



# MaxMobile Communicator™ User Guide

**for Android**

**MAX Communication Server  
Release 8.6.1**

April 2020

## **WARNING!**

Toll fraud is committed when individuals unlawfully gain access to customer telecommunication systems. This is a criminal offense. Currently, we do not know of any telecommunications system that is immune to this type of criminal activity. Altigen Communications, Inc., will not accept liability for any damages, including long distance charges, which result from unauthorized and/or unlawful use. Although Altigen Communications, Inc., has designed security features into its products, it is your sole responsibility to use the security features and to establish security practices within your company, including training, security awareness, and call auditing.

## **NOTICE**

While every effort has been made to ensure accuracy, Altigen Communications, Inc., will not be liable for technical or editorial errors or omissions contained within the documentation. The information contained in this documentation is subject to change without notice.

This documentation may be used only in accordance with the terms of the Altigen Communications, Inc., License Agreement.

Altigen Communications, Inc.  
670 N. McCarthy Boulevard, Suite 200  
Milpitas, CA 95035  
Telephone: 888-Altigen (258-4436)  
Fax: 408-597-9020  
E-mail: [info@altigen.com](mailto:info@altigen.com)  
Web site: [www.altigen.com](http://www.altigen.com)

## **TRADEMARKS**

MAX Communication Server, MaxAdministrator, MaxCommunicator, MaxAgent, MaxSupervisor, MaxInSight, MaxOutlook, MaxMobile, MaxCall, Enterprise Manager, AltiServ, AltiLink, AltiConsole, VRPlayer, IPTalk, Alti-Mobile Extension, InTouch Dialer, and AltiReport are trademarks or registered trademarks of Altigen Communications, Inc.

All other brand names mentioned are trademarks or registered trademarks of their respective manufacturers.

Copyright © Altigen Communications, Inc. 2020. All rights reserved

## Overview and Installation

AltiGen's MaxMobile Communicator (MaxMobile) application, installed on a phone running Google's Android operating system, makes the phone a fully capable office phone extension and serves as a "desktop" call control client, allowing you to access, configure, and perform most of your company's PBX functions directly from the graphical user interface in MaxMobile. This includes call handling, call forwarding, extension monitoring, conferencing, conversation recording, directory and contact lookup and dial, and contact editing.

MaxMobile runs on any supported mobile phone device that is using the Android operating system. When you log in, it connects your Android phone to your company's MAX Communication Server (MaxCS) as a native extension of the system.

If you have a desktop phone in the office, then when you're logged out of MaxMobile, the calls made to the extension are routed to your desktop phone. As soon as you log in to MaxMobile, the calls are routed to your Android phone.

## MaxMobile and the MaxCS System

The following diagram shows the path of calls into and out of a MaxCS system.

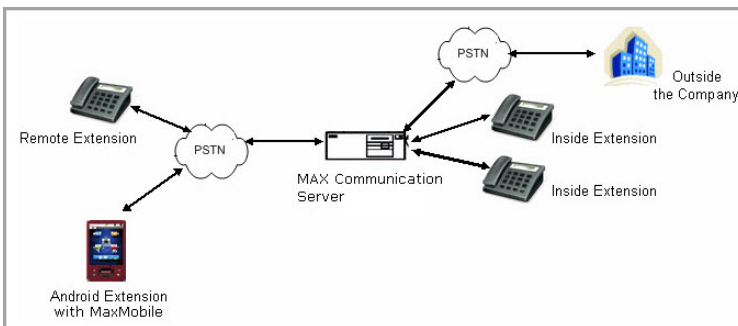


Figure 1. The paths of MaxMobile calls

Like a remote extension, the phone running MaxMobile serves as an office extension, making and receiving calls through the PSTN (public switched telephone network) to and from your company's MaxCS system. You can call company extensions (both inside and remote extensions) just by dialing the extension number. Your calls to destinations outside the company can go through the MaxCS system, as illustrated in Figure 1, if you so choose.

## Requirements

You should be familiar with the keys on your phone, the status bar icons, and general phone navigation and use. See the *Getting Started* booklet that came with your phone.

Your environment must meet the following requirements.

