MaX UC Communicator for Mobile
## Quick Start Guide

CALL PULL
You can pull calls from your other devices onto your mobile. If a call exists that can be pulled, MaX UC Communicator displays a **Call Available to Pull** option. Tap this option and follow the on-screen prompts to pull the call onto your mobile.

VIDEO CALLING
If the person you are talking to is also using MaX UC Communicator and your phone has a front-facing camera, you can add video to your call. Tap **More** then **Video** to send video. The other person receives a prompt inviting them to switch on their video. Tap on the **Video** icon at any time to turn off your video feed.

FAVORITES
Tap the **Star** icon on a contact's directory entry to add the contact to **Favorites**.
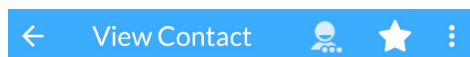

Favorites contacts appear in a banner at the top of the **Contacts** tab
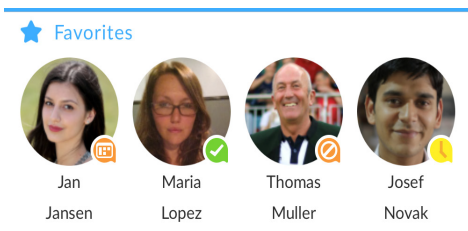
During a call, click on the **Favorites** icon to view your favorite contacts. Drag and drop a contact into the call window to setup a new call. When the contact answers, you can merge them into the initial call to create a 3-way call.

CALL NOTIFICATION
On Android phones, when you minimize the call window, the notification banner at the top of the screen indicates the active call.
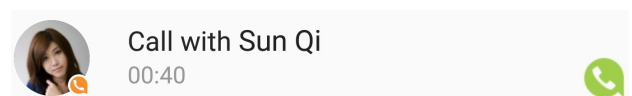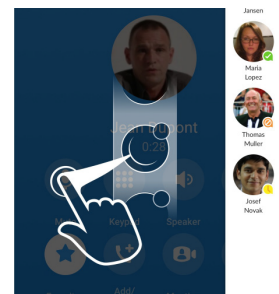
On iOS devices, the call notification banner displays at the bottom of the **Phone** tab.

PRESENCE
Whenever one of your contacts is signed in to their Chat account, MaX UC Mobile displays their presence information on the **Contacts**, **Phone**, and **Chat** tabs.

PROFILE & SETTINGS
Click on your avatar in the top-right to access Call, Chat, Contact, and Messaging settings, and additional setup options. You can also configure your profile, send error reports and access **Call Manager** in the **Profile & Settings** window.

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CALL MANAGER

You can tell MaX UC how to handle your incoming calls. Tap the **Call Manager** option in the Profile & Settings window and select **Available**, **Do not disturb**, or **Forward all calls**.

If you select **Do Not Disturb**, callers hear a recorded voice announcement saying that you are unavailable and are then connected to your voicemail. None of your devices will ring until you turn off Do Not Disturb, so be sure to use it carefully!

Select **Forward all calls** and, in the **Forwarding number** box, enter the number you want to forward all calls to.

Note that when you change your **Call Manager** settings, the change applies on all of your MaX UC Communicator devices.

EMERGENCY CALLS

MaX UC Communicator lets you make calls from anywhere on the most convenient device. If you place a 911 call from MaX UC Communicator, the 911 operator may not be able to identify where you are calling from.

MAX UC COMMUNICATOR FOR MOBILE

You can use your Nex-Tech phone service to make or receive calls from your desk phone, your PC or MAC, and your mobile devices.

For this to work on your mobile or tablet, you need to install the MaX UC Communicator for Mobile app. This guide will help you to do that.

ENSURE YOUR DEVICE IS COMPATIBLE

MaX UC Communicator for Mobile works on:

- Android phones and tablets using version 5.0 or later
- iOS devices running iOS 10.0 or later.

Video calling only works on devices that have a front-facing camera.

FIND YOUR PASSWORD

You need your Nex-Tech CommPortal phone number and password to start using MaX UC Communicator for Mobile. If you don't have this information, call us at 800-588-6649. You will be prompted to change the password as part of completing the login process.

DOWNLOAD AND INSTALL THE APP

Use the URL or QR code provided by Nex-Tech to find the *MaX UC* app in Google Play or iTunes. Tap **Install** download the app to your device. Check the Terms & Conditions and tap **Accept & Continue.**
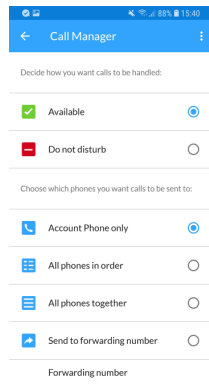
Tap **Open** on the app (if prompted, select Nex-Tech as your Carrier). Then if not already present, enter your Nex-Tech CommPortal *Phone Number* and *Password*. Tap **Log in**.

