MaX UC Mobile App

QUICK START GUIDE

You can use your Home Telecom phone service to make or receive calls from your desk phone, your PC or MAC, and your mobile devices.

For this to work on your mobile or tablet, you need to install the MaX UC Mobile app.

ENSURE YOUR DEVICE IS COMPATIBLE

MaX UC Mobile works on:

- Android phones and tablets using version 6.0 or later.
- iOS devices running iOS 12.0 or later.

Video calling only works on devices that have a front-facing camera.
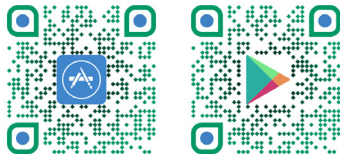
FIND YOUR PASSWORD

You will need your Home Telecom CommPortal Phone Number (or email address) and password to start using MaX UC Mobile. If you don't have this information, call us at **888-571-5775**.

DOWNLOAD AND INSTALL THE APP

Use the QR code. Tap **Install** to download the app to your device. Check the Terms & Conditions and tap **Accept & Continue.**

Tap **Open** on the app (if prompted, select Home Telecom as your Carrier). Then, if not already present, enter your Home Telecom CommPortal Phone Number (or Email Address if you have set this up) and Password. Tap **Log in**. If you are having trouble logging in, tap the eye symbol to show your password and check that there are no errors. When asked if you have a Home Telecom CommPortal Phone number (or email address if you have this set up), tap **Yes**.

You may need to periodically update your password when prompted. Until you update the password, you can only receive calls and meeting invitations. Failure to update the password within the allotted time results in you being locked out of your account.

EXPLORING MAX UC MOBILE

MaX UC Mobile is like having your desk phone on your mobile. 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 number of in-call features, such as uplifting a call to **Video**.

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** and **Phone** tabs at the bottom of the screen.

QUICK START GUIDE

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.
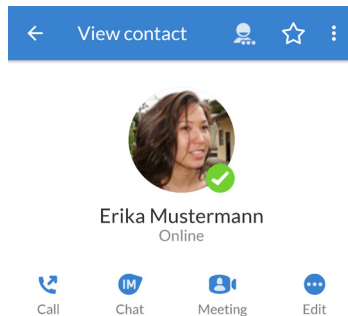
Tap on a contact to access **Call** options.

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

← View contact ★ ⋮

Erika Mustermann
Online

Call   Chat   Meeting   Edit

PHONE TAB

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.

The **Voicemail** tab indicates the number of messages received.

- Tap on the **Play** icon to listen to a voicemail.
- Tap on the Voicemail entry to see Call options.
- Tap **More** to access View contact, Mark as Unheard or Delete Message.

If you have a fax message, the **Faxes** tab appears. Click on the **Faxes** tab to see your new fax.

RECEIVING CALLS

When someone calls your Home Telecom 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 **Favorite** contacts

Uplift the call to a **Video**

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.
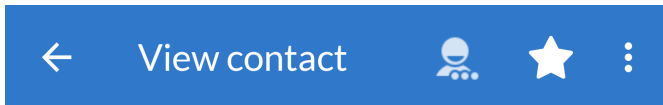
MaX UC Mobile App

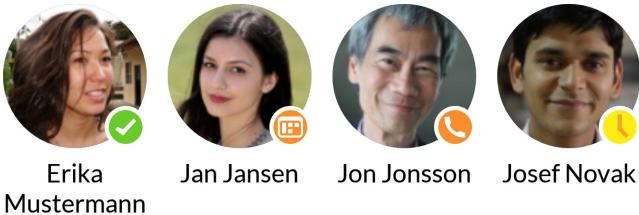## QUICK START GUIDE

FAVORITE

Tap the **Star** icon on a contact's directory entry to add the contact to **Favorite**.

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

During a call, tap the **Favorite** icon to view your favorite contacts. Drag and drop a contact into the call window to set up a new call. You cannot call favorites when in multiple calls.

You can access the rest of your contact list by tapping the **Contacts** button at the bottom of this menu.

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. Tap the **Switch** 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 **Add/Transfer Call** function. Tap the **Add/Transfer Call** button in the call overlay (Android) or in-app call screen (iOS) which will allow you to transfer the call to the desired recipient.

PROFILE & SETTINGS

Click on your avatar or gear icon in the top-right to access **Account**, **Call**, **Contact**, and **Video Call** settings and additional setup options. You can also receive an introductory tour, review the end user license agreement and report a problem in the **Profile & Settings** window.

MORE QUESTIONS?

If you have any additional questions about MaX UC Mobile App, call us at **888-571-5775** or email **Sales@hometelco.com**.

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