



# Utility Telecom

## MaX UC Mobile Guide

This guide is intended to help you understand how to set up MaX UC Mobile for your smartphone. If you have any questions, call us at 877-965-7800 or email [service@uyt.co](mailto:service@uyt.co).



**Utility Telecom**

*Digital Business Communications*

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# Setting up MaX UC Mobile

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Your Utility Telecom Group phone service can be used 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 will help you to do that.

## Ensure Your Device is Compatible

MaX UC Mobile works on:

- iPhone - 5s (64-bit processor) or newer running iOS 11 or above. Fully compatible with iOS13. Integration with CallKit and Bluetooth headsets supported.
- iPad Pro, iPad Air, iPad Mini
- Android OS - 6.0 and above
- Video calling only works on devices that have a front-facing camera.

## Find Your Password

You will need your Utility Telecom Group CommPortal phone number and password to start using MaX UC Mobile.

If you don't have this information, call us at 877.965.7800.

## Download and Install the App



Search for MaX UC Mobile in Google Play or iTunes and touch **Install** to download the app to your device. Check the Terms & Conditions and touch **Accept & Continue**.

Tap **Open** on the app and select Utility Telephone as your Carrier. Enter your Utility Telecom Group CommPortal Phone Number and Password and tap **Log in**.

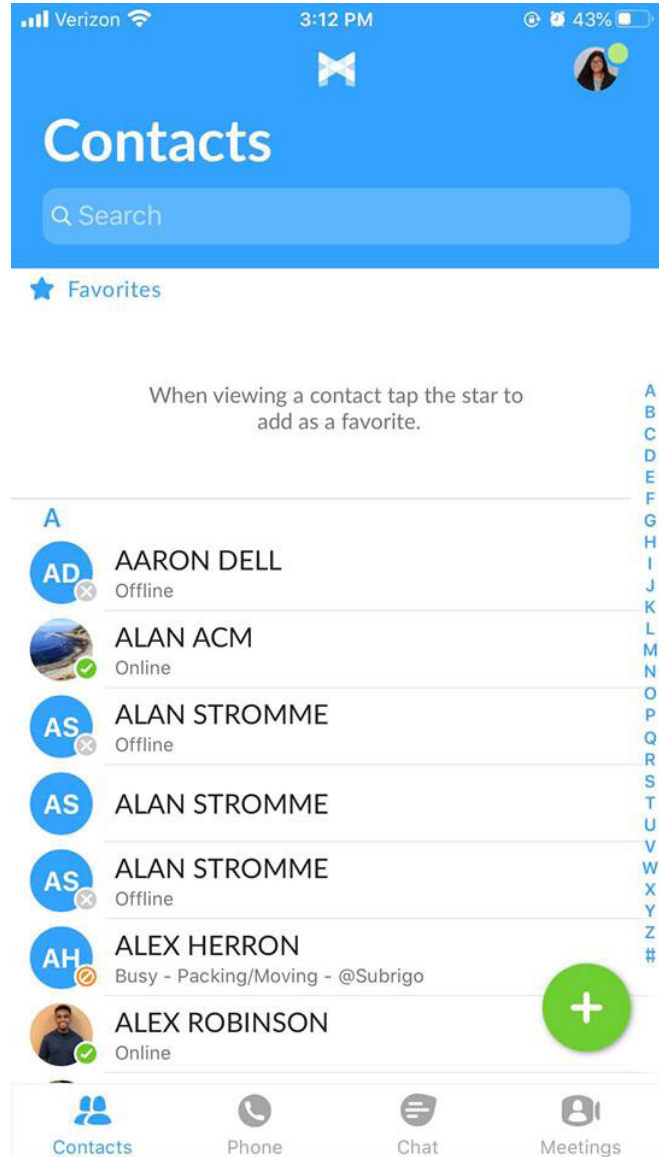
If you want to have the ability to switch calls to your own cellular network (for example, if you move to an area with poor Wi-Fi connection during a call made on MaX UC Mobile) enter your own mobile phone number and tap **Continue**.

## Exploring 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.

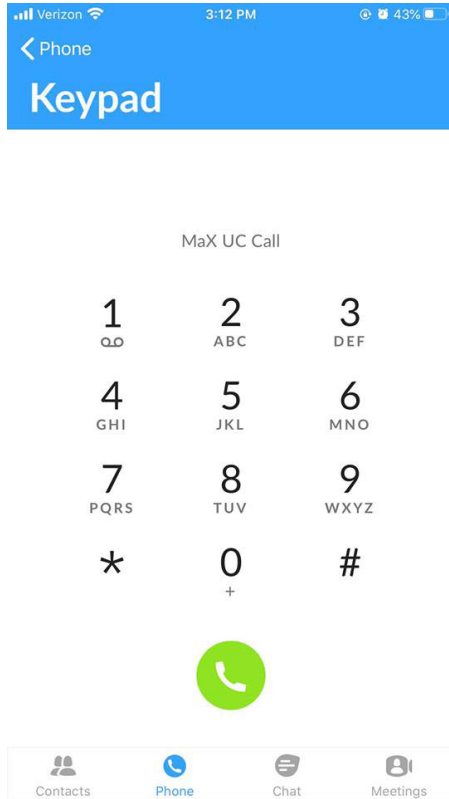
You can also use MaX UC Mobile to send messages to other people in your corporate directory who are using MaX UC (on any device).

