



MaxMobile Communicator™ User Guide For Android Phones

MAX Communication Server
Release 8.5

November 2016

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Overview and Installation

AltiGen’s MaxMobile Communicator (MaxMobile) application, installed on a phone running Google’s Android operating system, makes the phone a fully capable office phone extension and serves as a “desktop” call control client, allowing you to access, configure, and perform most of your company’s PBX functions directly from the graphical user interface in MaxMobile. This includes call handling, call forwarding, extension monitoring, conferencing, conversation recording, directory and contact lookup and dial, and contact editing.

MaxMobile runs on any supported mobile phone device that is using the Android operating system. When you log in, it connects your Android phone to your company’s MAX Communication Server (MAXCS) as a native extension of the system.

If you have a desktop phone in the office, then when you’re logged out of MaxMobile, the calls made to the extension are routed to your desktop phone. As soon as you log in to MaxMobile, the calls are routed to your Android phone.

MaxMobile and the MAXCS System

The following diagram shows the path of calls into and out of a MAXCS system.

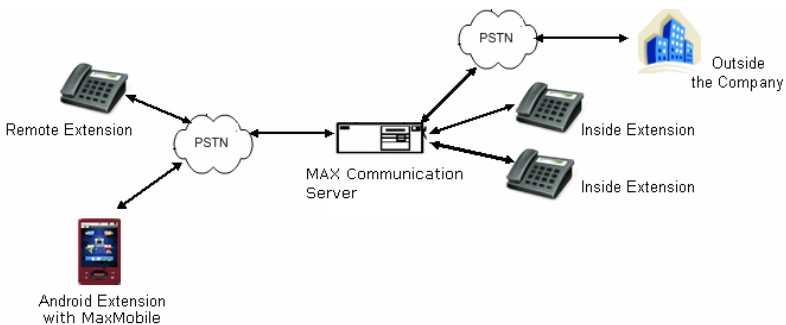


Figure 1. The paths of MaxMobile calls

Like a remote extension, the phone running MaxMobile serves as an office extension, making and receiving calls through the PSTN (public switched telephone network) to and from your company's MAXCS system. You can call company extensions (both inside and remote extensions) just by dialing the extension number. Your calls to destinations outside the company can go through the MAXCS system, as illustrated in Figure 1, if you so choose.

Requirements

You should be familiar with the keys on your phone, the status bar icons, and general phone navigation and use. See the *Getting Started* booklet that came with your phone.

Your environment must meet the following requirements.

- Android phones running OS 4.4, 5.0, 5.1.1, or 6.0
- MAX Communication Server (MAXCS) Release 8.5.
- MAXCS must be configured to enable mobile extension features.
- Your system administrator must have assigned a MaxMobile license to your extension.
- Your system administrator must enable the **Early Media** option for the SIP trunk that is being used as the MaxMobile trunk.

Downloading and Installing MaxMobile

To download and install MaxMobile,

1. Enable Wi-Fi setting on the phone:

Go to your phone's **Settings** screen. Enable Wi-Fi settings and set up and connect to your Wi-Fi network.

Note: MaxMobile supports only 3G and 2G networks.

On T-Mobile phones, 3G or Wi-Fi is required for access to the MaxMobile call handling buttons.

On the Droid phone, Wi-Fi is required for access to the MaxMobile call handling buttons.

2. MaxMobile is not in your Android phone's Market list. You must download it using your phone's browser.

Before downloading MaxMobile, go to your phone's **Settings > Applications** screen and check **Unknown Sources**.

