Manuals+ — User Manuals Simplified.

EPB MaX UC PC and Android Platforms Software User Guide

**MaX UC PC and Android Platforms Software
User Guide**

Contents

WELCOME TO EPB MaX UC!

Thank you for choosing EPB Fiber Optics as your business video conferencing solution.
This guide will walk you through the required first steps to help you begin using MaX UC.
Should you need help at any time, we are available 24/7/365 at 423-648-1500.
EPB MaX UC, powered by Zoom, provides audio and video conferencing over the internet, including web collaboration features such as screen sharing, whiteboard annotations, and presentation capabilities.
Please Note: The screenshots presented in this document are native to Android OS. The iOS app is similar in functionality but may look slightly different and action buttons may not appear in the same locations.

LET'S GET STARTED!

Follow these steps to download your EPB MaX UC software to your desktop computer and schedule your first meeting.

STEP 1

Point your browser to maxuc.epbfi.com and log in using the 10-digit telephone number and password provided by your EPB account representative.

STEP 2
You will immediately be asked to change your issued password to ensure security. Follow the instructions provided in the Setup Wizard.

Manage your MaX UC Service

epb Fiber Optics

Welcome to CommPortal Setup Wizard

Welcome
Change Password
Finished

Welcome

There are a few steps to complete in order to set up your account.

Select "Next" to begin.

Log out   Previous   Next

If you have forgotten your password, please contact EPB customer support at 423-648-1372.
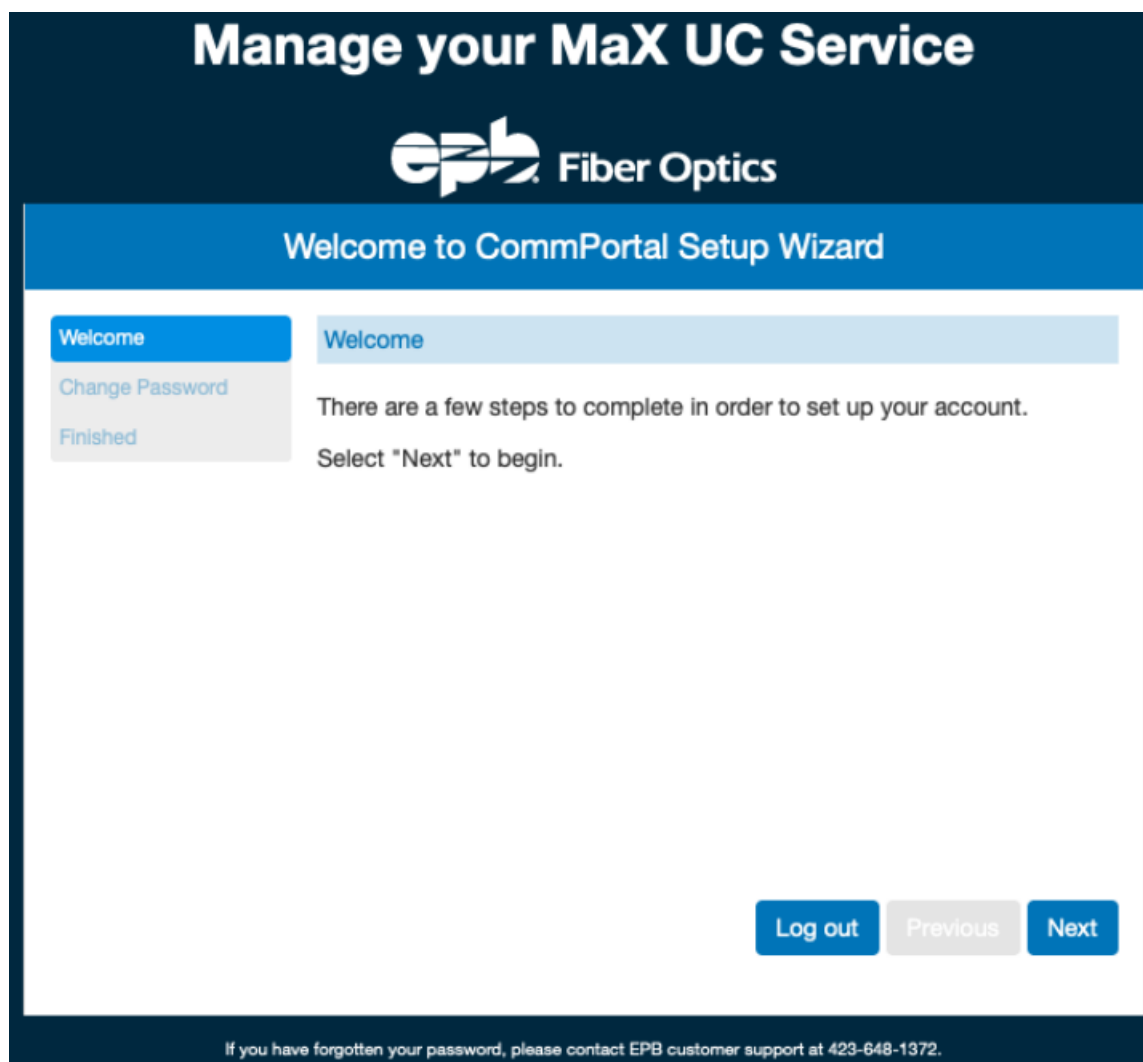
Password requirements include:

- Between 6 and 20 digits (no characters)
- Must not match part of your associated telephone number with your MaX UC account
- Cannot be a numeric sequence (e.g. 123456)
- Cannot have a single digit repeated more than 2 times in a row

STEP 3

Download and install the EPB MaX UC software to your desktop. Click on "Downloads" under the "Support" tab and "On your desktop." Save the file, then find the file in your downloads folder and open it to begin the installation process.

