



MaxMobile Communicator

Quick Reference - for the iPhone

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

Requirements

- Apple iPhone running iOS version 12.
- A 3G or Wi-Fi connection is needed for access to the call handling buttons in the MaxMobile call screen.
- Your system administrator must have properly configured your extension.

Setting up MaxMobile Communicator

Turn on Wi-Fi setting on the iPhone: Home > Settings > Wi-Fi > ON, and choose a network.

Enable “Show My Caller ID”: Home > Settings > Phone. Set **Show My Caller ID** to ON, so that your company phone system recognizes your iPhone.

Download and install MaxMobile: Home > App Store button > Search > search for **MaxMobile** > select **AltiGen MaxMobile**. Press **FREE** > press **INSTALL**.

Configure Connection Settings:

1. From the MaxMobile Login screen, tap the **Settings** button. Then enter:
 - Your extension number and password.
 - Server Address—The public MAXCS IP address or DNS (see your system administrator for this)
 - Alternative Server Address—The private MAXCS IP address or DNS (if applicable - see your system administrator)
 - Mobile Phone—Your iPhone's number (for example, 4085373927)
 - Mobile Trunk—The dialed digits needed to reach Mobile Trunks including the dialing prefix (for example, 14085979000).
2. **Save** settings.

Log in – Tap **Login**. 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 the call to an outside number through the AltiGen 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, **Call Via Server** is the only button available.

Answering a call

When a call comes in, if the phone is in Offhook state, tap the MaxMobile **Answer** button to answer it. If it is *not* in Offhook state, answer the call as you would answer any call.



Call Screen



- **Hold** button is a toggle for hold / unhold.
- **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.

Record button – Tap to record a connected call.

Listen to a recorded call – If your system admin has configured your recordings to be saved to your voice mail, use the Voice Mail screen. (Your system admin may have configured recordings to be saved on the MAXCS server, rather than to your voice mail.)

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 Communicator 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.

Put a call on speaker – Use the iPhone call controls to put a call on speaker. (You cannot put a call on speaker in the MaxMobile call-handling screen.)



Directory Screen



From the bar at the bottom of the screen, choose to display all names, extensions only, or contacts only.

Find a name

- Scroll the list.
- Tap a letter along the side to go to that letter in the directory, and then scroll.
- Tap the **Search** box to search by name. A keypad appears, where you can enter alpha characters. To enter digits, etc., tap the **?123** button. To dismiss keypad, tap screen outside of keypad.

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.

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 extensions > **OK**.

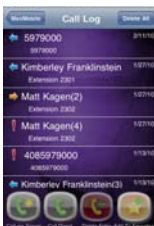
Play a voice mail – Select a voice mail, and tap the **Play** arrow .




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

Speaker – Tap the **Speaker** button to turn the voice mail speaker on or off. (It's a toggle.) The **Speaker** button is for voice mail only.



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. Then tap **Call Via Server** or **Call Direct**. For an extension, you may call via server only.

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

Make a call from Favorites – Tap an entry, then tap **Call Via Server** or **Call Direct**. An extension may be called only via server.

Delete a Favorite – Select the entry then tap the **Delete** button.

Other

Activity status, setting – MaxMobile home screen > **Settings** > **Extension Settings** > **Activity** > set **Activity** > **Save**.

Call handling settings, changing – MaxMobile home screen > **Settings** > **Extension Settings** > set options (forwarding, DND, call waiting, etc.).

Log out – MaxMobile home screen > **Logout**.

MaxMobile keeps quitting – This is due to a characteristic of the iPhone. To get back to MaxMobile, press the iPhone **Home** key, then tap the **MaxMobile** icon. (For more information, see "What You Need to Know Before You Start" on page 7 of the User Guide.)

New version of MaxMobile – If a new version of MaxMobile becomes available, go to **App Store** > **Updates** to install it.

Offline – If the MaxMobile phone loses connection with MAXCS, MaxMobile title bars turn to red and the word (**Offline**) is shown in the call view. MaxMobile call handling functions are not available in this state.

Speaker, turning on/off – To put a call on speaker, use the iPhone call options screen.

Touch to return to call – Touching this bar takes you to the iPhone call options screen.

Voice Mail Destination – If you tap **Decline** in the iPhone Answer/Decline screen, any voice mail left goes into the iPhone's voice mail. If you don't tap **Decline** and don't answer the call, voice mail will go into the MaxMobile voice mail.