



MaX UC Client Installation and Setup Guide



Note: We are currently in the process of re-branding the “Accession” product to “MaX UC”.

Some files or web links may refer to the “Accession” product but after installation the client will be branded “MaX UC”.

MaX UC Desktop for PC

Download the Max UC Desktop client to make and receive calls with your Ritter voice services account.

Sync your contacts with Max UC to make calling them easy, straight from the app.

Changing your Call Manager Status is now simple to do from the main window. And your new voicemails are displayed clearly in the voicemail notification, from here you can manage your messages with the ease of visual voicemail.

Note: Administrator rights are required to perform the installation of the MaX UC Client. If you do not have administrator rights, please contact your IT department for assistance installing this software.

1. MaX UC Desktop Installation (Windows)

The following section will describe how to install and set up the MaX UC Desktop client.

- 1.1. Navigate to <https://portal.rittercommunications.com>

- 1.2. Log in using your phone number and password.
- 1.3. From the dashboard screen, select the **Apps** tab.
- 1.4. Select the **'On your computer...'** link to access the MaX UC (Accession) download page.
- 1.5. Select the [Windows 7 / Windows 8 / Windows 10](#) link to download the executable installer file **'accession.exe'**. Note the location to which it is downloaded. This is typically in your **'Downloads'** directory but could be another location depending on your computer's configuration.
- 1.6. After downloading, run the installer from your browser or by navigating to the download directory and opening the **'accession.exe'** file.

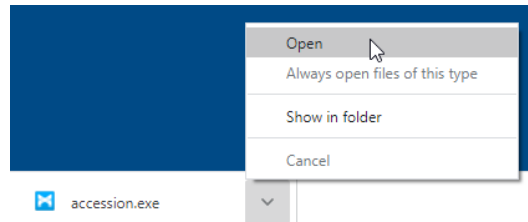


Figure 1 - Open the Installer from Chrome

- 1.7. At the **'Welcome to the MaX UC Setup Wizard'** window, click the **Next** button.

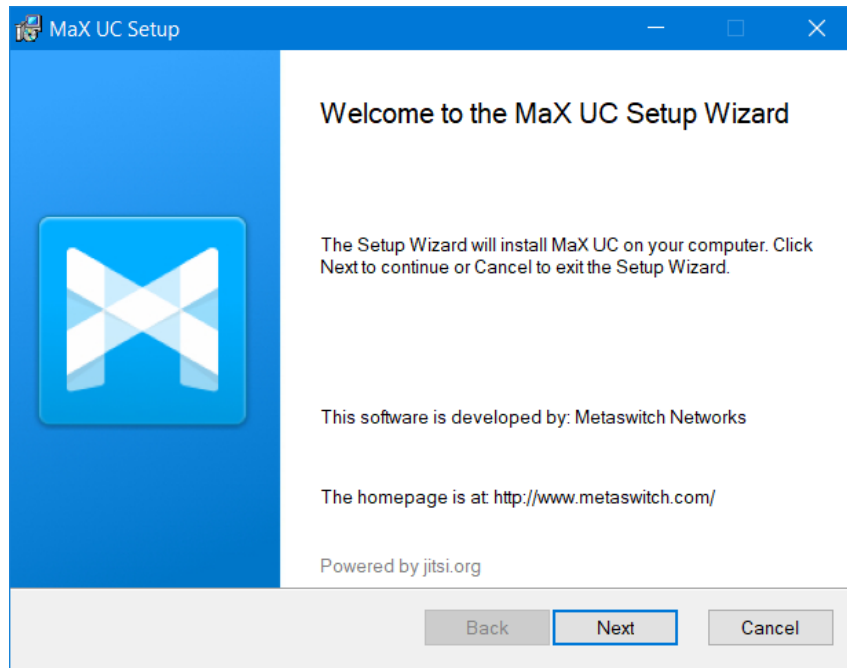
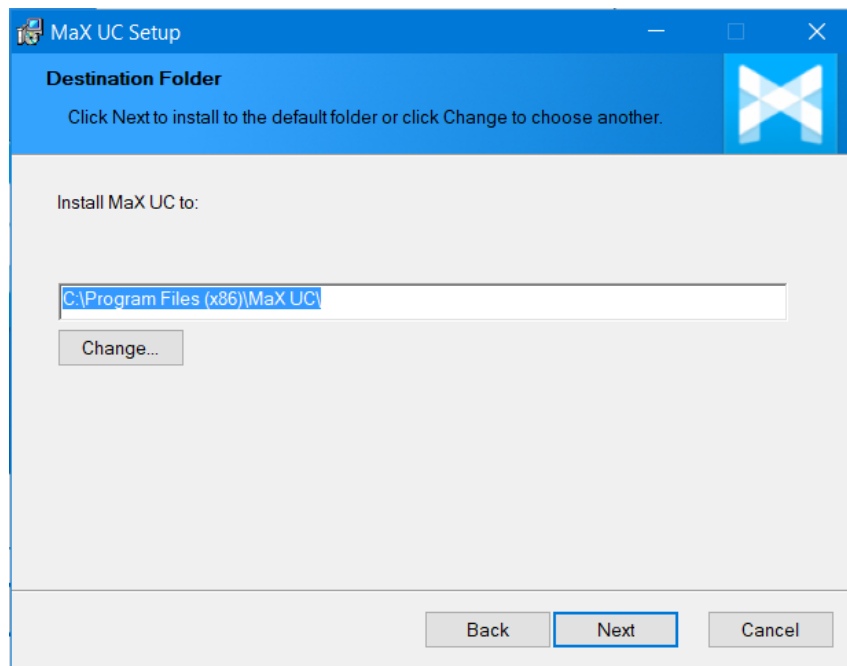