When installing on your mobile device, visit the Apple App Store or Google Play store from your device and download the application called "MaX UC". Jump to page 16 to learn more.
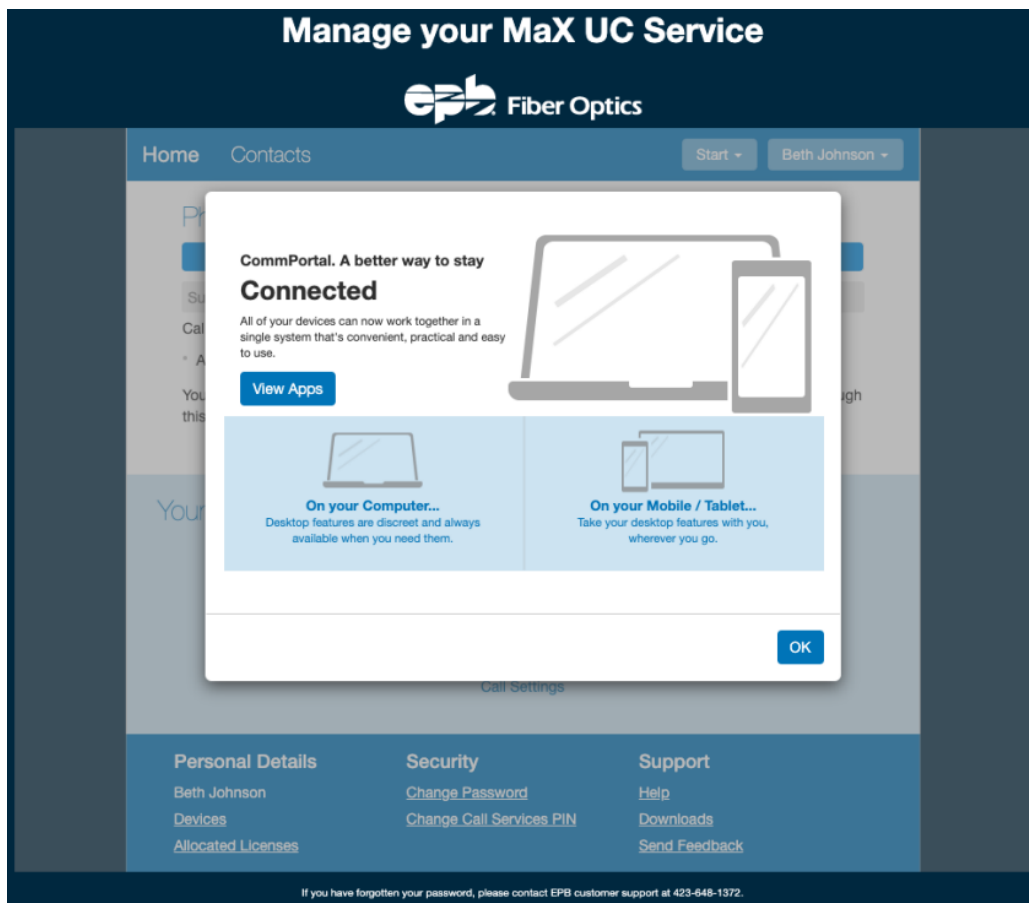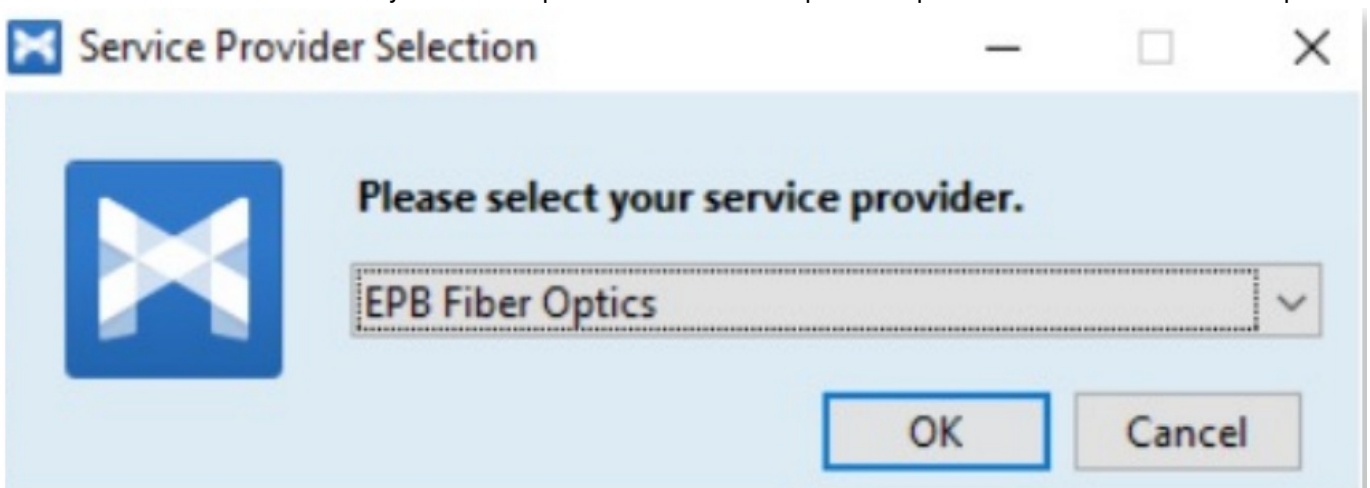
STEP 4

