



MaX UC Mobile Application

For iOS

USER MANUAL



December 5, 2023

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WHAT IS MaX UC FOR MOBILE?

1

MaX UC was formerly named Accession Communicator. You may see Accession referenced in certain areas of the application. The functionality is the same.

MaX UC is a softphone for your iOS/Android device that enables you to:

- + Make and receive audio and video calls. (Video Calling is currently disabled while a bug fix is being worked on).
- + Send and receive chat messages
- + View presence information for your contacts
- + Manage your contacts, including integrating with Microsoft Outlook using the Subscriber CommPortal UI.
- + Access your voicemails with a single click
- + Schedule and create meetings (only available with a Premium Subscriber License)

DOWNLOAD MaX UC FOR MOBILE GETTING STARTED

To Download MaX UC to your mobile device, iPad or Tablet:

- + Use the App Store on your device and search for "MaX UC".
- + Select "Download".
- + When installation is complete, open the App. When prompted to allow MaX UC to make changes, select "allow".
- + Select "Log in Manually".
- + To choose your carrier, search for "Northland Communications - Business Unlimited".
- + When prompted, accept the MaX UC terms of use.
- + Enter your subscriber telephone number. Example: 3156242238.
- + Enter the EAS Password provided by your System Administrator.
- + Select to view the brief tutorial or Skip to continue to the app.



MaX UC for Mobile works on these mobile devices:

- + Android phones and tablets from 6 (Kitkat) onwards.
- + iOS versions from 11 onwards.

PASSWORD RESET

CommPortal Web

Please log in below.

Email / Number:

Password:

[Reset Password](#)

Remember me on this computer.

- + Contact your System Administrator or Northland Communications.

WHAT YOU SEE

Some settings vary between iOS and Android Apps.

iOS PROFILE AND SETTINGS



PROFILE AND SETTINGS

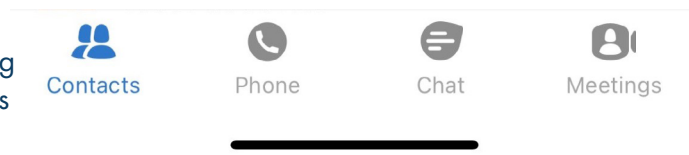
To access Profile and Settings on an iOS device, tap the Avatar.

NOTE: Some settings may vary between iOS and Android Apps.

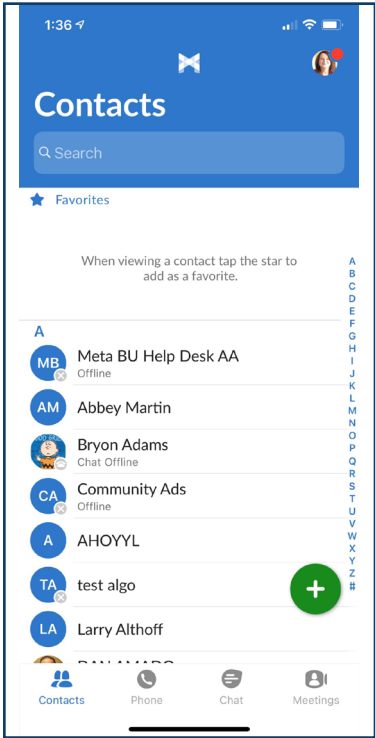
- + CALLS:
 - + CALL MANAGER: Click to toggle your presence between Available and Do Not Disturb.
 - + CALLING OPTIONS: Choose to use WiFi to make calls, as well as whether to add calls to your devices call history, display outbound caller ID and advance options which include using the device dialer to make calls and request callback.
 - + CALL GROUPS: Displays the groups you are a member of and gives the ability to log in and out.
 - + MEETINGS:
 - + MEETING RINGTONE: Select the meeting ringtone. (iOS only)
 - + ADVANCED SETTINGS: Redirects users to CommPortal Meeting Settings to view and change settings. (see MaX UC Meetings).
 - + CONTACTS
 - + DISPLAY: Choose to display all contacts or just contacts with associated telephone numbers.
 - + CONTACT SOURCE: Choose whether to display all contact, local only or network only.
 - + CHAT
 - + SELECT NOTIFICATION TONE: Choose the sound you hear when a new chat is received.
 - + BLOCK NEW EXTERNAL CHAT CONTACTS: Block external contacts from sending a new chat.
 - + CONFIRM LEAVE CONVERSATION: Receive a confirmation when leaving a conversation.
 - + CONFIRM DELETE CONVERSATION: Receive a confirmation when requesting to delete a conversation.
 - + VIDEO CALLS: Choose to send high resolution video. This is not recommended as on lower quality networks.
 - + ACCOUNT SETTINGS:
 - + PASSWORD: Change your current password. (See for xx Password Reset).
 - + ACCOUNT EMAIL: Enter or Edit your account email.
 - + CELL (MOBILE) NUMBER: Enter or Edit your mobile number.
 - + INTRODUCTORY TOUR: Follow a brief introductory tutorial of the application.
 - + TERMS AND PRIVACY: Read the App Terms of Use and App Privacy Statement.
 - + ABOUT: Displays the current version history and license information.
 - + REPORT A PROBLEM: At the request of a technician, you may be asked to send a report to help resolve an issue.
 - + LOG OUT: Log out of the application. Calls and chats will no longer be presented to the application.
- NOTE:** To log out of the app on an Android device, select the three dots to the right of the Avatar.

BOTTOM MENU

The bottom menu is where you find Contacts, Telephony features including the dialer and call logs, chat and MaX Meeting tools. The individual tabs may appear slightly different on the iOS vs. the Android.



CONTACTS TAB

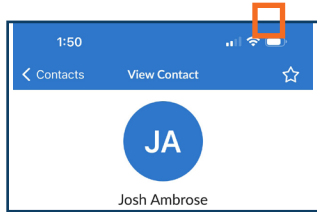


SEARCH: Click in the Search box and enter the first or last name of the contact you are searching for. It is not necessary to enter the entire name.

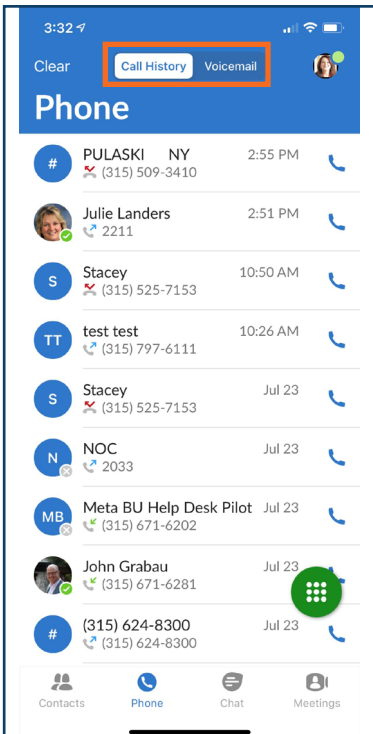
CONTACT DETAILS: Click on the Contact to view details, including phone numbers, Chat and SMS information, or edit the contact or invite the contact to a MaX Meeting.