- An Android phone
- MAX Communication Server (MaxCS) Release 8.6.1.
- MaxCS must be configured to enable mobile extension features.
- Your system administrator must have assigned a MaxMobile license to your extension.
- Your system administrator must enable the **Early Media** option for the SIP trunk that is being used as the MaxMobile trunk.

MaxCS Release 8.6.1 has been tested on the following phone:

- Samsung Galaxy S6 on Android version 7.0

## Downloading and Installing MaxMobile

To install MaxMobile, go to the Google Play store and download the app. Once the app has downloaded, tap the icon to launch the application. The MaxMobile Login screen appears, as shown in the following figure.



Figure 2. MaxMobile Login screen

## Configuring MaxMobile Communicator

1. Tap the three vertical dots at the top to open the menu. Then choose **Login Settings**.

Login Settings	
Extension:	<input type="text" value="1103"/>
Password:	<input type="password" value="...."/>
Server Address:	<input type="text" value="10.10.20.40"/>
Alternative Server Address:	<input type="text" value="12.299.320.18"/>
Mobile Phone:	<input type="text" value="4085979000"/>
Mobile Trunk:	<input type="text" value="15104226896"/>
<input type="button" value="SAVE"/>	

Figure 3. The Login Setting fields

2. Configure the settings:
  - Extension Number: Enter your extension number
  - Password: Enter your extension password
  - Server Address: Enter the public MaxCS IP address (see your system administrator for this address)
  - Alternative Server Address: Enter the private MaxCS IP address (if applicable)
  - Mobile Phone: Enter your mobile phone's 1-digit number, including the area code (for example, 5107778432)
  - Mobile Trunk: Enter the dialed digits to reach Mobile Trunks including the dialing prefix (for example, 15105551212).
3. Tap **Save**.
4. Tap **Login** to log into your company's MaxCS system. Accept the Privacy Policy to continue.

During the login process, MaxMobile registers its extension as a mobile extension with your company's MaxCS system and downloads data from MaxCS.

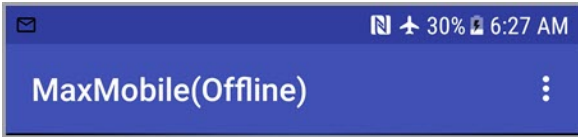
On the main page, five buttons appear: **Directory**, **Favorites**, **Call**, **Call Log** and **Voice Mail**. The Menu icon (three vertical dots) appears in the top right corner. You are now ready to use MaxMobile.



Figure 4. The main page, with five buttons

## If You Lose Your Connection...

If the MaxMobile phone loses data connection with MaxCS, MaxMobile changes to offline mode and will show **(Offline)** in the title bar. MaxMobile call handling functions are not available in this state.



MaxMobile will try to reconnect when one of the following happens:

- A call comes in from the mobile trunk
- The MaxMobile screen is invoked

**Note:** If your phone runs on mobile networks that do not support concurrent voice and data, you can make the first call through MaxMobile. After the call is initiated, since data connection is now unavailable, call handling can only be performed through the system dial pad.

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 will appear on the screen, similar to this figure:

A screenshot of a text message with red text on a black background. The text reads: 'Data link is unavailable. Go to Dialer application to perform call control. To transfer a call, press \*, dial target phone number then hang up. To initiate a conference, press \*, dial target number, then press # after call is connected.'

## Logging Out

To log out of MaxCS, tap the Menu icon and tap **Logout**. Your mobile phone will be disassociated with your PBX extension.



*Figure 5. The menu showing the Logout option*

If an IP phone was previously registered with this extension, the IP phone will now associate with this extension.

## Relaunching MaxMobile

To launch MaxMobile while you are logged out, tap the MaxMobile icon:





# Using MaxMobile Communicator

Once logged in to MaxMobile, you see the following screen:



Tap **Directory** for a list of company extensions and contacts entered in your mobile phone.

Tap **Favorites** for a list of personally chosen “favorite” extensions and contacts.

Tap **Call** to access PBX call handling features and make a call.

Tap **Call Log** to view the incoming and outgoing calls made via the server.

Tap **VoiceMail** to manage messages in the Altigen Voicemail system.