You will then see the MaX UC application on your screen prompting you to make a choice to log in. Select 'Log in manually.'
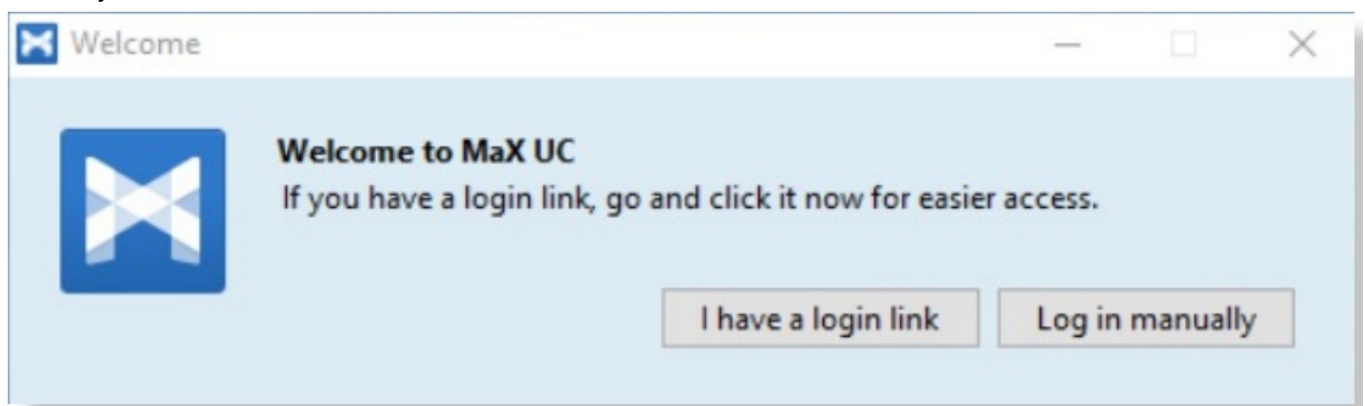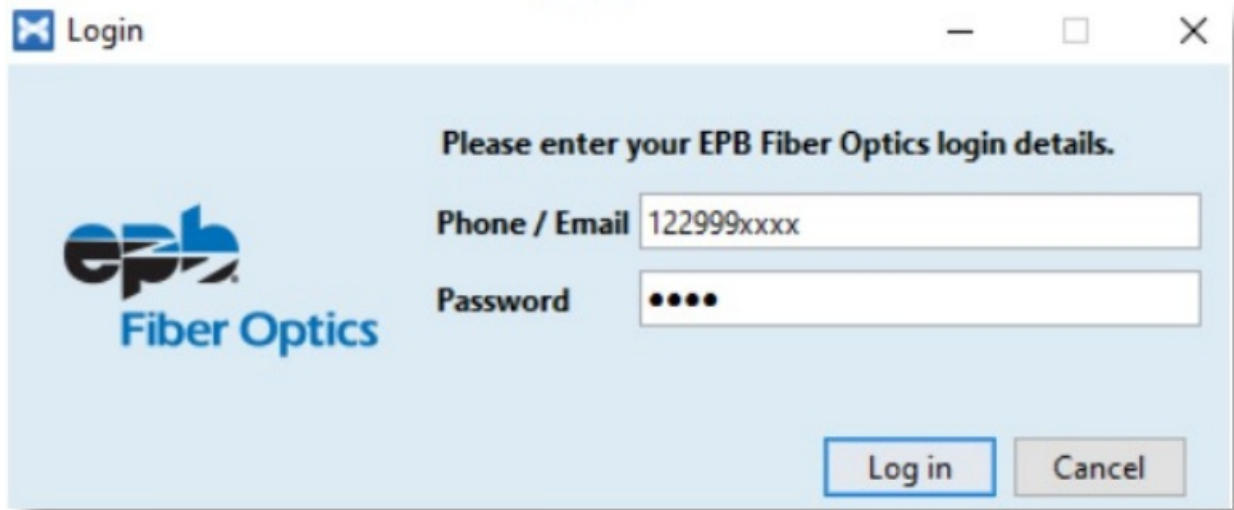

STEP 5

You will then be asked to select your service provider. Click the drop-down option and choose EPB Fiber Optics.

STEP 6

Sign in to your MaX UC account using the phone number associated with your account and the password you created in Step 2. Read and accept the user agreement on the following **screen.**

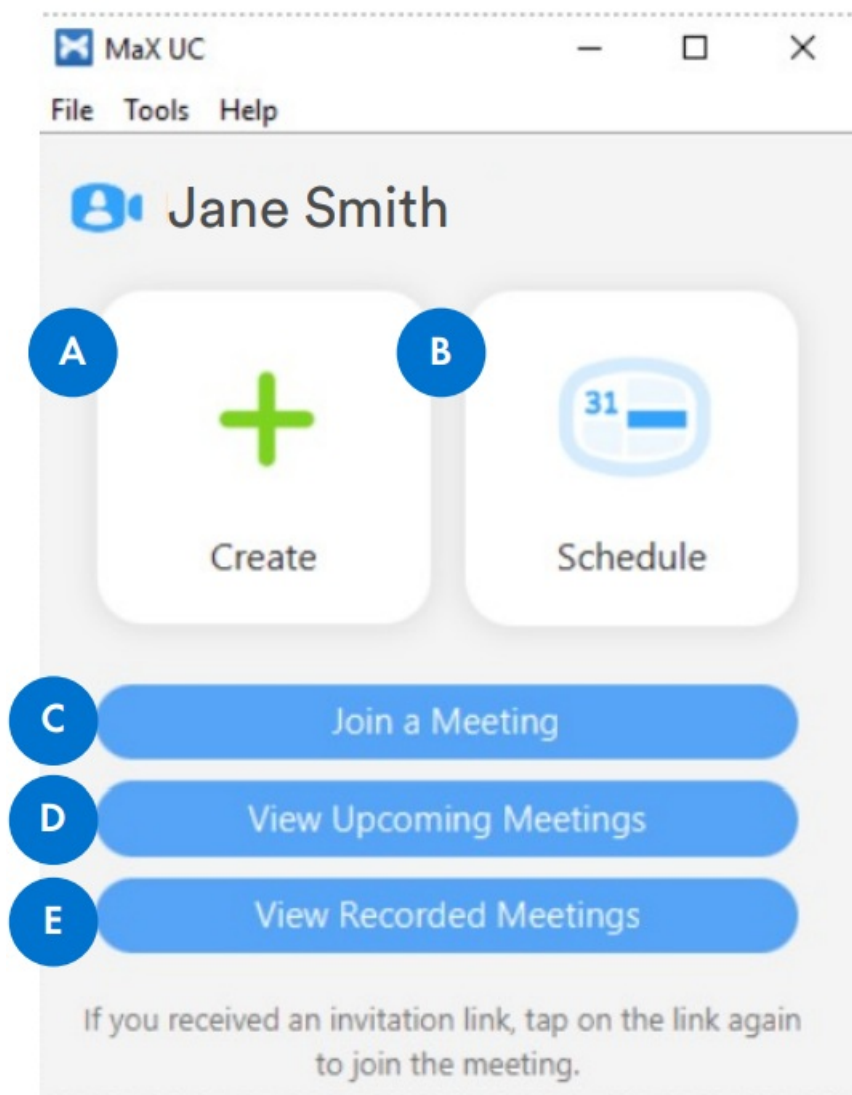**CONGRATULATIONS!** You're ready to schedule your first MaX UC meeting.

USING EPB MaX UC ON YOUR DESKTOP

When you launch the MaX UC Meeting app on your desktop, your control panel gives access to various functions.