ADD CONTACT: Click on  to add a new contact.

Favorites appear at the top. To add a contact to Favorites, open the contact card and tap the star.



PHONE TAB

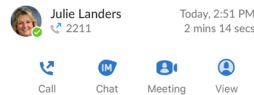



CALL HISTORY/VOICEMAIL: Select a tab at the top to view call history or voicemail messages.

CALL DETAILS: Click on the call to view details, including phone number, date, time and duration of call.

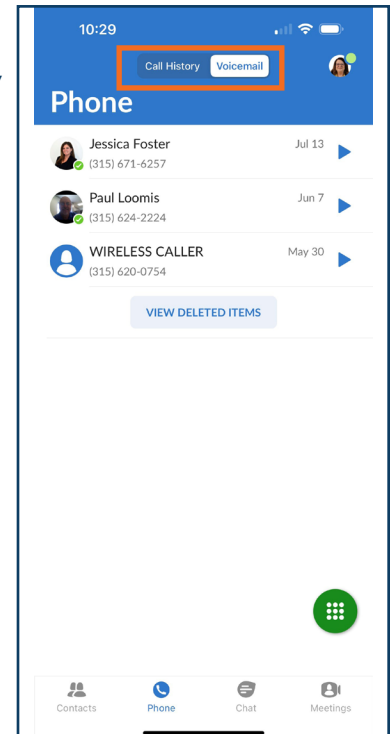
VOICEMAIL DETAILS: Click on the voicemail to view details including phone number, date and time and to listen to the voicemail message.

NOTE: In both the call and voicemail details, you will see options to call, chat and more.

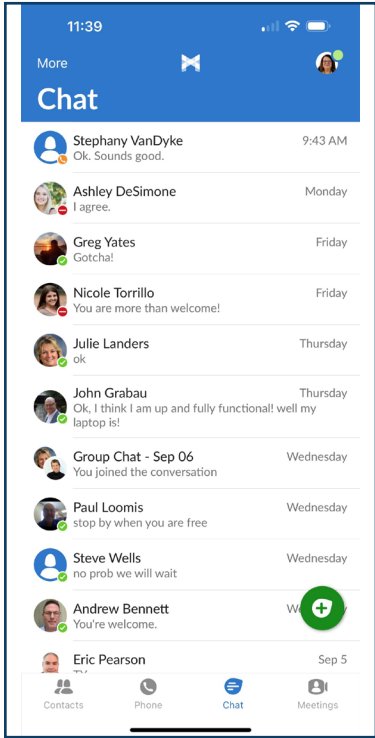


DIAL A NUMBER: Click on  to access the dialpad and place a call to a new number.

VOICEMAIL TAB



CHAT TAB



CHAT HISTORY: Click on a chat to view the chat history and reply. You will also be able to see whether it was sent as a chat or an SMS message.

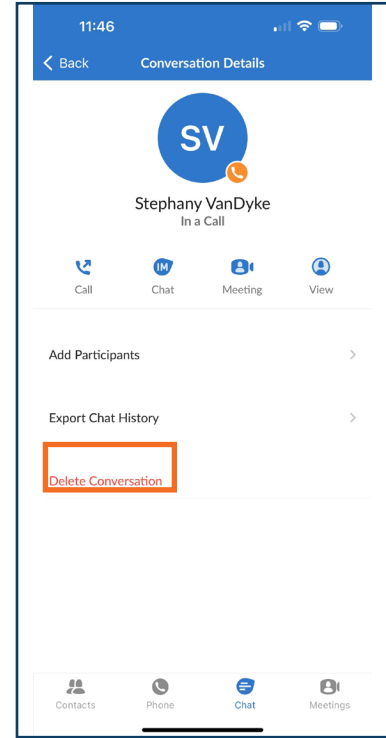
START A NEW CHAT or GROUP CHAT: Click on  to start a new chat or group chat.

DISABLE CHAT AND SMS: Select **More** at the top left and click **Disable Chat**.

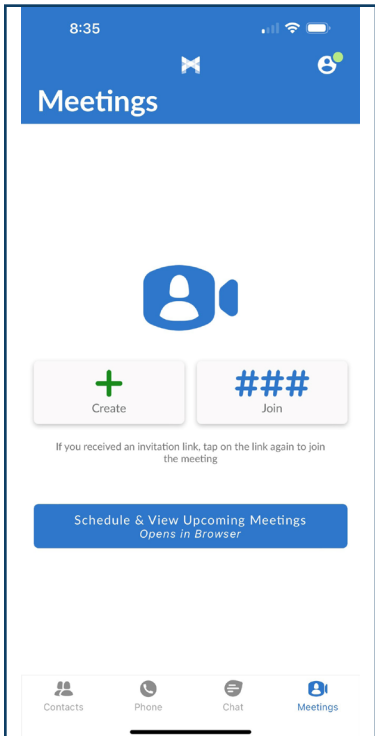
NOTE: This disables both the chat and SMS features.

DELETE CONVERSATION: Tap on contact chat to open the contact window. Tap the arrow next to their name at the top and select Delete Conversation. This feature is only available on the mobile apps.

CONTACT WINDOW



MEETINGS TAB



CREATE: Click to create an instant meeting and invite attendees from your contacts or by entering email addresses.

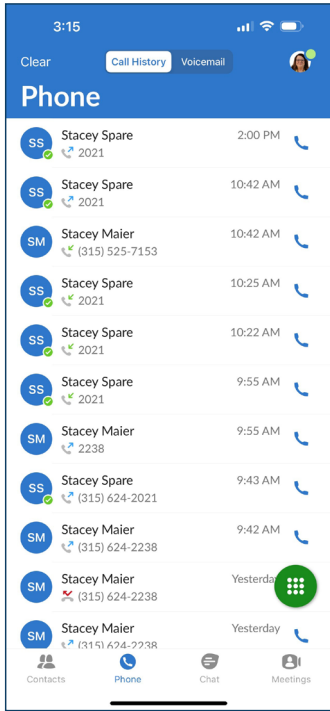
JOIN MEETING: Join a meeting using the Meeting ID.

SCHEDULE AND JOIN: Schedule a future meeting and invite attendees or view upcoming meetings that you have scheduled.

NOTE: Please see [MaX Meeting for Mobile](#) for complete meeting information.

