

# MaX UC Mobile Application

For iOS and Android

## USER MANUAL



FEBRUARY 2023

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# WHAT IS MaX UC FOR MOBILE?

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MaX UC was formerly named Accession Communicator. You may see Accession referenced in certain areas of the application. The functionality is the same.

MaX UC is a softphone for your iOS/Android device that enables you to:

- + Make and receive audio and video calls
- + Send and receive chat messages
- + View presence information for your contacts
- + Manage your contacts, including integrating with Microsoft Outlook using the Subscriber CommPortal UI.
- + Access your voicemails with a single click

## DOWNLOAD MaX UC FOR MOBILE GETTING STARTED

**To Download MaX UC to your mobile device, iPad or Tablet:**

- + Use the Play Store/App Store on your device and search for "MaX UC".
- + Select "Install" or "Download".
- + When installation is complete, open the App. When prompted to allow MaX UC to make changes, select "allow".
- + Select "Log in Manually".
- + To choose your carrier, search for "Northland Communications - Business Unlimited".
- + When prompted, accept the MaX UC terms of use.
- + Enter your subscriber telephone number. Example: 3156242238.
- + Enter the EAS Password provided by your System Administrator.
- + Select to view the brief tutorial or Skip to continue to the app.



**MaX UC for Mobile works on these mobile devices:**

- + Android phones and tablets from 6 (Kitkat) onwards.
- + iOS versions from 11 onwards.

# WHAT YOU SEE

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## TOP MENU

The top menu is presented slightly different on the iOS and Android devices.

### Top Menu (iOS)



### Top Menu (Android)



## PROFILE AND SETTINGS

To access **Profile and Settings** on both the iOS and Android Apps, tap the Avatar.

**NOTE:** Some settings may vary between iOS and Android Apps.

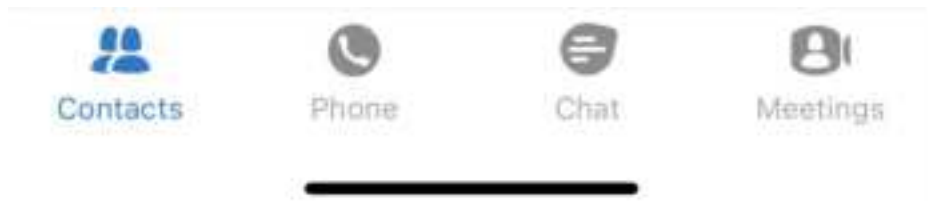
- + **CALL MANAGER:** Click to toggle your presence between Available and Do Not Disturb.
- + **ACCOUNT SETTINGS:** Update your password and email.
- + **CALLS:** Calling Options: Change your ringtone and work with call and caller ID settings.  
Mobile Number: Set the mobile number that the application is running on.
- + **CHAT:** Work with Chat settings and sounds.
- + **VIDEO CALLS:** Choose whether to send high resolution videos or not. Sending high resolution video on lower quality networks is not recommended.
- + **CONTACTS:** Work with which contacts to display.
- + **ANALYTICS:** Allows MaX UC to send data about your usage to METASWITCH and/or Northland Communications.
- + **INTRODUCTORY TOUR:** Follow a brief introductory tutorial of the application.
- + **MaX UC EULA:** Read the End User License Agreement
- + **REPORT A PROBLEM:** At the request of a technician, you may be asked to send a report to help resolve an issue.
- + **LOG OUT:** Log out of the application. Calls and chats will no longer be presented to the application.

**NOTE:** To log out of the app on an Android device, select the three dots to the right of the Avatar.



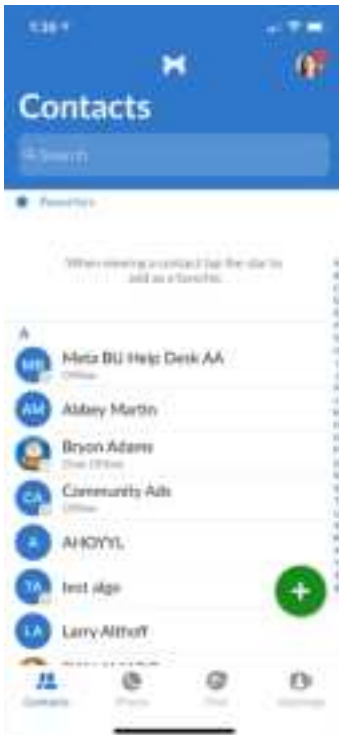
## BOTTOM MENU

The bottom menu is presented the same on both the iOS and Android devices. The bottom menu is where you find Contacts, Telephony features including the dialer and call logs, chat and MaX Meeting tools. The individual tabs may appear slightly different on the iOS vs. the Android.



## CONTACTS TAB

### Contacts Tab (iOS)



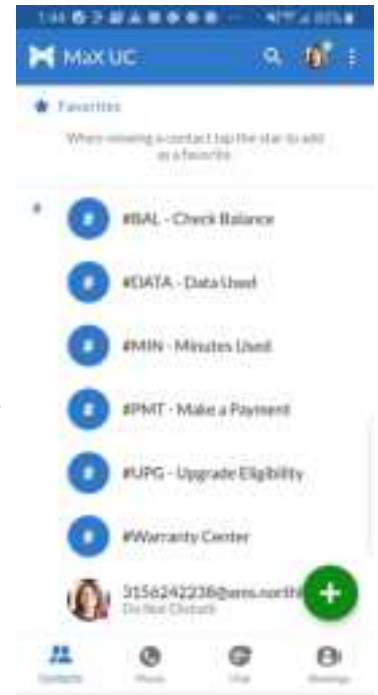
**SEARCH:** Click in the Search box on iOS and the Magnifier on Android and enter the first or last name of the contact you are searching for. It is not necessary to enter the entire name.

**CONTACT DETAILS:** Click on the Contact to view details, including phone numbers, Chat and SMS information, or edit the contact or invite the contact to a MaX Meeting.

**ADD CONTACT:** Click on  to add a new contact.

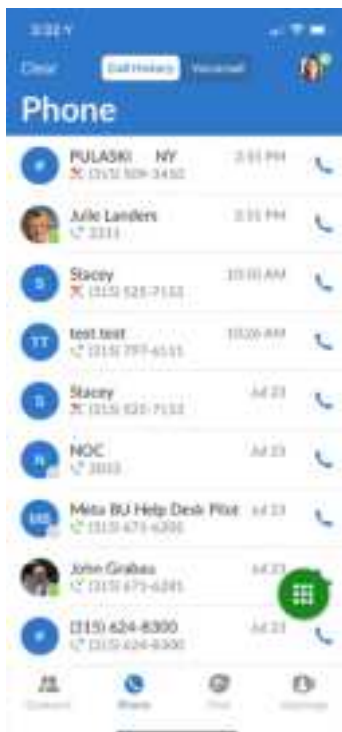
**NOTE:** On an Android device, you can also click on the three dots to add a new contact.

