MaX UC Mobile

FARMERS MUTUAL TELEPHONE CO.

QUICK START GUIDE

You can use your FMTC phone service 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 helps you to do that.

ENSURE YOUR DEVICE IS COMPATIBLE

MaX UC Mobile works on:

- Android phones and tablets using version 6.0 or later.
- iOS devices running iOS 12.0 or later.

Video calling only works on devices that have a front-facing camera.

FIND YOUR PASSWORD

You will need your FMTC HPBX phone number (or email address, if you have this set up) and password to start at using Max UC Mobile. If you don't have this information call us at 208-452-2000. You are prompted to change the password as part of completing the login process.

DOWNLOAD AND INSTALL THE APP

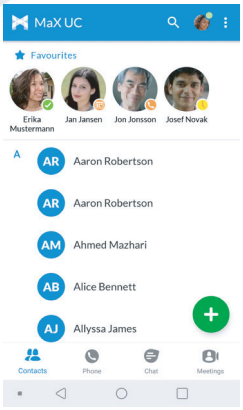
Use the URL or QR code provided by FMTC to find the MaX UC Mobile app in the App Store or Google Play. Tap **Install** to download the app to your device. Check the Terms & Conditions and tap **Accept & Continue**.

Tap **Open** on the app (if prompted, select Farmers Mutual Telephone Company as your Carrier). Then if it is not already present, enter your FMTC HPBX Phone Number (or Email Address if you have set this up) and Password. Tap **Log in**. If you are having trouble logging in tap the eye symbol to show your password and check that there are no errors.

You may need to periodically update your password (a prompt appears on screen). Until you update the password, you can only receive calls and meeting invitations. Failure to update the password within the allotted time results in you being locked out of your account.

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



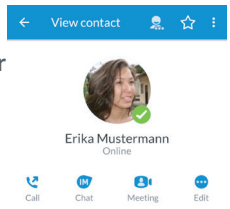
MaX UC Mobile is like having your desk phone on your mobile. You can make and receive calls, hold calls, transfer calls, and make three-way calls. You can even push and pull calls from your phone to other twinned devices, mid-call.

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.

You can access the MaX UC Mobile features using the **Contacts**, **Phone** and **Chat** tabs at the bottom of the screen.

CONTACTS TAB



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

The contact's status appears in a speech bubble next to their profile picture.

Tap on a contact to access **Call** and **Chat** options. Tap on the **Plus** icon + to add new contacts.

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PHONE TAB

Tap on the **Phone** tab to make a call, view your **Call History** and listen to **Voicemail.**

To make a call, tap on a contact and select the number to call or tap on the **Dialer** icon and enter the number.

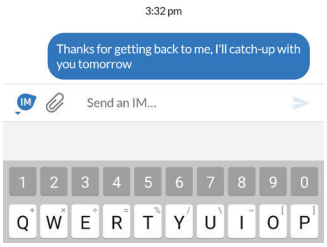
If the person you are calling has caller ID, they will see your individual FMTC phone number.

The **Voicemail** tab indicates the number of messages received.

- Tap on the Play icon to listen to a voicemail.
- Tap and hold a voicemail entry to see Call, Chat, and More options.
- Tap More to access View contact, Mark as Unheard, Delete Message, **Forward as Email**, and **Forward as Voicemail.**

If you have a fax message, the **Faxes** tab appears and you can tap on it to see the fax.

CHAT TAB



Tap the **Chat** tab to use Instant Messaging. Enter your Chat Address and Password and tap **Sign in.**

Tap on a contact to continue a previous conversation or click on the **New message** icon and choose a contact to message.

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. Your Instant Messages automatically sync to all your MaX UC client devices.

RECEIVING CALLS

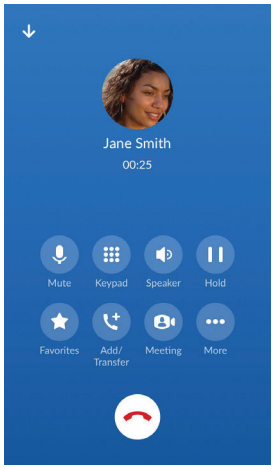
When someone calls your FMTC number, MaX UC Mobile offers the choice to accept or reject the call.

