

Smart Office

MaX UC Mobile



Quick start guide

Welcome to your Smart Office quick start guide for MaX UC Mobile!

By installing the MaX UC Mobile app, you can make business calls via your mobile phone. This guide helps you to do that.

Ensure your device is compatible

MaX UC Mobile works on:

- Devices running standard Android 8.0 or later (but not Android Go Edition).
- iOS devices running iOS 15.5 or later.

Download and install the app

Use the URL provided by Northwestel to find the app in the App Store or Google Play. Select Install to download the app to your device. Check the Terms & Conditions and select Accept & Continue.

Select Open on the app (if prompted, select Northwestel as your Carrier). If the option is enabled, select Sign in with Microsoft to sign in with your Microsoft credentials. Otherwise, enter your Northwestel CommPortal Phone Number/Email Address and Password then select Log in. If you have trouble signing in, select the eye symbol to check your password for errors. When asked if you have a business SIM, select Yes.

If you Sign in with Microsoft, you do not need to update your password. However, if you can only sign in with your CommPortal credentials, you may be prompted to update your password. Until you update your password, you can only receive calls and Meeting invitations. If you fail to update the password within the allotted time you are locked out of your account.

Explore MaX UC Mobile

MaX UC Mobile is like having your desk phone on your mobile device. It allows you to use all the functionality of your mobile phone with some extra features. MaX UC Mobile uses the device's native phone app for making calls while enabling a few in-call features, such as uplifting a call to Meeting.

On Android, you can access these features directly from the native phone app using the MaX UC overlay.

On iOS, you need to open MaX UC Mobile to access these features. You can either open the app directly or tap on the notification for the call in the notification center to open the app.

Inside the app, you can use MaX UC Mobile to send

messages to other people in your corporate directory who are using MaX UC (on any device). You can access the MaX UC Mobile features using the Contacts, Phone, Chat and Meetings tabs at the bottom of the screen.

Contacts tab




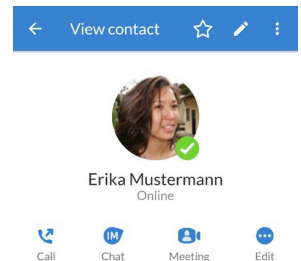
MaX UC Mobile assembles a contact list for you to use. Select the Contacts tab to view your contacts list. Depending on how your service is set up, the Contacts list may include:

- Contacts that you type into MaX UC 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.

Select a contact to access Call, Chat, and Meeting options.

Select the Plus icon  to add new contacts.




Smart Office

Max UC Mobile

Phone tab



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

To make a call using the native phone app, select a contact and select the number to call or select the Dialer icon  and enter the number.

The Voicemail tab indicates the number of messages received.


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

If you have a fax message, select the Faxes tab to see the fax.

Chat tab



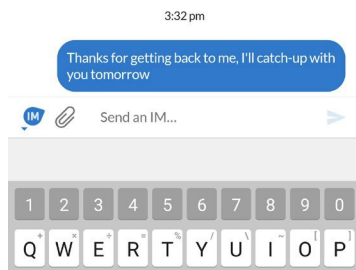
Select the Chat tab to use Instant Messaging. Enter your Chat Address and Password and select Sign in.

Select a contact to continue a previous conversation or select New message  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 client devices.

You can also send messages to

a contact using MaX UC during a call by selecting the IM button in the MaX UC overlay (Android) or in-app call screen (iOS).



Meetings tab



Select the Meetings tab to Create or Schedule a MaX UC Meeting, Join a Meeting or view Upcoming Meetings. Unlike a call, Meetings can use both video and audio.

Receiving calls

When someone calls your Company number, you can answer the call normally, as you would with any phone call, using your phone's native dialer.

You can access MaX UC Mobile functions during the call through the MaX UC overlay (on Android) or by opening the MaX UC Mobile app (on iOS).

Note that if the call was transferred to you by another contact or a Multi-Line Hunt Group (MLHG), the call displays the name (or number, if a name has not been set) of the contact or MLHG that directed the call to you.

