



MaxMobile Communicator

Quick Reference - for the Android Phone

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

Requirements

- A supported phone (see the *User Guide*) running Android OS 4.4, 5.0, 5.1.1, or 6.0.
- A 3G or Wi-Fi connection is needed for access to the call handling buttons in the MaxMobile call screen. The Droid phone requires Wi-Fi for this.
- Your system administrator must have properly configured your extension.

Setting up MaxMobile Communicator

Enable Wi-Fi setting and “Unknown sources”

1. In your phone’s **Settings page**, set up and connect to your Wi-Fi network.
2. In the **Settings > Applications** screen, check **Unknown Sources**.

Download, install, and launch MaxMobile Communicator

1. Using your phone browser, go to <http://m.altigen.com/Android>.
2. Select the download link, then select **Save**. In **Download History**, tap the MaxMobile entry and tap **Install**. When finished, tap **Open**.

The Menu button



The Menu button appears in the upper right corner, with three vertical dots on it. Tap this button to open the menu.

Configure Connection Settings

1. Open the menu and tap **Login Setting**. Then enter:
 - Your extension number and password.
 - Server Address: The public MAXCS IP address (see your system administrator for this address)
 - Alternative Server Address: Enter the private MAXCS IP address (if applicable - see system administrator)
 - Mobile Phone: Enter your phone’s number (for example, 5107778432)
 - Mobile Trunk: Enter the dialed digits needed to reach Mobile Trunks including the dialing prefix (for example, 15105551212).
2. **Save** these new settings.

Log in –Tap **Log in**. MaxMobile Communicator registers its extension as a mobile extension with your company’s MAXCS system and downloads data from MAXCS.

These buttons are displayed on the main screen after login:



Directory



Favorites



Call



Call Log



Voice Mail

Calling a stored number

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



Call Via Server makes a call to an outside number through the MAXCS system.



Call Direct makes 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 tap the extension entry, except when you are working from the Directory screen. If you tap an extension in the Directory screen, the extension screen is displayed for that extension. Tap **Call Via Server** to make the call.

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.



Call Screen



- To see or hide call control buttons, open the menu.
- **Hold** button is a toggle for hold / unhold.
- **Speaker** button is a toggle.
- **Redial** button redials the last number you dialed.
- **Release** button - Tap this button to end the current call and maintain 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.

Call using the dial pad

Tap the **Dial Pad** button > enter the number (include trunk access code, usually "9", if it's an outside number) > tap **Dial** button. The call is made via the server.

Use the MaxMobile dial pad when you need to enter additional digits after the other party answers, for example, an extension number.

To close the dial pad and re-access the call handling functions, tap the **Close** button.

Hold and retrieve a call – Select the call entry > tap the **Hold / Unhold** button.

Transfer a call

Tap **Transfer** button > dial target number > tap **Transfer** button.

- Either dial the target number from the dial pad, or tap the **Directory** or **Favorites** button and select the number from the Directory or Favorites list.
- To announce the transfer, wait until the second party answers, talk to the second party, and tap the **Transfer** button 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.

Record a call – Tap the **Record** button while connected to a call.

Listen to a recorded call – If your recordings are saved locally, use the Voice Mail screen. (Your system administrator may have configured recordings to be saved on the MAXCS server.)



Directory Screen



Tap the **Menu** button, and choose whether to display all names, extensions only, or contacts only.

Find a name

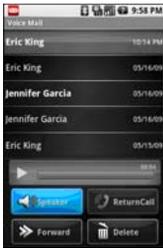
- Scroll the list.
- Tap a letter in the top line to go to that letter in the directory, and then scroll.
- Open the phone to landscape mode and search for a name or number: Enter characters in the search box (<space> is not an acceptable character), or enter digits.

Call from the Directory

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



Voice Mail screen



- **Bold** white font = new voice mail.
- Normal white font = heard voice mail
- Bold red font = new urgent voice mail.

Voice Mail control buttons – Select **Menu** to display or hide the voice mail control buttons.

Return a call from voice mail – Select the voice mail and tap **Return Call**.

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

Play a voice mail – Select a voice mail, and tap the **Play** arrow

Delete a voice mail – Select a voice mail > tap **Delete** button > confirm deletion.

Speaker – Tap the **Speaker** button to turn the speaker on or off. (It's a toggle.)



Call Log Screen



- 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 – Tap the call entry. An extension call is made immediately via the server. For outside calls, tap **Call Via Server** or **Call Direct**.

Delete Call Log records – Select a record > tap the **Menu** button > tap **Delete Entry**. To delete the entire call log, tap **Menu** > tap **Delete Log**.



Favorites Screen



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

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

Call a contact from Favorites – Tap a contact > tap **Call Via Server** or **Call Directly**.

Delete a Favorite – Tap and hold the entry, and then tap **Delete**.

Other

Activity status, setting – From MaxMobile main screen, open the menu and tap **Ext Setting** > **Activity**. Then, set **Activity** > **Save**.

Call handling settings, changing – From MaxMobile main screen > **Menu** > **Ext Setting**.

Landscape Mode – In MaxMobile, landscape mode is available in the Directory, Login Setting and Ext Setting screens.

Log out – Open the menu and tap **Logout**. (If in "offline" state, **Menu** > **Logout** > **OK**.)

New version of MaxMobile, automatic download – If your company gets a new version of MaxMobile, it is downloaded automatically into the Altigen folder in the microSD memory card of your Android phone. A "downloading" notification is shown. After downloading is completed, tap the download notification entry to perform installation.

Offline – If the MaxMobile Communicator phone loses connection with MAXCS, MaxMobile changes to offline state and will show (**Offline**) in every title bar. MaxMobile call handling functions are not available in this state. 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 for this appear on the screen.