A. Start a meeting instantly and send the invitation via your default email. Or, copy the meeting link to send in a

different email or by text.

B. Schedule a one-time or recurring meeting. Set the date, time, and length of the meeting, and specify various other audio and video settings for the meeting. Choose the calendar application you wish to use and then "Schedule." This will open the meeting invitation on the calendar you specified where you can select the participants you want to invite.

C. Join any meeting on your calendar without accessing the invitation. Simply enter the meeting ID or personal link name. You can also choose to join with or without video and audio.

D. View upcoming meetings that you've scheduled. Within each scheduled occurrence, you can start the meeting, copy the invitation, edit the details or delete it.

EXPLORE YOUR HOST MEETING WINDOW (DESKTOP)

When you launch the EPB MaX UC Meeting app on your desktop, your control panel gives access to various functions as the host.

| Icon	Description	Icon	Description
Mute	Mute or unmute your audio. Set your Audio Settings and set up and test your microphone and speakers.	Share Screen	Click on Share Screen and choose the desktop or individual application window that you want to share.
Start Video	Toggle the video on and off. Set your video settings and add virtual backgrounds.	Polling	Conduct live polls and share results immediately during a meeting with attendees.
Security	As a meeting host, you can lock a meeting, enable a waiting room, and control if users can share screens, chat and rename themselves.	Record	Click to start, stop or pause a meeting recording. The saved recording automatically appears in your list of recorded Meetings.
Participants 6	Click to see who has joined your meeting. Hover over names to mute and see additional options. Hosts can also invite more attendees from the participant window. See the next page for more information about the participants' window.	Breakout Rooms	Send participants to breakout rooms automatically or manually. Set how long participants are in their rooms before returning to the main session.
		Reactions	Provide applause or thumbs-up reactions to meeting participants.
Chat	Click to open a Chat window and send a message to another meeting attendee. The "more" icon provides more control.	End	End meeting for all attendees or leave and assign a new host.

SETTING AND CHANGING YOUR EPB MaX UC PREFERENCES ON YOUR DESKTOP

Your EPB MaX UC service has many preferences that you may customize from how your meetings are scheduled to the access your participants have when they join. To get started, click on "Tool" and "Options." The window will appear with four categories of settings you can customize.
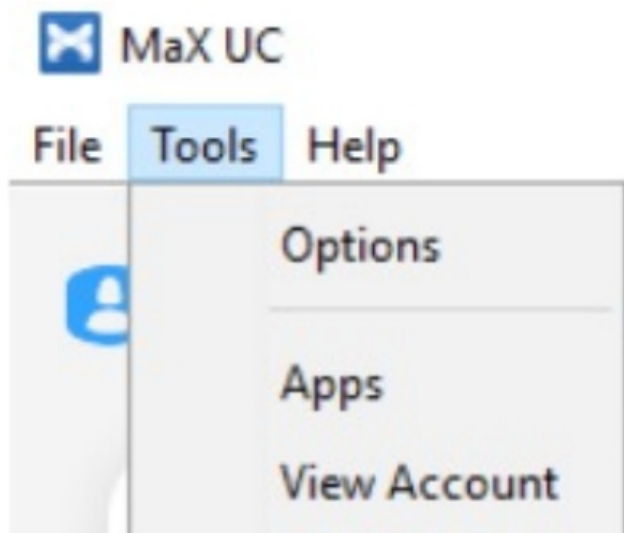
A. General preferences (see image below) allow you to identify where you want recordings saved locally and if you want to enable accessibility mode, designed to make the MaX UC more accessible to blind or visually impaired users.
B. Meetings preferences include how you invite participants, what functionality they have when they join and how you can interact during the meeting. See page 8 for more.
C. To select or view the audio equipment that you want to use with MaX UC, click the "Audio" tab.
D. Click on the "Video" tab to select and test available video sources (built-in webcams or externally connected devices).
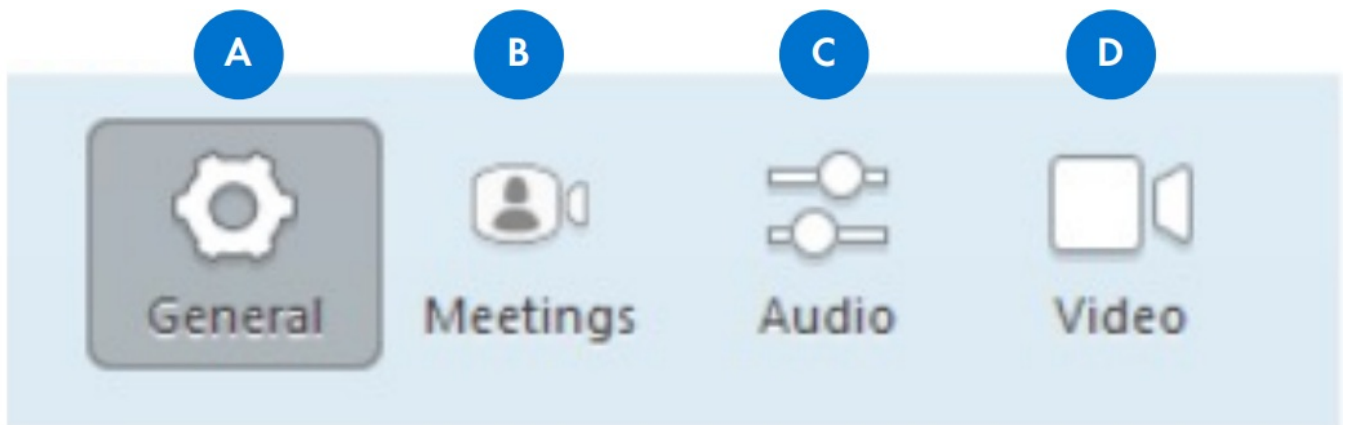
Max UC PREFERENCES – Meetings Tab

