Smithville Cloud Voice

MaX UC Mobile Quick Start User Guide (ILEC)

Take your office line with you!

Install Smithville's Cloud Voice mobile service, *MaX UC Mobile*, on your personal device and start working from anywhere today.

MaX UC Mobile is like having your desk phone on your mobile device. You can make and receive calls, hold calls, transfer calls, and make three-way calls. You can even send current calls from your mobile phone to your office phone, mid-call.

MaX UC Mobile uses the WiFi, broadband, or mobile data services available, so you can make and receive calls without using your mobile minutes.

Getting Started

MaX UC Mobile works on:
• iOS devices running iOS 11.0 or later
• Android phones and tablets using version 6.0 or later

1. Using the mobile phone you want to utilize *MaX UC Mobile* on, go to the Google Play store or the Apple store and search for *MaX UC*.

2. Install *MaX UC* to your device.

3. Once installed, Select the *MaX UC* icon

4. The first time you open the application it will ask you to:

   • Allow *MaX UC* to record Audio?

   • Allow *MaX UC* to make and manage phone calls?

   • Allow *MaX UC* to access photos, media and files on your device?

   • Allow *MaX UC* to access your contacts?

You must *Allow MAX UC to make and manage phone calls* for your service to work. Choose to allow *MaX UC* other access at your preference. Service options may be limited based on your selection to these security options.

5. Select *Log in Manually* from the next screen

6. Select *Smithville Communications* in the *Choose Carrier* section

7. Review terms, and select *Accept* to continue

8. Enter your *10 digit phone number* and *password* (the same *password* you use for your *CommPortal*)

9. If you want to have the ability to switch calls to your own cellular network—for example, if you move to an area with poor WiFi connection during a call made on *MaX UC Mobile*—enter your own mobile phone number and tap *Continue*.

Navigating the *MaX UC Mobile* App

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.
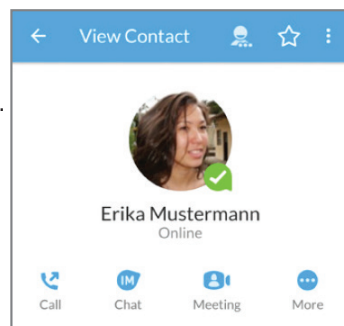
Tap a *contact* to access *Call Options*. Tap the *Plus* icon to add new contacts.

Phone Tab

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

To make a call, tap a contact and select the number to call or tap the *Dialer* icon and enter the number.

If the person you are calling has caller ID, they will see your assigned Cloud Voice phone number calling.

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

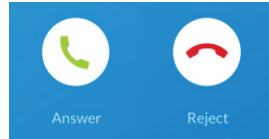Tap the *Play* icon to listen to a voicemail.

Tap the *Voicemail entry* to see *Call*, *SMS* and *More options*.

Tap *More* to access *View Contact*, *Mark as Unheard*, *Delete Message* or *Forward Message*.

Receiving Calls

When you receive a call, *MaX UC Mobile* offers you the choice to accept or reject the call.

Depending on the other services you have you may also see the incoming call on your desk phone, on your desktop, or on a tablet device. You can answer the call on whichever device is most convenient for you.

During the Call

During a call you can use the call window to:

🎤 Mute your microphone
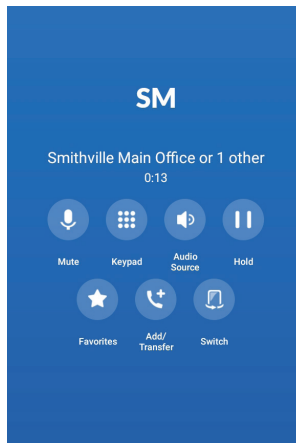
⚏ Access the Keypad

🔊 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

📲 Switch the call to another device

Transfer the Call

Tap *Add/Transfer* to send the call to another number. You can select a contact or type in a number to transfer the call to. You can also transfer the call to another one of your *MaX UC* client devices, without hanging up!

Switch the Call to Another Device

If the call has poor audio due to an unreliable WiFi or mobile data service connection, tap *More* then tap *Switch* and select *This Device* (cellular) to move the call to your regular cell phone. **Remember the call will now use your mobile minutes.**

Alternatively, you can push the call to another of your *MaX UC* client devices, such as your desktop or your iPad. Tap *More* and then *Switch* and select *Another Device* to push the call to whichever device is most convenient.

**Depending on your carrier, cellular data charges may apply.*

Call Pull

You can pull calls from your other devices onto your mobile. If a call exists that can be pulled, *MaX UC Mobile* displays a *Call Available to Pull* option. Tap this option and follow the on-screen prompts to pull the call onto your mobile.

Favorites

Tap the *Favorites* ⭐ icon on a contact's directory entry to add the contact to *Favorites*. Favorite contacts appear in a banner at the top of the *Contacts* tab.
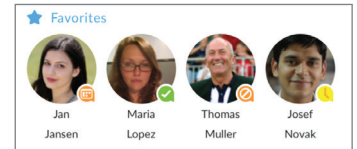
During a call, tap the *Favorites* icon to view your favorite contacts. Drag and drop a contact into the call window to setup a new call. When the contact answers, you can merge them into the initial call to create a 3-way call.
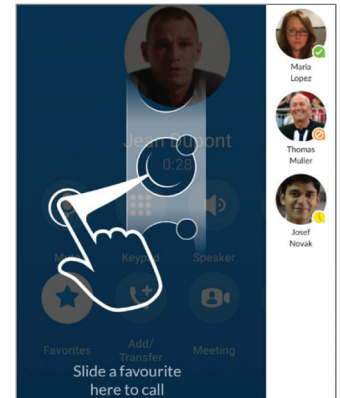
Call Manager

You can tell *MaX UC Mobile* how to handle your incoming calls. Tap 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 voice-mail. None of your devices will ring until you turn off *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 that when you change your *Call Manager* settings, the change applies on all of your *MaX UC* Client devices.
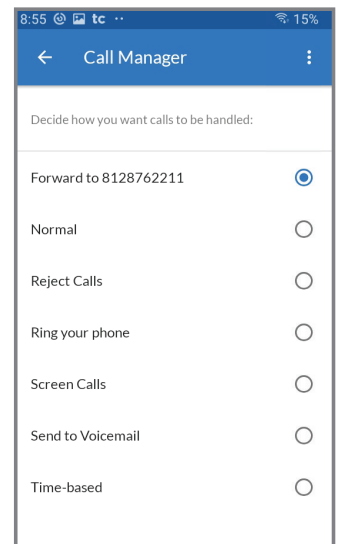
Emergency Calls

MaX UC Mobile lets you make calls from anywhere on the most convenient device. If you place an emergency call from *MaX UC Mobile*, the operator may not be able to identify your calling location.

2