Figure 6. MaxMobile main screen

## Making a Call Using a Stored Number

Calls can be initiated from a number of screens: Tap **Favorites**, **Directory**, **Call Log**, or **Voicemail**, then tap the entry you want to call. If the call is not to another extension user on your company’s MaxCS system, you may choose between **Call Via Server** and **Call Direct** options.



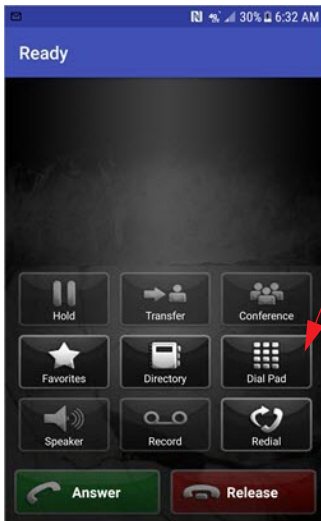
Use the **Call Via Server** option when you want to make a call either to an extension or to an outside number through the MaxCS system.



Use the **Call Direct** option to make a call directly to an outside number without going through the MaxCS system.

# Making a Call Using the Dial Pad

To make a call using the dial pad, tap the **Call** button, then tap the **Menu** icon to access the call handling functions. Follow the instructions beside the figure.



1. Tap Dial pad to dial the call.
2. From the dial pad, enter the number and then tap the Dial button.
3. If you dial an outside number, include the trunk access code.
4. Call handling buttons become available as appropriate

Figure 7. Using the dial pad

## Call View

Call view displays the following:

- The call state (in the title bar). When you are offline, **Offline** is displayed.
- The extension number and the other party's name for an internal call
- The contact name for an external call.

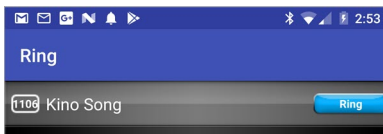


Figure 8. The display when a phone is ringing



A green phone icon at the top-left corner means a call connection to the mobile network is present.

When multiple calls are being handled they are all displayed.

Tap a button to perform any available call handling function: Hold, Transfer, and so on.

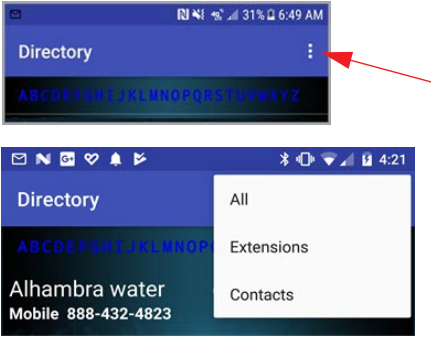
Tap the Release button to end the current call while maintaining call connection to the mobile network and leaving the extension in offhook state. The next call can be made immediately, without having to re-establish a connection to your company's MaxCS.

Figure 9. Call view showing call handling buttons

## Using the Directory

The directory shows a list of either the extensions on your company's MaxCS system or the contact list on your mobile phone's system or both, as you choose.

Each entry has two rows: the first row displays the user name, and the second row displays the phone number and activity status. Only extensions display activity status and only if the person is unavailable. Activity status is updated in real time.



Tap the Menu icon to filter the view:

- All
- Extensions
- Contacts

Tap a letter in the top line to go to that letter in the directory.

Scroll the list using your finger

*Figure 10. Using the directory*

A Search box is available if you have a phone in landscape mode:

- Enter characters in the search box, and only those whose first or last name begins with the input characters are shown.
- Enter digits in the search box, and only the extension numbers that match the input digits are shown.

Tap an extension entry in the directory, and an extension view will show. You can call the extension via your company's MaxCS server or you can add the extension to your favorites.

Tap a contact entry in the directory, and the contact view will show. You can call the selected number via your company's MaxCS server or call directly. You can also add the contact to your favorites.