The Meetings tab allows you to set how your system app joins meetings, invites participants to them, and behaves when meetings are live. Below are some items to note:
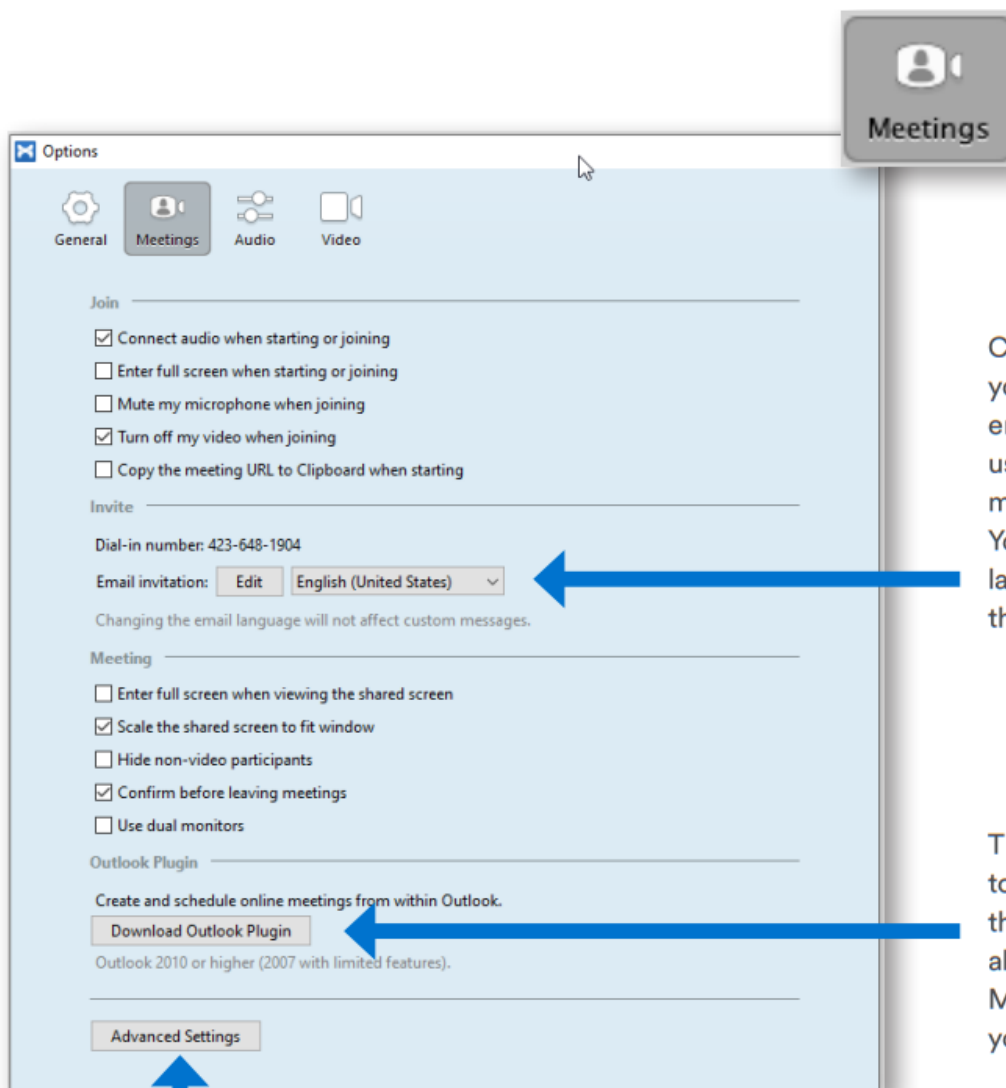
Clicking "Edit" allows you to set a custom email template to be used when creating meetings from MaX UC. You can also select the language to be used as the default.

This option allows you to download and install the Outlook plugin that allows you to schedule Meetings directly from your Outlook calender.

Clicking "Advanced Settings" opens a browser window to view/modify advanced Meeting, Recording, and Telephone settings. See page following page for more information.
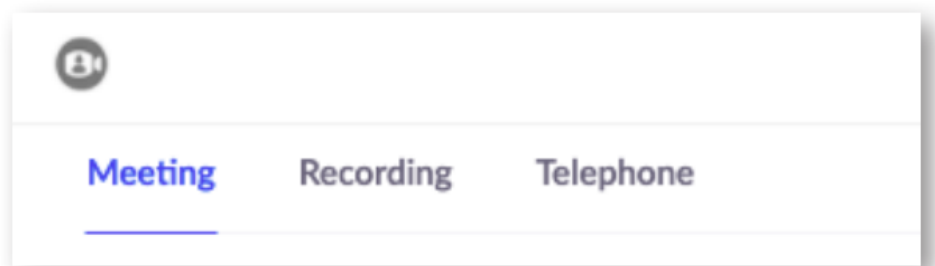
ADVANCED MEETING PREFERENCE SETTINGS

Meetings Tab: Schedule Meeting

- Host Video — when selected, starts the meeting with the host video. The default is off.
- Participants' video — when selected, starts the meeting with the participants' video. The default is off. Participants can change this at any time after they join the meeting.
- Audio Type — determines how participants can join the audio portion of the meeting. Telephone and Computer Audio is the recommended setting.

Meeting   Recording   Telephone

Schedule Meeting

In Meeting (Basic)

In Meeting (Advanced)

Other

Schedule Meeting

Host video
Start meetings with host video on

Participants video
Start meetings with participant video on. Participants can change this during the meeting.

Audio Type
Determine how participants can join the audio portion of the meeting. When joining audio, you can let them choose to use their computer microphone/speaker or use a telephone. You can also limit them to just one of those audio types. If you have 3rd party audio enabled, you can require that all participants follow the instructions you provide for using non-Meeting audio.

- ● Telephone and Computer Audio
- ○ Telephone
- ○ Computer Audio

The descriptions within the preferences tab provide an overview of each function.

Join before host
Allow participants to join the meeting before the host arrives

Require a password for Personal Meeting ID (PMI)

Embed password in meeting link for one-click join
Meeting password will be encrypted and included in the join meeting link to allow participants to join with just one click without having to enter the password.

Require password for participants joining by phone
A numeric password will be required for participants joining by phone if your meeting has a password. For meeting with an alphanumeric password, a numeric version will be generated.

Mute participants upon entry
Automatically mute all participants when they join the meeting. The host controls whether participants can unmute themselves.

Upcoming meeting reminder
Receive desktop notification for upcoming meetings. Reminder time can be configured in the Meeting Desktop Client.

Meetings Tab: In Meeting (Basic)

The descriptions within the preferences tab provide an overview of each function.

