

MaX UC Mobile



QUICK START GUIDE

You can use your **Norvado Smartlink PBX** 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. This guide helps you to do that.

ENSURE YOUR DEVICE IS COMPATIBLE

MaX UC Mobile works on:

- Devices running standard Android 6.0 and later (but not Android Go Edition).
- iOS devices running iOS 14.0 or later.

FIND YOUR PASSWORD

You need your **Norvado Smartlink PBX** phone number (or email address) and password to use MaX UC Mobile. If you don't have this information, call us on **800-250-8927**. You are prompted to change the password as part of completing the sign-in process. Your password must be 8-20 characters and include at least one (1) letter, one (1) number and one (1) special character. No sequential or consecutive characters are allowed.

DOWNLOAD AND INSTALL THE APP



Find the MaX UC Mobile app in the App Store or Google Play. Select Install to download the app to your device. Check the Terms & Conditions and select Accept & Continue.

Select Open on the app (if prompted, select **Norvado** as your Carrier). Enter your **Norvado Smartlink PBX** Phone Number/Email Address and Password then select Log in. If you have trouble signing in, select the eye symbol to check your password for errors.

If you want to be able to switch calls to your own cellular network (for example, if you move to an area with poor WIFI connection during a MaX UC Mobile call) enter your own mobile phone number and select Continue.



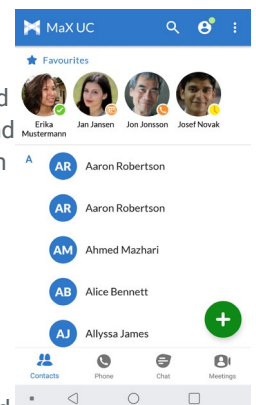
EXPLORE MAX UC MOBILE

MaX UC Mobile is like having your desk phone on your mobile. You can make and receive calls, hold calls, transfer calls, and make three-way calls. You can even push and pull calls from your phone to other twinned devices, mid-call.

You can also use MaX UC Mobile to send messages to other people in your corporate directory who are using MaX UC (on any device).

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

You can access the MaX UC Mobile features using the Contacts, Phone and Chat tabs at the bottom of the screen.




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.

Select a contact to access Call and Chat options. Select the Plus icon  to add new contacts.

QUICK START GUIDE

PHONE TAB



Select the Phone tab to make a call, view your Call History, and listen to Voicemail. To make a call, select a contact and select the number to call or select the Dialer icon  and enter the number.

If the person you are calling has caller ID, they can see your individual **Norvado** phone number.

The Voicemail tab indicates the number of messages received.

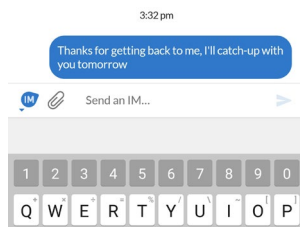
- Select the Play icon to listen to a voicemail.
- Select and hold a voicemail entry to see Call, Chat, and More options.
- Select More to View contact, Mark as Unheard, Delete Message, Forward as Email, and Forward as Voicemail.


If you have a fax message, select the Faxes tab to see the fax.

CHAT TAB



Select the Chat tab to use Instant Messaging. Enter your Chat Address and Password and select Sign in.

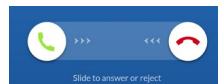


Select a contact to continue a previous conversation or select the New message  icon and choose a contact to message.

From within the Chat window, you can start or continue a conversation, send files, call a contact, or add one or more participants to a conversation. Your Instant Messages automatically sync to all your MaX UC client devices.

RECEIVING CALLS

When someone calls your **Norvado Smartlink PBX** number, you can accept or reject the call.



Depending on the other services you have from **Norvado**, 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.

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 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.



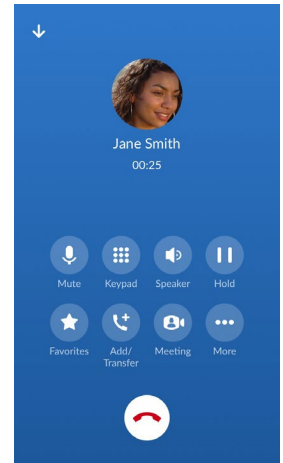
Invite a Favorites contact to join the call.



Add/Transfer. Make a second call, and add the contact into a 3-way call or transfer the call.



Access More options (Send Message, Switch the call to another device, or Search CRM).



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.

TRANSFER THE CALL

Select 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, select More then Switch and select This device (cellular) to move the call to your regular cell phone. Remember the call now uses your mobile minutes.

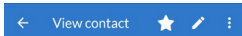
Alternatively, you can push the call to another of your MaX UC client devices, such as your desktop or your iPad. Select More and then Switch and select Another device to push the call to whichever device is most convenient.

QUICK START GUIDE

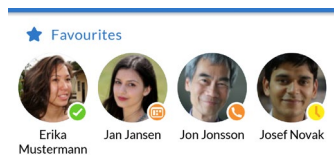
CALL PULL

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. Select this option and follow the on-screen prompts to pull the call onto your mobile.

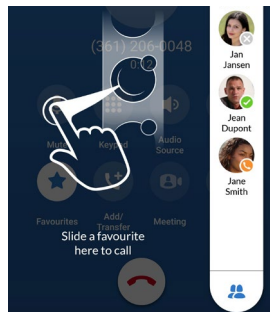
FAVORITES



Select the Star icon on a contact's directory entry to add the contact to Favorites. Favorites contacts appear in a banner at the top of the Contacts tab.



During a call, select 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 NOTIFICATION

On Android devices, when you minimize the call window, the notification banner at the top of the screen shows the active call.



On iOS devices, the call notification banner displays at the bottom of the Phone tab.

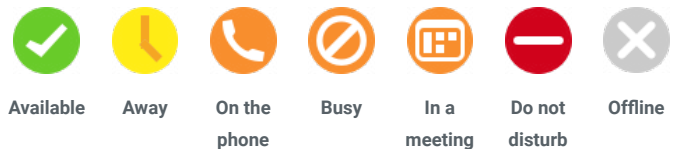


PROFILE & SETTINGS

Select your avatar in the top-right to see the Profile & Settings page. Here, you can access Calls (including Call manager and Call groups), Contacts, Chat, Voicemail, Account, and Analytics settings. You can also configure your profile, set your notification preferences, and report a problem on the Profile & Settings page.

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.



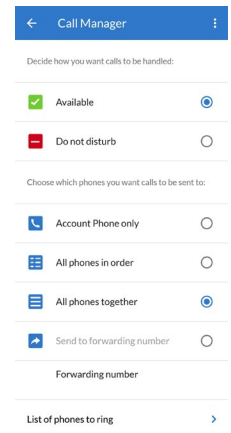
CALL MANAGER

You can tell MaX UC Mobile how to handle your incoming calls. Select 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 voicemail. 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 MaX UC Mobile cannot automatically determine your location, the app notifies you to update your location information registered with your carrier in case you need to make an emergency call.

MORE QUESTIONS?

If you have any additional questions about MaX UC Mobile, call us at **800-250-8927** or email salesupport@norvado.com.