During the call

While a mobile call is in progress, you can use MaX UC Mobile to perform additional functions to the ones offered by your phone's native dialer, such as:



Show a list of your Favourite contacts



Uplift the call to a Meeting



Send an Instant Message to the subject of the call



Search for the contact being called via a CRM service



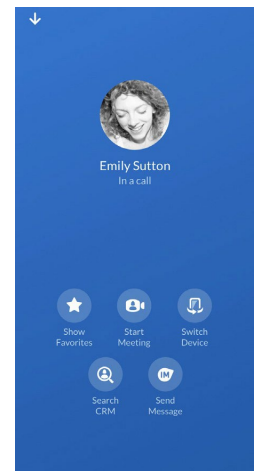
Switch the call to another device.



Transfer two calls into one another



Open the MaX UC Mobile app



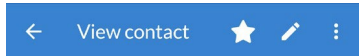
On Android devices, these features are available from the call overlay, while on iOS they are only usable from the in-app call screen.

If you are in multiple calls, or in a call with an unknown number, some of these functions might be disabled. Transfer Call is only available while you are in two calls across all your MaX UC devices.

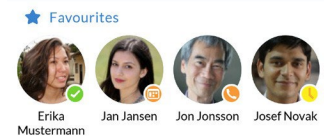
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Favourites

Select the Star icon on a contact's directory entry to add the contact to Favourites.



Favourite contacts appear in a banner at the top of the Contacts tab.



During a call, select the Favourites icon to view your favourite contacts. Drag and drop a contact into the call window to set up a new call. You cannot call favourites when in multiple calls.

You can access the rest of your contact list by selecting View all Contacts at the bottom of this menu. This opens the Add/Transfer screen, from which you can set up a call with any of your contacts.

Switch the call to another device

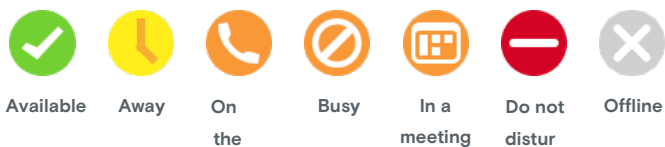
If you want to continue a call on another one of your MaX UC devices, such as your desktop or your iPad, you can use the Switch Device function. Select the Switch Device button in the call overlay (Android) or in-app call screen (iOS) to push the call to the most convenient device.

Call transfer

If you are in exactly two calls across all your MaX UC devices, you can use the Transfer Call function. Select the Transfer Call button in the call overlay (Android) or in-app call screen (iOS) to transfer the calls together and hang both up on your account.

Presence

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



Profile & settings

Select your avatar in the top-right to see the Profile & Settings page. Here, you can access Calls (including Call manager and Call groups), Contacts, Chat, Voicemail, Account, and Analytics settings. You can also configure your profile, set your notification preferences, and report a problem on the Profile & Settings page.

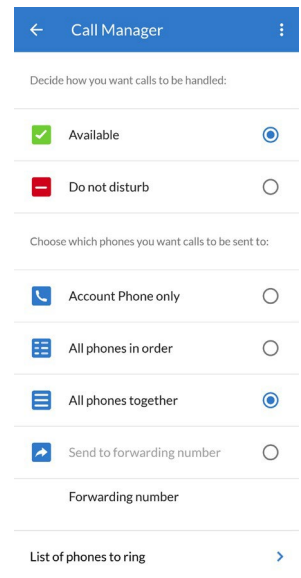
Call Manager

You can tell MaX UC how to handle incoming calls. Select 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 ring when you have turned on 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: When you change your Call Manager settings, the change applies on all your MaX UC devices.



For more in-depth information

Watch the tutorial video.

[Metaswitch MaX Mobile MaX UC Mobile Client Overview \(youtube.com\)](https://www.youtube.com/watch?v=...)

For support

Please contact us at 1-888-423-2333.