MaxMobile Communicator

Your system administrator can give you a copy of the *MaxMobile User Guide*, delivered as a PDF file with the MaxMobile Communicator software.

Requirements

- You must have a supported phone (see the *User Guide*) running a supported version of the Android operating system.
- Your system administrator must have properly configured your extension.

Setting up MaxMobile

1. On your phone, open Google Play.
2. Download the MaxMobile application.
3. Once downloaded, tap the MaxMobile icon to open the application.
4. On the Login screen, tap the **Menu** icon (three vertical dots in upper right) and then tap **Login Settings**.
5. Configure the settings (see your system admin as needed):
    - Your extension number and password
    - Server Address: The public MaxCS IP address
    - Alternative Server Address: Enter the private MaxCS IP address (if applicable)
    - Mobile Phone: Enter your phone's 7-digit number (for example, 5105551212)
    - Mobile Trunk: Enter the dialed digits needed to reach Mobile Trunks including the dialing prefix (for example, 14085979000).
6. Tap **Save**.
7. Tap **Login** and enter your credentials.

These buttons are displayed on the main screen after you log in:

Directory	Favorites	Call	Call Log	Voice Mail

Calling a stored number

From **Directory**, **Favorites**, **Call Log**, or **Voice Mail** screen, tap the entry you want to call. If the call is not to another extension, you have the following choices:

Call Via Server makes the call to an outside number through MaxCS.

Call Direct makes the call directly to an outside number without going through MaxCS.

Extension call – If the call is going to another extension, the call is initiated immediately via the server when you tap the extension entry, except when you are working from the Directory screen. If you tap an extension in the Directory screen, the extension screen is displayed for that extension. Tap **Call Via Server** to make the call.

Answering a call

When a call comes in, if the phone is in Offhook state, tap the **Answer** button to answer it. If it is *not* in Offhook state, answer the call as you would answer any call.

Call Screen

- **Hold** button is a toggle for hold / unhold.

- **Speaker** button is a toggle.

- **Redial** button dials the last number you dialed.

- **Release** button - ends the current call and maintains a connection to the mobile network, leaving the extension in offhook state. You are set to make the next call, without having to re-establish a connection to MaxCS.

Call using the dial pad

Tap the **Dial Pad** button, enter the number (include trunk access code, usually "9", if it's an outside number), and tap **Dial**. The call is made via the server.

Use the MaxMobile dial pad when you need to enter additional digits after the other party answers, for example, an extension number.

To close the dial pad, tap the **Close** button.

Hold and retrieve a call – Tap the call entry, then tap the **Hold** / **Unhold** button.

Transfer a call

Tap the **Transfer** button, specify the target number, then tap **Transfer** again.

- Either dial the target number from the dial pad, or tap the **Directory** or **Favorites** button and select the number from the list.

- To announce the transfer, wait until the second party answers, talk to the second party, and tap the **Transfer** button again.

Conference a call (you can conference only *outgoing* calls)

- Call the first party. Tap the **Conference** button and then call the second party. When the second party answers, you will all be connected in a conference.

- To add another person to the conference, repeat the process.

Record a call – Tap the **Record** button while connected to a call.

Listen to a recorded call – If your recordings are saved locally, use the Voice Mail screen. (Your system administrator may have configured recordings to be saved on the MaxCS server.)

Directory Screen

Tap the **Menu** icon and choose to display all names, extensions only, or contacts only.

Find a name

- Scroll the list with your fingers
- You can tap a letter in the top line to go to that letter in the directory, and then scroll.
- Open the phone to landscape mode and search for a name or number: Enter characters in the search box (<space> is not an acceptable character), or enter digits.

Call from the Directory

1. Tap an entry. You see the entry's details.
2. If multiple numbers are listed, select the one you want.
3. Tap **Call Via Server** or **Call Direct**. An extension number is always called via server.

Voice Mail Screen
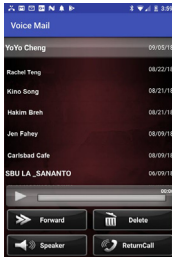
- **Bold** grey font: New voice mail message
- Normal white font: Heard voice mail message
- Bold red font: New urgent voice mail message

Voice Mail control buttons – Tap the **Menu** icon to display or hide the voice mail control buttons.

Return a call from voice mail – Select the voice mail and tap **Return Call**.

Forward a voice mail – Select the voice mail, tap **Forward**, select the destination extension(s), tap the Menu icon and tap **Forward**.
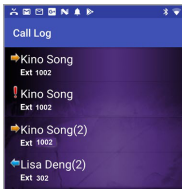
Play a message – Select the voice mail message and tap the **Play** arrow .

Delete a message – Select the voice mail message and tap **Delete**.

Speaker – Tap the **Speaker** button to turn the speaker on or off. (It's a toggle.)

Call Log Screen

- Incoming call

- Outgoing call

- Missed call

A number in parentheses, for example (3) indicates the number of incoming calls from that phone number or the number of outgoing calls to that phone number

Call from the Call Log – Tap the call entry. An extension call is made immediately via the server. For outside calls, tap **Call Via Server** or **Call Direct**.

Clear the Call Log – Tap the Menu icon and tap **Delete Log**.

Favorites Screen
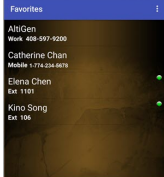
- Green dot: The extension is in Idle state

- Red dot: The extension is busy

Call an extension from Favorites – Tap an extension, and the call is made right away via the server.

Call a contact from Favorites – Tap a contact > tap **Call Via Server** or **Call Directly.**

Delete a Favorite – Select the favorite > select **Menu** > tap **Delete**.

Other

Activity status, setting – From the main screen, tap **Menu** > **Ext Setting** > **Activity**. Then, set **Activity** > **Save**.

Call handling settings, changing – From the main screen > **Menu** > **Ext Setting**.

Landscape Mode – In MaxMobile, landscape mode is available in the Directory, Login Setting and Ext Setting screens.

Log out – Tap the **Menu** icon and tap **Logout**.

Offline – If the MaxMobile Communicator phone loses connection with MaxCS, MaxMobile changes to offline state and will show **(Offline)** in every title bar. MaxMobile call handling functions are not available in this state. When you don't have access to MaxMobile call handling buttons, you can send DTMF digits through the Android dialer to perform call handling. Instructions for this appear on the screen.