



# MaxMobile Communicator

## Quick Reference - for the BlackBerry

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

### Requirements

- A supported BlackBerry phone (see User Guide).
- A 2G, 3G or Wi-Fi connection.
- Your system administrator must have properly configured your extension.

### Setting up MaxMobile Communicator (MaxMobile)

#### Set up a Wi-Fi connection:

1. From the screen, select the **Manage Connections** button.
2. Select **Set Up Wi-Fi Network**, and set up a connection.
3. Select **Wi-Fi On**.

#### Download and install MaxMobile:

1. Open the BlackBerry's browser application.
2. Go to URL <http://m.altigen.com/maxmobile>. Select the BlackBerry link.
3. Select the **Download** button.
4. Reboot your BlackBerry at the prompt to complete installation.
5. When prompted for application permission, select **Allow**.
6. Open the menu, select **Downloads** and select the **MaxMobile** icon.

#### Configure Login Settings:

1. **Menu > Login Setting**. Then enter:
  - Your extension number and its password.
  - Server Address—The public MAXCS IP address or DNS (see your system administrator for this)
  - Alternative Server Address—The private MAXCS IP address (if applicable - see system administrator)
  - Mobile Phone—BlackBerry phone's number (for example, 4085373927)
  - Mobile Trunk—The number this mobile phone must dial to connect to your company's MAXCS phone system, including the dialing prefix (for example, 15105551212).
2. Select **OK**. You're returned to the Login screen.

**Log in**—Select **Login**. MaxMobile Communicator registers its extension as a mobile extension with your company's MAXCS system and downloads data from MAXCS. (If you are unable to log in, make sure your BlackBerry has enough data bars.)

Once your BlackBerry is logged in to the MAXCS system, it remains logged in until you log out, even when the BlackBerry is powered off.

After login, these buttons are displayed on the MaxMobile main screen:



Directory



Favorites



Call



Call Log



Voice Mail

## Calling a stored number

From **Directory**, **Favorites**, **Call Log**, or **Voice Mail** screens, select the entry you want to call.



Select **Call Via Server** to make the call to an outside number through the Altigen MAXCS system.



Select **Call Direct** to make the call directly to an outside number without going through the MAXCS system.

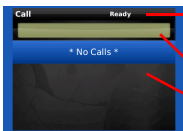
**Extension call** – If the call is going to another extension, the call is initiated immediately via the server when you select the extension entry, except when you are working from the Directory screen. If you select an extension in the Directory screen, the extension screen is displayed for that extension.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

## Answering a call

When a call comes in, if the phone is in Offhook state, open the menu and choose **Answer** to answer it. (If you were connected to another call, that call goes to the Hold state.) If the phone is *not* in Offhook state, answer the call as you would answer any call.



## Call Screen



- Status label—Shows related call information during call control.
- Dial textbox—Enter a number to call
- List area—Displays the name, number, and connected duration or call state of each call.
- To see a call handling menu, select a call and open the **menu**.

## Call using the Call screen

Enter the number you want to call in the **Dial** text box. Initiate the call by pressing the track ball or the **Enter** key. The call is made via the server.

**Note:** If you have a touch phone, press the **Dial** text box to pop up the MaxMobile dial pad. To dial the number you enter, touch the MaxMobile **Dial** button on the dial pad. Use the MaxMobile dial pad when you need to enter additional digits after the other party answers, for example, an extension number.

**Hold and retrieve a call** – Select **Hold / Unhold** from the menu. If your phone doesn't have a data connection, use **Flash** to hold/unhold.

## Transfer a call

Open menu > choose **Transfer** > dial target number (either in the Dial text box, or tap the **Directory** or **Favorites** button and select the number from the Directory or Favorites list).

- For a blind transfer, after the target phone rings, choose **Transfer** again.
- To announce the transfer, wait until the second party answers, and talk to the second party before choosing **Transfer** from the menu again.

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

1. Call the first party > tap **Conference** button > call the second party > tap **Conference** button. You and the two other parties are connected in conference.
2. To add another person to the conference, repeat the process.

