



Action Required starting Aug. 31, 2025

Manual Update for MaX UC Desktop (Windows)



Green Platform

Dear MaX UC User,

On **August 31, 2025**, an important update will be released for MaX UC Desktop (Windows). This specific update cannot be installed automatically and requires your action.

What is the issue?

When the 3.21.25+ version is deployed on August 31 2025, end users will experience the "Update failed" error message in the application and must download and run the installer manually. MaX UC Desktop will continue to run on the old version until the user performs the manual update.

Am I affected?

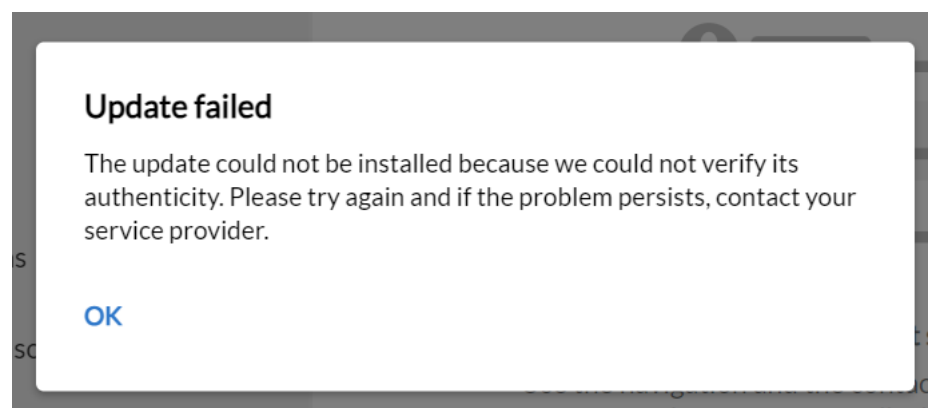
This issue affects Windows users of MaX UC Desktop who are currently running version 3.21.24 or earlier and who have updated or plan to update to version 3.21.25 or later.

This issue only affects Windows 10/11 desktop users. MAC and mobile users are unaffected

Users will become impacted on August 31 2025 when 3.21.50 is made available for all customers. Customers will need to take action ahead of this date.

What will happen on August 31, 2005:

- You'll see an error message: "Update failed - The update could not be installed because we could not verify its authenticity"