MAKING CALLS

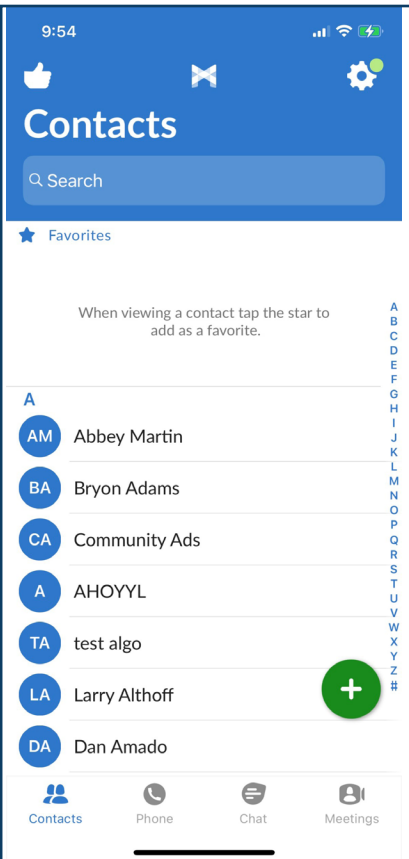
ENTER A NUMBER



- + Click the dialpad.
- + Enter a number using the dialpad.
- + To start the call, tap the Call Button on MaX UC.
- + To clear a name or number from the input box, click the X.



FROM CONTACTS OR HISTORY



- + On the Contacts tab, enter a Contact name in the search field using the dialpad. As you type, MaX UC will display entries from your Contacts, History + Favorites. If the contact is a member of your business group, you will also see their Avatar and availability.
- + Tap an entry from the list of results. The contact card is displayed.
- + Select a number and tap the call Icon to place the call.

See [Working with Contacts](#) for more information.

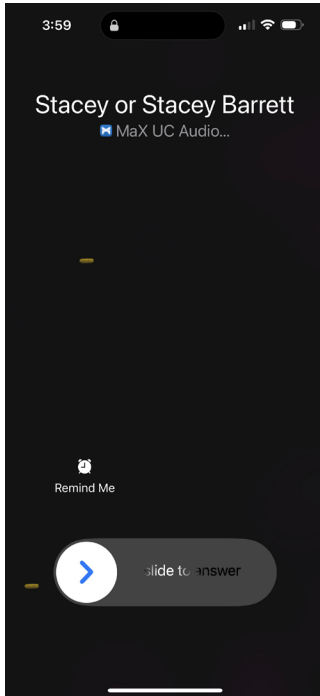
RECEIVING CALLS

Your MaX UC app must be logged in and available on your mobile device to receive phone calls.

INCOMING CALL SCREEN

When you receive a call, you hear the MaX UC configured ringtone and an incoming call screen will appear on your mobile device.

Incoming Call

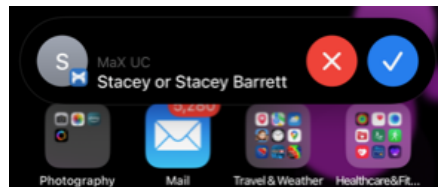


(WHEN SCREEN IS LOCKED):

- + Slide the answer bar at the bottom to answer the call.
- + Double click the bottom right iPhone side button to decline the call and send it to voicemail.

NOTE: When the phone screen is unlocked, the incoming call appears in the ribbon at the top.

- + Tap the check to answer the call.
- + Tap the X to decline the call and send it to voicemail.



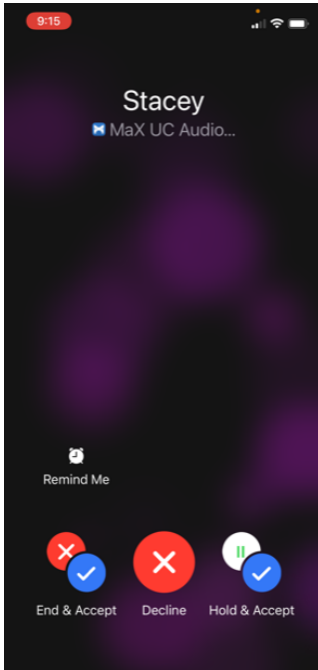
RECEIVE A SECOND CALL

Your account is configured to receive multiple calls on MaX UC.

If you are already connected to a call, when a second call is presented, you will hear a call waiting tone through your speakers or headset. You will also see the incoming call panel.

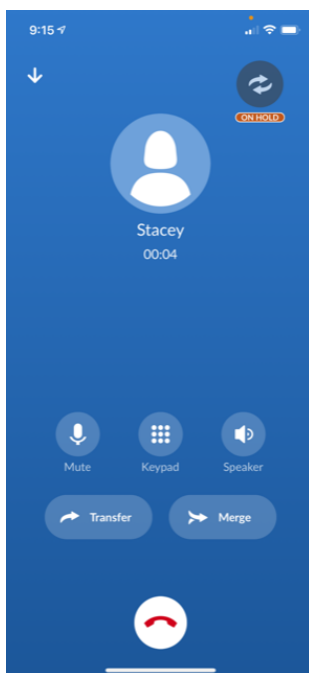
If you choose to answer the second call, the first call will automatically be held and you will be connected to the second call in the call window.


Second Call



- + Tap **Hold & Accept** to place the connected call on hold and answer the second.
- + Tap **Decline** to send the second call to voicemail and continue with the connected call.
- + Tap **End & Accept** to end the connected call and answer the second call.

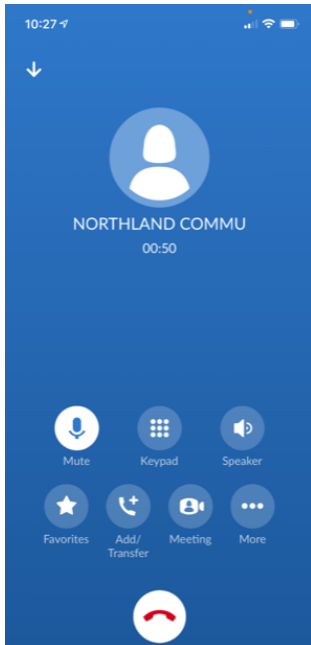
WORK WITH MULTIPLE CALLS



- + Tap the **On Hold** icon to swap between calls.
- + Tap **Transfer** to connect the current call to the call that is on hold.
- + Tap **Merge** to create a conference call.
- + Tap  to disconnect the current call and reconnect to the held call.

MANAGING CONNECTED CALLS

WHAT YOU SEE



- + **Mute:** Mutes the microphone so the caller cannot hear conversation or background noises.
 - + **Keypad:** Displays the keypad to add another party or enter digits.
 - + **Speaker:** Places the call on speaker.
 - + **Favorites:** Adds the caller to your "Favorites" contact list.
 - + **Add/Transfer:** Adds another party to the call.
 - + **Meeting:** Turns the call into a MaX Meeting.
 - + **Video:** Turns the call into a video call.
 - + **Switch:** Switches the call to another device with the same subscriber telephone number. ie: deskphone or MaX UC Desktop.
- NOTE:** On iOS, tap **More** to view Video and Switch.