**Release** – Ends the current call and maintains a call 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 call connection to your company's MAXCS system. If you're not making another call through the MAXCS system right away, hang up the way you normally do.

**Record a call** – Choose **Record** from the menu while connected to a call.

**Listen to a recorded call** – If your system administrator has enabled recordings to be saved to your extension's voice mail, use the Voice Mail screen to listen to a recorded call. (Your system administrator may have configured recordings to be saved on the MAXCS server.)



## Directory Screen



Open the **menu**, and choose to display all names, extensions only, or contacts only.

### Find a name

- Scroll the list.
- Use the Find box to search for a name or number. Enter letters or numbers to filter the list. Search on first name, last name, or number.

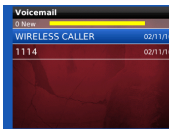
## Call from the Directory

1. Select an entry. Its view is displayed.
2. If multiple numbers are listed, select the one you want.
3. Select **Call Via Server** or **Call Direct**. An extension number is always called via server.

Shortcuts: **S**=Call Via Server, **D**=Call Direct, **F**=Add to Favorites



## Voice Mail screen



- The number of new voice mails is shown to the left of the progress bar.
- Bold white font = new voice mail
- Normal white font = heard voice mail
- Bold red font = new urgent voice mail

**Play a voice mail** – To play a voice mail, just select it. The voice mail duration is shown at the right of the progress bar, and the progress bar shows the progress of the voice mail. To pause, select the voice mail again.

**Speaker** – To turn the voice mail speaker on or off, open the menu and choose **Active Speaker** or **Active Handset**. (For voice mail play only.)

**Delete a voice mail** – Select a voice mail > open the menu > select **Delete**.

**Return a call from voice mail** – Select a voice mail > open the menu > select **Return Call**.

**Forward a voice mail** – Select the voice mail > open the menu > select **Forward** > select destination extension(s) > open the menu > select **Forward** again.



## Call History Screen

| Call History                    |          |
|---------------------------------|----------|
| Carrot Berry<br>Extension 1105  | 03/17/10 |
| Carlos Aastra<br>Extension 1105 | 03/17/10 |
| 5979000(3)                      | 03/17/10 |
| 5979000                         | 03/12/10 |
| 14085979031                     | 03/12/10 |

- Incoming call
- Outgoing call
- Missed call
- A number in parentheses, for example (3) = the number of incoming calls from that phone number or the number of outgoing calls to that phone number

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

**Delete Call Log records** – Select a record > open the menu > select **Delete Entry**. To delete the entire call history, select **Delete Call History**.



## Favorites Screen

| Favorites                          |  |
|------------------------------------|--|
| Carrot Berry<br>Extension 1105     |  |
| Greene Raine<br>Work 14082221212   |  |
| Greene Raine<br>Mobile 14089991212 |  |
| Purple-Skye<br>Mobile 14082373737  |  |
| Purple-Skye<br>Work 14085551212    |  |

- Green light - an extension is in "Ready" state.
- Red light - an extension is busy.
- Extension activity status and line state are kept updated.

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

**Call a contact from Favorites** – Select a contact > select **Call Via Server** or **Call Directly**.

**Delete a Favorite** – Select the favorite > select **Menu** > choose **Delete** (or press the **Del** key).

## Other

**Activity status, setting** – From MaxMobile main screen, select **Menu** > **Extension Setting** > **Activity**. Then, set **Activity** and **Save**.

**Call handling settings, changing** – From MaxMobile main screen, select **Menu** > **Extension Setting**. Make your changes, then select **Save**.

**Log out** – If not in "offline" state, **Menu** > **Logout**. (If in "offline" state, **Menu** > **Logout** > **OK**.)

**New version of MaxMobile, automatic download** – If the server's MAXCS version has been upgraded, an upgraded version of MaxMobile will download when you go to log in. When you see the Download MaxMobile screen, select **Download** to install the new version. When the new version is installed, restart MaxMobile.