

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.

ADDING CONTACTS

If you click the square with the pen on it above the favorites buttons you can add a new contact, if you click on the circle with blue dots in the Enter name or number section it will expand to a dial pad and allow you to dial an individual to call. ***Remember you will need to dial 9 like on your normal desk phone to dial out.

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.

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, or to listen to the messages.

TOOLS

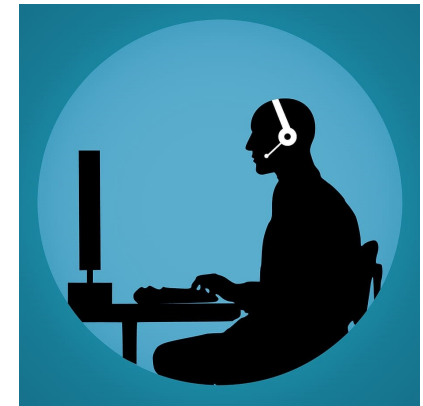
Click on the Tools menu and select Options to access your general settings and test your Audio and Video devices. You can also access other services such as CRM, conference, file-sharing and cloud-hosted services from the Tools menu.

PRIVACY AND SECURITY

Once you have finished using MaX UC Desktop, select File then Quit to close the application. If you are using a shared computer, select File then Log Out to prevent other users from accessing your account. 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.

NEBRASKA
Good Life. Great Journey.
DEPARTMENT OF TRANSPORTATION

ALLO SOFTPHONE



MaX UC User Guide

Provided by the NDOT Support Phone Services Team

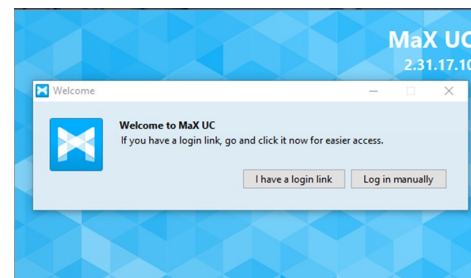
Email: NDOT.SupportPhoneService@nebraska.gov

INSTALLATION AND LOGIN



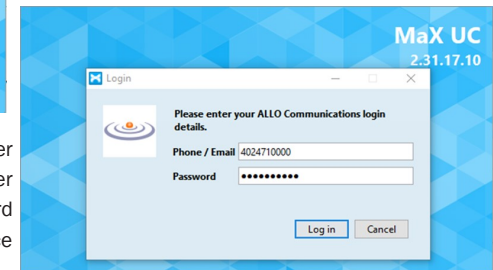
You should see this icon on your state laptop/desktop after your NDOT Communications Coordinator requests the installation of the ALLO Softphone Client (MaX UC).

If you cannot locate your icon go to the Windows Start Menu and type in "max" as shown below. If this Desktop app is not installed, you will need to reach out to your NDOT Support Phone Service Communications Coordinator. They will need to put in another Service Portal ticket to have this installed thru the OCIO System Center for domain machines or thru a local process with Agency specific IT Staff.



On the first screen it will give you choices of using a log in link, or logging in manually. Choose Log in manually. At this point you must choose your provider, use the drop down box and scroll to ALLO Communications.

It will then prompt you to enter your Phone number and Password. (Login will be your phone number with no spaces/dashes and a provided password from your NDOT Support Phone Service Communications Coordinator.)



Once you enter the telephone number and password then press Log In, it will ask you to agree to the End User License Agreement. You must check the box for I accept the Terms and choose Accept to continue. After clicking Accept it will launch into the program, if it asks you add a new Chat Account click Cancel.

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 Unified Voice 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

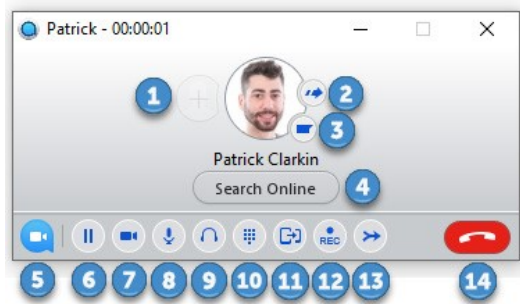
When someone calls your phone number, you will see a pop-up window appear on your computer screen and hear a ringing tone through your speakers or headset. The pop-up shows the number of the person calling you. If that person's details are already in your contacts list, the pop-up displays the caller's name.



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

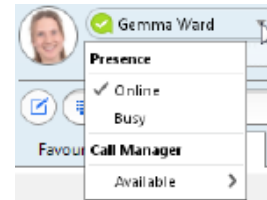
Use the Call Transfer icon to send any call to another number. A menu will pop-up allowing you to select a contact, or you can type in a completely new number to transfer the call to.



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 (this references the information in your Outlook calendar).

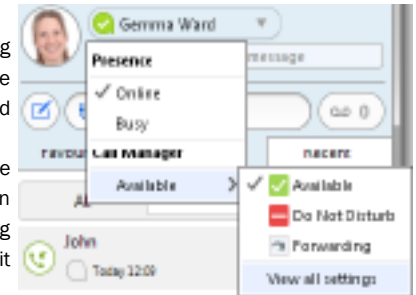


CALL MANAGER

You can tell MaX UC Desktop how to handle your incoming calls. Click on the Presence selector, expand the Available option and choose between Available, Do Not Disturb and Forwarding.

If Do Not Disturb is selected, callers hear a recorded voice announcement saying that you are unavailable and are then connected to your voicemail. None of your devices will ring until you turn off Do Not Disturb, so be sure to use it carefully!

You can select Forwarding to forward all incoming calls to another number. You are then prompted to enter the number you want to forward calls to.



CHOOSING WHICH CALLS TO RECEIVE

You can specify how calls should be handled if they are from anonymous numbers, from VIPs, or from numbers on your Unwanted Callers list.

To do this, click on the Presence selector, expand the Available option, and select the View all settings option at the end of the menu.

This opens the Call Manager Status window, where you can set your call handling preferences.

CALL HISTORY

Click on the Recent tab to see your call and chat history.