Depending on the other services you have from FMTC 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.

Note that if the call was transferred to you by another contact or a Multi Line Hunt Group (MLHG), the call displays the name (or number, if a name has not been set) of the contact or MLHG that directed the call to you.

DURING THE CALL

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



- **Mute** your microphone.
- Access the **Keypad.**
- Turn on the **Speaker.**
- Put the call on **Hold.**
- Invite a **Favourites** contact to join the call.
- **Add/Transfer** - make a second call and add the contact into a 3-way call or transfer the call.
- Access **More** options (send video or switch the call to another device).

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.

TRANSFER THE CALL

Tap **Add/Transfer** to send the call to another number. You can select a contact or type in a number to transfer the call to. You can also transfer the call to another one of your MaX UC client devices, without hanging up!

SWITCH THE CALL TO ANOTHER DEVICE

If the call has poor audio due to an unreliable Wi-Fi or mobile data service connection, tap **More** then **Switch** and select **This device (cellular)** to move the call to your regular cell phone. Remember the call will now use your mobile minutes.

Alternatively, you can push the call to another of your MaX UC client devices, such as your desktop or your iPad. Tap **More** and then **Switch** and select **Another device** to push the call to whichever device is most convenient.

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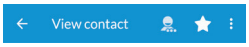
CALL PULL

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

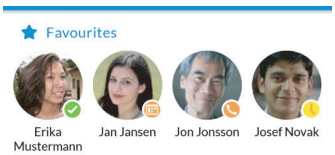
VIDEO CALLING

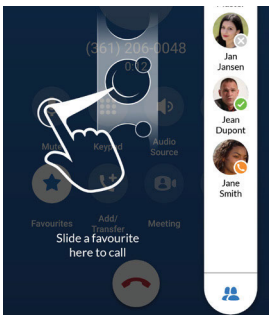
If the person you are talking to is also using MaX UC Mobile and your phone has a front-facing camera, you can add video to your call. Tap More then Video to send video. The other person receives a prompt inviting them to switch on their video. Tap on the **Video** icon at any time to turn off your video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

FAVOURITES



Tap the **Star** icon on a contact's directory entry to add the contact to **Favourites**. **Favourite** contacts appear in a banner at the top of the **Contacts** tab.





During a call, click on the **Favourites** icon to view your favourite contacts. Drag and drop a contact into the call window to setup a new call. When the contact answers, you can merge them into the initial call to create a 3-way call.

CALL NOTIFICATION

On Android devices, when you minimize the call window, the notification banner at the top of the screen shows the active call.

On iOS devices, the call notification banner displays at the bottom of the **Phone** tab.

PROFILE & SETTINGS

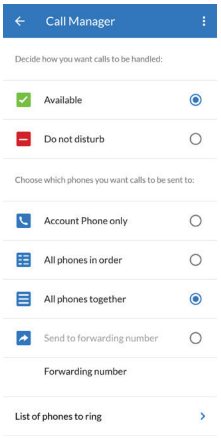
Tap on your avatar in the top right to see the **Profile & Settings** page. Here, you can access **Calls** (including Call manager and Call groups), **Contacts**, **Chat**, **Voicemail**, **Account**, and **Analytics** settings. You can also configure your profile, set your notification preferences, and report a problem on the **Profile & Settings** page.

PRESENCE

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

Available | Away | On the phone | Busy | In a meeting | Do not disturb | Offline

CALL MANAGER



You can tell MaX UC Mobile how to handle your incoming calls. Tap the **Call Manager** option in the Profile & Settings window 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 Client devices.

EMERGENCY CALLS

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

MORE QUESTIONS?

If you have any additional questions about MaX UC Mobile, call us at 208.452.2000