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



# Making and Receiving Calls

## Making Calls



To make a call, select the **Dialer** tab and enter the number you are calling into the MaX UC Mobile dialer, or simply tap on the contact and touch the number you would like to use to call the contact.

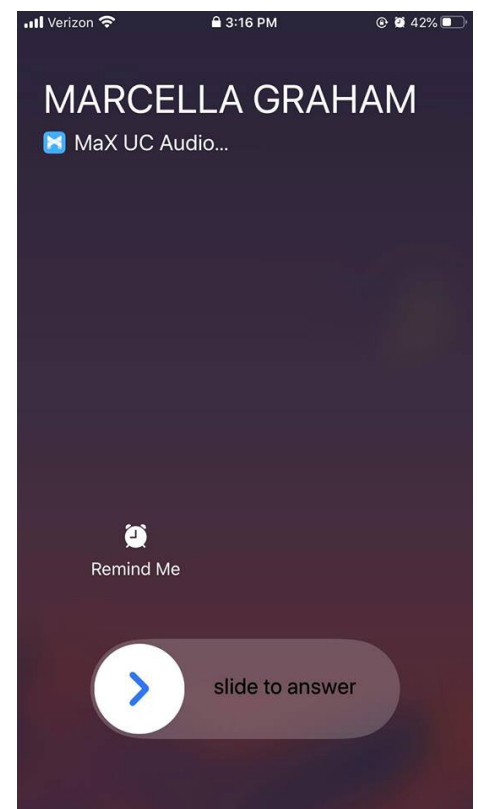
If the person you are calling has caller ID, they will see your individual Utility Telecom Group phone number.

## Receiving Calls

When someone calls your Utility Telecom Group number, the MaX UC Mobile app offers a “Slide to Answer” option.

Depending on the other services you have from Utility Telecom Group 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.

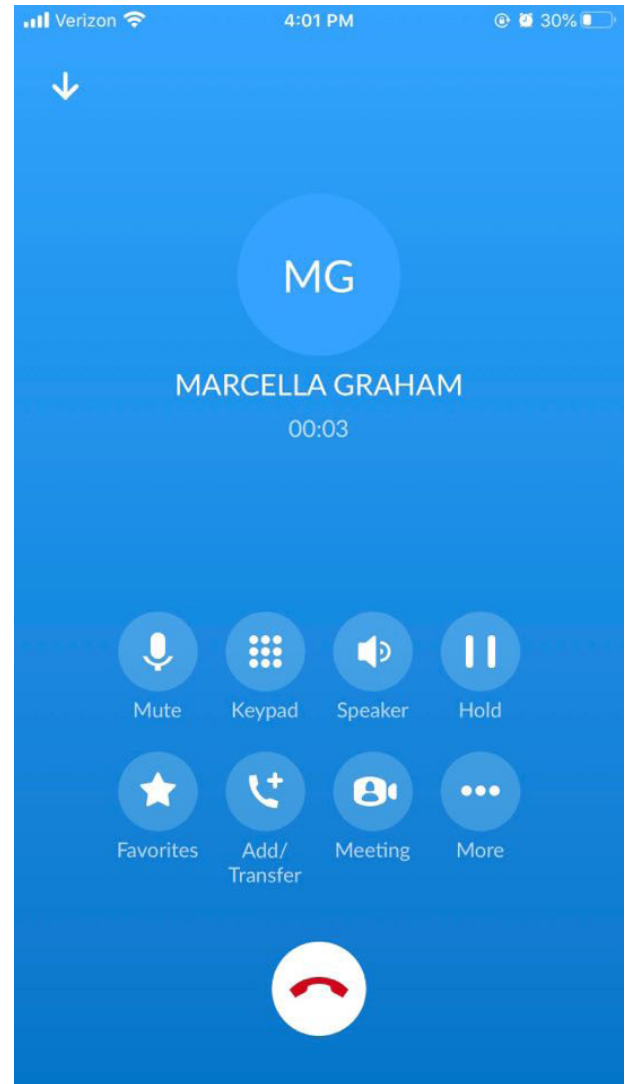


## During the Call

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While a call is in progress you can use the call window to:

- Mute your microphone
- Access the keypad
- Switch to speakerphone
- Hold the call
- Add caller to your favorites
- Add another person to the call or transfer the call
- Switch to MaX UC Meeting (availability depends on your subscription)



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.