3. Open your phone's browser and go to **http://m.altigen.com/Android**. You'll see this screen, with a link to the latest version:

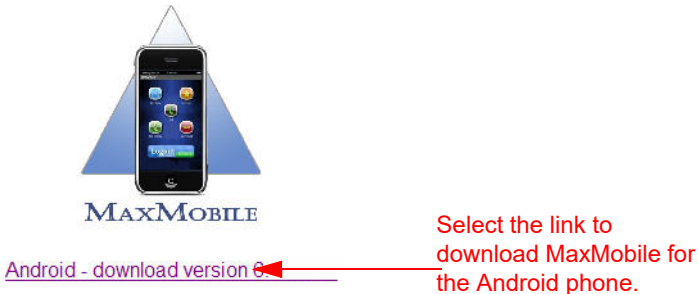
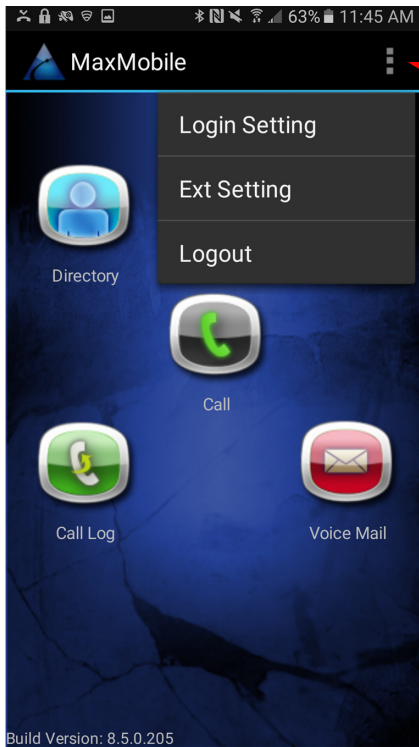


Figure 2. MaxMobile download page at <http://m.altigen.com/Android>

4. Select the link **Android - download version x.x.x**.
5. Click **Save** to download the MaxMobile .apk file.
6. When downloading is complete, tap the MaxMobile entry in **Download History**. If a prior version is installed, a "Replace application" prompt is displayed. Select **OK**.
7. Tap the **Install** button to install MaxMobile.
8. When MaxMobile is installed, tap the **Open** button to launch it. The MaxMobile Login screen appears, as shown in the following figure.



In MaxMobile 8.5, the menu is accessed by tapping the 3-dot button in the top right corner.

Figure 3. MaxMobile Login screen

Configuring MaxMobile Communicator

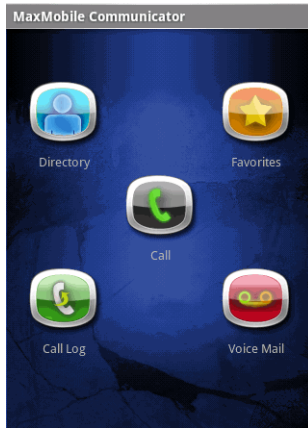
To configure MaxMobile,

1. To open the menu, tap the button in the upper right corner.
2. From the menu, tap **Login Setting**.



| Login Settings | |
|-----------------------------|--------------|
| Extension: | 290 |
| Password: | ***** |
| Server Address: | 209.220.14.8 |
| Alternative Server Address: | 10.10.0.8 |
| Mobile Phone: | 8313334444 |
| Mobile Trunk: | 15105803333 |

3. Configure the settings:
 - Extension Number
 - Password
 - Server Address: public MAXCS IP address (see your system administrator for this address)
 - Alternative Server Address: private MAXCS IP address (if applicable)
 - Mobile Phone: Your mobile phone's number (for example, 4085979000)
 - Mobile Trunk: The dialed digits to reach Mobile Trunks including the dialing prefix (for example, 15105551212).
4. Save the settings.
5. From the menu, tap **Login** to log into your company's MAXCS system. Five buttons appear: **Directory**, **Favorites**, **Call**, **Call Log** and **Voice Mail**:



You are ready to use MaxMobile Communicator!

What Happens During Login

At login, MaxMobile registers its extension as a mobile extension with your company's MAXCS system and downloads data from MAXCS.

When Data Connection Is Lost

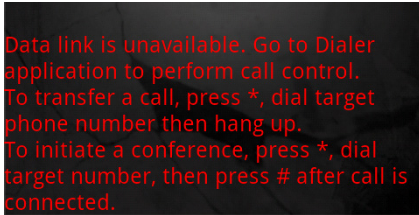
If the MaxMobile phone loses data connection with MAXCS, MaxMobile changes to offline mode and will show **(Offline)** in every title bar. MaxMobile call handling functions are not available in this state.