In Meeting (Basic)

Require encryption for 3rd party endpoints (SIP/H.323)

By default, Meeting requires encryption for all data transferred between the Meeting cloud, Meeting client, and Meeting Room. Turn on this setting to require encryption for 3rd party endpoints (SIP/H.323) as well.

Chat

Allow meeting participants to send a message visible to all participants

○ Prevent participants from saving chat

Private chat

Allow meeting participants to send a private 1:1 message to another participant.

Auto saving chats

Automatically save all in-meeting chats so that hosts do not need to manually save the text of the chat after the meeting starts.

Play sound when participants join or leave

Play sound when participants join or leave

Co-host

Allow the host to add co-hosts. Co-hosts have the same in-meeting controls as the host.

Polling

Add 'Polls' to the meeting controls. This allows the host to survey the attendees.

Screen sharing

Allow host and participants to share their screen or content during meetings

Who can share?

○ Host Only   ● All Participants ⑦

Who can start sharing when someone else is sharing?

● Host Only   ○ All Participants ⑦

Disable desktop/screen share for users

Disable desktop or screen share in a meeting and only allow sharing of selected applications.

Annotation

Allow participants to use annotation tools to add information to shared screens

Remote control

During screen sharing, the person who is sharing can allow others to control the shared content

Nonverbal feedback

Participants in a meeting can provide nonverbal feedback and express opinions by clicking on icons in the Participants panel.

Allow removed participants to rejoin

Allows previously removed meeting participants and webinar panelists to rejoin

Allow participants to rename themselves

Allow meeting participants and webinar panelists to rename themselves.

Hide participant profile pictures in a meeting

All participant profile pictures will be hidden and only the names of participants will be displayed on the video screen. Participants will not be able to update their profile pictures in the meeting.

Meetings Tab: In Meeting (Advanced)
The descriptions within the preferences tab provide an overview of each function.

In Meeting (Advanced)

Breakout room

Allow host to split meeting participants into separate, smaller rooms

Remote support

Allow meeting host to provide 1:1 remote support to another participant

Closed captioning

Allow host to type closed captions or assign a participant/third party device to add closed captions

Save Captions

Allow participants to save fully closed captions or transcripts

Far end camera control

Allow another user to take control of your camera during a meeting

Virtual background

Allow users to replace their background with any selected image. Choose or upload an image in the Meeting Desktop application settings.

Waiting room

When attendees join a meeting, place them in a waiting room and require the host to admit them individually. Enabling the waiting room automatically disables the setting for allowing attendees to join before host.

Show a "Join from your browser" link

Allow participants to bypass the Meeting application download process, and join a meeting directly from their browser. This is a workaround for participants who are unable to download, install, or run applications. Note that the meeting experience from the browser is limited

Meetings Tab: Other

Other

Personal Meeting ID

116-8835-5400 ✏

https://epbmaxuc.accessionmeeting.com/j/11688355400

Personal Link

https://epbmaxuc.accessionmeeting.com/my/wau54u ✏

Personal Link is an alias of your personal meeting URL https://epbmaxuc.accessionmeeting.com/j/11688355400.
It must be 5 to 40 characters.
It must start with a letter and can contain only letters (a-z), numbers (0-9) and periods (".").

Recording Tab

- From the Recording tab, choose to allow recording for the host and all participants.
- Choose to have meetings recorded automatically. You will need to toggle this on and off if you do not want all meetings recorded automatically.

Meeting   **Recording**   Telephone

Recording

Local recording
Allow hosts and participants to record the meeting to a local file

☑ Hosts can give participants the permission to record locally

Automatic recording
Record meetings automatically as they start

Recording disclaimer
Show a customizable disclaimer to participants before a recording starts

Telephone Tab

- Within this tab, you may mask the numbers of your dial-in participants from appearing. Please call EPB at 423-648-1500 for any changes to the other functionality in this tab.

Toll Call

Include the selected numbers in the Meeting client and the email invitation via the international numbers link.
Participants can dial into meeting with the numbers

| Only IT admin can make changes for this setting | × |

United States of America   +1 423 648 1904

Mask phone number in the participant list

Phone numbers of users dialing into a meeting will be masked in the participant list. For example: 888****666

Global Dial-in Countries/Regions

Click the Edit icon to choose countries/regions that frequently have participants who need to dial into meetings.
The dial-in phone numbers of these locations appear in the email invitation, and can be used by participants
dialing in from those locations.

United States of America ✏

DOWNLOADING AND INSTALLING EPB MaX UC ON YOUR ANDROID DEVICE

With MaX UC, you can also schedule and conduct meetings from the convenience of your mobile phone or tablet.
Follow these steps to download and use the EPB MaX UC mobile app on your Android device.