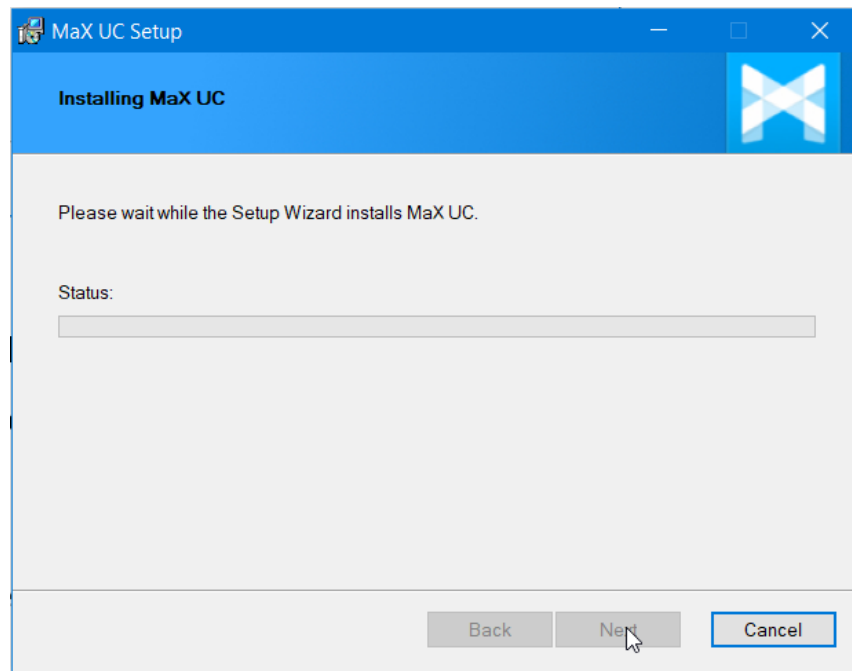
Figure 2 - MaX UC Setup Wizard

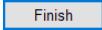
- 1.8. At the “Destination Folder” screen, leave the installation folder at the default values and click the button.

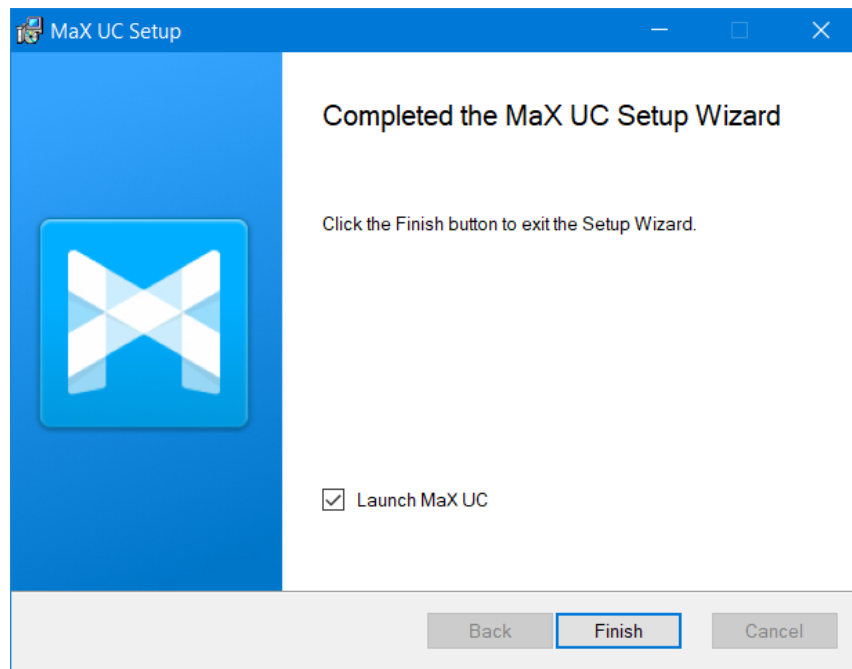


- 1.9. At the “Additional Tasks” screen, select whether you want to create the desktop and start menu shortcuts or launch MaX UC on startup options. When finished click .

1.10. At the “Ready to install MaX UC” screen, click the  button.



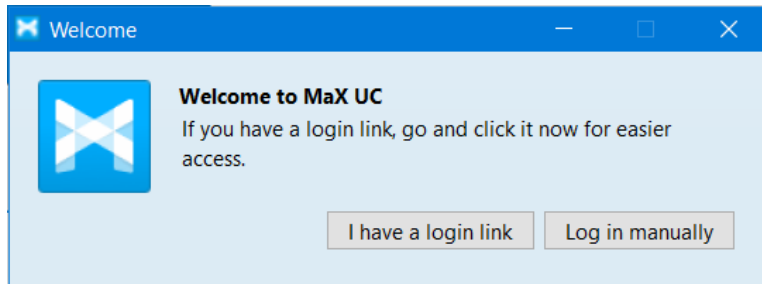
1.11. At the “Completed the MaX UC Setup Wizard” screen, select the “**Launch MaX UC**” checkbox, then click the  button.