## **Video Calling**

If the person you are talking to is also using MaX UC Mobile and your phone has a front-facing camera, you can add video to your call any time. Click on the Video icon to send your video. The other person will receive a prompt inviting them to switch on their video too. Click on the Video icon at any time to turn off your video feed.

## **Switch the Call to Another Device**

If the call has poor audio due to an unreliable Wi-Fi or mobile data service connection, you can touch the Switch icon and select This device (cellular) to move the call to your regular cell phone. Remember that the call will now start to use your mobile minutes.

Alternatively, you can choose to push the call to another of your devices running MaX UC, such as your desktop or your iPad. Touch the Switch icon and select Another device to push the call to whichever device is most convenient.

## **Call Pull**

You can also pull calls from your other devices onto your mobile. If a call exists that can be pulled, the MaX UC Mobile menu displays a Call Available to Pull option. Tap this option and follow the on-screen prompts to pull the call from your other device onto your mobile.

## **Transfer the Call to Someone Else**

Use the Call Transfer icon to send any call to another number. A menu will pop-up allowing you to select a contact, or you can type in a completely new number to transfer the call to. You can also transfer the call to another of your devices that has MaX UC installed, without having to hang up!

## **Call History**

See your full call history by selecting the Call History tab.

## Instant Messaging

Tap the **Chat** tab to use Instant Messaging. Enter your Chat Address and Password and tap **Sign in**. You can then select a contact to send an Instant Message to.

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.

## Voicemail

If you have a voice or video message, the Messages tab indicates the number of messages received. Select the Messages tab and tap on a message to listen to it.

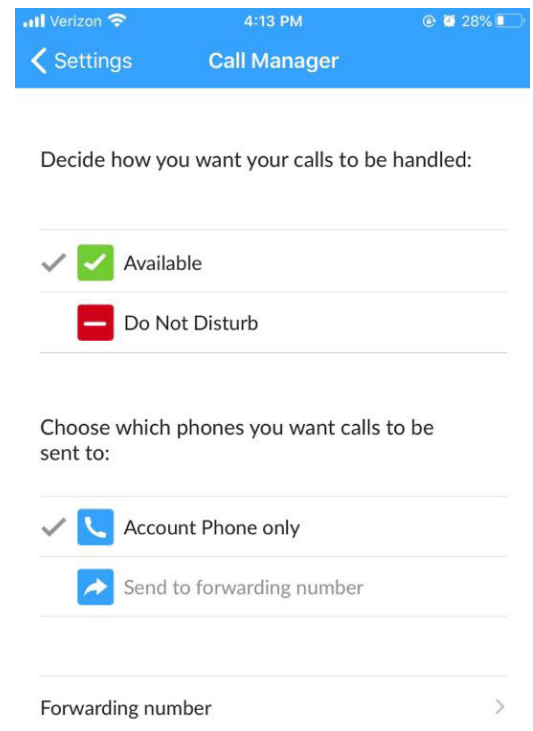
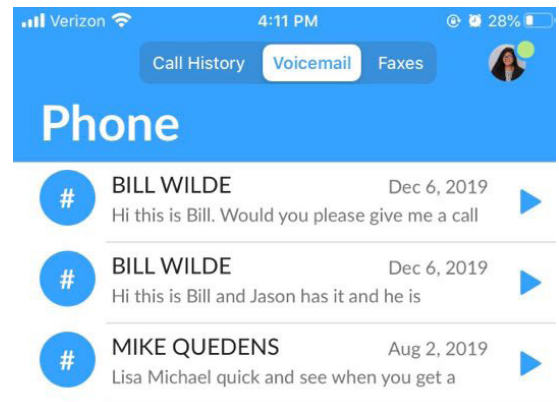
## Call Manager

You can tell MaX UC Mobile how to handle your incoming calls. Tap the **Call Manager** tab 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 devices.





## Your Contacts List

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 directly into MaX UC Mobile.
- Contacts stored on your mobile device.
- Contacts in CommPortal contacts.
- Contacts in your corporate directory.

## Settings

Use the **Settings** tab to manage your Call, Chat, Contact, and Messaging settings, and to access additional setup options. You can also send error reports from the **Settings** tab.

## Presence

Whenever one of your contacts is signed in to their Chat account, MaX UC Mobile displays their presence information on the **Messages**, **Call History**, and **Chat** tabs.

## Emergency Calls

MaX UC Mobile lets you make calls from anywhere on the most convenient device. If you place a 911 call from MaX UC Mobile, the 911 operator may not be able to identify where you are calling from.

## We're Here To Help

If you don't find what you need, please contact our friendly Customer Care staff. They are ready to assist you, 24/7. For any network or technical issues with your service, please contact us at 877.965.7800 or [info@uyt.co](mailto:info@uyt.co)

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