### Contacts Tab (Android)



## PHONE TAB

### Phone Tab (iOS)



**CALL HISTORY/VOICEMAIL:** Select a tab at the top to view call history or voicemail messages.

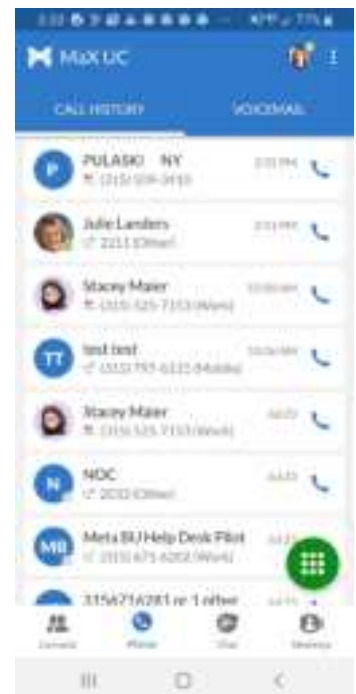
**CALL DETAILS:** Click on the call to view details, including phone number, date, time and duration of call.

**VOICEMAIL DETAILS:** Click on the voicemail to view details including phone number, date and time and to listen to the voicemail message.

**NOTE:** In both the call and voicemail details, you will see options to call, chat and more.

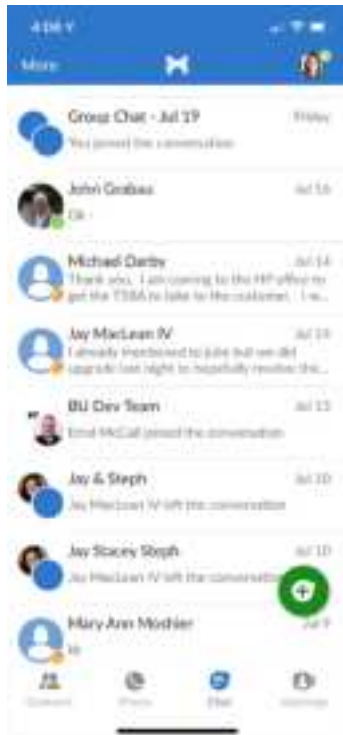
**DIAL A NUMBER:** Click on  to access the dialpad and place a call to a new number.

### Phone Tab (Android)



## CHAT TAB

### Chat Tab (iOS)



**CHAT HISTORY:** Click on a chat to view the chat history and reply. You will also be able to see whether it was sent as a chat or an SMS message.

**START A NEW CHAT or GROUP CHAT:** Click on  to start a new chat or group chat.

**DISABLE CHAT:**

+ **iOS:** Select **More** at the top left and click **Disable Chat**.

+ **Android:** Select the three dots on the top right and click **Disable Chat**.

**NOTE:** This disables both the chat and SMS features.

### Chat Tab (Android)



## MEETINGS TAB

### Meetings Tab (iOS)



**CREATE:** Click to create an instant meeting and invite attendees from your contacts or by entering email addresses.

**SCHEDULE:** Schedule a future meeting and invite attendees.

**JOIN MEETING:** Join a meeting using the Meeting ID.

**UPCOMING MEETINGS:** View upcoming meetings that you have scheduled.

**NOTE:** Please see [Page 18](#) for complete meeting information.

### Meetings Tab (Android)

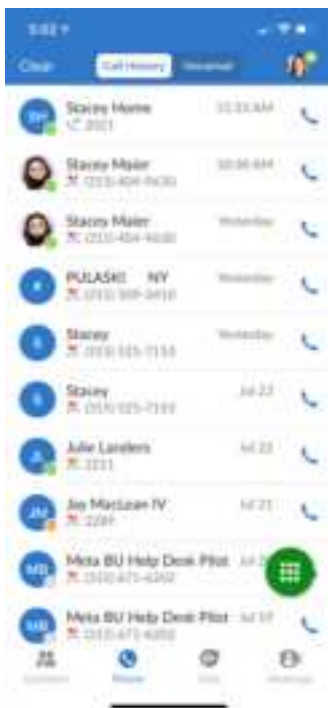


# MAKING CALLS

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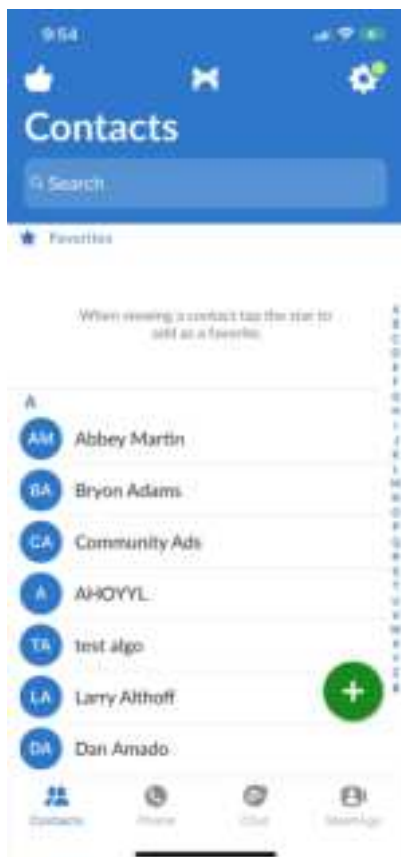
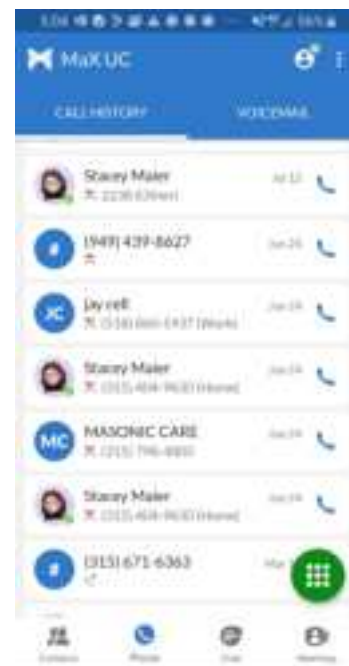
## ENTER A NUMBER

(iOS)



- + Click the dialpad.
- + Enter a number using the dialpad.
- + To start the call, tap the Call Button on MaX UC.
- + To clear a name or number from the input box, click the X.