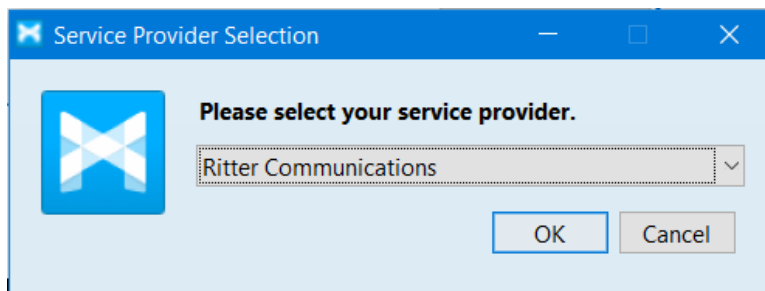
This completes the installation procedure.

2. Logging in to MaX UC Desktop for Windows for the first time

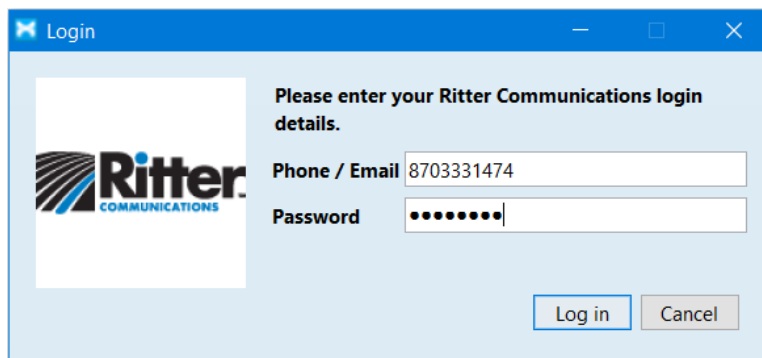
2.1. At the initial launch screen, select .



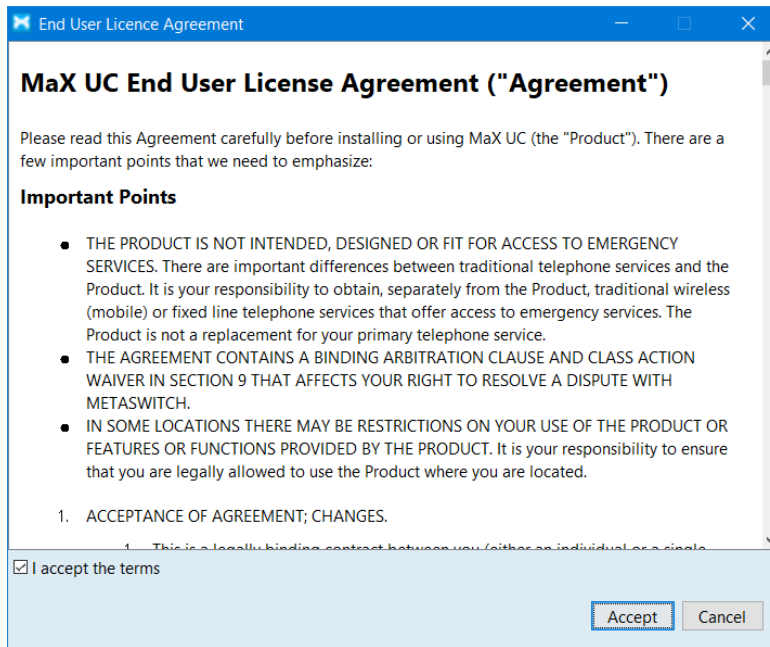
2.2. At the service provider selection screen, click the drop down and select Ritter Communications then select .



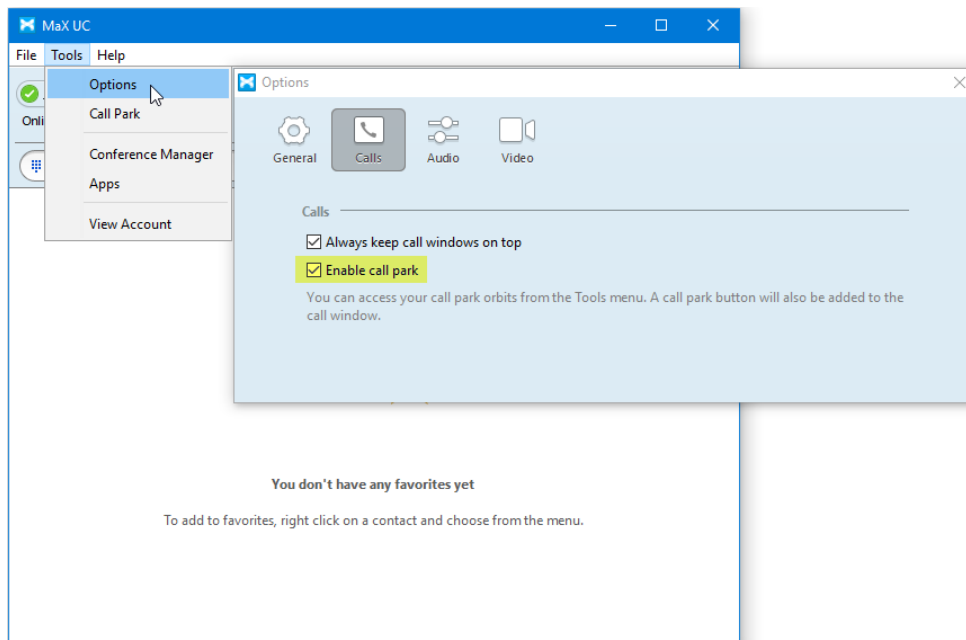
2.3. At the login screen, enter your phone number and password provided by your Ritter Representative then select .



