

MaxCS Release 9.0.1

Service Hub Guide for Client Users

This guide is provided for users of MaxCS web applications such as MaxCommunicator Web. Note that the screenshots shown in this guide are for the desktop client. Mobile devices might have a slightly different interface.

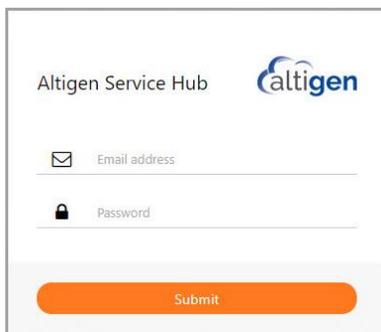
If you use a Web client such as MaxCommunicator Web, you will use Service Hub for a few tasks:

- Changing your password
- Changing your avatar (your profile picture)
- Launching MaxCommunicator Web or another web application

Logging into the Altigen Service Hub

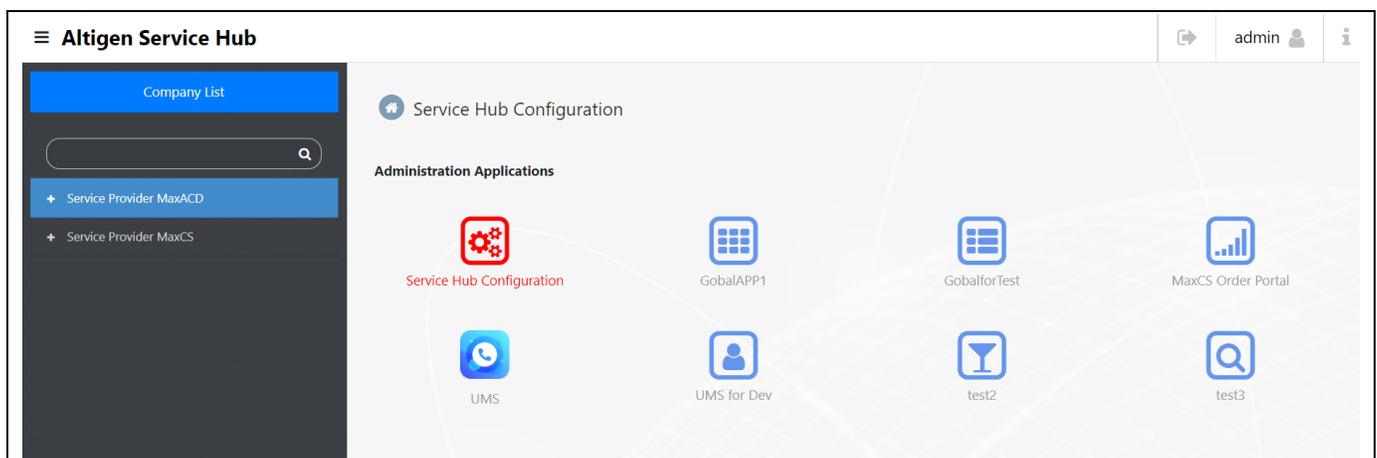
Your administrator will need to provide you with the following information:

- The URL to the Service Hub. It will look similar to this: [http://\[machine IP address\]/servicehub](http://[machine IP address]/servicehub).
- Your login credentials (if your administrator has configured your account to use your Microsoft login credentials, then you will use your windows login and password).



The screenshot shows the login interface for the Altigen Service Hub. It features the Altigen logo at the top right. Below the logo, there are two input fields: one for 'Email address' with an envelope icon and one for 'Password' with a lock icon. At the bottom of the form is a prominent orange 'Submit' button.

The main window will look similar to the next figure.



Changing Your Password

If you want to sign in with your Microsoft credentials, you should not use this feature.

1. In the Service Hub, click your **Profile** button in the toolbar.



2. In the Profile panel, click **Change Password**.
3. Enter your current password, a new password, and then confirm the new password. Click **OK**.

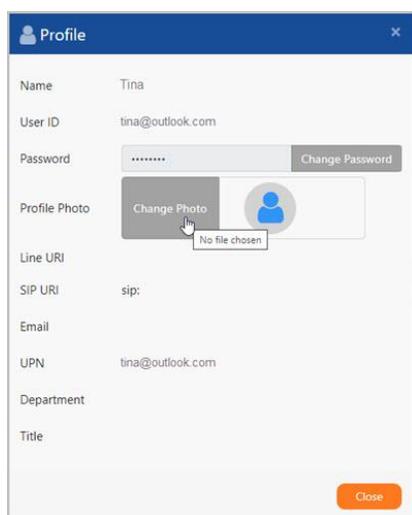
Changing Your Avatar

Avatars are essentially profile images that will appear beside your name in various places in various applications.

Four image file formats are supported: .png, .jpg, .gif, and .bmp. The uploaded image will be reduced to 128x128.

To upload an image file that you want to use as your avatar,

1. In the Service Hub, open your Profile panel by clicking your profile button in the toolbar. If you have not set your avatar before, this may look like a simple silhouette with your name or initials.



2. In the *Profile* panel, click **Change Photo**.
3. Navigate to the image you want to show as your avatar. Select the image file.
4. After you select it, the image should appear in the Profile page. Click **Close**.

Your avatar image will appear in the Service Hub title banner and in MaxCommunicator's top banner.

Launching Web Applications

If your user account has been granted access to one or more web applications, such as MaxCommunicator Web, then you will see icons for those applications in the Service Hub window. To open one of those applications, just click its icon. The application will open in a new tab in your browser.

Signing out of the Altigen Service Hub

To log out of the Service Hub, click the **Sign Out** button in the toolbar.



You can also sign out from the application, which also signs out of the Service Hub. For example, when you sign out of Max-Communicator Web, it logs out of the Service Hub and all its integrated applications.