(Android)



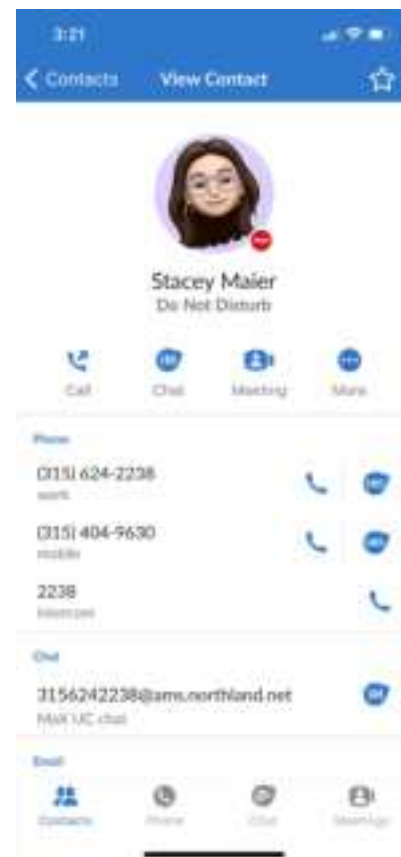
### Make a call from Contacts or History on iOS and Android

- + On the Contacts tab, enter a Contact name in the search field using the dialpad. As you type, MaX UC will display entries from your Contacts, History + Favorites.

If the contact is a member of your business group, you will also see their Avatar and availability.

- + Tap an entry from the list of results. The contact card is displayed.
- + Select a number and tap the call Icon to place the call.

See [page 12](#) for more information on working with Contacts.





# RECEIVING CALLS

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Your MaX UC app must be logged in and available on your mobile device to receive phone calls.

## INCOMING CALL SCREEN

When you receive a call, you hear the MaX UC configured ringtone and an incoming call screen will appear on your mobile device.

### Incoming Call (iOS)



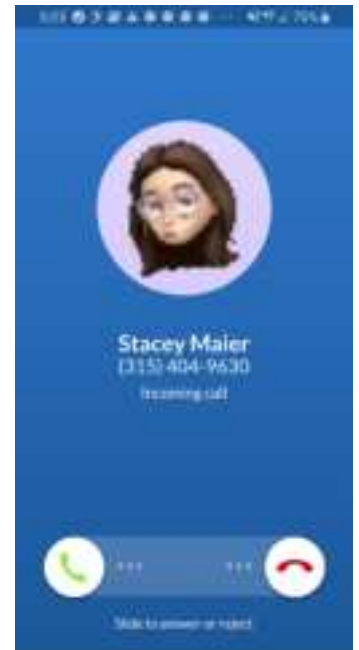
iOS:

- + Click **Accept** to answer the call.
- + Click **Decline** to decline the call and send it to voicemail.

Android:

- + Slide the bar to the right to answer the call.
- + Slide the bar to the left to decline the call and send it to voicemail.

### Incoming Call (Android)





# RECEIVING CALLS

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## RECEIVE A SECOND CALL

Your account is configured to receive multiple calls on MaX UC.

If you are already connected to a call, when a second call is presented, you will hear a call waiting tone through your speakers or headset. You will also see the incoming call panel.

If you choose to answer the second call, the first call will automatically be held and you will be connected to the second call in the call window.

### Second Call (iOS)



iOS:

- + Tap **Hold & Accept** to place the connected call on hold and answer the second.
- + Tap **Decline** to send the second call to voicemail and continue with the connected call.
- + Tap **End & Accept** to end the connected call and answer the second call.

Android:

- + Tap **Hold & Answer** to place the connected call on hold and answer the second.
- + Tap **Reject** to send the second call to voicemail and continue with the connected call.
- + Tap **End & Answer** to end the connected call and answer the second call.

### Second Call (Android)




## WORK WITH MULTIPLE CALLS

(iOS)



iOS and Android:

- + Tap the **On Hold** icon to swap between calls.
- + Tap **Transfer** to connect the current call to the call that is on hold.
- + Tap **Merge** to create a conference call.
- + Tap  to disconnect the current call and reconnect to the held call.

(Android)



# MANAGING CONNECTED CALLS

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## WHAT YOU SEE

(iOS)

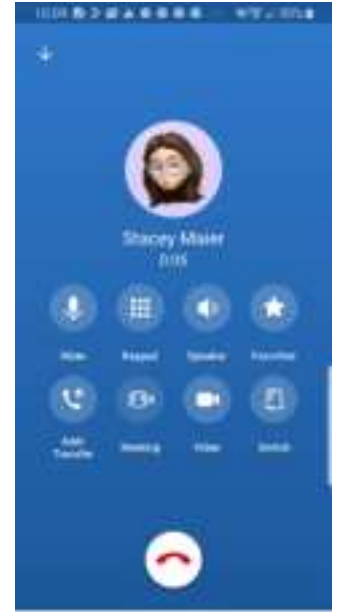


iOS and Android:

- + **Mute:** Mutes the microphone so the caller cannot hear conversation or background noises.
- + **Keypad:** Displays the keypad to add another party or enter digits.
- + **Speaker:** Places the call on speaker.
- + **Favorites:** Adds the caller to your "Favorites" contact list.
- + **Add/Transfer:** Adds another party to the call.
- + **Meeting:** Turns the call into a MaX Meeting.
- + **Video:** Turns the call into a video call.
- + **Switch:** Switches the call to another device with the same subscriber telephone number. ie: deskphone or MaX UC Desktop.

**NOTE:** On iOS, tap **More** to view Video and Switch.

(Android)



## CALL HOLD

iOS

- + Tap **Add/Transfer**.
- + To return to held call, tap **Cancel**.

Android

- + Tap **Add/Transfer**.
- + To return to the held call, tap the arrow next to **Add/Transfer** in the upper left.



**NOTE:** If you answer a second call, your first call is placed on HOLD automatically.

## CALL TRANSFER and AD-HOC CONFERENCE

### CALL TRANSFER (BLIND)

iOS and ANDROID

- + Tap **Add/Transfer**. Directory appears.
- + Search for contact or choose from call history.  
You can also choose the dialer and enter a number.
- + Tap **Add/Transfer** again.

### CALL TRANSFER (ANNOUNCED)

iOS and ANDROID

- + Tap **Add/Transfer**. Directory appears.
- + Search for contact or choose from call history.  
You can also choose the dialer and enter a number.
- + Wait for the party to answer and announce the call.
- + Tap **Add/Transfer** again.
- OR
- + To create a conference call, tap **Merge**.

# CALL PARK

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Call Park enables you to place a call on a “system” hold so that it can be retrieved by another Subscriber in your Business Group.

## TO PARK A CALL (iOS and ANDROID):

- + Tap **Add/Transfer**, call is automatically held.
- + Enter \* 13 (system audibly advises the Orbit Code call is parked on)
- + Tap **Add/Transfer** (call is parked, advise party of Orbit Code)
- + Tap **Transfer**.
- + Select to complete the Park.