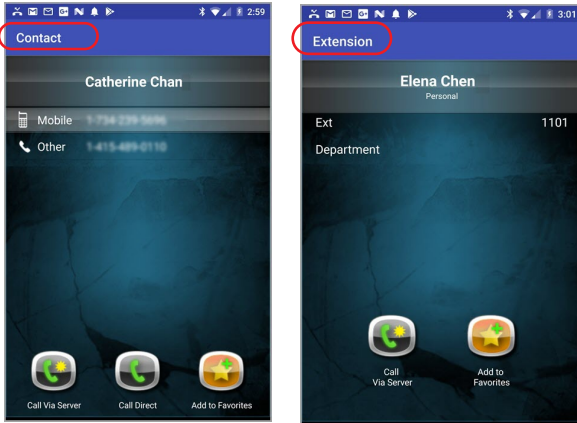


Figure 11. Contact view and Extension view

The **Add to Favorites** button is available when the entry is not already in your favorites.

## 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.

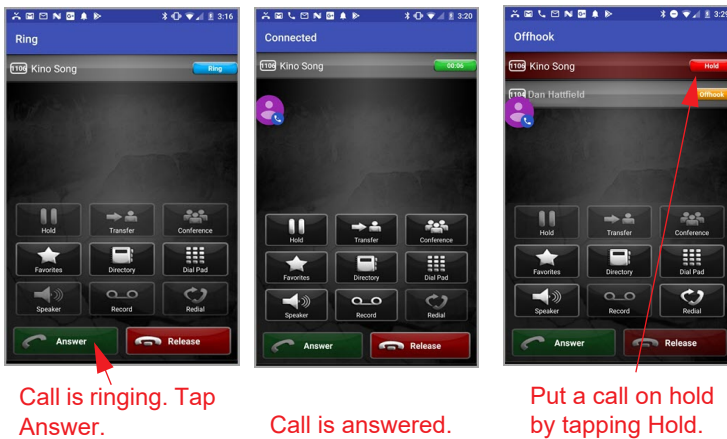


Figure 12. Answering a call and putting it on hold

You can see the call duration at the top. To retrieve a call, tap the call entry.

## Transferring a Call

To transfer a call you're connected to, tap the **Transfer** button, then dial the target number from the keypad or select from other screens. In Figure 13, the first party is awaiting the transfer and the second party has answered (the call is active, shown in green).

Either announce the transfer to the active call, or just hang up. The call is transferred. To cancel the transfer instead, tap **Cancel** at any time.

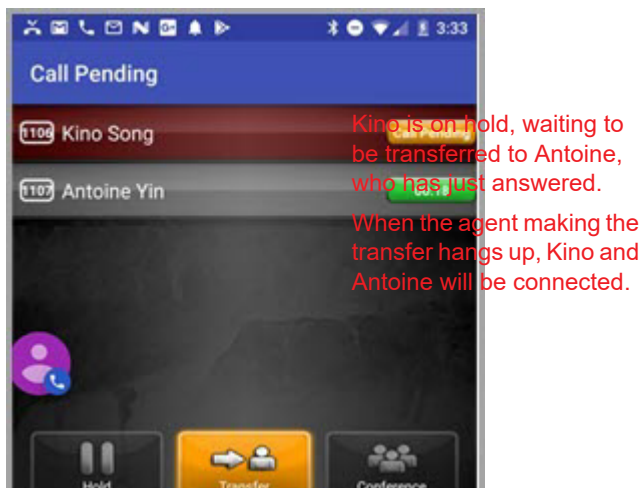


Figure 13. Transferring a call

## Conferencing a Call

Call the first party. When you're connected with the person, tap the **Conference** button. Call the second party. When that person answers, the three parties are connected in conference. The calls are displayed in green. To add another person to the conference, tap the **Conference** button again. To cancel adding someone to a conference, tap **Cancel** at any time.



Kino and Elena are on hold for a pending conference.

The agent dials a fourth party.

When the fourth party answers, all three calls will appear green.

Figure 14. Conferencing a call

**Note:** You can conference only outgoing calls. You cannot conference an incoming call.

## Recording and Listening to Playback

To record a call, tap the **Record** button while connected to a call. Recordings are saved to your extension's voice mail or, if the call is going through MaxCS, to a centralized directory on the server, if preconfigured. Listen to your locally saved recordings through the voice mail screen.

