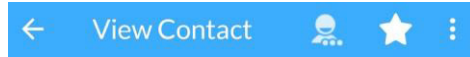


VIDEO CALLING

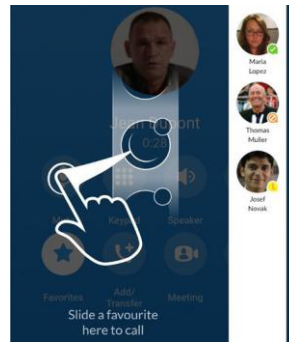
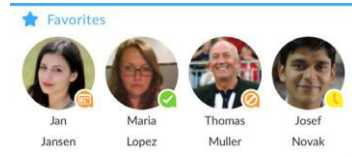
If the person you are talking to is also using MaX UC and your phone has a front-facing camera, you can add video to your call. Tap **More** then **Video** to send video. The other person receives a prompt inviting them to switch on their video. Tap on the **Video** icon at any time to turn off your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

FAVORITES

Tap the **Star** icon on a contact's directory entry to add the contact to **Favorites**.



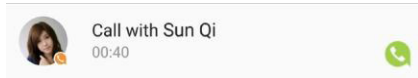
Favorites contacts appear in a banner at the top of the **Contacts** tab



During a call, click on the **Favorites** 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 phones, when you minimize the call window, the notification banner at the top of the screen indicates the active call.



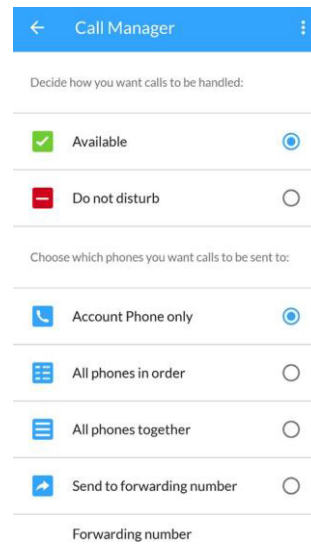
On iOS devices, the call notification banner displays at the bottom of the **Phone** tab.



PROFILE & SETTINGS

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

CALL MANAGER



You can tell MaX UC 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 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.

MORE QUESTIONS?

If you have any additional questions about MaX UC, contact us at 855.5.DOBSON.

DobsonUC
Unified Communications

MaX UC Mobile
Quick Start Guide



855.5.DOBSON | dobson.net

MAX UC MOBILE

You can use your Dobson 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 will help 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 11.0 or later.

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

FIND YOUR PASSWORD

You need your DobsonUC phone number (or email address if you have set this up) and password to start using MaX UC Mobile. If you don't have this information, call us at 855.5.DOBSON. You will be prompted to change the password as part of completing the login process.

DOWNLOAD AND INSTALL THE APP



Find the *MaX UC Mobile* 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 Dobson as your Carrier). Then if not already present, enter your Dobson *Phone Number (or Email Address)* if you have set this up and *Pa\$sword*. 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 receive calls and meeting invitations. Failure to update the password within the allotted 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 Mobile) enter your own mobile phone number and tap **Continue**.

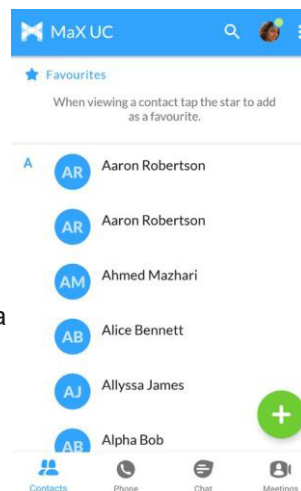
EXPLORING MAX UC MOBILE

MaX UC Mobile is like having your desk phone on your mobile.

You can make, 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 Mobile to access other people in your corporate directory who are using a MaX UC client (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.

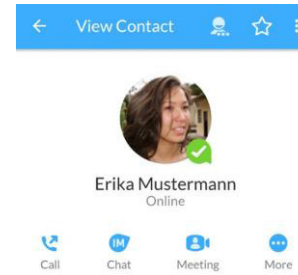


CONTACTS TAB



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** 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 company phone number, not your cell phone number.

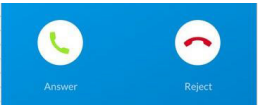
The **Voicemail** tab indicates the number of messages received.

- Tap on the **Play** icon to listen to a voicemail.
- Tap on the Voicemail entry to see **More** options.
- Tap **More** to access **View contact**, **Mark as Unheard** or **Delete Message**.



RECEIVING CALLS

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



Depending on the other services you have from Pinnacle 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:



Mute your microphone.



Access the **Keypad**.



Turn on the **Speaker**.



Put the call on **Hold**.



Invite a **Favorites** contact to join the call.



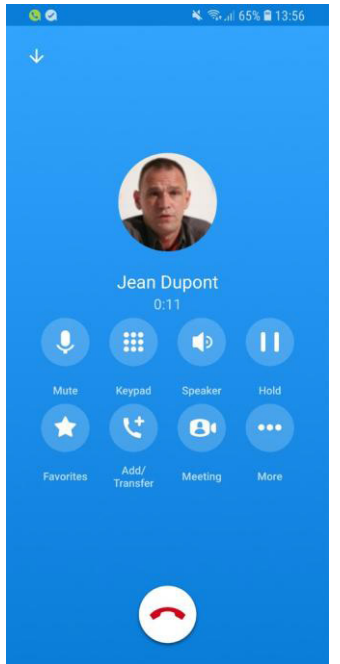
Add/Transfer the call allows you to make a second call and add the contact into a 3-way call or transfer the call.



Uplift 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 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.