2.4. Read the "MaX UC End User License Agreement", check the '**I accept the terms**' checkbox, then select .



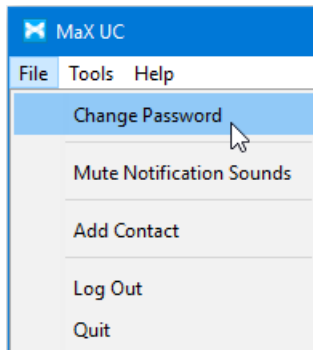
Once MaX UC is online as indicated by the status below the Call Manager Dropdown, you may want to enable the call park functionality if needed. This will give the ability to park and pick-up calls as needed. To enable call park functionality, click **'Tools'** then **'Options'**. In the **'Options'** screen, select **'Calls'** and check the **'Enable call park'** checkbox.



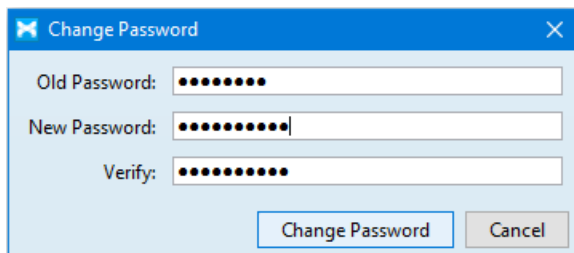
We encourage you to change your password to something easy to remember but secure. For this reason, passwords must be a minimum of 8 characters, a maximum of 20 characters, contain at least 1 letter, 1 number, and 1 special character.

Please note that if you change the password from the desktop client, the mobile client will ask you to enter the old and the new password.

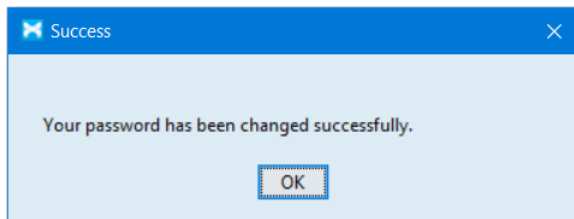
To change your password, click **'File'** then select **'Change Password'**.



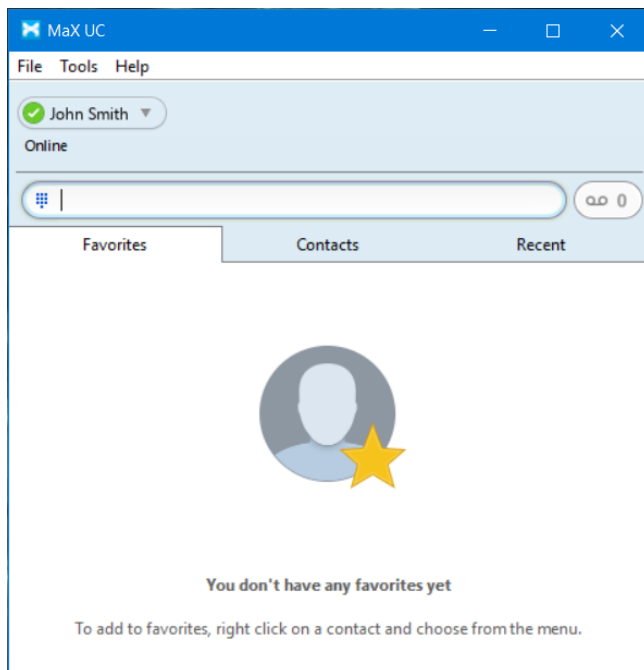
At the **'Change Password'** screen, enter your old password then enter your new password and confirmation, then select [Change Password](#).



If successful, the 'Success' screen will appear.



You can use your computer's built-in microphone and speakers but you will have much better audio quality if you use a headset. MaX UC Desktop Client works with most common headsets, including Bluetooth. It will even work with the answer/reject call button on some headsets.




MaX UC Desktop for Mac

Download the Max UC Desktop client to make and receive calls with your Ritter voice services account.

Sync your contacts with Max UC to make calling them easy, straight from the app.

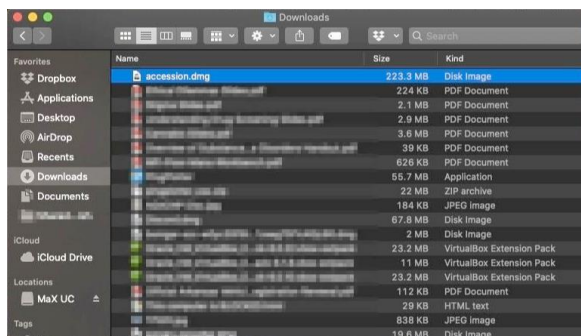
Changing your Call Manager Status is now simple to do from the main window. And your new voicemails are displayed clearly in the voicemail notification, from here you can manage your messages with the ease of visual voicemail.