CALL HOLD

- + Tap **Add/Transfer**. The call is held and directory is displayed.
- + To return to held call, tap **Cancel**.

NOTE: If you answer a second call, your first call is placed on HOLD automatically.

CALL TRANSFER and AD-HOC CONFERENCE

CALL TRANSFER (BLIND)

- + Tap **Add/Transfer**. Directory appears.
- + Search for contact or choose from call history. You can also choose the dialer and enter a number.
- + Tap **Transfer Immediately**

CALL TRANSFER (ANNOUNCED)

- + Tap **Add/Transfer**. Directory appears.
 - + Search for contact or choose from call history. You can also choose the dialer and enter a number.
 - + Tap **Transfer After Speaking**
 - + Wait for the party to answer and announce the call.
 - + Tap **Transfer**.
- OR**
- + To create a conference call, tap **Merge**.

CALL PARK

9

Call Park enables you to place a call on a “system” hold so that it can be retrieved by another Subscriber in your Business Group.

TO PARK A CALL:

- + Tap **Add/Transfer**, call is automatically held.
- + Enter * 13 (system audibly advises the Orbit Code call is parked on)
- + Tap **Add/Transfer** (call is parked, advise party of Orbit Code)
- + Tap **Transfer**.
- + Select to complete the Park.

TO RETRIEVE PARKED CALL (iOS and ANDROID):

- + Enter * 14 and Orbit Code Number (call is connected)
- + Tap Call. Call is connected.

PEER TO PEER VIDEO CALLS

IMPORTANT NOTE: This feature is currently disabled while a bug fix is being worked on.

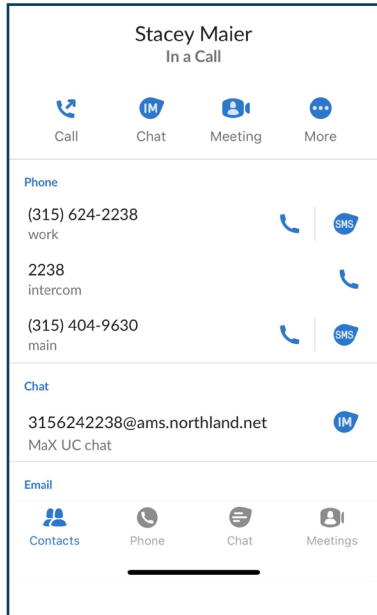
TURN AN ACTIVE CALL WITHIN YOUR BUSINESS GROUP INTO A VIDEO CALL (iOS and ANDROID):

- + While on an active call, to start sending video, tap **Video**.
- + The video window will open.
- + If the person you are sending video to also sends you video, you will see them in the video window.
- + To stop sending video, tap **Video** again.

SENDING INSTANT MESSAGES (CHATS AND SMS)

You can start a chat from the Chat tab at the bottom or from a Contact card in the Contacts tab.

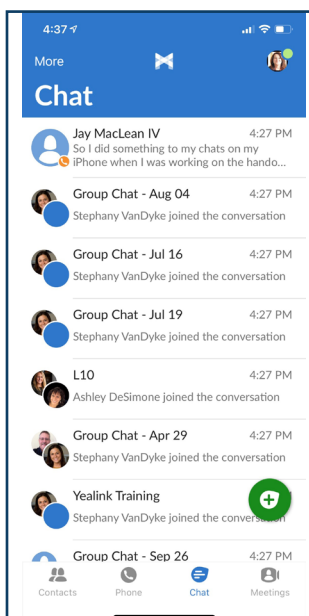
SEND CHAT FROM CONTACTS




- + Tap **Contacts** at the bottom of the window.
- + Search for and select a contact.
- + Tap **Chat** at the top to send a chat to the Subscriber Account.
- + Select **SMS** below to send an SMS message to a mobile device outside of the Business Group.
- + To view all recent chats, tap the Chat tab at the bottom.

NOTE: You can send messages while you are on an active call.

SEND CHAT FROM CHAT TAB



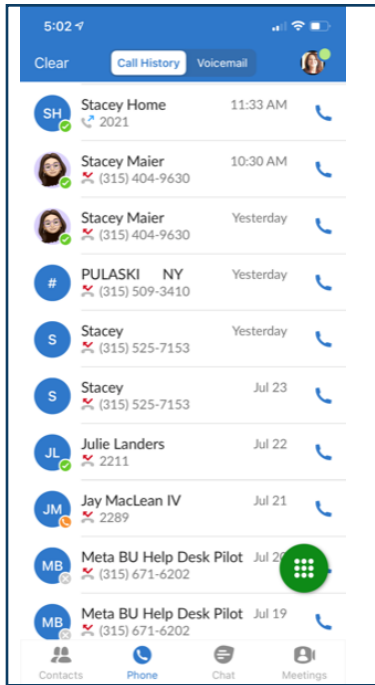
- + Tap **Chat** at the bottom of the window.
- + All recent chats are displayed.
- + To view chat history, tap the chat you want to view. You can also chat the contact from the displayed history window.
- + To start a new chat, tap the .

NOTE: You can send messages while you are on an active call.

VIEWING CALL HISTORY AND VOICEMAILS

CALL HISTORY

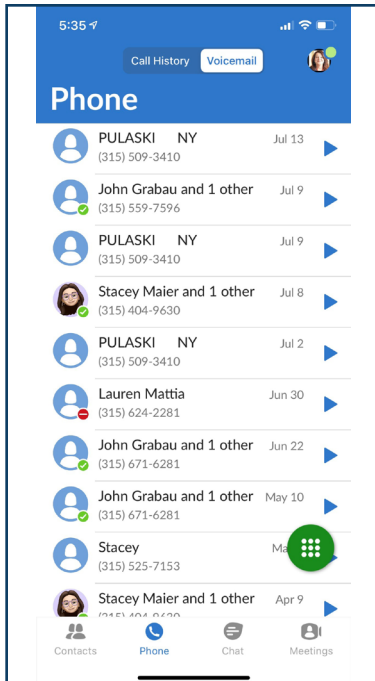
You can view details of received, dialed and missed calls as well as voicemails on the **Phone** tab.



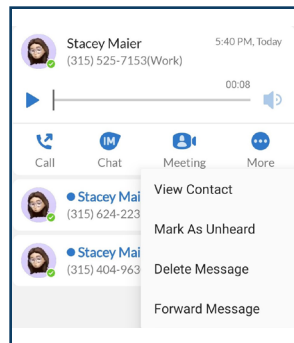
- Stacey Maier (315) 404-9630 Incoming missed call
- Stacey (315) 525-7153 Incoming answered call
- Stacey (315) 525-7153 Outgoing call

VOICEMAILS

You can view details of voicemails by selecting the Voicemail tab at the top of the Phone tab.



