



# MAX UC Mobile

## User Guide

Updated Version 05.04.23

## MAX UC APP FOR MOBILE

You can use your 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 for Mobile app. This guide will help you to do that.

## ENSURE YOUR DEVICE IS COMPATIBLE

MAX UC 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

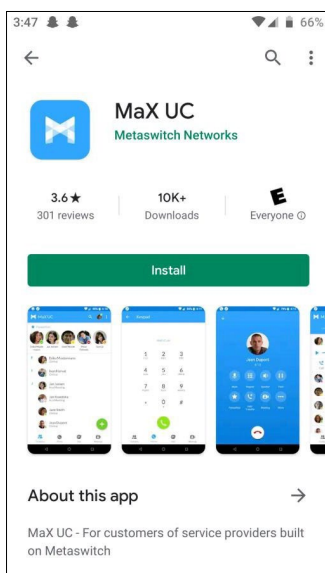
You need your Company CommPortal phone number and password to start using MAX UC for Mobile. If you don't have this information, contact your administrator or call us at **414-672-5612**.

## DOWNLOAD AND INSTALL THE APP

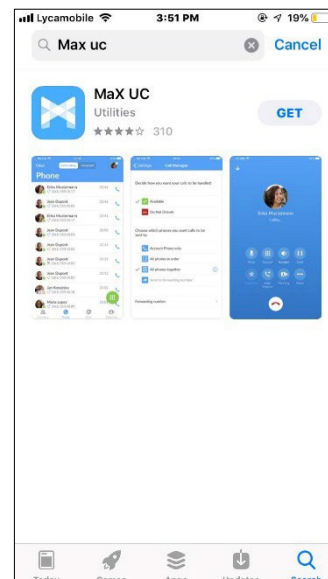


Using your mobile device, search for MaX UC in Play Store or the App Store and touch Install to download the app to your device.

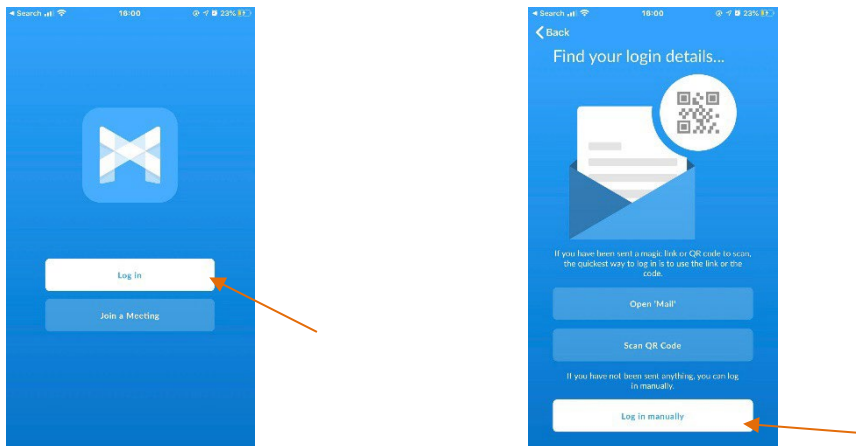
### Android Play Store



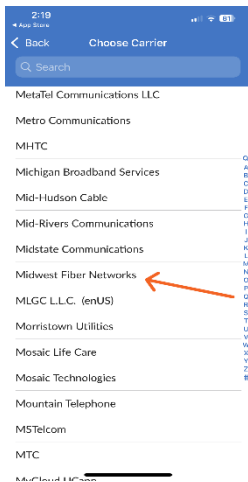
### iOS App Store



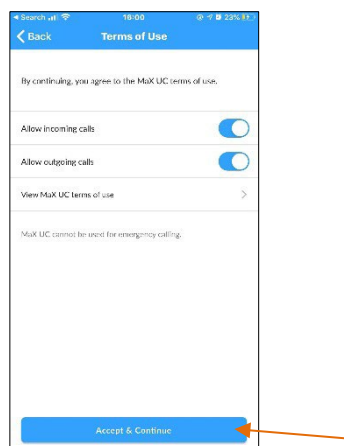
1. Once the app is installed click 'Log in' and choose 'Login Manually' to continue



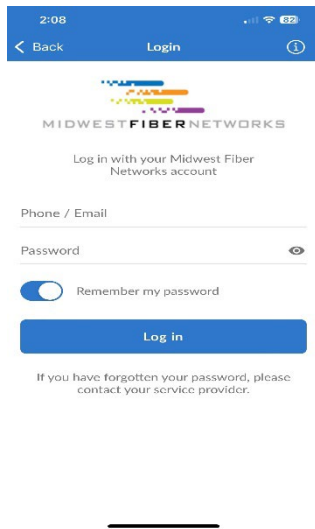
2. You will be asked to choose a Carrier, select **Midwest Fiber Networks** as your Carrier.



