



MAX UC FOR MOBILE DEVICES

Quickstart Guide



Contents

ENSURE YOUR DEVICE IS COMPATIBLE	2
FIND YOUR PASSWORD	2
DOWNLOAD AND INSTALL THE APP	2
EXPLORING Max UC.....	3
MAKING CALLS	3
RECEIVING CALLS	3
DURING THE CALL.....	4
VIDEO CALLING.....	5
TRANSFER THE CALL TO SOMEONE ELSE	5
CALL MANAGER.....	5
CALL HISTORY	6
VOICEMAIL	6
YOUR CONTACTS LIST	7
SETTINGS.....	7
PRESENCE.....	7
EMERGENCY CALLS.....	7
QUESTIONS?.....	8

VISIT **WWW.NORVADOSUPPORT.COM** FOR ADDITIONAL SUPPORT

Your Norvado 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 for Mobile app. This guide will help you to do that.

ENSURE YOUR DEVICE IS COMPATIBLE

MaX UC for Mobile works on:

- Android phones and tablets running 4.0 or later version.
- iPhone running iOS7 or later.

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

FIND YOUR PASSWORD

You will need your Norvado MyPhone phone number and password to start using MaX UC for Mobile. If you don't have this information, contact our Support Team at 1-800-250-8927.

DOWNLOAD AND INSTALL THE APP

Search for MaX UC in Google Play or the Apple App Store and select **Install** to download the app to your device. Read the Terms & Conditions and select **Accept & Continue**.

Tap **Open** on the app and select **Norvado** as your Carrier. Enter your Norvado 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) enter your own mobile phone number and tap **Continue**.



EXPLORING MAX UC

MaX UC for 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 to send messages to other people in your corporate directory who are using Max UC (on any device).

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

MAKING CALLS

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

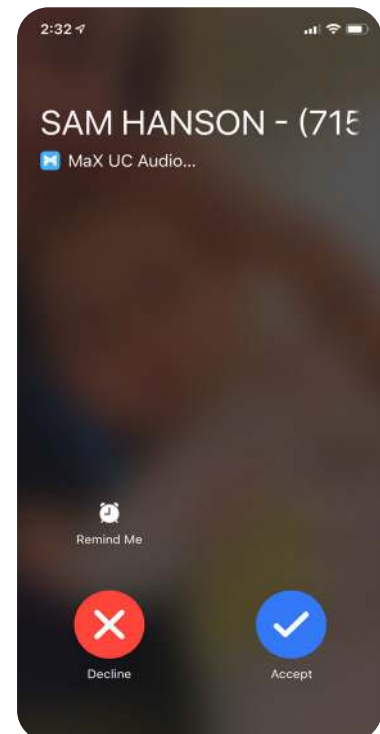
If the person you are calling has caller ID, they will see your individual Norvado phone number.



RECEIVING CALLS

When someone calls your Norvado number, the MaX UC app offers you the choice to accept or reject the call.

Depending on the other services you have from Norvado 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



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

1. Mute your microphone
2. Access the keyboard
3. Turn your call on speaker
4. Put the call on hold
5. Access Favorite contacts
6. Add a participant or transfer a call
7. Switch to video calling mode
8. End the call

You may receive another call while you are already on a call. MaX UC for 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 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.

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!

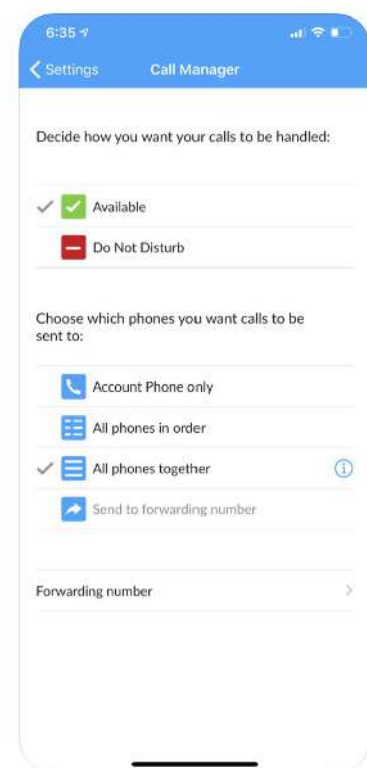
CALL MANAGER

You can tell MaX UC 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.