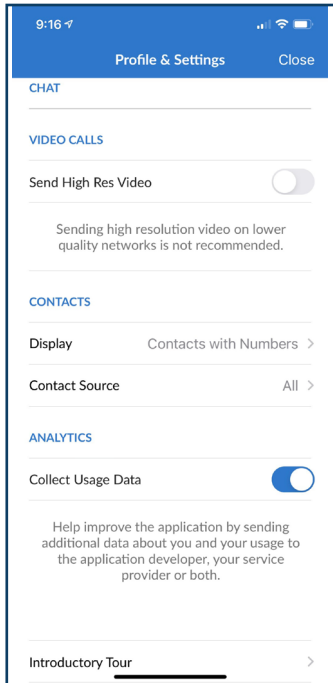
- + Tap the play button next to the voicemail to view the message screen and play the message.
- + Once on the message screen, tap **More** to display additional options.



MaX UC can store the details of your contacts in its User Interface (UI). You can set the Contact Source to pull from All Contacts, System Contacts or Local Contacts only.

In addition, you can also set it to display only contacts with numbers.

CHANGE THE CONTACT SOURCE



+ Tap the Avatar in the upper right of the display to go to **Profile & Settings**.

+ **Select Contact Source.**

All: Both local and network contacts would be displayed.

Local Only: Only those contacts programmed on your mobile device.







Network Only: Only those contacts programmed for your Business Group.

SEARCH CONTACTS



- + In the Search field, Start typing the name you are searching for.
As you type, the Softphone will display the possible matches from all stored contacts.
- + Select the contact.

UNDERSTANDING PRESENCE ICONS

+ Subscribers in your Business Group that are logged in to MaX UC will show the following presence icons:

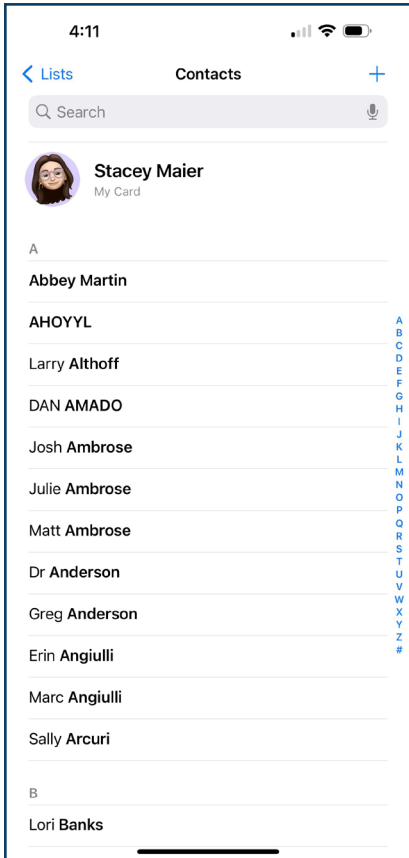
-  The Subscriber is available for calls and chats.
-  The Subscriber is on a call.
-  The Subscriber is on Do Not Disturb.
-  The Subscriber has been away for a designated period of time.
-  The Subscriber has placed themselves on Busy to indicate they prefer not to be interrupted. They will still receive calls and chats.
-  The Subscriber has a meeting scheduled on their Outlook Calendar and is using Outlook Contacts in MaX UC. They can see calls come in but won't be interrupted by ringing.

+ Subscribers in your Business Group that are logged into a desk phone will show the following presence icons:

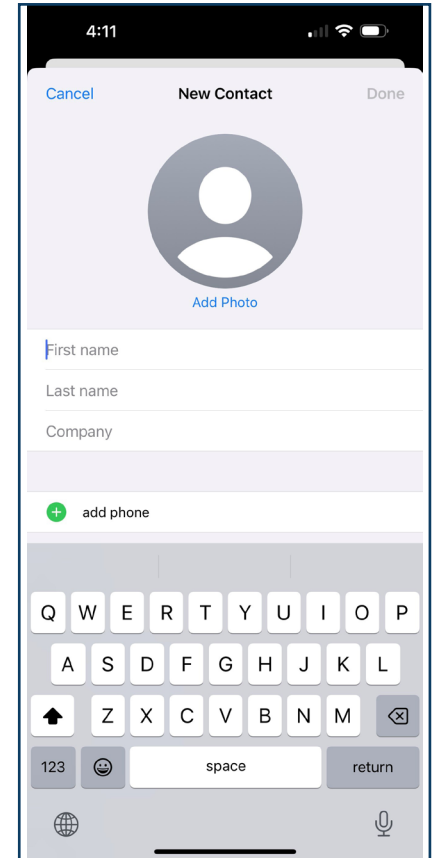
-  The Subscriber is on a call.
-  The Subscriber is on Do Not Disturb.

ADD OR MODIFY A CONTACT

ADD A NEW CONTACT

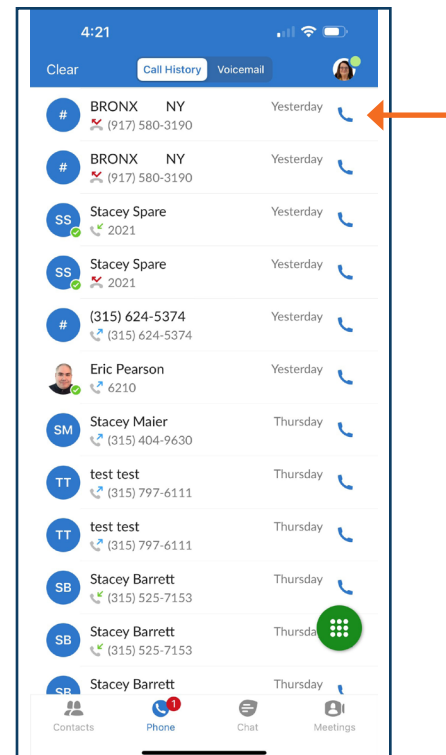


- + On the Contacts tab, tap +.
- + Complete the fields you have information for. You can change the phone type by tapping the dropdown.
- + Tap Done.