## TO RETRIEVE PARKED CALL (iOS and ANDROID):

- + Enter \* 14 and Orbit Code Number (call is connected)
- + Tap Call. Call is connected.

# PEER TO PEER VIDEO CALLS

## TURN AN ACTIVE CALL WITHIN YOUR BUSINESS GROUP INTO A VIDEO CALL (iOS and ANDROID):

- + While on an active call, to start sending video, tap **Video**.
- + The video window will open.
- + If the person you are sending video to also sends you video, you will see them in the video window.
- + To stop sending video, tap **Video** again.

**NOTE:** This feature is currently disabled while a bug fix is being worked on.

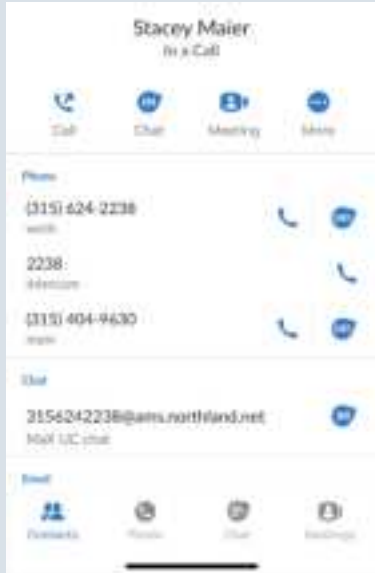
# SENDING INSTANT MESSAGES (CHATS AND SMS)

10

You can start a chat from the Chat tab at the bottom or from a Contact card in the Contacts tab.

## SEND CHAT FROM CONTACTS

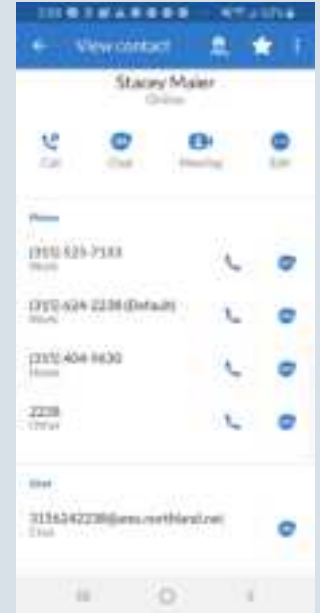
(iOS)



- + Tap **Contacts** at the bottom of the window.
- + Search for and select a contact.
- + Tap **Chat** at the top to send a chat to the Subscriber Account.
- + Select **SMS** below to send an SMS message to a mobile device outside of the Business Group.

**NOTE:** You can send messages while you are on an active call.


(Android)



## SEND CHAT FROM CHAT TAB

(iOS)



- + Tap **Chat** at the bottom of the window.
- + All recent chats are displayed.
- + To view chat history, tap the chat you want to view. You can also chat the contact from the displayed history window.
- + To start a new chat, tap the .

**NOTE:** You can send messages while you are on an active call.

(Android)



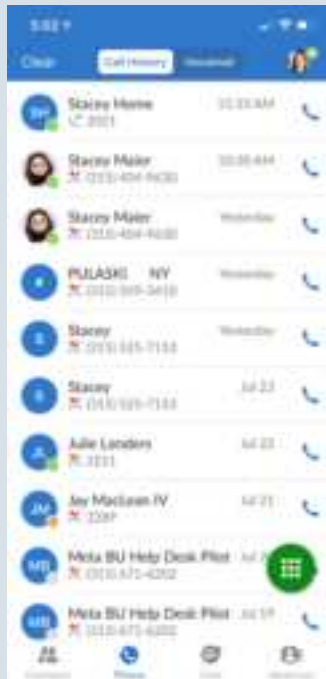
# VIEWING CALL HISTORY AND VOICEMAILS

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## CALL HISTORY

You can view details of received, dialed and missed calls as well as voicemails on the **Phone** tab.

(iOS)



Stacey Maier  
(315) 404-9630

Incoming missed call

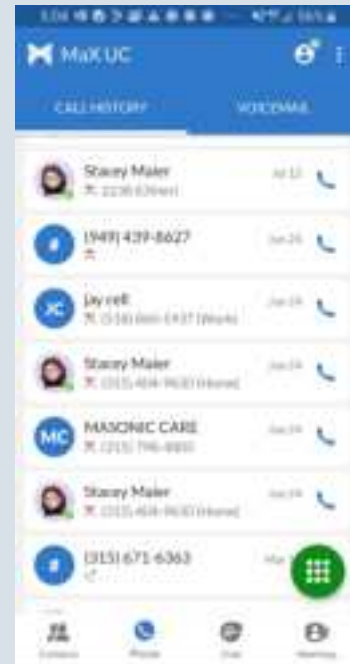
Stacey  
(315) 525-7153

Incoming answered call

Stacey  
(315) 525-7153

Outgoing call

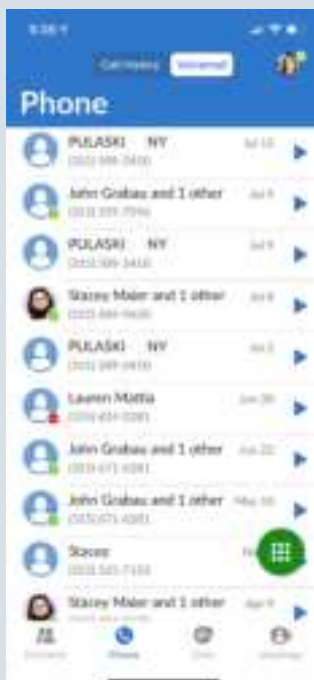
(Android)



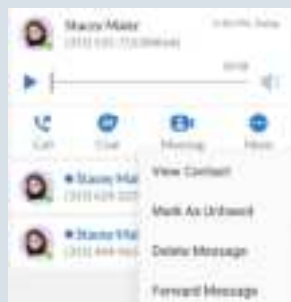
## VOICEMAILS

You can view details of voicemails by selecting the Voicemail tab at the top of the Phone tab.

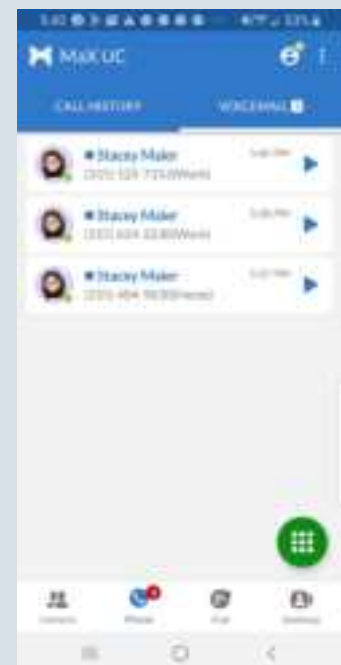
(iOS)



- + Tap the ▶ next to the voicemail to view the message screen and play the message.
- + Once on the message screen, tap **More** to display additional options.



