

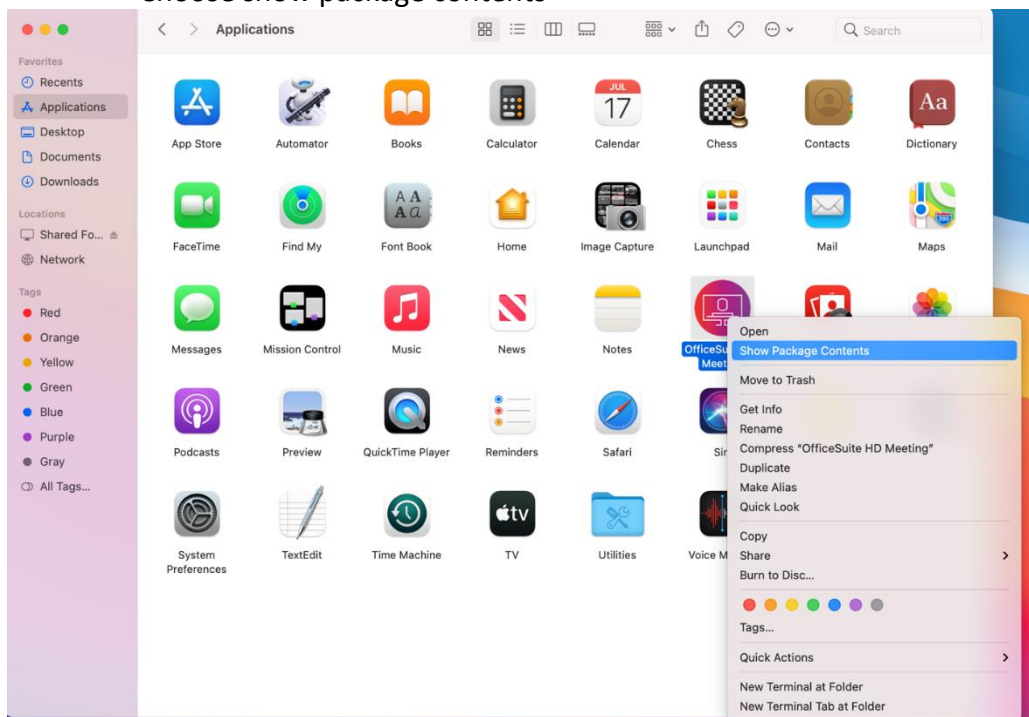
MAC users running the Big Sur operating system are experiencing issues using OfficeSuite HD Meeting. Windstream is aware of the issue and is aggressively working to resolve the problem.

We realize it may not be possible for some MAC users to downgrade their operating system. Therefore, we have identified a workaround so MAC users can use OfficeSuite HD Meeting. The workaround requires the MAC user to create an alias HD Meeting terminal app, which requires a few simple setup steps as outlined below:

ALIAS SETUP STEPS

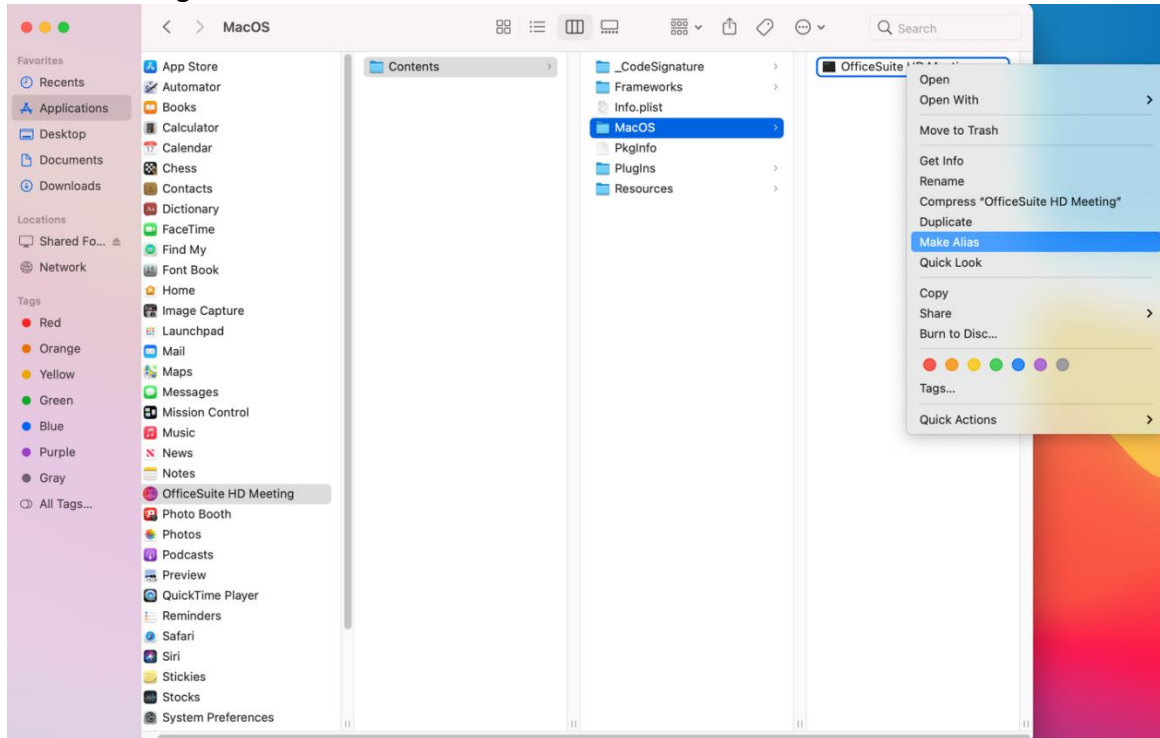
Open finder and select the applications folder.

- Find the Office Suite HD Meeting App and right click on it
- Choose show package contents



Navigate to the MACOS folder and find the OfficeSuite HD Meeting terminal app.

- Right click and choose make alias



Move the newly created alias to your desktop.

USING OFFICSUITE HD MEETING

Double click the alias when you want to run OfficeSuite HD Meeting.

NOTE: A terminal window will open in addition to the HD Meeting app. This is normal and must be left open while using the application.

ADVANCED MAC USERS

Instead of the steps above, you can use terminal and run the application “screen” and start the app directly with the following:

- Open terminal application
- Type screen
- `cd /Applications/OfficeSuite HD Meeting.app/Contents/MacOS/`
- `./OfficeSuite\ HD\ Meeting &`
- You can safely close the terminal window and OfficeSuite HD Meeting will run until you close it