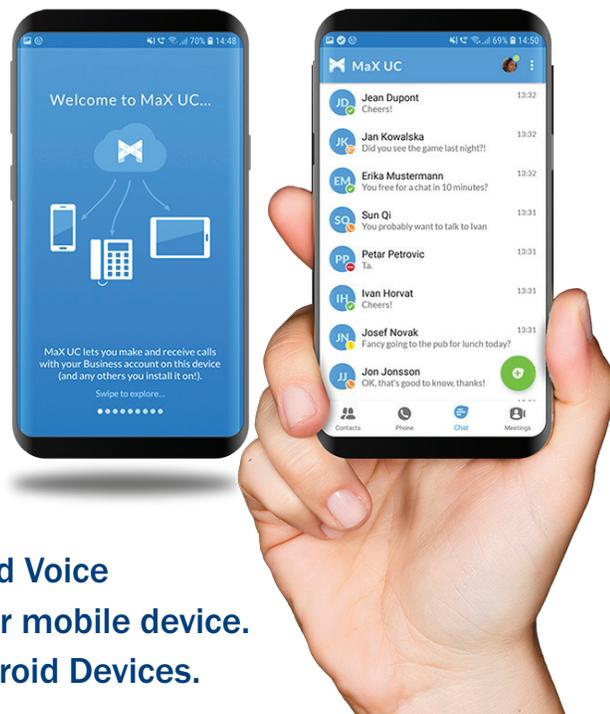# ITSFiber

MaX UC Mobile
Quick Reference Guide

MaX UC Mobile takes the functionality of ITS Fiber's Cloud Voice and makes it available to you anywhere, anytime, via your mobile device. The app is available for download on both Apple and Android Devices.

ITS Fiber CommPortal Access Number : (_____) _____ - _____   Password : _____

Download & Install MaX UC Mobile App

If using Apple device:

1. Search for "MaX UC" in App Store and touch **Install** to download the app to your device.

2. Look over the Terms & Conditions and touch **Accept & Continue**.

3. Tap **Open** on the app and select **ITS Fiber** as your **Carrier.** Enter your **ITS Fiber CommPortal** *10-digit Phone Number* and *Password*, then tap **Log In**.

Note: This App requires iOS devices running version 11.0 or later.
Video calling only works on devices that have a front-facing camera.

If using Android device:

1. Search for "MaX UC" in Google Play and touch **Install** to download the app to your device.

2. Look over the Terms & Conditions and touch **Accept & Continue**.

3. Tap **Open** on the app and select **ITS Fiber** as your **Carrier.** Enter your **ITS Fiber CommPortal** *10-digit Phone Number* and *Password*, then tap **Log In**.

Note: This App requires Android devices running version 6.0 or later.
Video calling only works on devices that have a front-facing camera.

Basic MaX UC Mobile Functions

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

| Contacts | Phone | Chat | Meetings |

Making Calls

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.

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 manually typed into MaX UC Mobile App, contacts from your mobile device, CommPortal contacts, or your corporate directory.

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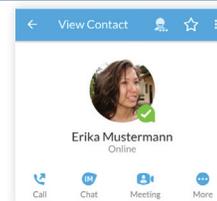
The contact's status appears in a speech bubble next to their profile picture. Tap on a contact to access **Call**, **Chat** and **Meeting** options.

Tap on the **Plus** icon to add new contacts.

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.

| Available | Away | On the phone | Busy | In a meeting | Do not disturb | Offline |

Receiving Calls

When someone calls your ITS Fiber number, the MaX UC Mobile app offers you the choice to accept or reject the call. Depending on the other services you have from ITS Fiber, you may also see the incoming call on your desk phone, your desktop computer, or your tablet device. You can answer the call on whichever device is convenient for you.
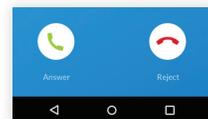
During The Call

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 a **Meeting**
- Access **More** options (send video or switch the call to another device)

You may receive another call while you are already on a call. MaX UC 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.

Video Calling

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

Switching A Call To Another Device

If a call has a poor Wi-Fi connection or issues with audio, tap **More** then **Switch** and select **This Device (cellular)** to move the call to your regular cell phone. *Realize that the call will now start to use mobile minutes.*

You can also push the call to another of your devices running MaX UC, such as your desktop or your iPad. Tap **More** 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 displays a **Call Available to Pull** option. Tap this option and follow the on-screen prompts to pull the call onto your mobile device.

Transfer Call To Someone Else

Tap **Add/Transfer** icon to send any call to another number. A menu will pop-up allowing you to select a contact, or you can type in a new number and transfer the call. You can also transfer the call to another one of your devices running MaX UC without hanging up.

Meetings Tab

Meetings

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

Voicemail Tab

If you have a voice or video message, the **Voicemail** tab indicates the number of messages received. Tap on **Play** icon to listen to 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**.
Note: If Voicemail-to-email is enabled, the Voicemail Tab will not show any voicemail recordings.

Call Manager

Tap the Call Manager tab and select **Available**, or **Forward All Calls** to manage how the App handles calls

- **Forward All Calls:** When selected, use the **Forwarding number** box to enter the number where you want calls to be forwarded.
- Note that when you change your **Call Manager** settings, the change applies on all your devices with MaX UC App.
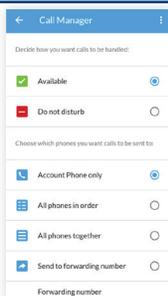
Chat Tab

Chat

Tap the **Chat** tab to use Instant Messaging.

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.
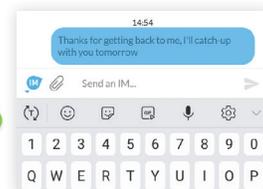
Your instant Messages automatically sync to all your MaX UC Communicator devices.

Profile & Settings

Use the Settings icon or your avatar on top right corner to manage your **Call**, **Contact**, and **Messaging** settings, and to access additional setup options. You can also configure your profile, send error reports and access the **Call Manager**.

Emergency Calls (911)

If you place a 911 call from MaX UC, the 911 operator may not be able to identify where you are calling from.