or Mobile) – go to [Meetings] > [View Upcoming] > [Start]

**Note:** When a user is in a Meeting, their presence will display as “On the Phone”, unless they have set their presence to “Do Not Disturb”

### 6.4. Meeting Controls on a PC/Mac:



Meeting Hosts have access to the following Meeting controls, accessed at the bottom of the Meeting screen:

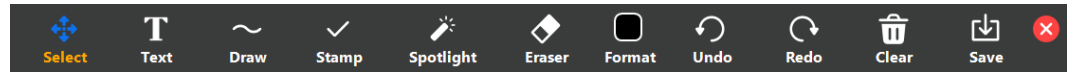
- [Mute/Unmute] microphone or click on menu to switch to/from phone audio and computer audio
- [Start/Stop Video] to turn your camera on/off
- [Security] to lock meeting (no one else can join), Enable Waiting Room, and Allow participants to Share Screen, Chat, and/or Rename themselves
- [Participants] a window opens and lists Meeting Participants. [Mute/Unmute] one Participant, all Participants or click on [More] for additional options to [Mute Participants on Entry], [Allow Participants to Unmute Themselves], [Allow Participants to Rename Themselves], [Play Enter/Exit Chime], [Enable Waiting Room], or [Lock Meeting]. Click [Participants] again to collapse this window.
- [Chat] – send chat messages to the Meeting Group (all Participants). Click [More] for additional options to [Save Chat] (if enabled) and allow Participants to chat with [No One], [Host Only], [Everyone Publicly], or [Everyone Publicly and Privately]. Click [Chat] again to collapse this window.
- [Share Screen] to share your screen or a whiteboard:


**Note:** Be sure to close any windows you do not want Participants to see (e.g., only share applications from a screen that is not used to display pop-ups from Microsoft Outlook, MaX UC Desktop, etc.)

- Share your screen - select the [Screen/Window] you want to share and click [Share]
- Share a whiteboard – select the [Whiteboard] option and click [Share]

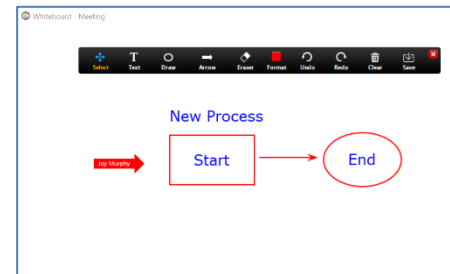
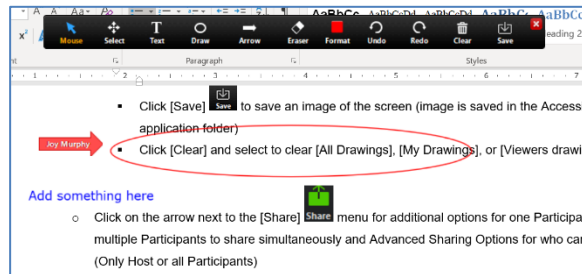


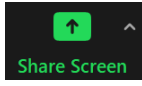
- The Host or Participants (if enabled) can view the following controls, allowing them to type or draw on the screen/whiteboard:



- Click [Save]  to save an image of the screen (image is saved in the MaX UC application folder)

### Examples:

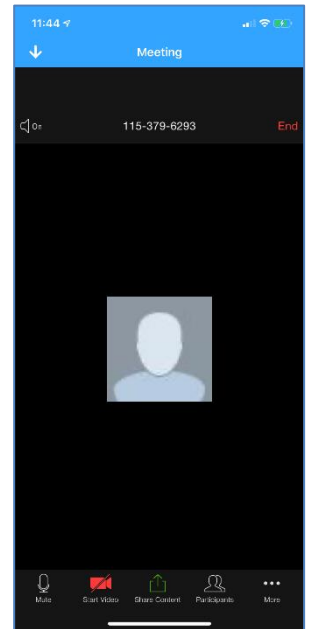


- Click on the arrow next to the [Share Screen]  menu for additional options for one Participant or multiple Participants to share simultaneously and Advanced Sharing Options for who can share (Only Host or all Participants)
- [Record] (if enabled) – click to record the Meeting. [Pause/Resume] and [Stop] recording using the options that appear next to the Record option once recording has started.
- [Breakout Rooms] – use this option to create small groups of participants and place each group in a separate Breakout Room (meeting “room”). You can select the number of rooms and assign participants to a room [Automatically] (default) or [Manually], then click “Create Rooms”.
- [End] – [End Meeting for All] or [Leave Meeting] to assign a new Host and then leave the Meeting