MaxMobile will try to reconnect to MAXCS when one of the following happens:

- A call comes in from the mobile trunk
- The MaxMobile screen is invoked

Note: If your phone runs on mobile networks that do not support concurrent voice and data, you can make the first call through MaxMobile. After the call is initiated, since data connection is now unavailable, call handling can only be performed through the system dialpad.

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 will appear on the screen, like this:



Data link is unavailable. Go to Dialer application to perform call control.
To transfer a call, press *, dial target phone number then hang up.
To initiate a conference, press *, dial target number, then press # after call is connected.

Logging Out

To log out from MAXCS, open the menu and tap **Logout**.

Your mobile phone will be disassociated with the PBX extension. If an IP phone was previously registered with this extension, the IP phone will now associate with this extension.

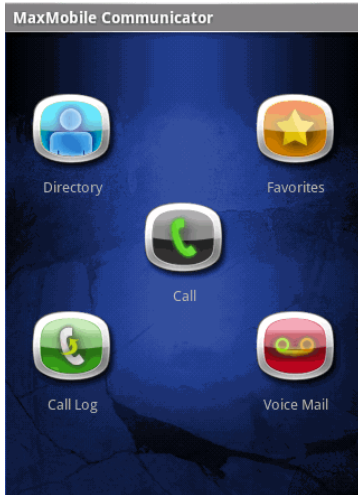
Launching MaxMobile

To launch MaxMobile when you are logged out, find the MaxMobile app icon and tap it.



Using MaxMobile Communicator

Once logged in to MaxMobile, you see the following screen:



Tap **Directory** for a list of company extensions and contacts entered in your mobile phone.

Tap **Favorites** for a list of personally chosen "favorite" extensions and contacts.

Tap **Call** to access PBX call handling features and make a call.

Tap **Call Log** to view the incoming and outgoing calls made via the server.

Tap **VoiceMail** to manage messages in the AltiGen Voicemail system.

Figure 4. MaxMobile Communicator main screen

Making a Call Using a Stored Number

Calls can be initiated from a number of screens: Tap **Favorites**, **Directory**, **Call Log**, or **VoiceMail**, then tap the entry you want to call. If the call is not to another extension user on your company's MAXCS system, you may choose between **Call Via Server** and **Call Direct** options.



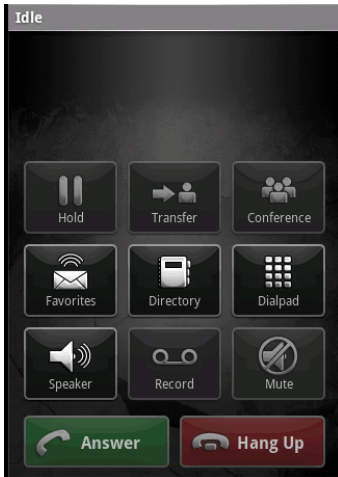
Use the **Call Via Server** option when you want to make a call either to an extension or to an outside number through the AltiGen MAXCS system.



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

Making a Call Using the Dial Pad

To make a call using the dial pad, tap the **Call** button. Follow the instructions beside the figure.



1. Tap Dialpad to dial the call.
2. From the dial pad, enter the number and then tap the Dial button.
3. If you dial an outside number, include the trunk access code.
4. Call handling buttons become available as appropriate

Figure 5. Using the dial pad

Call View

Call view displays the following:

- The call state (in the title bar). When you are offline, **Offline** is displayed.
- The extension number and the other party's name for an internal call
- The contact name for an external call.



Figure 6. The display when a phone is ringing



A green phone icon at the top-left corner means a call connection to the mobile network is present.

When multiple calls are being handled they are all displayed.

Tap a button to perform any available call handling function: Hold, Transfer, and so on.

Tap the Hang Up button to terminate the current call while maintaining call connection to the

mobile network and leaving the extension in offhook state. The next call can be made immediately, without having to re-establish a call connection to your company's MAXCS.