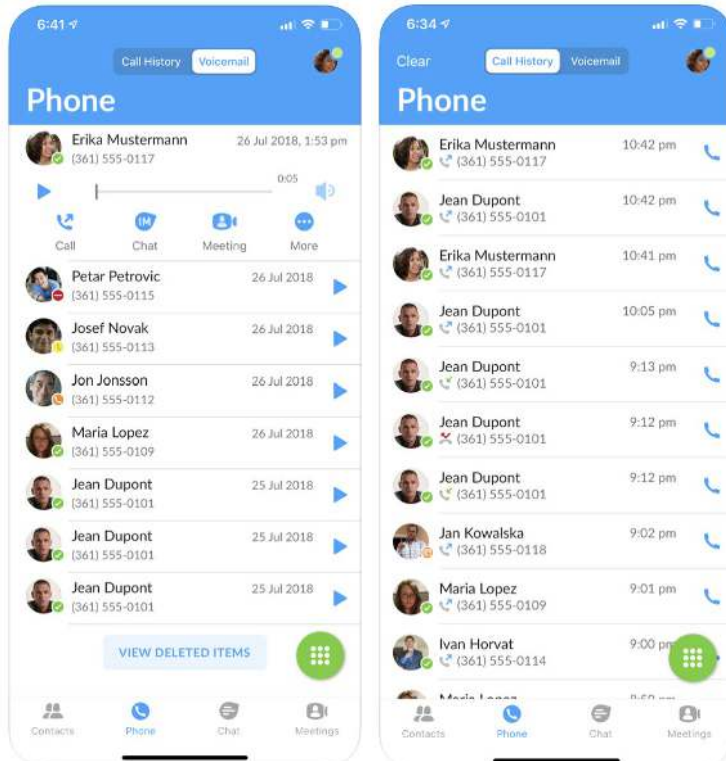


CALL HISTORY

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

VOICEMAIL

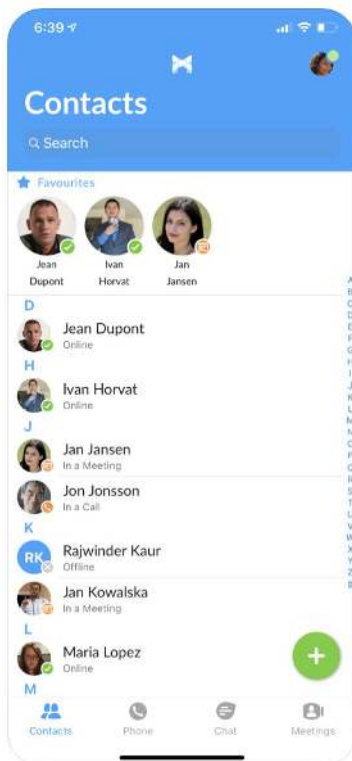
If you have a voice or video message, the **Messages** tab indicates the number of messages received. Select the **Messages** tab and tap on a message to listen to it.



YOUR CONTACTS LIST

MaX UC for 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 for Mobile.
- Contacts stored on your mobile device.
- Contacts in MyPhone contacts.
- Contacts in your corporate directory.



SETTINGS

Use the **Settings** tab to manage your **Call**, **Contact**, and **Account** 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 into their **Chat** account, MaX UC displays their presence information on the **Messages**, **Call History**, and **Chat** tabs.

EMERGENCY CALLS

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

QUESTIONS?

If you have any additional questions about MaX UC, contact our support team at 1-800-250-8927 or email sales@norvado.com for assistance.



LOCATION

Headquarters

43705 US Hwy 63
PO Box 67
Cable, WI 54821

Phillips Office

105 N Avon Ave
PO Box 108
Phillips, WI 54555

BUSINESS HOURS

Monday-Friday

8am-4:30pm
*Phillips Office Closed
12:00pm-12:30pm

Saturday Closed

Sunday Closed

PHONE

Headquarters 715-798-3303

Toll Free 800-250-8927

Technical Support 800-420-4384

Fax Number 715-798-3044

Diggers Hotline 800-242-8511