(Android)



MaX UC can store the details of your contacts in its User Interface (UI). You can set the Contact Source to pull from All Contacts, System Contacts or Local Contacts only.

In addition, you can also set it to display only contacts with numbers.

## CHANGE THE CONTACT SOURCE



+ Tap the Avatar in the upper right of the display to go to **Profile & Settings**.

+ **Select Contact Source.**

**iOS:**

**All:** Both local and network contacts would be displayed.

**Local Only:** Only those contacts programmed on your mobile device.

**Network Only:** Only those contacts programmed for your Business Group.

**Android:**

**MaX UC:** Only contacts programmed into MaX UC.

**Microsoft Exchange:** Contacts synced from the Microsoft Exchange server.

**Other:** Contacts that don't have a specific account such as those programmed on the Android device.









## SEARCH CONTACTS



- + In the Search field, Start typing the name you are searching for.  
As you type, the Softphone will display the possible matches from all stored contacts.
- + Select the contact.

## UNDERSTANDING PRESENCE ICONS

+ Subscribers in your Business Group that are logged in to MaX UC will show the following presence icons:

-  The Subscriber is available for calls and chats.
-  The Subscriber is on a call.
-  The Subscriber is on Do Not Disturb.
-  The Subscriber has been away for a designated period of time.
-  The Subscriber has placed themselves on Busy to indicate they prefer not to be interrupted. They will still receive calls and chats.
-  The Subscriber has a meeting scheduled on their Outlook Calendar and is using Outlook Contacts in MaX UC. They can see calls come in but won't be interrupted by ringing.

+ Subscribers in your Business Group that are logged into a desk phone will show the following presence icons:

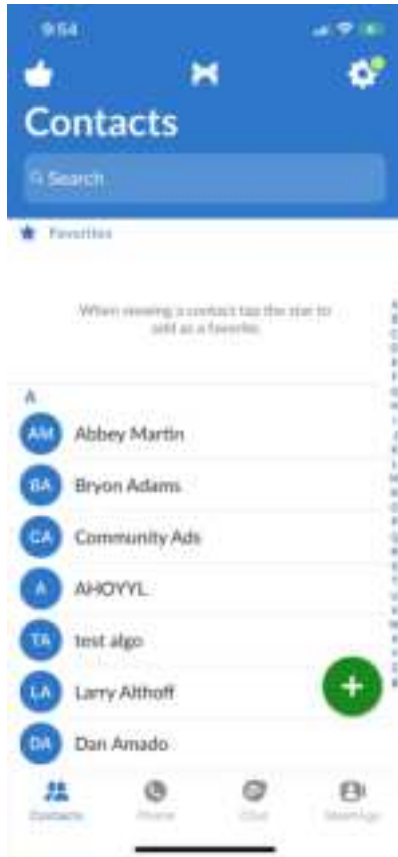
-  The Subscriber is on a call.
-  The Subscriber is on Do Not Disturb.




## ADD OR MODIFY A CONTACT

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### ADD A NEW CONTACT



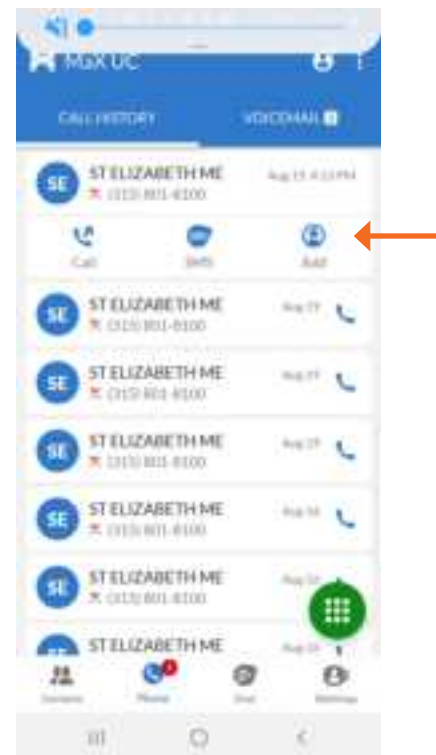
#### Android + iOS

- + On the Contacts tab, tap 
- + Complete the fields you have information for. You can change the phone type by tapping the dropdown.
- + Tap **Done** on iOS.
- + Tap **Save** on Android.



### ADD A CONTACT FROM THE HISTORY TAB

- + Long press an entry on the **HISTORY** tab.
- + Tap **Add**.
- + The same Add Contact box appears as seen above.
- + Complete the fields you have information for.
- + Tap **ADD**.
- + Tap **Done** on iOS.
- + Tap **Save** on Android.