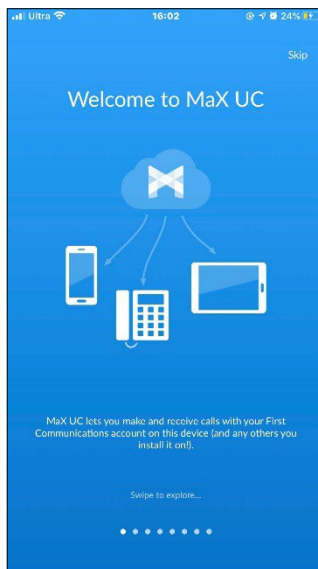
3. Click 'View UC terms of use' to read terms and conditions and click '**Accept & Continue**'.



4. Enter your Company CommPortal Phone Number and Password and tap Log in.



5. On completion you should see a welcome screen as below:



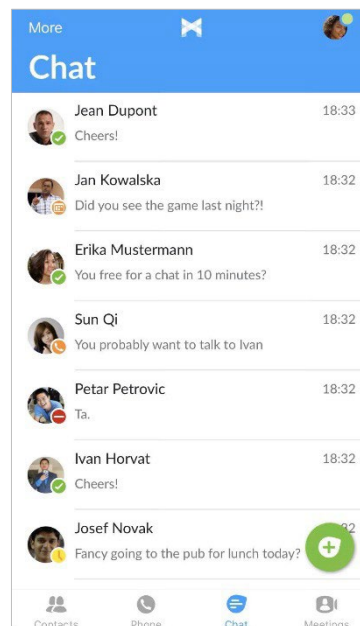
## EXPLORING ACCESSION COMMUNICATOR

MAX UC 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 to send messages to other people in your corporate directory who are using MAX UC (on any device).

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

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



## CONTACTS TAB

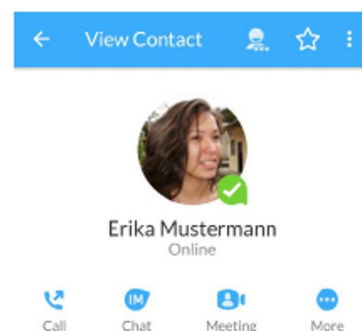
MAX UC for Mobile assembles a contact list for you to use. Select the Contacts tab to view your Contacts list. Depending on how your service is set up, the Contacts list may include:



- contacts that you type into MAX UC 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



Phone

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 **Company** phone number.


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

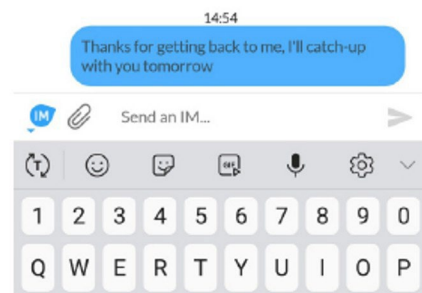
- Tap on the Play icon to listen to a voicemail.
- Tap on the Voicemail entry to see **Call**, **Chat**, **Meetings** and **More** options.
- Tap **More** to access **View contact**, **Mark as Unheard** or **Delete Message**.

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 devices.

## MEETINGS TAB

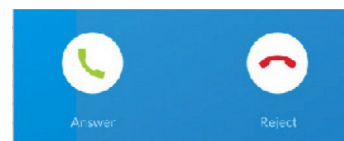


Meetings

Select the **Meetings** tab to **Create** or **Schedule** an Accession Meeting, **join a Meeting** or view **Upcoming Meetings**.

## RECEIVING CALLS









When someone calls your **Company** number, MaX UC offers the choice to accept or reject the call.

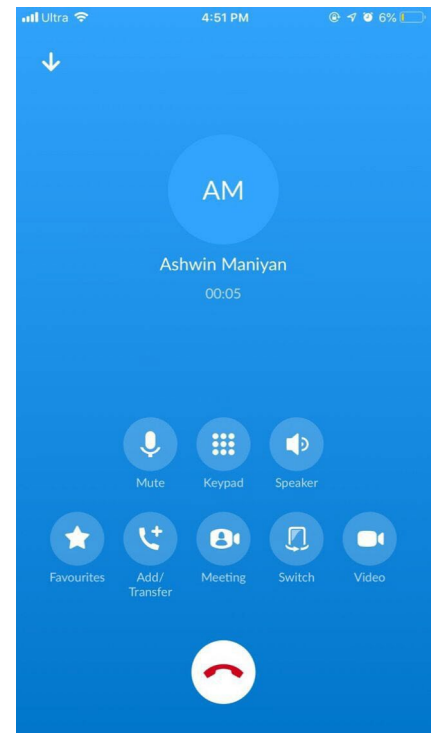


Depending on the other services you have from Midwest Fiber Networks you may also see the incoming call on your desk phone, on your desktop, or on a tablet device. You can answer the call on whichever device is most convenient for you.