## Handling Voice Mail

The Voicemail view shows voice mail messages in the Altigen Voice Mail System. MaxMobile downloads the voice mail list from your company's MaxCS system. A voice mail entry is shown in this view after its voice file is downloaded. If new voice mail is generated in the Altigen Voice Mail System after MaxMobile connects, that message will download to your phone.

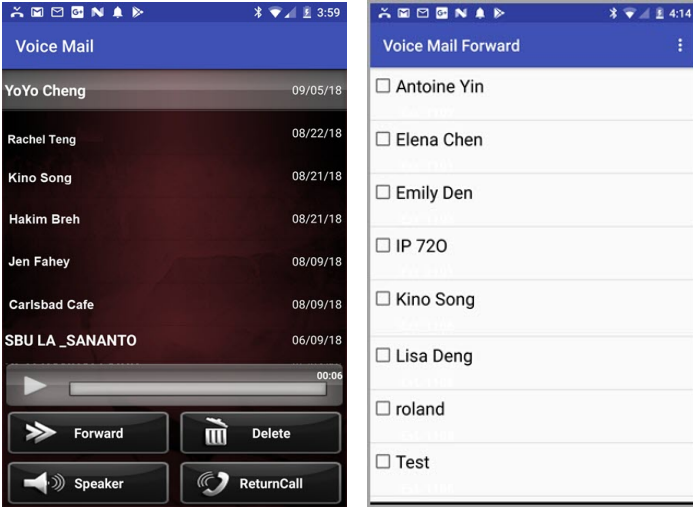


Figure 15. Voicemail view and Voicemail Forward selection

- New voice mail is shown in grey bold font.
- New urgent voice mail is shown in bold red font.
- Heard and saved voice mail is shown in grey normal font.
- Tap **Delete** to delete a selected voice mail both locally and in the Altigen Voice Mail System.
- Tap **Return Call** to return a call to the caller who left the selected voice mail.
- Tap **Speaker** to play the voice mail through the speaker. Tap again to listen to voice mail through the earpiece.
- Tap **Forward** to forward a voice mail. A list of physical and virtual extensions is displayed (it excludes workgroups and application extensions). Tap the destination extension to forward the voice mail.

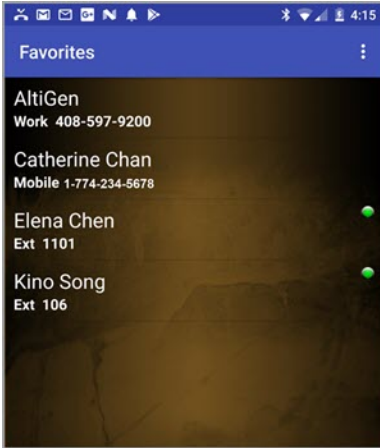
## Favorites View

You can add both extensions and contacts to your favorites list.

- Extension activity status and line state are updated for favorite extensions



- Green light means an extension is in Idle state
- Red light means an extension is busy



Tap a contact, and the view opens for that contact, giving you the option to call via the server or call directly.

Tap an extension, and the call is made via the server.

To delete a favorite, tap it, tap the Menu icon, and then tap Delete.

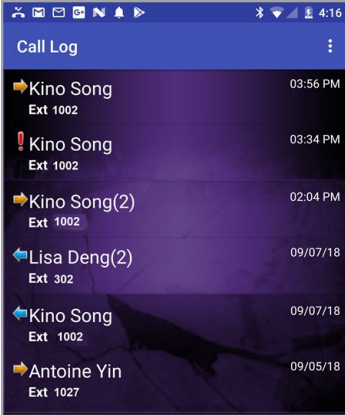
Figure 16. Favorites view

To return to the main page, tap the Menu icon and tap **Home**.

## Using the Call Log

The call log is recorded on your company's MaxCS system.

- An incoming call is shown with a right arrow.
- An outgoing call is shown with a left arrow.
- A missed call is shown with an exclamation mark.



Tap the call entry to make a call to that number. If it's an extension, the call is made immediately via the server. If it's a contact, you'll have two options: call via the server or call direct.

Up to 100 call records are saved.

Figure 17. The Call Log

To clear the Call Log, tap the Menu icon and tap **Delete Log**.