**NOTE:** Contacts can also be easily managed from the CommPortal web interface. See the CommPortal User Manual.



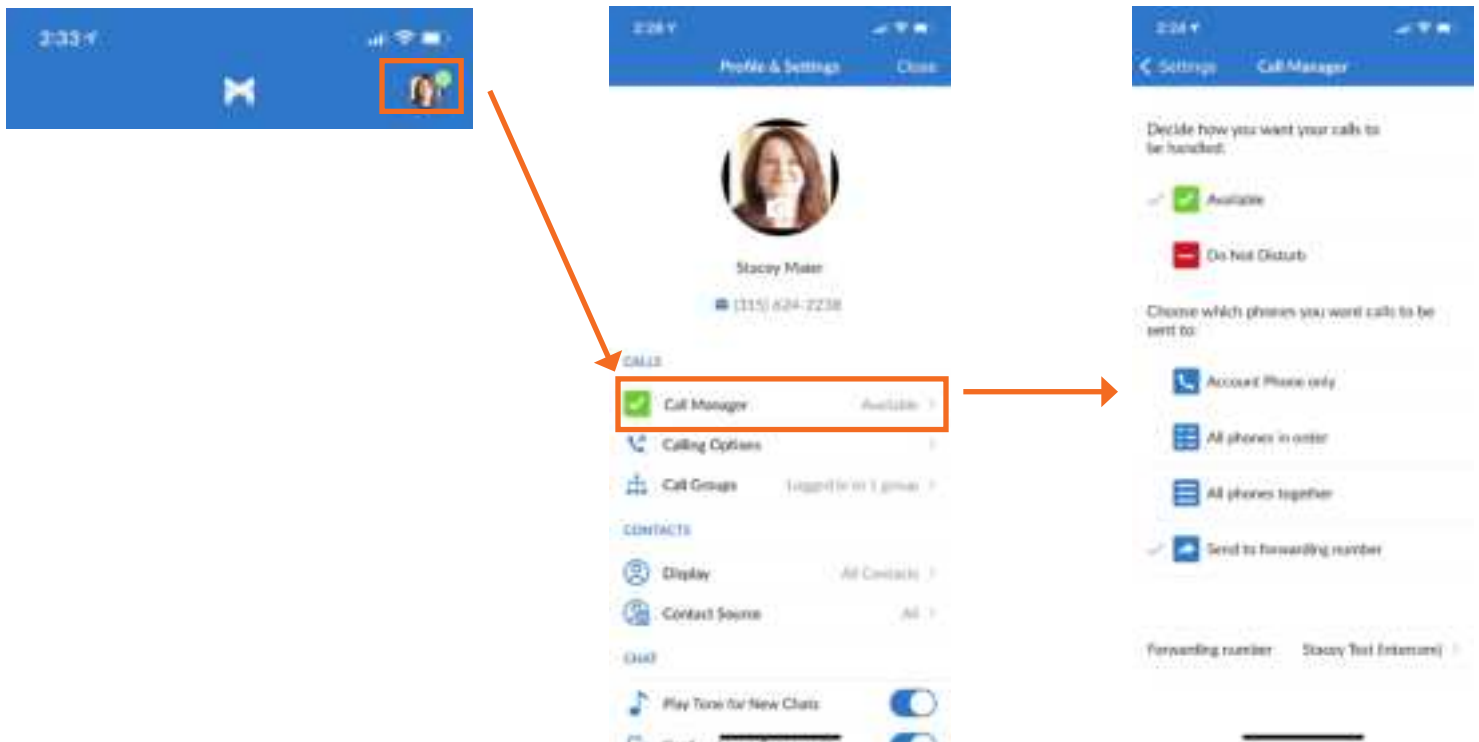
# CALL MANAGER

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Call Manager lets you change your presence and work with Sim-Ring and forwarding options (iOS and Android)

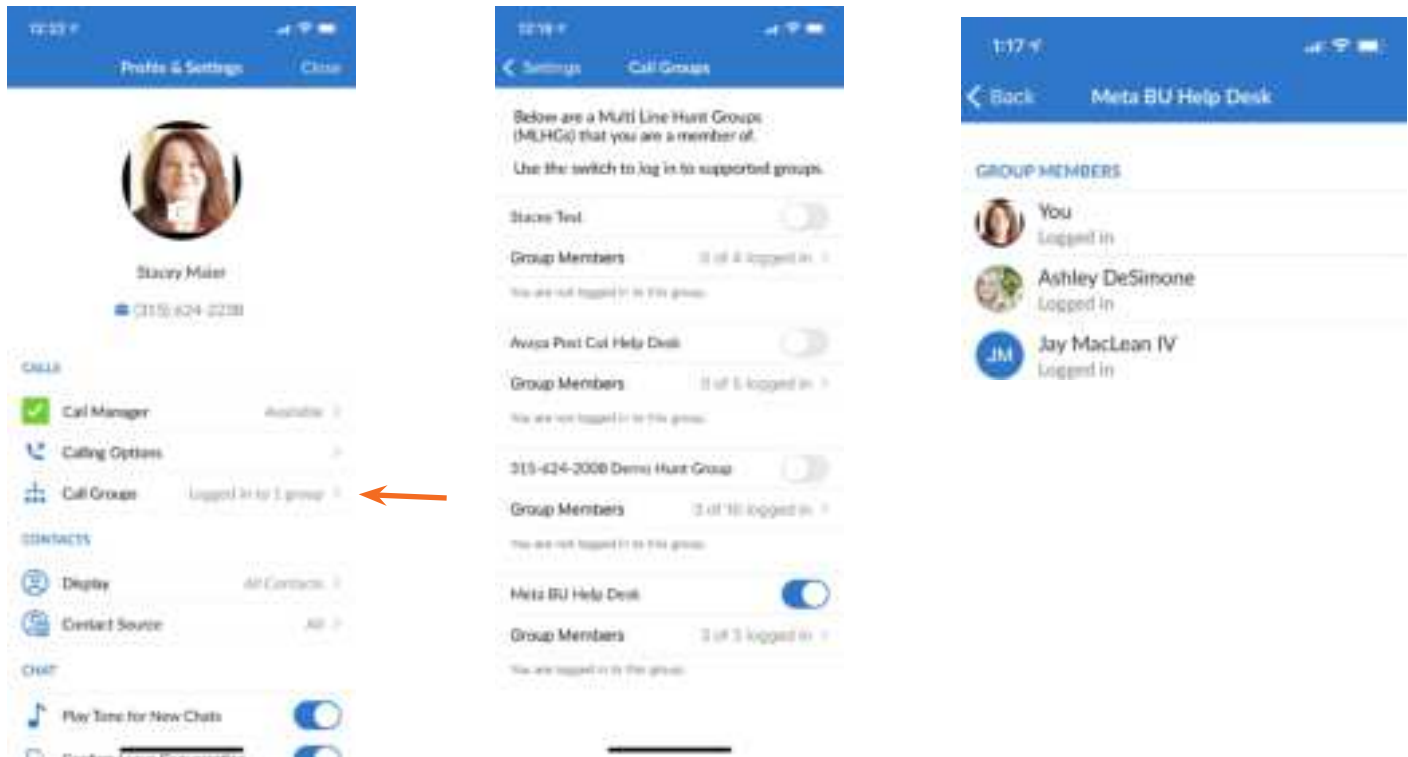
- + Tap the Avatar in the upper right.
- + Select Call Manager.
- + Change your presence or set up sim-ring or call forward options. Be sure to enter a call forward number.

**NOTE:** Call Forward status is indicated across all MaX UC applications, desk phone and CommPortal and can be updated from any application.



# HUNT GROUPS

When you are a member of a group (Hunt group or iACD), your account phone is programmed to ring when a choice is made from an automated attendant or when the hunt group number is dialed. You may be required to log in to the hunt group to receive calls. You can log in to a group from any device that your account phone number is active on, or from CommPortal. See the CommPortal User Guide. You can also see your log in information and information regarding the group and other members of the group.



- + Select your Avatar (Profiles and Settings). How many groups you are currently logged into is displayed next to the **Call Groups** tab.
- + Select **Call Groups**. The groups you are a member of are displayed with your log in status (logged in or logged out).
- + Toggle the switch to the right or left to log in or out.
- + To view the group members and their status, tap the Group Members tab.

**NOTE:** You can use Subscriber CommPortal to add contacts, view call history, work with Call Manager and manage groups. Refer to the CommPortal User Manual for more information.