## DURING THE CALL

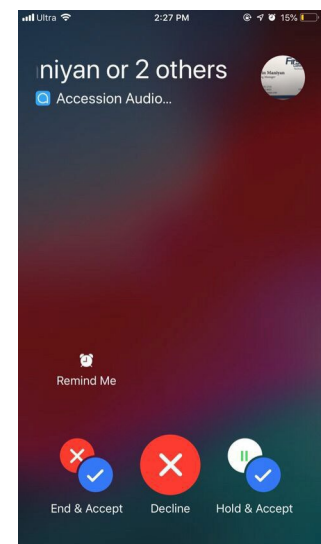
While a call is in progress you can use the call window to:

-  **Mute** your microphone.
-  Access the **Keypad**.
-  Turn on the **Speaker**.
-  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 Accession **Meeting**.
-  **Switch** the call to another device.
-  Send the call to **Video**.



You may receive another call while you are already on a call. MaX UC 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, without hanging up!

## SWITCH THE CALL TO ANOTHER DEVICE

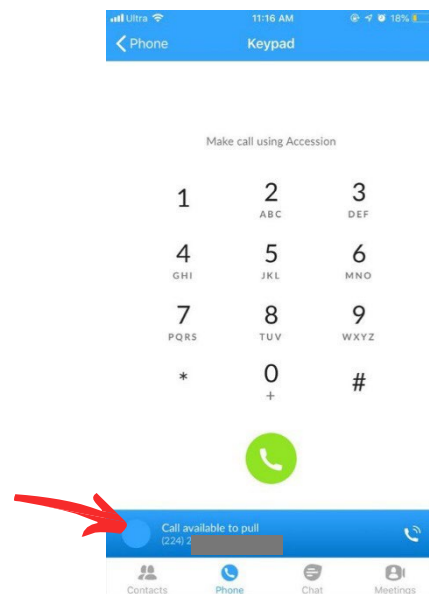
If the call has poor audio due to an unreliable Wi-Fi or mobile data service connection, tap More then Switch and select This device (cellular) to move the call to your regular cell phone. Remember the call will now use your mobile minutes.

Alternatively, you can push the call to another of your devices running MAX UC, 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.

## CALL PULL

You can pull calls from your other devices onto your mobile. If a call exists that can be pulled, MAX UC App on your mobile device displays a Call Available to Pull option at the bottom of your screen.

Tap this option and follow the on-screen prompts to pull the call onto your mobile.



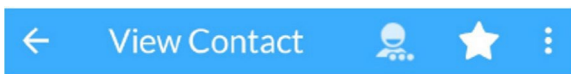
## VIDEO CALLING

If the person you are talking to is also using MaX UC and your phone has a front-facing camera, you can add video to your call. Tap More than 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.

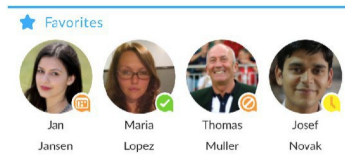


## FAVORITES

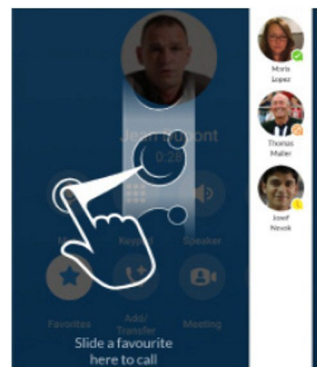
Tap the **Star** icon on a contact's directory entry to add the contact to **Favorites**.



**Favorites** contacts appear in a banner at the top of the **Contacts** tab

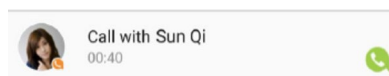


During a call, click on the **Favorites** icon to view your favorite contacts. Drag and drop a contact into the call window to setup a new call. When the contact answers, you can merge them into the initial call to create a 3-way call.



## CALL NOTIFICATION

On Android phones, when you minimize the call window, the notification banner at the top of the screen indicates the active call.

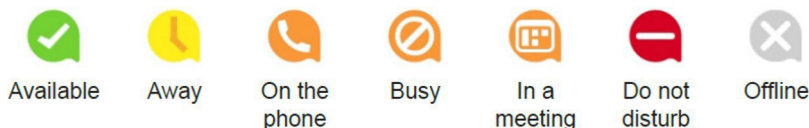


On iOS devices, the call notification banner displays at the bottom of the **Phone** tab.



## PRESENCE

Whenever one of your contacts is signed in to their Chat account, Accession 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 and send feedback in the Profile & Settings window.



## EMERGENCY CALLS

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

## MORE QUESTIONS?

If you have any additional questions about MaX UC, call us at **414-672-5612** or email [businessvoip@midwestfibernetworks.com](mailto:businessvoip@midwestfibernetworks.com).