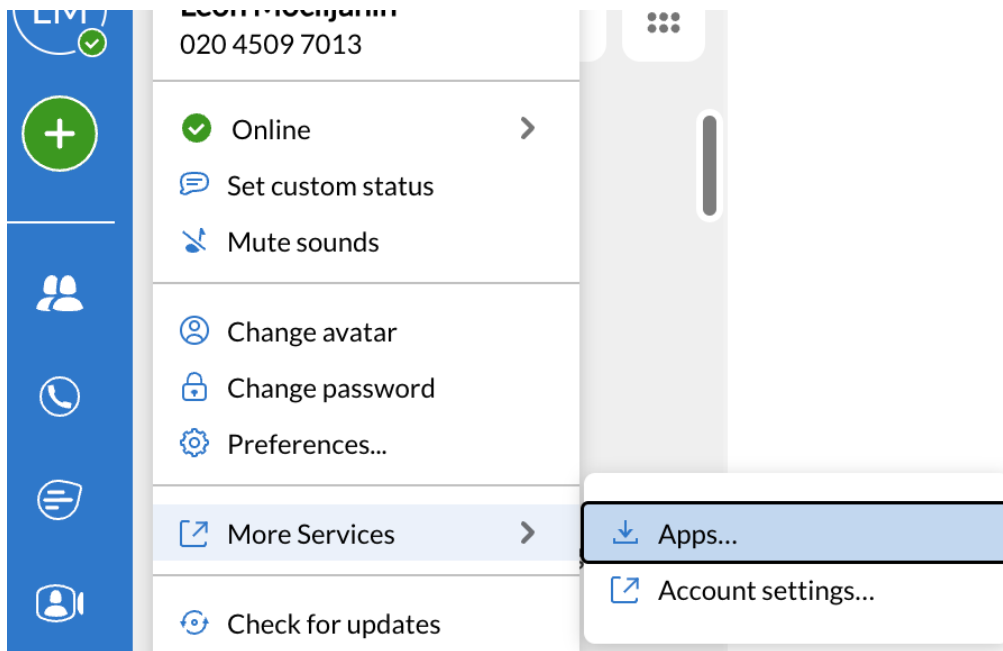


- The automatic in-app update will not work for this one-time transition

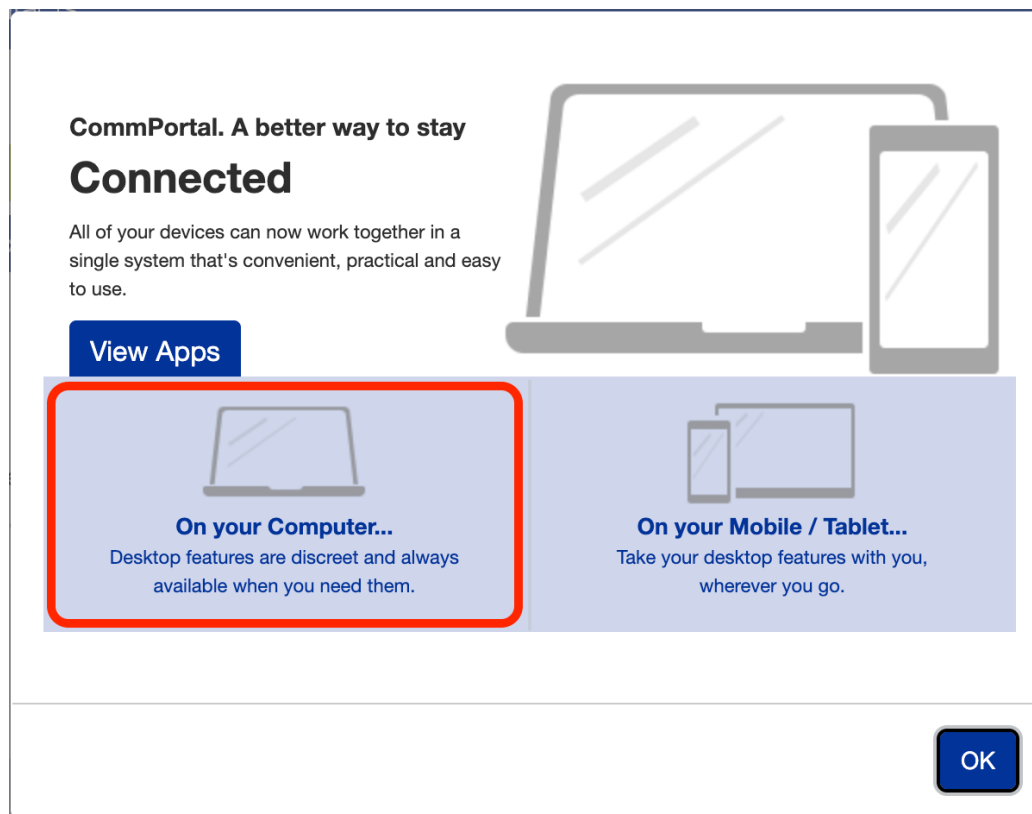
How to update manually:

Method 1 - Download from MaX UC app:

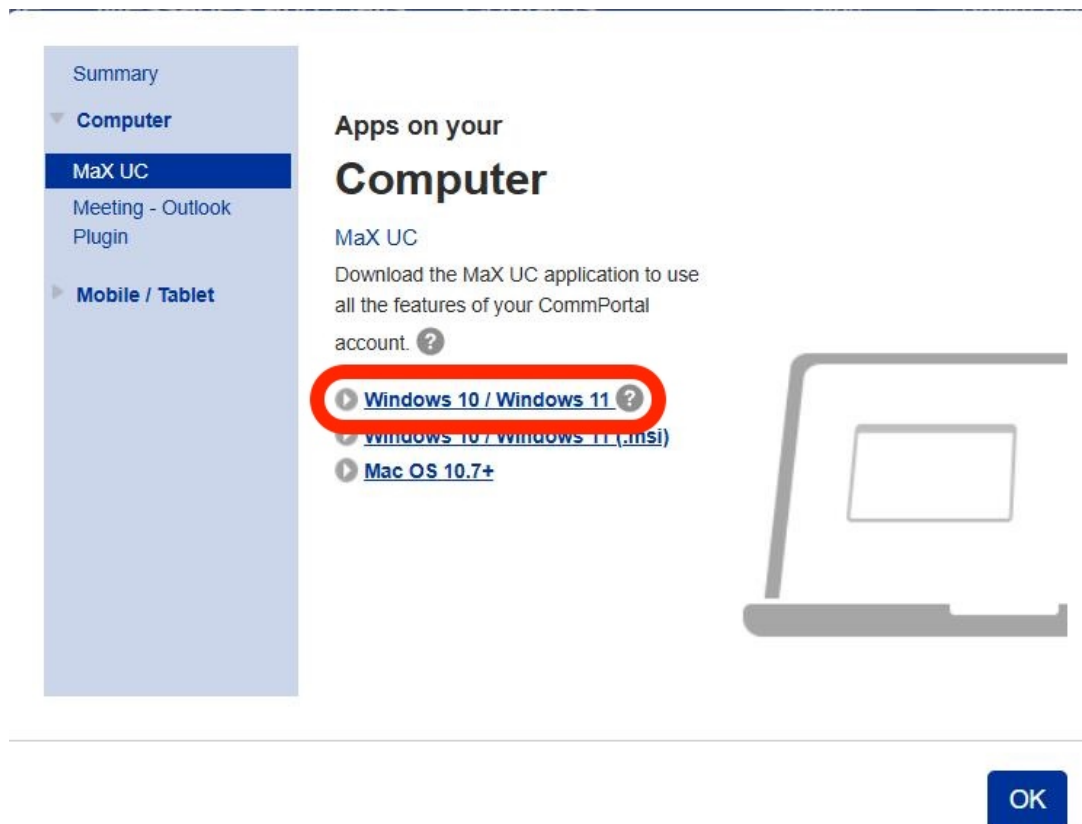
1. Click your profile picture in MaX UC
2. Navigate to **More Services > Apps**



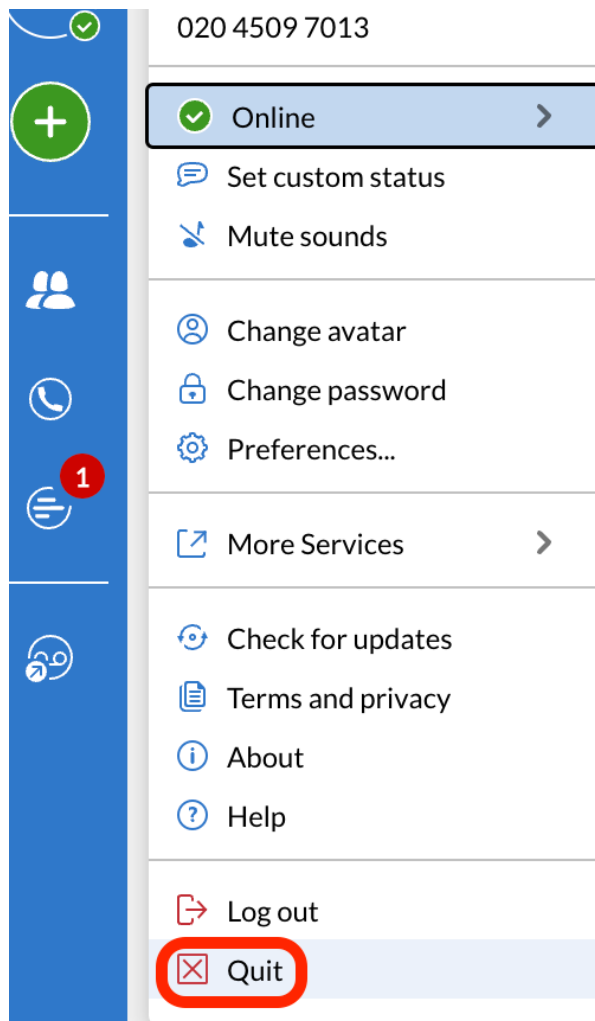
3. Select **On your Computer** icon



4. Choose **Windows 10 / Windows 11** (EXE installer)



5. Close MaX UC completely (select Profile picture > Quit)



6. Run the downloaded installer

Important notes:

This is a ONE-TIME manual update only

- Future updates will work automatically after this manual update
- You must completely quit MaX UC before installing

Please complete this update promptly on or after August 31 to continue using MaX UC without interruption.