STEP 1
Open your Google Play Store and search for "MaX UC." When located, download the app.
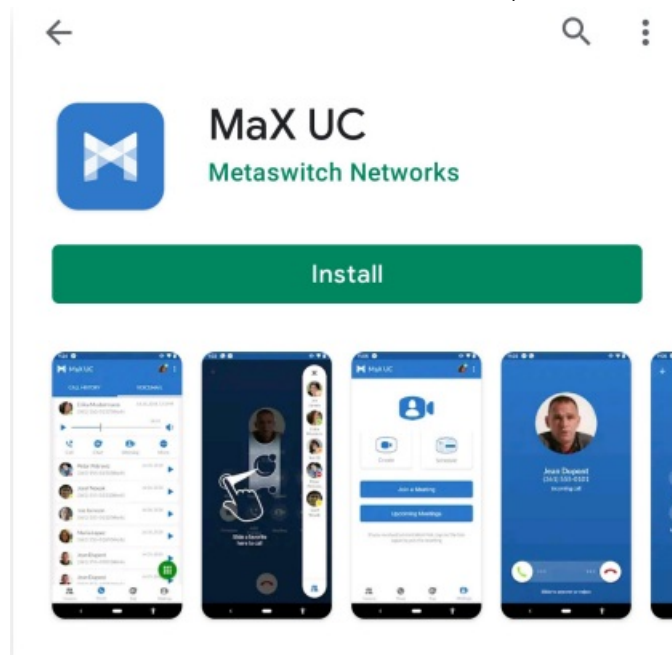
STEP 2
Once downloaded, open the app and select "Login." Choose EPB Fiber Optics as your carrier and enter your 10-digit number associated with your MaX UC account and your password. You can choose to remember your password on your device to skip this step moving forward. If you need assistance logging in, please call EPB customer support at 423-648-1500.
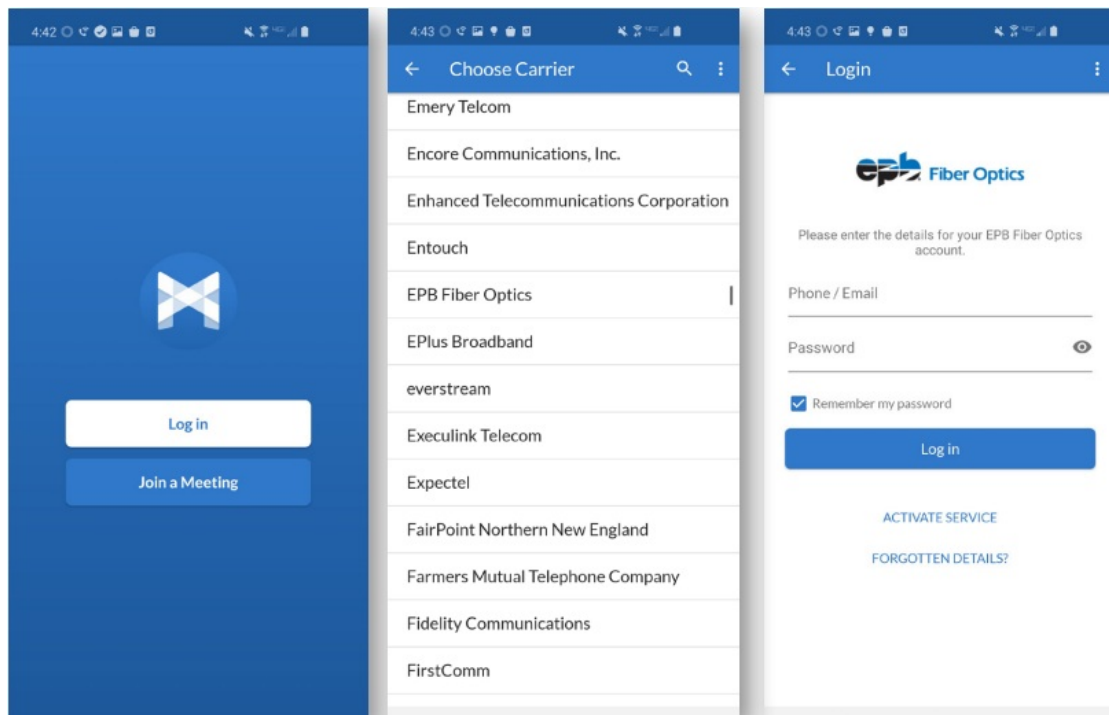
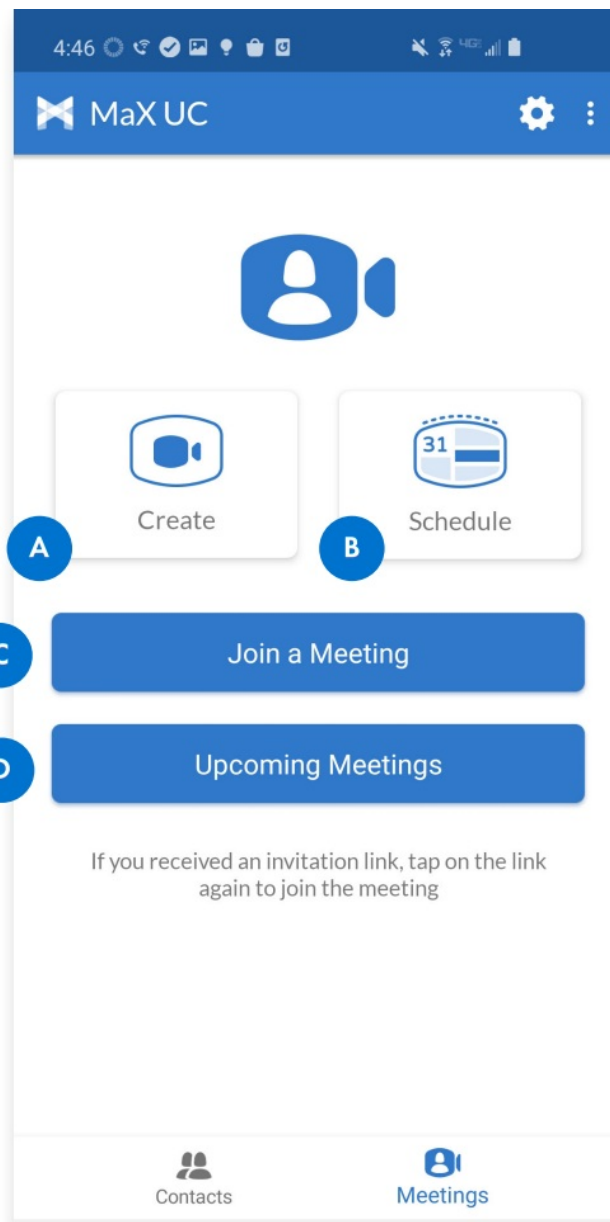## USING EPB MaX UC ON YOUR ANDROID DEVICE – CONTROL PANEL

Your MaX UC control mobile app aligns with the functionality on the desktop control panel.

A. Start a meeting instantly and send the invitation via your default email. Or, copy the meeting link to send in a different email or by text.