Figure 7. Call view showing call handling buttons

Using the Directory

The directory shows a list of either the extensions on your company's MAXCS system or the contact list on your mobile phone's system or both, as you choose.

Each entry has two rows: the first row displays the user name, and the second row displays the phone number and activity status. Only extensions display activity status and only if the person is unavailable. Activity status is updated in real time.



Tap the Menu button to choose what to show:

- All
- Extensions
- Contacts

Tap a letter in the top line to go to that letter in the directory.

Scroll the list using your finger or the track ball.

Figure 8. Using the directory

A Search box is available if you have a phone in landscape mode:

- Enter characters in the search box, and only those whose first or last name begins with the input characters are shown.
- Enter digits in the search box, and only the extension numbers that match the input digits are shown.

Tap an extension entry in the directory, and an extension view will show. You can call the extension via your company's MAXCS server or you can add the extension to your favorites.

Tap a contact entry in the directory, and the contact view will show. You can call the selected number via your company's MAXCS server or call directly. You can also add the contact to your favorites.

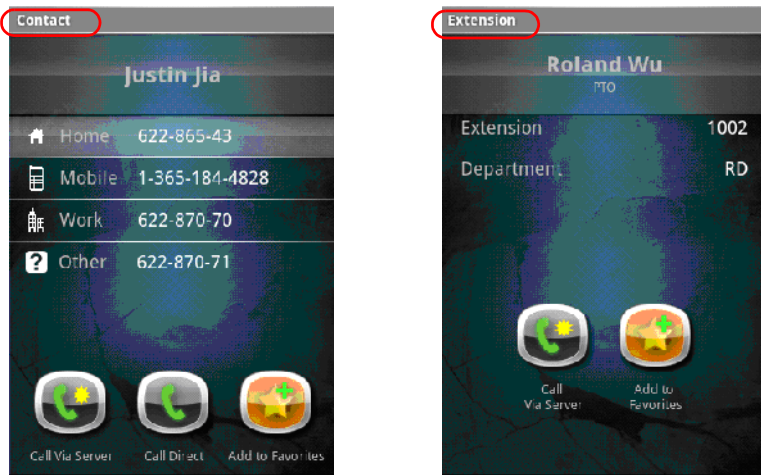


Figure 9. Contact view and Extension view

The **Add to Favorites** button is available when the entry is not already in your favorites.

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.

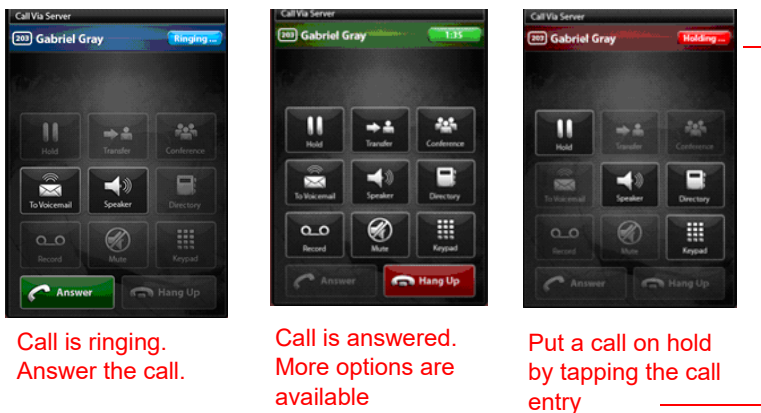


Figure 10. Answering a call and putting it on hold

- Call duration is displayed.
- Hold/retrieve a call by tapping the call entry or by tapping the **Hold** button.

Transferring a Call

To transfer a call you're connected to, tap the **Transfer** button, then dial the target number from the keypad or select from other screens. In Figure 11, the first party is on Hold Pending (awaiting transfer), and the second party has answered (the call is active, shown in green).

Either announce the transfer to the active call, or just hang up. The call is transferred. To cancel the transfer instead, tap **Cancel** at any time.



Roland is on hold, awaiting transfer to Leira, who has just answered. When the person doing the transfer hangs up, Roland and Leira will be connected.

