



IMPORTANT NOTICE ABOUT YOUR FIRSTLIGHT UNIFIED COMMUNICATIONS SERVICE

To better serve our customers, FirstLight is migrating your hosted phone system's MaX UC service to a new server. This transition allows us to offer a single unified platform company-wide that is owned and managed by FirstLight.

While this migration will not disrupt your service nor is there a change in functionality, your existing Max UC chat history will NOT be accessible after the migration.

How to save your MaX UC chat history:

- Desktop Version: Each chat (user or group) will need to be saved individually (see example to the right).
 - Under the Recent tab, click on Chats.
 - Right click on the chat you'd like to save and click View Chat History from the options (1).
 - Click Export Chat History (2).
- Mobile Version: Each chat (user or group) will need to be saved individually.
 - Click on Chat at bottom of app and choose the conversation you'd like to save.
 - Click on the user/group at the top of that chat and click Export Chat History.



Please share this information with anyone else in your organization utilizing the MaX UC chat feature of your Unified Communications service.

Users will need to save their chat history no later than end of business on August 4, 2022.

As always, don't forget to check out our website for user guides and additional product information at <https://www.firstlight.net/user-guides/>.

If you have any questions, please contact phonemigration@firstlight.net. Thank you for being a valued FirstLight customer. We look forward to continuing to serve you.

Sincerely,
The FirstLight Team