max uc mobile

You can use your REV Business 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 with that and gives an overview of its many features.

ensure your device is compatible

MaX UC Mobile works on:

- Android phones and tablets using version 6.0 or later.
- iOS devices running iOS 13.0 or later.

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

find your password

You will need your REV Business phone number and password to start using MaX UC Mobile.

If you don't have this information, call us at 866-625-4100. You will be prompted to change the password as part of completing the login process.

download and install the app

Search for the MaX UC Mobile app in the App Store or Google Play. Tap **INSTALL** to download the app to your device. Once the app has been installed, tap the app icon to Open the app. You will then need to follow the prompts below to complete the initial set-up for your REV Business phone number:

1. Tap **LOG IN**

2. Tap **LOG IN MANUALLY**

3. Select **REV – formerly RTC/EATEL/Vision** (for hosted phone customers in the Capital and Bayou Regions) or **REV - River Region** (formerly RTC hosted phone customers) as your Carrier

4. Review Terms and tap **ACCEPT & CONTINUE**

5. Enter your REV Business Phone Number and Password. Then 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. }

6. If you want to have the ability to switch calls to your own cellular network, enter your own mobile phone number and tap **CONTINUE** to complete the set-up process.
   { This feature would be used if you move to an area with poor WiFi connection during a call made on MaX UC Mobile. }

keeping your password secure

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.
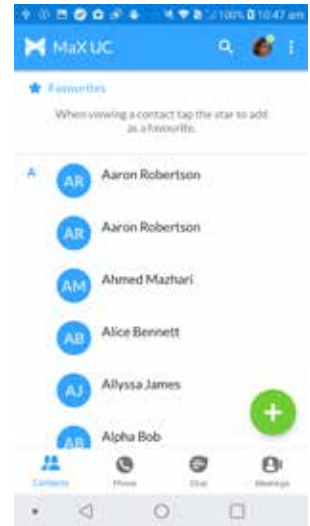
exploring max uc mobile

MaX UC Mobile is like having your desk phone on your mobile device. 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, CHAT,** and **MEETINGS** tabs at the bottom of the screen.
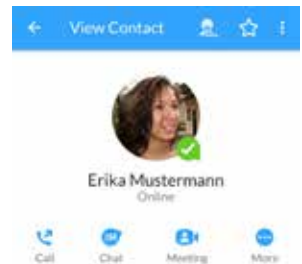
contacts tab

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, 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 REV Business 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 client devices.

meetings tab 📹

Select the **MEETINGS** tab to **CREATE** or **SCHEDULE A MEETING, JOIN A MEETING,** or view **UPCOMING MEETINGS**.

receiving calls

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

Depending on the other services you have from REV Business 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 to make a second call, 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 WiFi 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.

call pull

You can pull calls from your other devices onto your mobile device. 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 device.
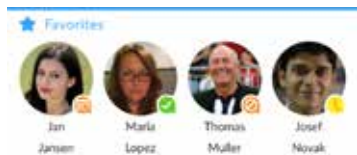
video calling

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.
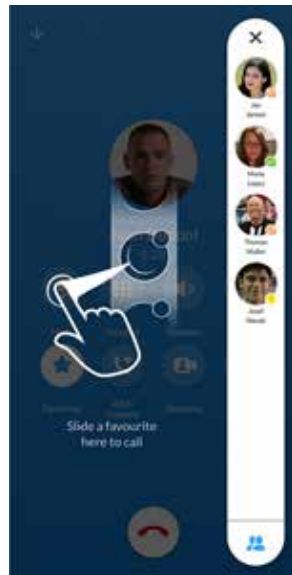
favorites

Tap the **STAR** icon on a contact's directory entry to add the contact to **FAVORITES**.

FAVORITE contacts appear in a banner at the top of the **CONTACTS** tab.

During a call, click on the **FAVORITES** icon to view your favorite 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

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.

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.

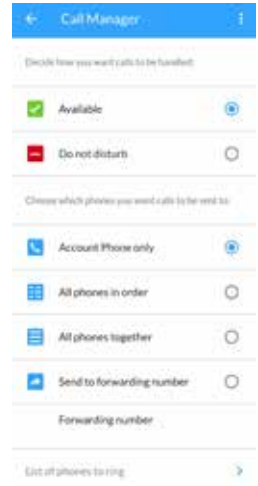| Available | Away | On the Phone | Busy | In a Meeting | Do Not Disturb | Offline |

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.

rev

— business —

letsrev.biz

866-625-4100