Figure 11. Transferring a call

Conferencing a Call

Call the first party. When you're connected with the person, tap the **Conference** button. Call the second party. When that person answers, the three parties are connected in conference. The calls are displayed in green. To add another person to the conference, tap the **Conference** button again. To cancel adding someone to a conference, tap **Cancel** at any time.



Roland and Leira are on hold for a pending conference, while Justin dials a fourth party. When the fourth party answers, all three calls will be displayed in green.

Figure 12. Conferencing a call

Note: You can conference only outgoing calls. You can't conference an incoming call.

Recording and Listening to Playback

To record a call, tap the **Record** button while connected to a call. Recordings are saved to your extension's voice mail or, if the call is going through MAXCS, to a centralized directory on the server, if preconfigured. Listen to your locally saved recordings through the voice mail screen.

Handling Voice Mail

The Voicemail view shows voice mail left in the Altigen Voice Mail System. MaxMobile Communicator downloads the voice mail list from your company's MAXCS system. A voice mail entry is shown in this view after its voice file is downloaded. If new voice mail is generated in the Altigen Voice Mail System after MaxMobile Communicator connects, that voice mail will download to your phone.

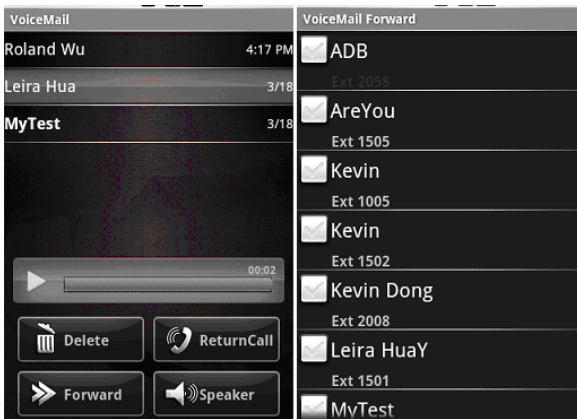


Figure 13. Voicemail view and Voicemail Forward selection

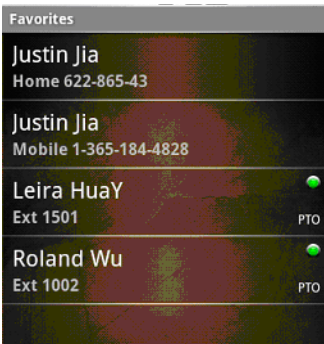
- New voice mail is shown in grey bold font.
- New urgent voice mail is shown in bold red font.
- Heard and saved voice mail is shown in grey normal font.
- Tap **Delete** to delete a selected voice mail both locally and in the Altigen Voice Mail System.
- Tap **ReturnCall** to return a call to the caller who left the selected voice mail.

- Tap **Speaker** to play the voice mail through the speaker. Tap again to listen to voice mail through the earpiece.
- Tap **Forward** to forward a voice mail. A list of physical and virtual extensions is displayed (it excludes workgroups and application extensions). Tap the destination extension to forward the voice mail.

Favorites View

You can add both extensions and contacts to your favorites list.

- Extension activity status and line state are updated for favorite extensions.
- Green light means an extension is in Idle state.
- Red light means an extension is busy.



Tap a contact, and the view opens for that contact, giving you the option to call via the server or call directly.

Tap an extension, and the call is made via the server.

To delete a favorite, tap and hold the entry and then tap **Delete**.

Figure 14. Favorites view

Using the Call Log

The call log is recorded on your company's MAXCS system.

- An incoming call is shown with a right arrow.
- An out going call is shown with a left arrow.

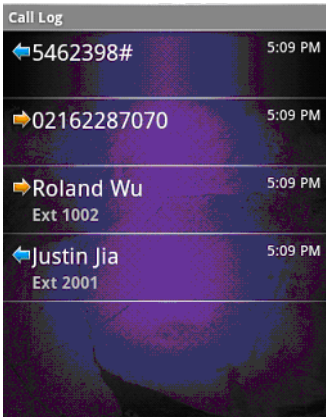


Figure 15. The Call Log

Tap the call entry to make a call to that number. If it's an extension, the call is made immediately via the server. If it's a contact, you'll have two options: call via the server or call direct.

