

MAX UC FOR MOBILE USER GUIDE

Download MaX UC:

- Using a mobile device or tablet, go to the Google Play Store (for Android devices) or the Apple App Store (for Apple devices)
- Search for “MaX UC”
- Download the free application

Configure MaX UC:

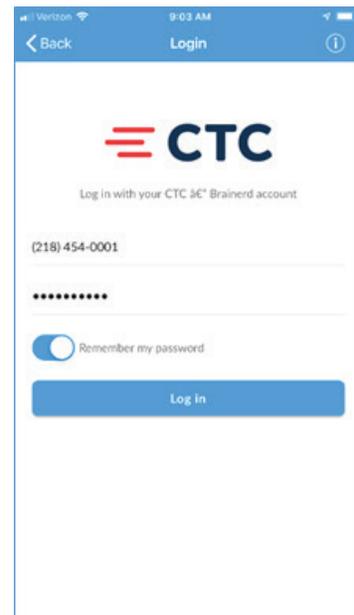
Touch the  [MaX UC] icon on your home screen to open MaX UC

- Touch [Log in]
- Choose Carrier: select [CTC - Brainerd]
- Touch [Accept & Continue] to agree to the terms of use
- Phone Number: enter your assigned 10-digit phone number on the Cloud IP Phone System and the password provided by CTC
- Touch [Log in]
- Move Calls to Mobile (mobile devices only): enter your 10-digit mobile number and touch [Continue]
- After a brief tour, MaX UC will open

Log In to MaX UC:

Touch the  [MaX UC] icon to open MaX UC

- Touch [Log in]
- Phone Number: verify the 10-digit phone number is correct
- Password: enter the password
- Remember password: enable if desired
- Touch [Log in]

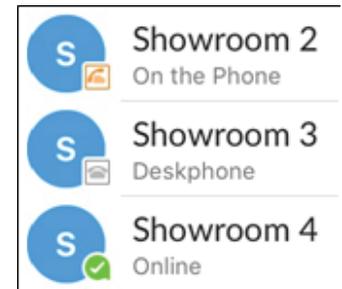


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Contacts

Touch the  [Contacts] menu icon in the bottom-left corner of the screen to view all users of your company's phone system, along with contacts saved on the mobile device, if desired.

- Presence of desk phone users displays as “On the Phone” when on the phone (only when logged into MaX UC).
- Presence of other MaX UC Desktop or MaX UC Mobile users displays as “Online”, “Offline” or “Busy”.
- Touch a name in the list to view contact details, mark the contact as a Favorite  (upper right), or to call, send a chat message, or to SMS the contact

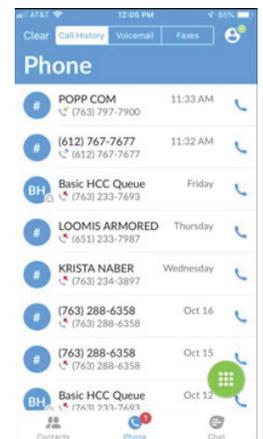


Note: SMS will utilize your cell service to send a message, displaying your cell number, additional charges may apply from your cellular carrier).

Call History and Messages

Touch the  [Phone] menu icon in the bottom-center of the screen. Touch one of these options at the top of the screen to view:

- [Call History] – lists calls that were outbound , inbound , and missed  calls. Touch a name or phone number to dial the number with MaX UC
- [Voicemail] - View and manage voice mail messages. Touch a message to open it and then touch  [Play]. Touch  [More] and select [Delete message] to delete.



Make a Phone Call:

Touch the  [Phone] menu icon in the bottom-center of the screen. Touch  [Dialer] to open the dialer keypad.

- Dial the [7 or 10-digit phone number] and touch  [Call] to place the call

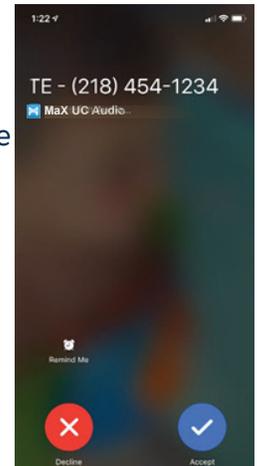
Note: MaX UC cannot be used for 911 emergency calling. When installed on a smartphone, MaX UC will route the 911 call through the cellular phone network. On a tablet, MaX UC will notify the user that 911 calls cannot be completed.



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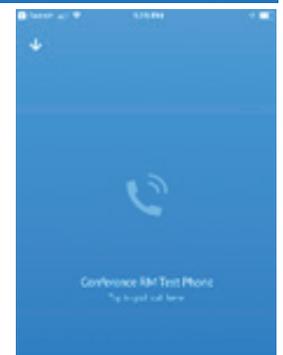
Receive a Phone Call:

- MaX UC must be active in order for inbound calls to ring the mobile device
- When an incoming call is received, MaX UC will display the calling party's telephone number and name when available
- Touch [Accept] to answer the call
- Touch [Decline] to decline the call
 - Declined calls are routed according to the line's Call Manager settings, most commonly to the line's voice mail box on the Phone System



Pull Call using MaX UC Mobile

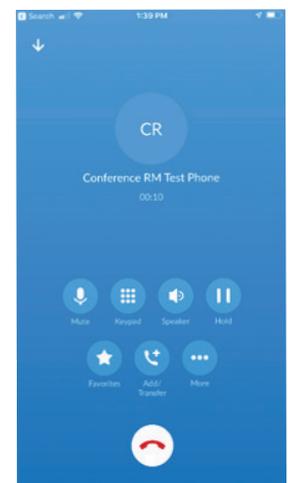
- To pull an active call from your desk phone or MaX UC Desktop to MaX UC Mobile:
 - Touch "Call available to pull" message that is displayed at the bottom of the screen phone icon to pull the call to MaX UC Mobile
 - Touch  phone icon to pull the call to MaX UC Mobile



In-Call Options:

While a call is in progress, the following options are available:

- Mute: mutes your voice
- Keypad: opens dial pad
- Speaker: places call on speakerphone Hold: places caller on hold
- Favorites: open a list of contacts you have designated as Favorites (if any). Touch and drag a contact onto the left side of the screen to add them to the call.
- Add/Transfer: dial another number to add another party to the call or transfer caller to another number
- More: touch [Switch] and then touch one of the following options to push the call to either:
 - This device (cell) (e.g., if WiFi connection is poor or when leaving a cellular data coverage area). MaX UC will place the call on Hold while it dials the cellular phone number of the mobile device. When the cellular call is answered, the conversation continues via the cellular connection. The Switch option appears while In-Call when the "Cellular Number" field is populated with a 10-digit phone number in the Settings menu.
 - Another Device: will ring all numbers configured in Settings My Phones. When the call is answered, the conversation continues on the answered device.
- End Call: touch phone icon to hang up call



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Send and Receive Chat Messages:

Touch the  [Chat] menu icon in the bottom-center of the screen. Send Chat messages to other MaX UC users on the Cloud IP Phone System.

- View past Chats, and continue those conversations where they left off
- Touch  [New Conversation] to start a new Chat by searching for a Contact name, then entering a message
- Select  [Attachment] to select a file to send to the other MaX UC user

Profile and Settings:

Touch  [Profile and Settings] to access settings, help, or to logout.

- Touch [Call Manager] to change the routing of incoming calls. Options include Send all calls to Voicemail, Ring your phone, or apply rules as configured in the User Portal (Incoming Call Manager feature must be enabled by CTC)

For additional training and support:

- Visit www.goctc.com or call CTC at 218-454-1234