**VOICEMAIL:** The voicemail system is voice prompted with easy to follow instructions and commands.

## FIRST TIME VOICEMAIL SET UP

TO SETUP VOICEMAIL FOR THE FIRST TIME: Dial \*99.

**NOTE:** Follow the audio instructions to create a password, record your name + record your personal greeting.

There are multiple greeting types available for you to choose from:

- + **PERSONAL GREETING:** Plays to everyone that calls you
- + **EXTENDED ABSENCE:** Plays when you will be away from your office or phone for meetings/vacation, etc.  
You can turn off message acceptance when using the extended absence greeting  
System will remind you extended absence greeting is playing
- + **SYSTEM GENERATED:** A synthesized greeting that's set up to include your phone number or recorded name or both
- + **BUSY:** Plays when you have active calls on all available lines
- + **OUT OF HOURS:** Can be set to play outside of your normal business hours, weekends and holidays
- + **FORWARDED TO VM:** Plays when you have your phone set to forward to voicemail

**NOTES:** Through the Subscriber Self Service CommPortal, you are able to:

- + Record and change greetings.
- + Choose your voicemail to email options.
- + Change your login for voicemail so you're not required to enter your mailbox and pin each time.
- + Change other voicemail and telephone settings.

Please refer to the CommPortal Self Service User Guide on the Northland Communications website for full details.

# YOUR VOICEMAIL

## LOG IN TO VOICEMAIL

From any internal extension:

- + Tap the Voicemail Key or dial \*99
- + Enter your 10-digit telephone number and tap the # Key
- + Enter your password and tap the # Key

From any external telephone:

- + Dial: 315-671-0031
- + Enter your 10 digit telephone number and tap the # key
- + Enter your password and tap the # key

## COMMON VOICEMAIL COMMANDS

### Main Menu

- 1 Listen to messages
- 2 Send a message to another user
- 3 Work with personal greetings
- 4 Mailbox settings
- 5 Work with Reminder Messages
- 6 Access deleted messages
- 7 Switch Account (log into another account)
- 0 Access Help
- \* Exit Voicemail or return to previous menu

**NOTES:** Star (\*) will always back you up to the previous menu  
Pound (#) will bypass a user's personal greeting

### Listening to Messages

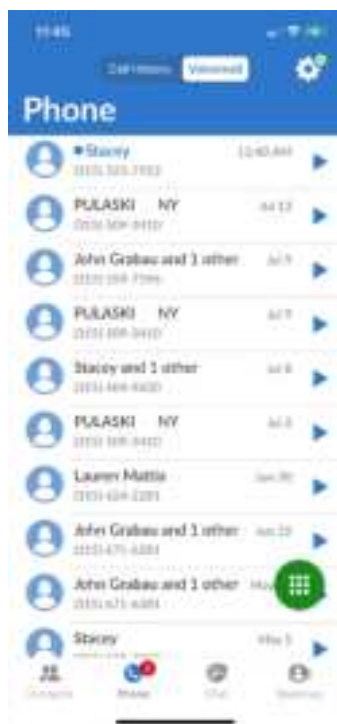
- 1 Repeat
- 2 Save
- 3 Erase
- 4 Reply
- 5 Send a copy
- 6 Increases the message volume
- 7 Slows the message playback down
- 8 Pause / Resume
- 9 Speeds the message playback up
- # Next Message
- 11 Previous Message
- 77 Skip backward 5 seconds
- 99 Skip forward 5 seconds

# YOUR VOICEMAIL

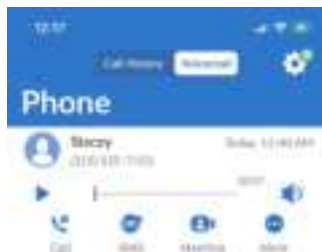
18

When you have new voicemail messages, the number of missed calls and messages is displayed on the phone tab.

## iOS

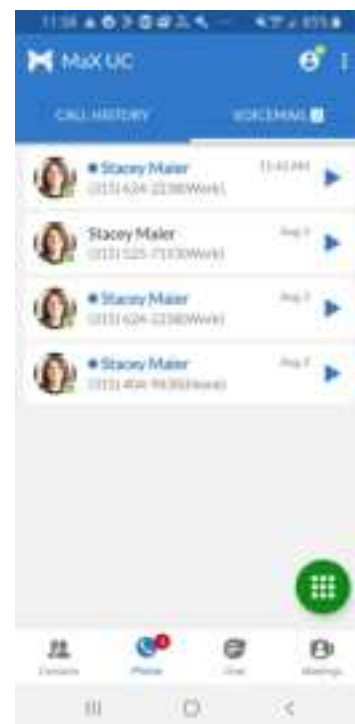


- + To view messages, tap the Phone tab, then tap the Voicemail tab.
- + New messages are displayed in blue and old messages are displayed in black.
- + Tap the Play icon to listen to messages.



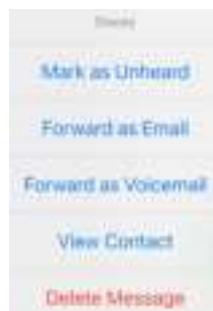
- + To return the call, tap **Call**.
- + To send an SMS message, tap **SMS**.
- + To send an instant meeting invite, tap **Meeting**.
- + Tap **More** to see additional actions. (see below).

## ANDROID



## MORE ACTIONS

Click **ACTIONS** drop down for the following:



- + To tag the message as new, tap **Mark as Unheard**.
- + To forward the voicemail as a .wav via email, tap **Forward as Email**.
- + To forward as a voicemail to another subscriber in your Business Group, tap **Forward as Voicemail**.
- + To view contact information, tap **View Contact**.
- + To delete the message, tap **Delete Message**.

**NOTE:** Voicemail can also be managed easily through the Subscriber Self Service CommPortal. See the Subscriber CommPortal User Manual.

## ADDITIONAL VOICEMAIL SETTINGS

There are additional voicemail settings available in the main menu. Some settings are only available when you log in through a telephone. See [page 15](#) for how to log in from any telephone. See the CommPortal User Manual for settings that are available through CommPortal.

## WORK WITH GREETING SETTINGS

From the Main Menu, tap 3 to work with Greetings. The following greeting settings are available.

- Tap 1 to work with the personal greeting
- Tap 2 to work with the extended absence greeting
- Tap 3 to choose a system generated greeting or to work with your recorded name
- Tap 5 to work with the greeting that plays when your phone is busy
- Tap 6 to work with your out of hours greeting (this allows to set a schedule for a greeting that plays outside of your normal business hours). See also the CommPortal User Guide.
- Tap 9 to work with the greeting callers hear when your phone is set to forward all calls to voicemail

## WORK WITH TIMESAVER AND CONVENIENCE SETTINGS

From the Main Menu, tap 4 to work with Settings. The following settings are available.