ADD A CONTACT FROM THE HISTORY TAB

- + Long press an entry on the HISTORY tab.
- + Tap Add.
- + The same Add Contact box appears as seen above.
- + Complete the fields you have information for.
- + Tap ADD.
- + Tap Done



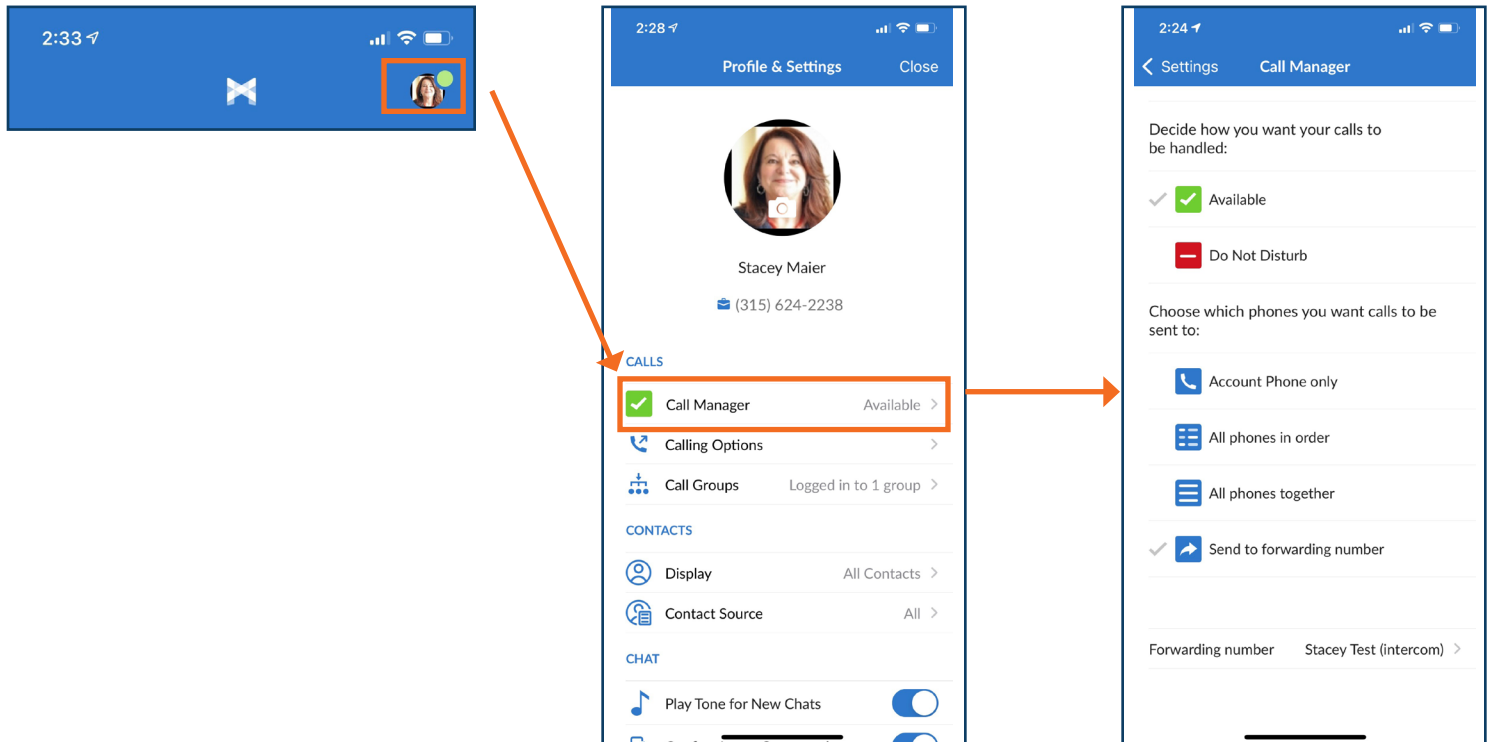
NOTE: Contacts can also be easily managed from the CommPortal web interface. See the CommPortal User Manual.

CALL MANAGER

Call Manager lets you change your presence and work with Sim-Ring and forwarding options.

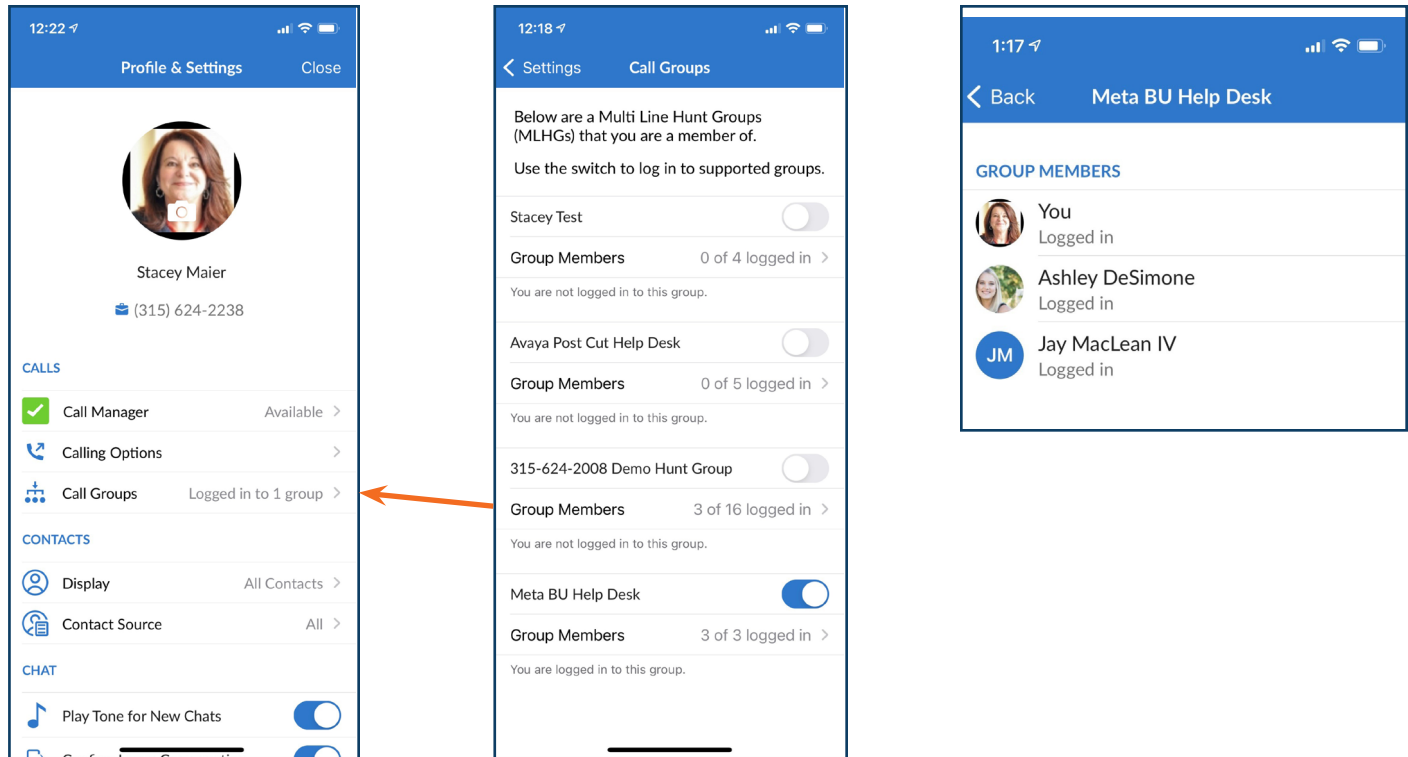
- + Tap the Avatar in the upper right.
- + Select Call Manager.
- + Change your presence or set up sim-ring or call forward options. Be sure to enter a call forward number.