1. MaX UC Desktop Installation (Mac)

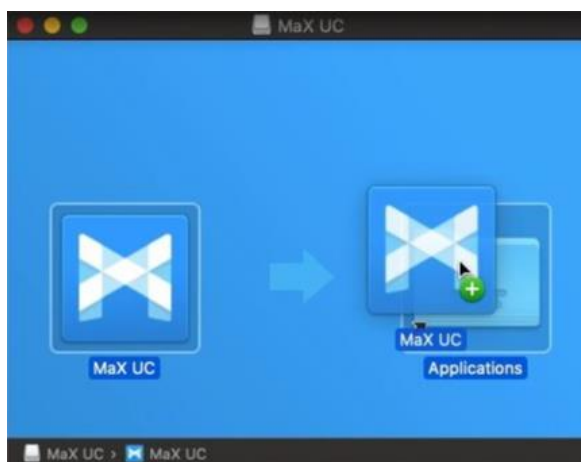
- 1.1. Navigate to <https://portal.rittercommunications.com>
- 1.2. Log in using your phone number and password.
- 1.3. From the dashboard screen, select the **Apps** tab.
- 1.4. Select the **'On your computer...'** link to access the MaX UC (Accession) download page.
- 1.5. Select the  link to download the executable file **'accession'**.
 - 1.5.1. Note the location to which it is downloaded. This is typically in your **'Downloads'** directory but could be another location depending on your computer's configuration.
 - 1.5.2. Ensure the 'Format' is "Disk Image".
 - 1.5.3. Click the **Save** button.



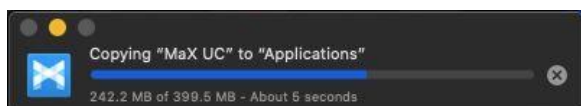
- 1.6. After downloading, open “Finder” and navigate to the download directory. Open the ‘accession.dmg’ file by double-clicking it.



- 1.7. When prompted, drag and drop it into the “Applications” directory to begin the installation of the MaX UC application.



- 1.8. The installation progress bar will track the installation process until it is complete.



2. Logging in to MaX UC Desktop for Mac for the first time

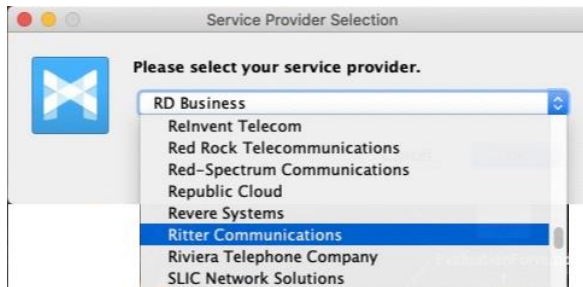


2.1. Once the installation has been completed, open the MaX UC client by double-clicking the icon.

2.2. When the “MaX UC” Notifications confirmation appears, click **Allow** to allow notifications from MaX UC.



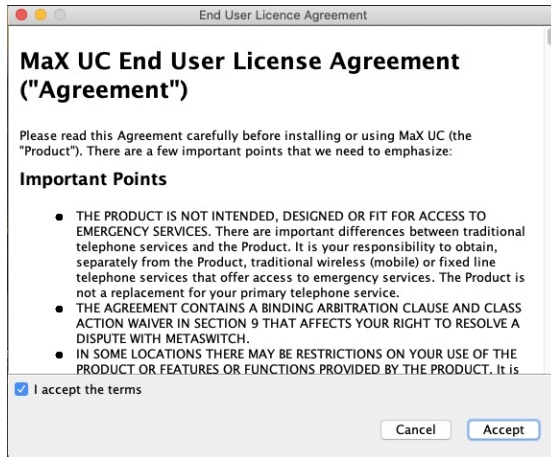
2.3. At the “Service Provider Selection” screen, open the dropdown, then select “Ritter Communications” as the service provider.



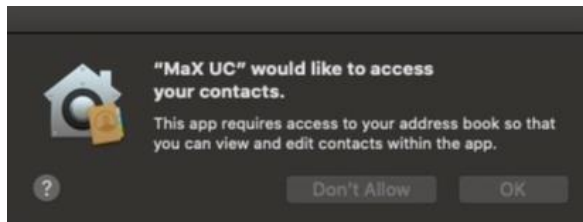
2.4. At the login screen, enter your phone number and password provided by your Ritter Representative then select **Log in**.



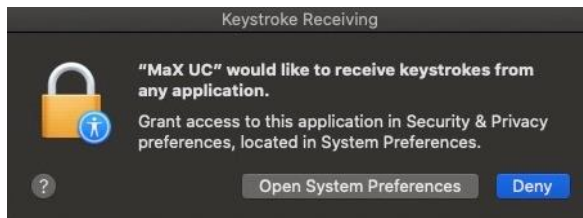
2.5. Read the “MaX UC End User Licence Agreement”. Check the ☒ I accept the terms checkbox, then select **Accept**. Failure to accept the terms will result in the inability to use the MaX UC client.



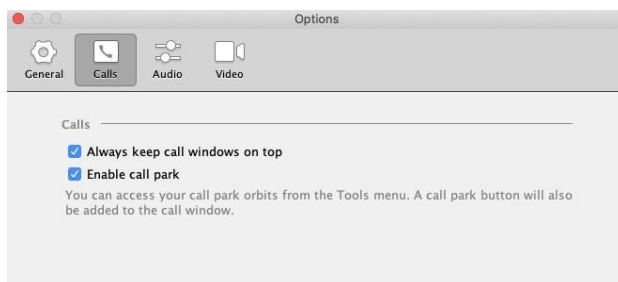
2.6. At the “MaX UC would like to access your contacts” screen, select **OK**.