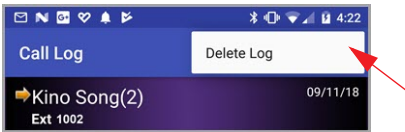
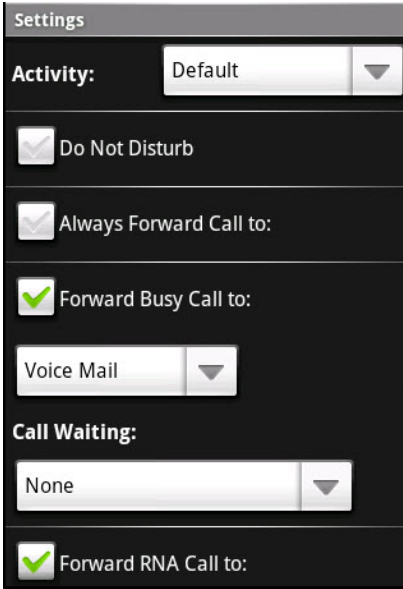


Figure 18. Clearing the Call Log

## Changing Your Extension Settings

You can change the call handling configuration of your mobile extension. At the MaxMobile Communicator main screen, tap the **Menu** icon and then tap **Ext Setting**.



Here you can set your activity status and the way you want calls handled.

When you select a Down arrow, a list pops up. Select an option from the list, and the list closes.

When finished configuring your extension, tap Save (or Discard Changes) at the bottom of the screen.

To leave the Settings screen, use the Back button.

Figure 19. The Settings screen

Option	Description
Activity	<p>Specify your activity status. Other extension users can see your status, and when your phone is unanswered callers hear the specific greeting you have recorded for that status, if any.</p> <p><b>Default</b> – The system greeting is used.</p> <p><b>Personal</b> – Your personal greeting is used.</p> <p><b>Meeting</b> – You’re in a meeting.</p> <p><b>Away</b> – You’re away from your phone for some other reason.</p> <p><b>Travel</b> – You’re traveling on business.</p> <p><b>PTO</b> – You’re on vacation (paid time off).</p> <p>Additional options may be available if your system administrator has configured them.</p>

Option	Description
Do Not Disturb	Sends all calls to the destination specified in the <b>Forward Busy Calls to</b> option, without ringing your phone.
Forward All Calls to	Forwards all calls to a destination you specify from the drop-down list that appears when you select this option: voice mail, an extension, an AA (auto attendant), a line park, an outside number, an operator, or a UC client. After you specify one of these options, another drop-down list becomes available so you can specify which extension, AA, and so on.
Forward Busy Calls to	<p>Forwards incoming calls when your phone is busy or when you've checked <b>Do Not Disturb</b>. Select this option and then select from voice mail, an extension, an AA (auto attendant), a line park, or queue. After you select one of these options, another drop-down list becomes available so you can specify which extension, AA, and so on.</p> <p>The option to place a call in queue requires that you first select <b>Multiple call waiting</b> from the <b>Call Waiting</b> options.</p>
Call Waiting	<p><b>Single call waiting</b> – Sets up single call waiting. This feature gives an alert tone (audio beep) to indicate that a call is waiting.</p> <p><b>Multiple call waiting</b> – Enables a “personal queue” of multiple calls waiting. This allows the user to transfer or park the current call before picking up the next call in queue.</p> <p><b>Advanced call waiting</b> – This feature allows callers to stay in the personal queue while the extension user is checking voice mail or operating other features. The caller will hear a ring back tone while in queue. The call will be shown as “ringing” on the MaxMobile screen.</p>

---

Option	Description
Forward RNA Calls to	Forwards your unanswered calls to a destination you specify. When you select this option, a drop-down list becomes available. Select <b>Voice Mail, Extension, AA</b> (auto attendant), or <b>Line Park</b> . (The number of times your phone rings before it is considered unanswered is set either by you in your MaxCommunicator or MaxAgent desktop software, if you have it, or by the system administrator.)
Default Trunk Code	Select the default trunk access code for your company's MaxCS system (usually 9). Your system administrator has this information.

---

## Operational Notes

When an agent dials a number that is configured for ONA, the agent must press the pound symbol (#) on the phone instead of the pound symbol in MaxMobile in order for the call to go through.