NOTE: Call Forward status is indicated across all MaX UC applications, desk phone and CommPortal and can be updated from any application.



HUNT GROUPS

When you are a member of a group (Hunt group or iACD), your account phone is programmed to ring when a choice is made from an automated attendant or when the hunt group number is dialed. You may be required to log in to the hunt group to receive calls. You can log in to a group from any device that your account phone number is active on, or from CommPortal. See the CommPortal User Guide. You can also see your log in information and information regarding the group and other members of the group.



- + Select your Avatar (Profiles and Settings). How many groups you are currently logged into is displayed next to the **Call Groups** tab.
- + Select **Call Groups**. The groups you are a member of are displayed with your log in status (logged in or logged out).
- + Toggle the switch to the right or left to log in or out.
- + To view the group members and their status, tap the Group Members tab.

NOTE: You can use Subscriber CommPortal to add contacts, view call history, work with Call Manager and manage groups. Refer to the CommPortal User Manual for more information.

VOICEMAIL: The voicemail system is voice prompted with easy to follow instructions and commands.

FIRST TIME VOICEMAIL SET UP

TO SETUP VOICEMAIL FOR THE FIRST TIME: Dial *99.

NOTE: Follow the audio instructions to create a password, record your name + record your personal greeting.

There are multiple greeting types available for you to choose from:

- + **PERSONAL GREETING:** Plays to everyone that calls you
- + **EXTENDED ABSENCE:** Plays when you will be away from your office or phone for meetings/vacation, etc.
You can turn off message acceptance when using the extended absence greeting
System will remind you extended absence greeting is playing
- + **SYSTEM GENERATED:** A synthesized greeting that's set up to include your phone number or recorded name or both
- + **BUSY:** Plays when you have active calls on all available lines
- + **OUT OF HOURS:** Can be set to play outside of your normal business hours, weekends and holidays
- + **FORWARDED TO VM:** Plays when you have your phone set to forward to voicemail

NOTES: Through the Subscriber Self Service CommPortal, you are able to:

- + Record and change greetings.
- + Choose your voicemail to email options.
- + Change your login for voicemail so you're not required to enter your mailbox and pin each time.
- + Change other voicemail and telephone settings.

Please refer to the CommPortal Self Service User Manual in the Northland University website for full details.

ADDITIONAL NOTES:

- + Deleted messages are archived for 14 days and then they are permanently deleted.
- + Mailbox storage is 100 minutes including archived messages.
- + Maximum Message length is 4 minutes.

YOUR VOICEMAIL

LOG IN TO VOICEMAIL

From any internal extension:

- + Tap the Voicemail Key or dial *99
- + Enter your 10-digit telephone number and tap the # Key
- + Enter your password and tap the # Key

From any external telephone:

- + Dial: 315-671-0031
- + Enter your 10 digit telephone number and tap the # key
- + Enter your password and tap the # key

COMMON VOICEMAIL COMMANDS

Main Menu

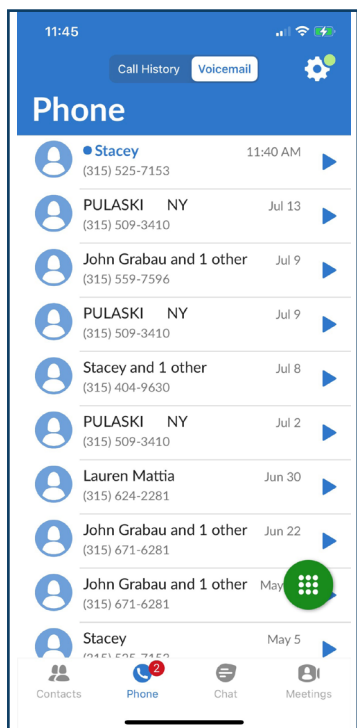
- 1 Listen to messages
- 2 Send a message to another user
- 3 Work with personal greetings
- 4 Mailbox settings
- 5 Work with Reminder Messages
- 6 Access deleted messages
- 7 Switch Account (log into another account)
- 0 Access Help
- * Exit Voicemail or return to previous menu

NOTES: Star (*) will always back you up to the previous menu
Pound (#) will bypass a user's personal greeting

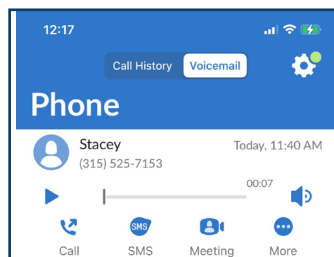
Listening to Messages

- 1 Repeat
- 2 Save
- 3 Erase
- 4 Reply
- 5 Send a copy
- 6 Increases the message volume
- 7 Slows the message playback down
- 8 Pause / Resume
- 9 Speeds the message playback up
- # Next Message
- 11 Previous Message
- 77 Skip backward 5 seconds
- 99 Skip forward 5 seconds

When you have new voicemail messages, the number of missed calls and messages is displayed on the phone tab.



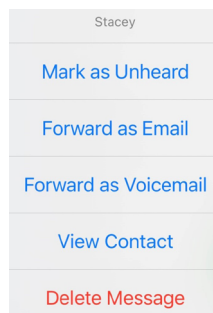
- + To view messages, tap the Phone tab, then tap the Voicemail tab.
- + New messages are displayed in blue and old messages are displayed in black.
- + Tap the Play icon to listen to messages.



- + To return the call, tap **Call**.
- + To send an SMS message, tap **SMS**.
- + To send an instant meeting invite, tap **Meeting**.
- + Tap **More** to see additional actions. (see below).

MORE ACTIONS

Click **ACTIONS** drop down for the following:



- + To tag the message as new, tap **Mark as Unheard**.
- + To forward the voicemail as a .wav via email, tap **Forward as Email**.
- + To forward as a voicemail to another subscriber in your Business Group, tap **Forward as Voicemail**.
- + To view contact information, tap **View Contact**.
- + To delete the message, tap **Delete Message**.

NOTE: Voicemail can also be managed easily through the Subscriber Self Service CommPortal. See the Subscriber CommPortal User Manual.

ADDITIONAL VOICEMAIL SETTINGS

There are additional voicemail settings available in the main menu. Some settings are only available when you log in through a telephone. See [Log In To Voicemail](#) for how to log in from any telephone. See the CommPortal User Manual for settings that are available through CommPortal.