2.7. At the “Keystroke Receiving” screen, open your system preferences to allow MaX UC to receive keystrokes from any application.



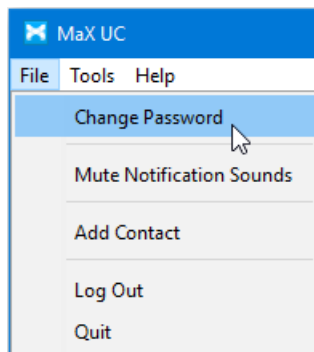
2.8. Once the MaX UC client starts, select **MaX UC** then select **Preferences...**. Navigate to the **Calls** tab, then select ☒ **Enable call park** to enable the call park functionality.



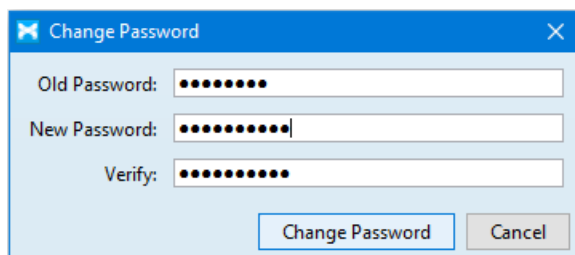
We encourage you to change your password to something easy to remember but secure. For this reason, passwords must be a minimum of 8 characters, a maximum of 20 characters, contain at least 1 letter, 1 number, and 1 special character.

Please note that if you change the password from the desktop client, the mobile client will ask you to enter the old and the new password.

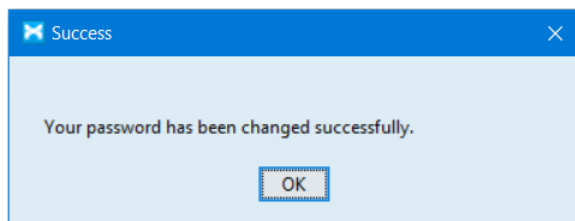
To change your password, click **'File'** then select **'Change Password'**.



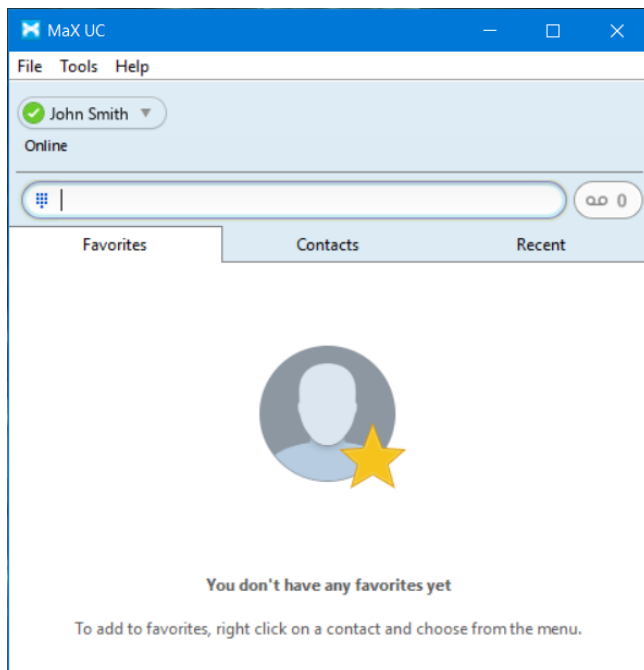
At the **'Change Password'** screen, enter your old password then enter your new password and confirmation, then select [Change Password](#).



If successful, the 'Success' screen will appear.



You can use your computer's built-in microphone and speakers but you will have much better audio quality if you use a headset. MaX UC Desktop Client works with most common headsets, including Bluetooth. It will even work with the answer/reject call button on some headsets.



MaX UC Mobile Client for Android

Download the Max UC Mobile client to make and receive calls with your Ritter voice services account from your Android smartphone.

Sync your contacts with Max UC to make calling them easy, straight from the app.

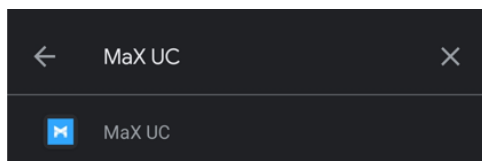
Changing your Call Manager Status is now simple to do from the settings screen and your new voicemails are displayed clearly in the voicemail notification, from here you can manage your messages with the ease of visual voicemail.

Please note that using the MaX UC client may incur data or roaming charges when used in conjunction with your cellular provider's data network.

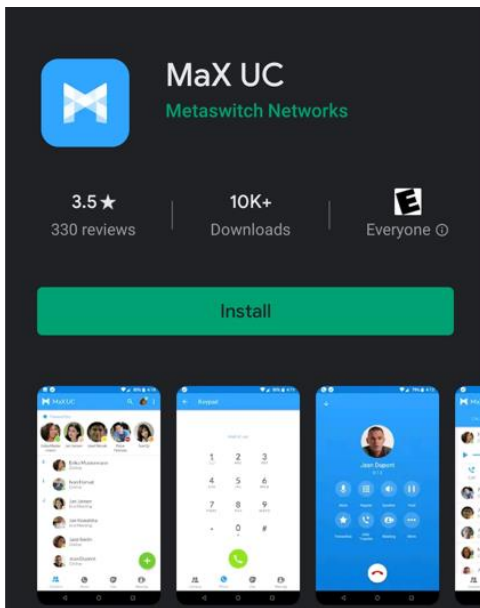
1. Max UC Mobile Installation (Android)

The following section will describe how to install and set up the MaX UC Desktop client.