Up to 100 call records are saved.

To clear the call log, tap the Menu button and choose **Delete Log**.

Changing Your Extension Settings

You can change the call handling configuration of your mobile extension. On the main screen, tap the Menu button and tap **Ext Setting**.

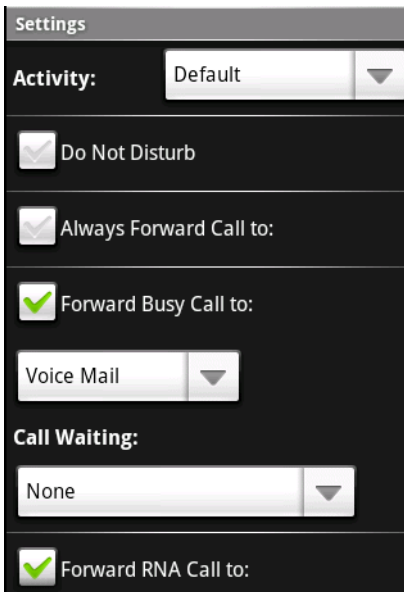


Figure 16. The Settings screen

Here you can set your activity status and the way you want calls handled.

When you select a Down arrow, a list pops up. Select an option from the list, and the list closes.

When finished configuring your extension, tap Save (or Discard Changes) at the bottom of the screen.

To leave the Settings screen, use the Back button.

| Option | Description |
|------------------------------|--|
| Activity | <p>Specify your activity status. Other extension users can see your status, and when your phone is unanswered callers hear the specific greeting you have recorded for that status, if any.</p> <p>Default–The system greeting is used.</p> <p>Personal–Your personal greeting is used.</p> <p>Meeting–You’re in a meeting.</p> <p>Away–You’re away from your phone for some other reason.</p> <p>Travel–You’re traveling on business.</p> <p>PTO–You’re on vacation (paid time off).</p> <p>Additional options may be available if your system administrator has configured them.</p> |
| Do Not Disturb | <p>Sends all calls to the destination specified in the Forward Busy Calls to option, without ringing your phone.</p> |
| Forward All Calls to | <p>Forwards all calls to a destination you specify from the drop-down list that appears when you select this option: voice mail, an extension, an AA (auto attendant), a line park, an outside number, or an operator. After you specify one of these options, another drop-down list becomes available so you can specify which extension, AA, and so on.</p> |
| Forward Busy Calls to | <p>Forwards incoming calls when your phone is busy or when you’ve checked Do Not Disturb. Select this option and then select from voice mail, an extension, an AA (auto attendant), a line park, or queue. After you select one of these options, another drop-down list becomes available so you can specify which extension, AA, and so on.</p> <p>The option to place a call in queue requires that you first select Multiple call waiting from the Call Waiting options.</p> |

| Option | Description |
|-----------------------------|--|
| Call Waiting | <p>Single call waiting—sets up single call waiting. This feature gives an alert tone (audio beep) to indicate that a call is waiting.</p> <p>Multiple call waiting—enables a “personal queue” of multiple calls waiting. This allows the user to transfer or park the current call before picking up the next call in queue.</p> <p>Advanced call waiting—This feature allows callers to stay in the personal queue while the extension user is checking voice mail or operating other features. The caller will hear a ring back tone while in queue. The call will be shown as "ringing" on the MaxMobile screen.</p> |
| Forward RNA Calls to | <p>Forwards your unanswered calls to a destination you specify. When you select this option, a drop-down list becomes available. Select Voice Mail, Extension, AA (auto attendant), or Line Park. (The number of times your phone rings before it is considered unanswered is set either by you in your MaxCommunicator or MaxAgent desktop software, if you have it, or by the system administrator.)</p> |
| Default Trunk Code | <p>Select the default trunk access code for your company’s MAXCS system (usually 9). Your system administrator has this information.</p> |

Operational Notes

When an agent dials a number that is configured for ONA, the agent must press the pound symbol (#) on the phone instead of the pound symbol in MaxMobile in order for the call to go through.

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