- Tap 1 to work with group lists - add / edit / delete group lists.
- Tap 2 to work with timesaver settings - turn autoplay on / off, work with Urgent Message settings and change your message header and body settings.
- Tap 3 to work with Security – change the pin, set fast login or set skip pin.
- Tap 5 to work with Notifications - message waiting indicator, email notifications and phone notifications.
- Tap 6 for Additional Settings - Check the Operator number or turn Marketing broadcasts on / off.
- Tap 0 to hear helpful hints.

**TRANSFER TO VOICEMAIL:** Sends a caller directly to voicemail without ringing the phone.

- + Tap TRANSFER.
- + Tap \*99 and enter EXTENSION Number
- + Tap TRANSFER again.

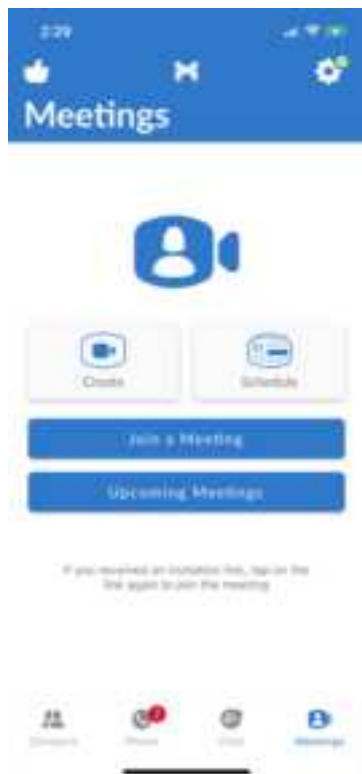
**LEAVE A MESSAGE FOR ANOTHER USER WITHOUT RINGING THE PHONE:**

- + Tap \*99.
- + Enter Extension Number and tap the CALL icon.

# MaX MEETING FOR MOBILE

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If your company has provided you with a Premium License, you also have the ability to schedule future meetings, create an instant meeting, join and host meetings. To work with Meeting features, tap the Meetings tab in the MaX UC app on either your iOS or Android device .



+ Tap **Create** to send an invitation for an instant meeting.

+ Tap **Schedule** to schedule a meeting for a future date/time.

**NOTE:** Once you choose to create or schedule a meeting, you can copy and send invites or invite your chat contacts.

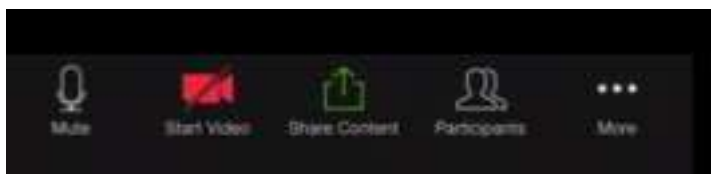
+ Tap **Join a Meeting** to join a meeting using the Meeting ID.

+ Tap **Upcoming Meetings** to view any meetings scheduled by you or on your behalf by a scheduling assistant.



## IN MEETING TOOLS ON iPHONE OR iPad

Once you have joined the meeting, tap anywhere in the meeting window to view the taskbar. The task bar will be either at the top or the bottom of the meeting window depending on the device you are using.



- + **Leave/End** will remove you from the meeting. You will receive a confirmation screen before being disconnected.  
**NOTE:** On an iPhone you will see **End** at the top of the meeting window. On an iPad, **Leave** is in the taskbar with the other commands.
  - + **Mute** will mute your microphone and eliminate background noises. The host has the ability to mute all participants and you should remain on mute throughout the meeting unless otherwise instructed.
  - + **Start/Stop Video** turns your video on and off.
  - + **Share Content** opens up the screen share option.
  - + **Participants** brings up the list of meeting attendees as well as participant commands. (See below).
  - + **More** brings up additional options, including the security, chat feature, meeting settings, and virtual background.
- In addition, you see the following non-verbal emojis:



To view the participant list and participant commands, click on the participant icon in the task bar. The top of the participant window shows the other meeting attendees. The bottom portion gives non-verbal commands and reactions. Click each command once to activate it.



- + **Raise hand** will put a hand next to your name in the participant window to alert the host that you have a question.
- + **Yes/no** allows you to answer questions presented by the host.
- + **Go slower/faster** tells the moderator to change the speed in which they are presenting/speaking.
- + **More** shows additional participant options.
  - + **Applause/thumbs up** will display in the window when clicked.
  - + **Chat** opens the chat window. Chat with the host or all attendees.
  - + **Meeting settings** opens a settings menu.
  - + **Minimize meeting** minimizes the meeting.
  - + **Virtual background** allows you to set a background of your choosing.

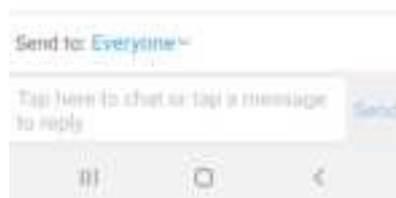
To open the Chat window, click on **Chat**. The chat window opens.

To send the chat to all participants, enter your chat in the box and click **Send**.

To send a private chat, click the dropdown next to **Everyone** and choose the attendee or host.

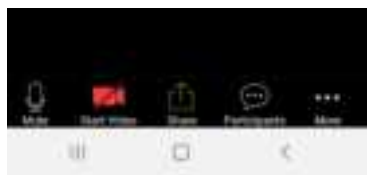
**NOTE:** The host can disable the ability for attendees to chat with each other.

The chats will appear in the window above the chat box.

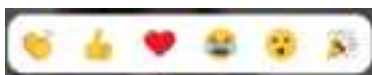


**NOTE:** To toggle between speaker view and gallery view on the iPad, tap the screen to see the command in the upper left hand corner. to toggle between speaker view and gallery view on the iPhone, slide your screen left or right.

Once you have joined the meeting, tap anywhere in the meeting window to view the taskbar. The task bar will be either at the top or the bottom of the meeting window depending on the device you are using.



- + **Leave** will appear at the top of the meeting window and will remove you from the meeting. You will receive a confirmation screen before being disconnected.
  - + **Mute** will mute your microphone and eliminate background noises. The host has the ability to mute all participants and you should remain on mute throughout the meeting unless otherwise instructed.
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To open the Chat window, click on **Chat**. The chat window opens. To send the chat to all participants, enter your chat in the box and click **Send**.

To send a private chat, click the dropdown next to **Everyone** and choose the attendee or host.

**NOTE:** The host can disable the ability for attendees to chat with each other.

The chats will appear in the window above the chat box.



**NOTE:** To toggle between speaker view and gallery view on an Android, slice your screen left or right.