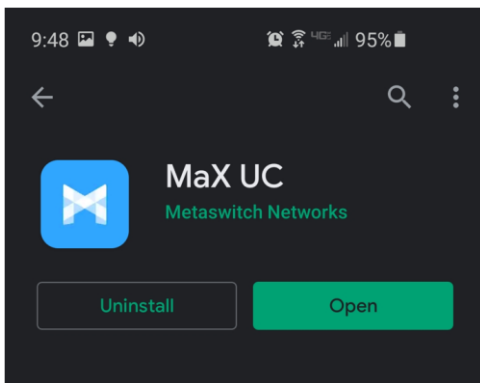
1.1. Open the Google Play store and search for "MaX UC".



- 1.2. Once the client has been found, install the client to your phone by selecting the **Install** button.

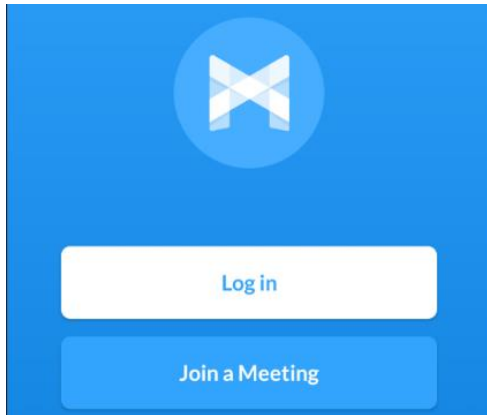


- 1.3. Once the installation is complete, open the MaX UC client by selecting the **Open** button. Or by opening your apps and selecting the MaX UC icon.



2. Logging in to MaX UC Mobile for Android for the first time

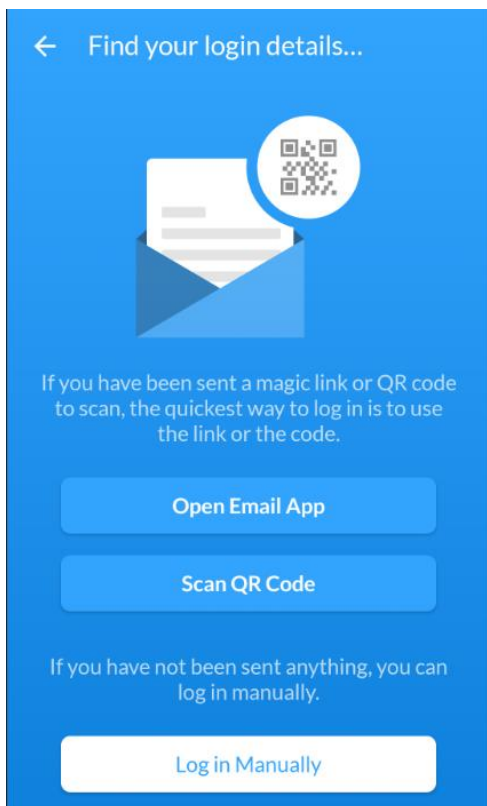
- 2.1. At the initial screen, select the **Log in** button.




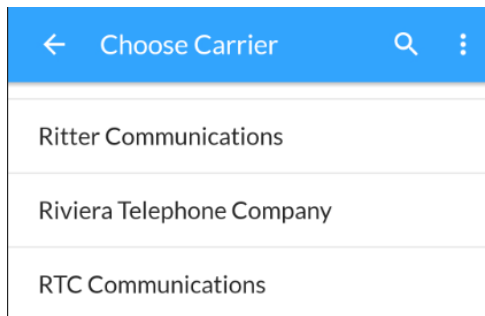
2.2. When asked for permission, allow MaX UC to access the following functions by selecting the **Allow** button on each request.

- Allow MaX UC to take pictures and record video?
- Allow MaX UC to record audio?
- Allow MaX UC to make and manage phone calls?
- Allow MaX UC to access photos and media on your device?
- Allow MaX UC to access your contacts?

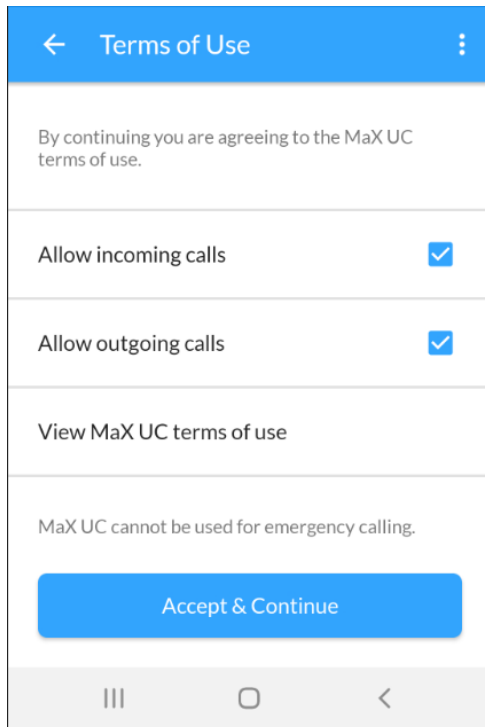
2.3. Once all permissions have been allowed, the Login screen will be presented. Select [Log in Manually](#).