Schedule a one-time or recurring meeting. Set the date, time, and length of the meeting, and specify various other audio and video settings for the meeting. Choose the calendar **B.** application you wish to use and then "Schedule." This will open the meeting invitation on the calendar you specified where you can select the participants you want to invite.
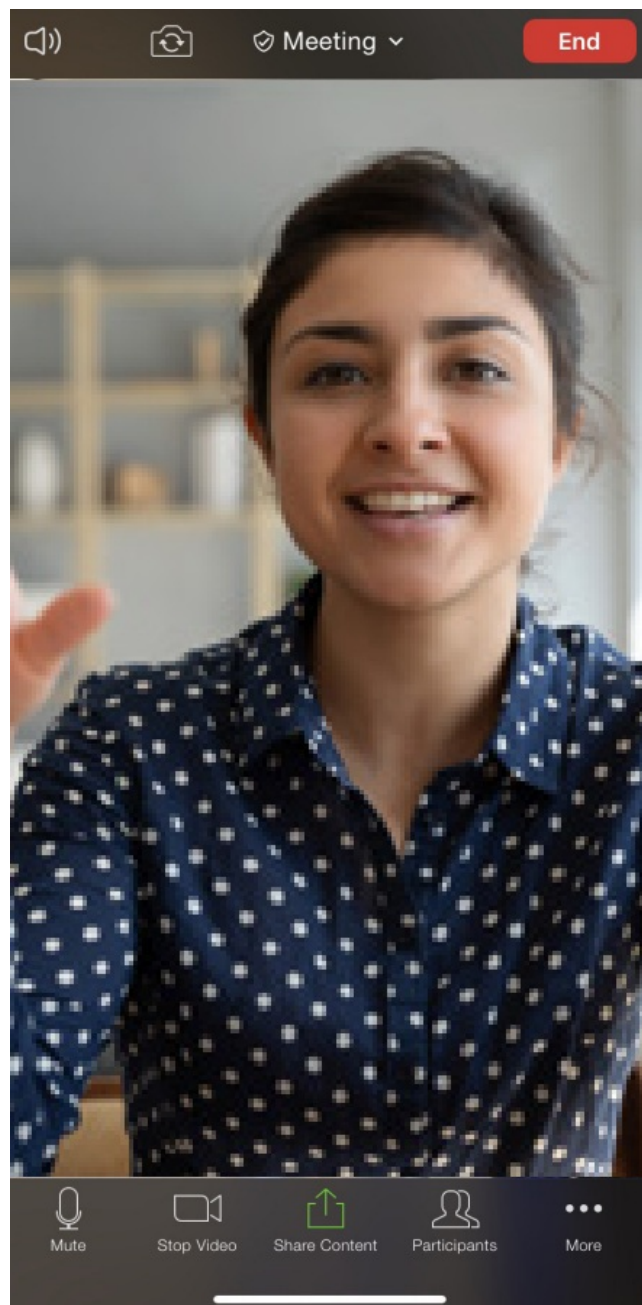
C. Join any meeting on your calendar without accessing the invitation. Simply enter the meeting ID or personal link name. You can also choose to join with or without video and audio.

**D.** View upcoming meetings that you've scheduled. Within each scheduled occurrence, you can start the meeting, copy the invitation, edit the details or delete it.
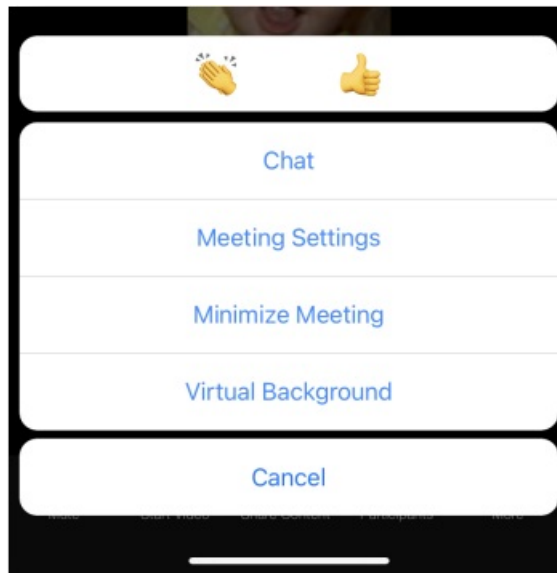
USING EPB MaX UC ON YOUR ANDROID DEVICE – IN MEETING
Your MaX UC control mobile app aligns with the functionality on the desktop control panel.

	Mute or unmute your audio. Set your Audio Settings and set up and test your microphone and speakers.
	Toggle the video on and off.
	Click to share content from your photo library, a website URL, or a bookmarked web page.
	Click to see who has joined your meeting. Hover over names to mute and see additional options. Hosts can also invite more attendees from the participant window.
	Click the More tab to access reaction emojis, chat functionality, meeting settings, and virtual backgrounds. You can also minimize the full-screen meeting window to the upper right corner of your mobile device.

USING EPB MaX UC ON YOUR ANDROID DEVICE – MEETING SETTINGS
Clicking on "Meeting Settings" within the "More" tab while a meeting is in progress enables you to access options to better customize your meeting experience. The interface is intuitive and easy to use, but if you have any questions about your settings, please call EPB anytime, 24/7, at 423-648-1500.

Meeting Settings

Done

SECURITY

Lock Meeting	⚪
Waiting Room	🟢

Allow Participants to:

Share Screen	🟢
Chat with	Everyone ›
Rename Themselves	🟢

HOST CONTROLS

Meeting Topic	Beth Johnson's Meeting ›
Mute on Entry	⚪
Play Chime for Enter/Exit	⚪

GENERAL

Always Show Meeting Controls	⚪
Touch Up My Appearance	⚪
Closed Captioning	🟢
Show Name when Participants Join	🟢
Show My Connected Time	⚪

USING EPB MaX UC ON YOUR ANDROID DEVICE – PROFILE & SETTINGS
Your profile can be accessed by clicking the "gear" icon in the upper right corner of your launch screen. You can change associated emails, manage contact settings and report a problem. As always, we are here to help at 423-648-1500 should you need assistance.

Profile & Settings   Close

Sam Miller
1221234567

ACCOUNT SETTINGS

| Password | ******** > |

| Account Email | > |

CONTACTS

| Display | All Contacts > |

| Contact Source | All > |

ANALYTICS

Collect Usage Data ⬤

Help improve the application by sending additional data about you and your usage to the application developer, your service provider or both.

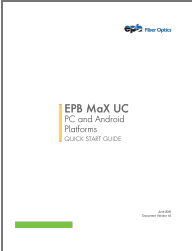| MaX UC EULA | > |

| About | > |

| Report a Problem | > |

| Log Out | > |

Documents / Resources

epb EPB MaX UC PC and Android Platforms Software [pdf] User Guide
EPB MaX UC PC and Android Platforms Software, EPB MaX UC PC and Android Platforms, Software

References

- ✍ **Internet, Energy, TV, and Phone for the Chattanooga Area | EPB**