## 6.5. Meeting Controls on a Mobile Device:

Meeting Hosts have access to the following features, accessed on the Meeting screen:

- Top of the screen:
  - [Speakerphone On/Off]
  - [Flip camera] (when video is on)
  - [End]
- Bottom of the screen:
  - [Mute/Unmute] microphone
  - [Start/Stop Video]
  - [Share Content] – select content to share (e.g., photos, website URL, etc. and more depending on mobile device)
  - [Participants] – options to [Chat], [Invite] more Participants, or [Mute/Unmute] one or all Participants
  - [More...] – additional options to:
    - [Chat]
    - [Meeting Settings] – optional settings to [Lock Meeting], [Mute on Entry], [Play Chime for Enter/Exit], [Put Participant in Waiting Room on Entry], or [Allow Participants to Chat with No One/Host Only/Everyone Publicly/Everyone], [Allow Participants to Rename], [Allow Participants to Share], [Show Meeting Controls], [Touch Up My Appearance], [Closed Captioning], [Show Name when Participants Join], or [Show My Connected Time]
    - [Minimize Meeting] - move Meeting to a smaller window so you can access other content on your mobile device
    - [Virtual Background] - apply a different background to the Meeting screen
    - [Disconnect Audio]
- [End] Meeting – you may end the Meeting for all Participants or assign a new Host and then leave the Meeting



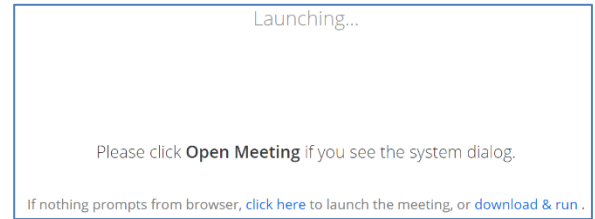
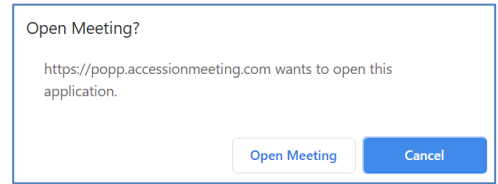
## 7. Participating in a Meeting

### 7.1. Join a Meeting:

Meeting Participants can join a Meeting via:

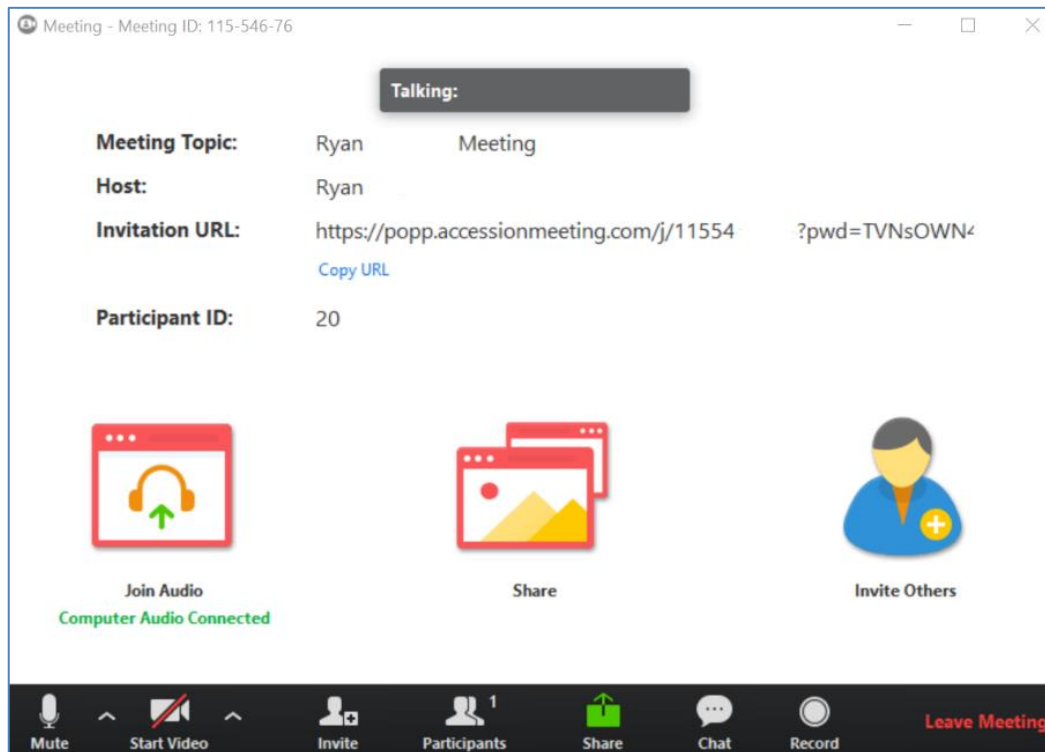
- MaX UC Desktop or Mobile (if subscribed):
  - [Accept] an on-screen Meeting invitation (when a call is converted to a Meeting)
- Meeting URL:
  - Click on the [Meeting URL] in the Meeting invitation or enter/paste the URL in a browser and do one of the following:

- If the Meeting client is not already installed, click to [Download and run Meeting] and the client is seamlessly installed and the Meeting user interface is launched
  - If Meeting client is already installed, click [Open Meeting]
  - Click [Join from Browser] - the Participant joins the Meeting from a browser (Google Chrome offers the best experience), and either joins the audio by computer or dials in using their telephone
- Dial in to the Meeting via phone, using the phone number in the Meeting invite



## 7.2. Participant Controls on a PC/Mac:

Meeting Participants have access to the following features on the Meeting screen:



- [Mute/Unmute] microphone or click on menu to switch to/from phone audio and computer audio
- [Start/Stop Video] to turn your camera on/off
- [Invite+] Participants to join the Meeting
- [Participants] – a window opens and lists Meeting Participants. You can [Mute/Unmute] yourself, [Raise Hand] to alert the Host, or [Claim Host] if the Host designates you to become the new Host. Click [Participants] again to close this window.
- [Share] your screen – select the screen you want to share and click [Share]

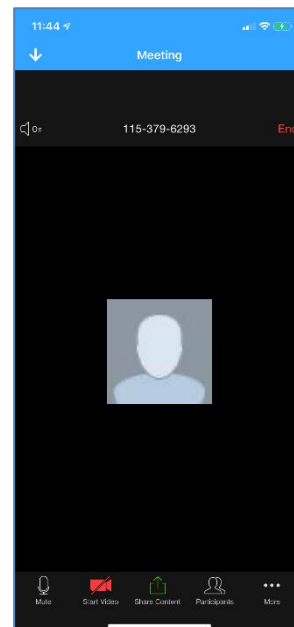
**Note:** Be sure to close any windows you do not want Participants to see. Be sure to share applications from a screen that is not used to display pop-ups from Microsoft Outlook, MaX UC Desktop, etc.

- [Chat] – send chat messages to the Meeting Group (all Participants) or to individual Participants (if enabled). Click [More] for additional options to save chat (if enabled). Click [Chat] again to collapse this window
- [Record] (if enabled by Host) - Participants can record the Meeting (saved locally) and have the ability to start/stop recording
- [Leave Meeting] – exit the Meeting

### 7.3. Participant Controls on a Mobile Device:

Meeting Participants have access to the following features, accessed on the Meeting screen:


- [Speakerphone On/Off]
- [Flip camera] (when video is on)
- [Mute/Unmute] microphone
- [Start/Stop Video]
- [Share Content] – select content to share (e.g., photos, website URL, etc. and more depending on mobile device)
- [Participants] – options to [Chat] with or [Invite] more Participants
- [More...] – additional options to [Chat], [Claim Host] (enter host key if you are designated to be the new Host), [Meeting Settings], [Minimize Meeting] (moves Meeting to a smaller window so you can access other content on your mobile device), [Virtual Background] (apply a different background to the Meeting screen), or [Disconnect Audio]
- [Leave] – exit the Meeting



## 8. Troubleshooting

The important factor in Meeting quality is the internet connection used by the Host and/or Participants. To ensure the best possible Meeting experience:

- Make sure you are working somewhere with strong WiFi signal
- If possible, switch to a wired ethernet connection if using MaX UC Desktop
- If on a mobile device, try switching to the cellular data (4G) network if WiFi isn't working well
- Ask others on your network to conserve bandwidth by closing bandwidth-intensive applications (e.g. video streaming) for the duration of the Meeting
- The default setting for audio is to "Connect audio when starting or joining" (assumes that you will be using your computer for audio). If your computer doesn't have a microphone, you will need to dial in to the Meeting for audio. In MaX UC Desktop, go to Click [Tools] > [Options] > [Meetings] and uncheck the option to "Connect audio when starting or joining" to change this setting for future Meetings.

- A connection signal  displays in the lower left hand corner of the screen when there are audio or video issues

**For additional training and support:**

- Visit [www.popp.com](http://www.popp.com) or call POPP Communications at 763-797-7900