WORK WITH GREETING SETTINGS

From the Main Menu, tap 3 to work with Greetings. The following greeting settings are available.

- Tap 1 to work with the personal greeting
- Tap 2 to work with the extended absence greeting
- Tap 3 to choose a system generated greeting or to work with your recorded name
- Tap 5 to work with the greeting that plays when your phone is busy
- Tap 6 to work with your out of hours greeting (this allows to set a schedule for a greeting that plays outside of your normal business hours). See also the CommPortal User Guide.
- Tap 9 to work with the greeting callers hear when your phone is set to forward all calls to voicemail

WORK WITH TIMESAVER AND CONVENIENCE SETTINGS

From the Main Menu, tap 4 to work with Settings. The following settings are available.

- Tap 1 to work with group lists - add / edit / delete group lists.
- Tap 2 to work with timesaver settings - turn autoplay on / off, work with Urgent Message settings and change your message header and body settings.
- Tap 3 to work with Security – change the pin, set fast login or set skip pin.
- Tap 5 to work with Notifications - message waiting indicator, email notifications and phone notifications.
- Tap 6 for Additional Settings - Check the Operator number or turn Marketing broadcasts on / off.
- Tap 0 to hear helpful hints.

TRANSFER TO VOICEMAIL: Sends a caller directly to voicemail without ringing the phone.

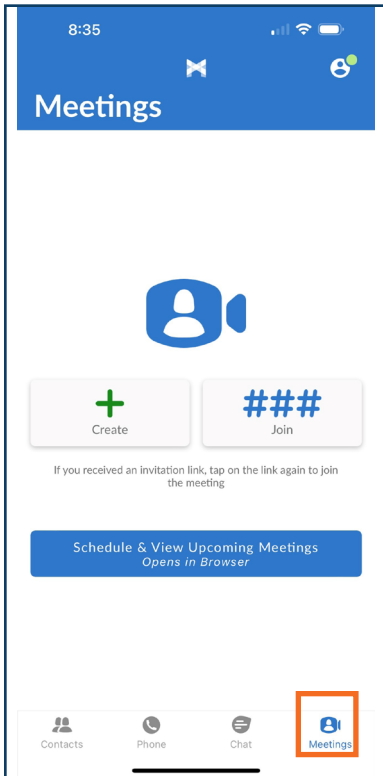
- + Tap TRANSFER.
- + Tap *99 and enter EXTENSION Number
- + Tap TRANSFER again.

LEAVE A MESSAGE FOR ANOTHER USER WITHOUT RINGING THE PHONE:

- + Tap *99.
- + Enter Extension Number and tap the CALL icon.

MaX MEETING FOR MOBILE

If your company has provided you with a Premium License, you also have the ability to schedule future meetings, create an instant meeting, join and host meetings. To work with Meeting features, tap the Meetings tab in the MaX UC app.



+ Tap **Create** to send an invitation for an instant meeting.

+ Tap **Schedule** to schedule a meeting for a future date/time.

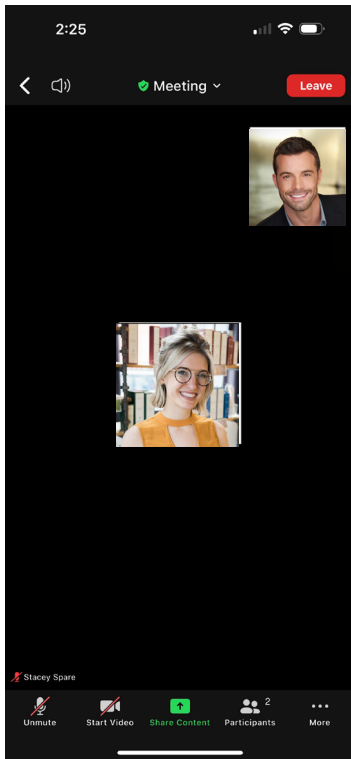
NOTE: Once you choose to create or schedule a meeting, you can copy and send invites or invite your chat contacts.

+ Tap **Join a Meeting** to join a meeting using the Meeting ID.

+ Tap **Upcoming Meetings** to view any meetings scheduled by you or on your behalf by a scheduling assistant.

IN MEETING TOOLS ON iPhone, iPad AND ANDROID

Once you have joined the meeting, tap anywhere in the meeting window to view the taskbar. The task bar will be either at the top or the bottom of the meeting window depending on the device you are using.



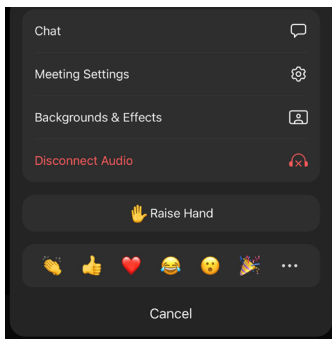
TOP OF MEETING WINDOW

- + **Back Arrow:** Removes you from the meeting window.
- + **Speaker:** Toggles the speaker on the mobile device on and off.
- + **Meeting:** Displays the details of the meeting.
- + **Leave:** will remove you from the meeting.
NOTE: The host will see **End** and be asked if they want to **Leave** or **End Meeting for All**. Participants will see **Leave**.
- + **Mute** will mutes the microphone and eliminate background noises. The host has the ability to mute all participants and you should remain on mute throughout the meeting unless otherwise instructed.
- + **Start/Stop Video** turns your video on and off.

BOTTOM OF MEETING WINDOW

- + **Mute:** Mutes the microphone and eliminates background noises. The host has the ability to mute all participants.
- + **Start/Stop Video:** Toggles the video on and off.
- + **Share Content:** Opens the screen sharing options.
- + **Participants:** Displays the names of the other participants in the meeting.
- + **More:** Displays brings up additional options, including the security, chat feature, meeting settings, and virtual background.

In addition, you see the following non-verbal emojis:



ADDITIONAL TOOLS WINDOW

- + **Chat:** Opens the Meeting chat window.
- + **Meeting Settings:** Host control and general settings
- + **Background and Effects:** Change your background or display special effects.
- + **Disconnect Audio:** Disconnect your audio from the meeting.
- + **Raise/Lower Hand:** Displays and cancels a raised hand in the participant window.
- + **Emojis:** Displays available emojis that will be placed on your video temporarily.
- + **More:** Displays available emojis.

TOGGLE VIEW: To toggle between speaker view and gallery view on the iPad, tap the screen to see the command in the upper left hand corner. To toggle between speaker view and gallery view on iPhone, slide your screen left or right.

To open the Chat window, click on **Chat**. The chat window opens. To send the chat to all participants, enter your chat in the box and click **Send**.

To send a private chat, click the dropdown next to **Everyone** and choose the attendee or host.

NOTES: The host can disable the ability for attendees to chat with each other.

The chats will appear in the window above the chat box.

Send to: **Everyone** ▾