- 2.4. At the “Choose Carrier” screen, scroll down to locate and select Ritter Communications, or select the  icon to search for and select Ritter Communications instead.



- 2.5. Read the “Terms of Use”. Afterwards, select [Accept & Continue](#).




- 2.6. At the login screen, enter your telephone number and the password that was provided to you for your MaX UC account. Ensure that the “Remember my password” box is checked. Then select [Log in](#).



Please enter the details for your Ritter Communications account.

8703364506

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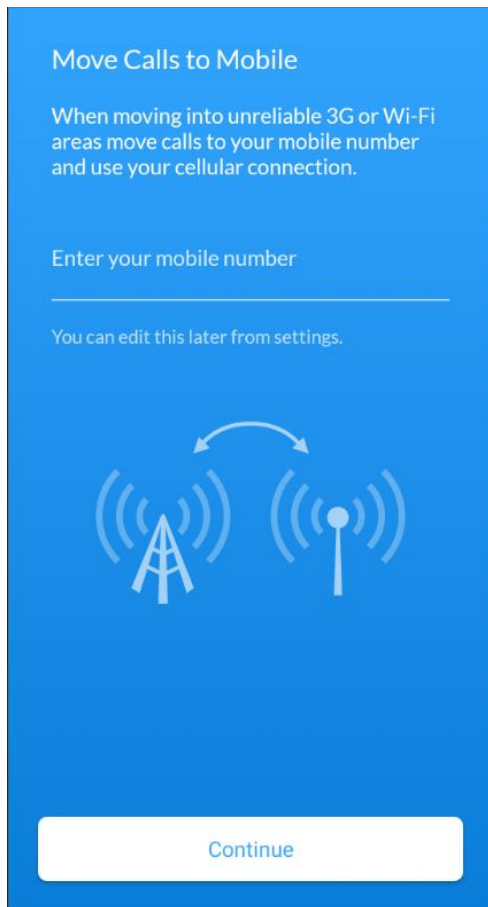
☒ Remember my password

Log in

[ACTIVATE SERVICE](#)

[FORGOTTEN DETAILS?](#)

- 2.7. At the “Move Calls to Mobile” screen, enter your mobile phone number then select [Continue](#) . This will allow the MaX UC Client to transfer a call to your mobile number.



- 2.8. After all steps have been completed, a brief series of introduction screens are displayed introducing the capabilities of the MaX UC client. Swipe or skip through the introductions. Once completed the MaX UC client is ready for use and defaults to the “Contacts” screen.

MaX UC Mobile Client for iOS (Apple) Devices

Download the Max UC Mobile client to make and receive calls with your Ritter voice services account from your Apple iOS device.

Sync your contacts with Max UC to make calling them easy, straight from the app.


Changing your Call Manager Status is now simple to do from the settings screen and your new voicemails are displayed clearly in the voicemail notification, from here you can manage your messages with the ease of visual voicemail.

Please note that using the MaX UC client may incur data or roaming charges when used in conjunction with your cellular provider's data network.


1. MaX UC Mobile Installation (iOS)

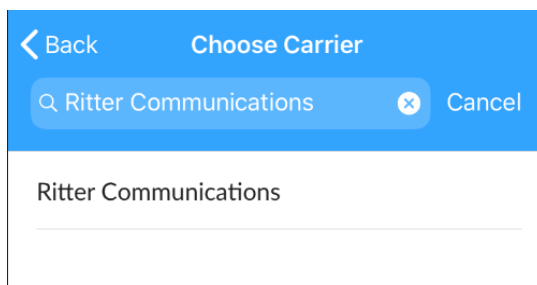
- 1.1. Open the App Store and search for MaX UC.



- 1.2. Once the app has been located, install the app by selecting the  icon.
- 1.3. Once the installation has been completed, open the app by selecting the **OPEN** icon from the app screen, or by selecting the MaX UC icon from the home screen (below).



- 1.4. When prompted, allow notifications from MaX UC by selecting **Allow**.
- 1.5. At the login screen, select **Log in**.
- 1.6. At the login details screen, select **Log in manually**.
- 1.7. At the "Choose Carrier" screen, scroll down to locate and select Ritter Communications, or select the  icon to search for and select Ritter Communications instead.



- 1.8. Read the MaX UC Terms of Use then agree by selecting **Accept & Continue**. Ensure that both “Allow incoming calls” and “Allow outgoing calls” are enabled before accepting.

2. Logging into MaX UC Mobile for iOS for the first time

- 2.1. At the login screen, enter your telephone number and the password that was provided to you for your MaX UC account. Ensure that the “Remember my password” box is checked. Then select **Log in**.
- 2.2. When asked for permission, allow MaX UC to access the following functions by selecting the **OK** button on each request.
 - Required - “MaX UC would Like to Access Your Contacts.”
 - Required - “MaX UC would Like to Access the Microphone.”
 - Optional - “Would You Like to Use MaX UC with Siri?”
- 2.3. At the “Move Calls to Mobile” screen, enter your mobile number, then select **Continue**.
- 2.4. After all steps have been completed, a brief series of introduction screens are displayed introducing the capabilities of the MaX UC client. Swipe or skip through the introductions. Once completed the MaX UC client is ready for use and defaults to the “Contacts” screen.

This completes the installation and setup guide.