AVID COMMUNICATIONS

MaX UC for Mobile
Quick Start Guide

You can use your Avid 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 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 using version 5.0 or later
- iOS devices running iOS 10.0 or later.

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

FIND YOUR PASSWORD
You need your Avid CommPortal phone number (or email address if you have set this up) and password to start using MaX UC for Mobile. If you don't have this information, call us on 816-994-7050. You will be 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 Avid to find the MaX UC app in Google Play or iTunes. 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 **Avid Communications** as your Carrier). Then if not already present, enter your Avid CommPortal Phone Number 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 will appear on screen), until you update the password you will only be able to recieve calls and meeting invitations. Failure to update the password within the alloted time will result 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) 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, receive, hold, and transfer calls, and you can 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.
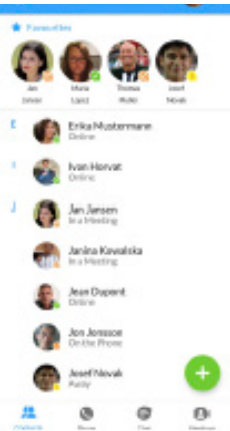
CONTACTS TAB
MaX UC for Mobile assembles a contact list for you to use. Select the Contacts tab to view your **Contacts** list. Depending on how your service is set up, the Contacts list may include:

- contacts that you type into MaX UC for Mobile
- contacts stored on your mobile device
- contacts in CommPortal contacts
- contacts in your corporate directory
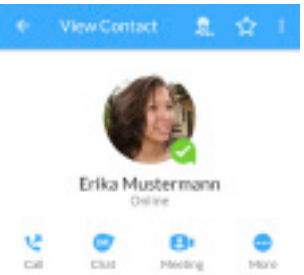
The contact's status appears in a speech bubble next to their profile picture.

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

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 Avid phone number.

The **Voicemail** tab indicates the number of messages received.
- Tap on the **Play** icon to listen to a voicemail.
- Tap on the Voicemail entry to see **Call**, **Chat**, **Meetings** and **More** options.
- Tap **More** to access **View contact**, **Mark as Unheard** or **Delete Message**.

If you have a fax message, the Faxes tab appears; 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**.
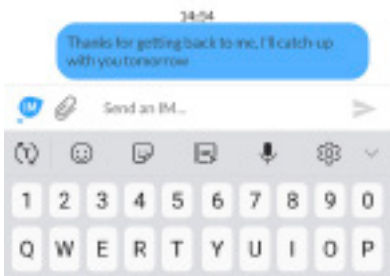
Tap on a contact to continue a previous conversation or click on the **New message** icon and choose a contact to message.

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 devices.

MEETINGS TAB
Select the **Meetings** tab to **Create** or **Schedule** an MaX UC Meeting, **Join a Meeting** or view **Upcoming Meetings**.
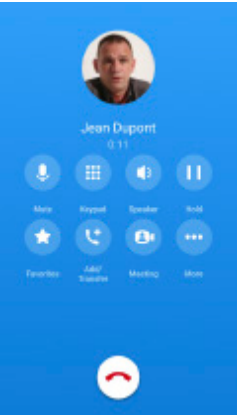
RECEIVING CALLS
When someone calls your Avid number, MaX UC offers the choice to accept or reject the call.

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 **Favorites** contact to join the call.
- **Add/Transfer** the call allows you to make a second call and add the contact into a 3-way call or transfer the call.
- Upgrade the call to a **Meeting**.
- 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 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.

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 of your devices running MaX UC, 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 devices running MaX UC, 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.

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

PRESENCE
Whenever one of your contacts is signed in to their Chat account, MaX UC for 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

PROFILE & SETTINGS
Click on your avatar in the top-right to access Call, Chat, Contact, and Messaging settings, and additional setup options. You can also configure your profile, send error reports and access **Call Manager** in the **Profile & Settings** window.

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 call will be placed from the native dialer on your mobile device.

MORE QUESTIONS? If you have any additional questions about MaX UC, call us at 816.994.7050 or email service@avidphone.com