If you want to have the ability to switch calls to your own cellular network (for example, if you move to an area with poor Wi-Fi connection during a call made on MaX UC Communicator) enter your own mobile phone number and tap **Continue.**

EXPLORING MAX UC COMMUNICATOR

MX UC Communicator for Mobile is like having your desk phone on your mobile. You can make and receive calls, hold calls, transfer calls, and make three-way calls. You can even push and pull calls from your phone to other twinned devices, mid-call.

You can also use MaX UC Communicator to send messages to other people in your corporate directory who are using MaX UC Communicator (on any device).

MaX UC Communicator uses the Wi-Fi, broadband, or mobile data services available, so you can make and receive calls without using your mobile minutes. without using your mobile minutes.

You can access the MaX UC Communicator features using the **Contacts, Phone, Chat,** and **Meetings** tabs.

CONTACTS TAB

MaX UC Communicator for Mobile assembles a contact list for you to use. Select the **Contacts** tab to view your Contacts list. Depending on how your service is set up, the Contacts list may include:

- contacts that you type into MaX UC Communicator for Mobile
- contacts stored on your mobile device
- contacts in CommPortal contacts
- contacts in your corporate directory.

The contact's status appears in a speech bubble next to their profile picture. Tap on a contact to access, **Call, Chat,** and **Meeting** options.

Tap on the Plus icon to add new contacts.
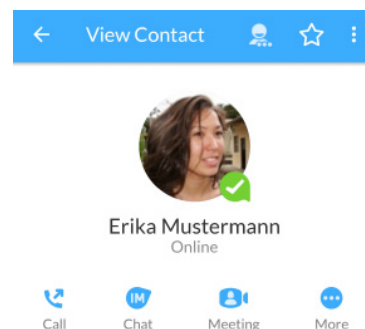
PHONE TAB

Tap on the **Phone** tab to make a call, view your **Call History** and listen to **Voicemail**.

To make a call, tap on a contact and select the number to call or tap on the **Dialer** icon and enter the number.

If the person you are calling has caller ID, they will see your individual Nex-Tech phone number.

The **Voicemail** tab indicates the number of messages received.

- Tap on the **Play** icon to listen to a voicemail.

- Tap on the Voicemail entry to see **Call**, **Chat**, **Meetings** and **More** options.

- Tap **More** to access **View contact**, **Mark as Un-heard** or **Delete Message**.

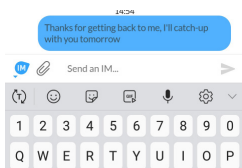If you have a fax message, the **Faxes** tab appears; you can tap on it to see the fax.

CHAT TAB

Tap the **Chat** tab to use Instant Messaging. Enter your Chat Address and Password and tap **Sign in**.

Tap on a contact to continue a previous conversation or click on the **New message** icon and choose a contact to message.

From within the chat window, you can start or continue a conversation, send files, call a contact, or add one or more participants to a conversation. Your Instant Messages automatically sync to all your MaX UC Communicator devices.

MEETINGS TAB

Select the **Meetings** tab to **Create** or **Schedule** a MaX UC Meeting, **Join a Meeting** or view **Upcoming Meetings**.

RECEIVING CALLS

When someone calls your Nex-Tech number, MaX UC Communicator offers the choice to accept or reject the call.

Depending on the other services you have from Nex-Tech you may also see the incoming call on your desk phone, on your desktop, or on a tablet device. You can answer the call on whichever device is most convenient for you.

DURING THE CALL

While a call is in progress you can use the call window to:

Mute your microphone.

Access the **Keypad**.

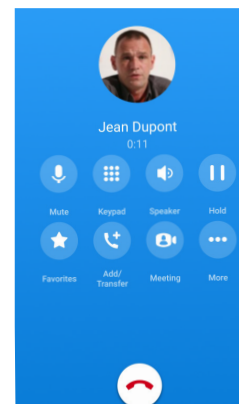Turn on the **Speaker**.

Put the call on **Hold**.

Invite a **Favorites** contact to join the call.

Add/Transfer the call allows you to make a second call and add the contact into a 3-way call or transfer the call.

Uplift the call to MaX UC **Meeting**.

You may receive another call while you are already on a call. MaX UC Communicator for Mobile gives you the option to:

- Hold the existing call and answer the new call.

- End the existing call and answer the new call.

- Ignore the new call.

TRANSFER THE CALL

Tap **Add/Transfer** to send the call to another number. You can select a contact or type in a number to transfer the call to. You can also transfer the call to another of your devices running MaX UC Communicator, without hanging up!

SWITCH THE CALL TO ANOTHER DEVICE

If the call has poor audio due to an unreliable Wi-Fi or mobile data service connection, tap **More** then **Switch** and select **This device (cellular)** to move the call to your regular cell phone. Remember the call will now use your mobile minutes.

Alternatively, you can push the call to another of your devices running MaX UC Communicator, such as your desktop or your iPad. Tap **More** and then **Switch** and select **Another device** to push the call to whichever device is most convenient.

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