

# Allstream Max Mobile Quick Start Guide



**Your Allstream 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 Allstream Max app. This guide will help you to do that.**

## Ensure your device is Compatible

Allstream Max works on:

- iPhone - 5s (64-bit processor) or newer running iOS 11 or above. Fully compatible with iOS13. Integration with CallKit and Bluetooth headsets supported.
- iPad Pro, iPad Air, iPad Mini
- Android OS - 6.0 and above
- Video calling only works on devices that have a front-facing camera.

## Find Your Password

You will need your Allstream CommPortal phone number and password to start using Allstream Max. If you don't have this information, call us: 1.888.781.1443.



## Download and Install the App

Search for Allstream Max in Google Play or iTunes and touch Install to download the app to your device. Check the Terms & Conditions and touch Accept & Continue.

Tap Open on the app and select Allstream as your Carrier. Enter your Allstream CommPortal 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 Allstream Max enter your own mobile phone number and tap Continue.



## Exploring Allstream Max

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

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



Tap on the Menu icon, or swipe right on the screen, to view the Allstream Max menu.

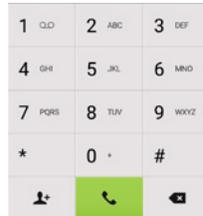
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## Making Calls

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

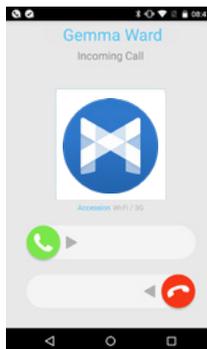
If the person you are calling has caller ID, they will see your individual Allstream phone number.



## Receiving Calls

When someone calls your Allstream number, the Allstream Max app offers you the choice to accept or reject the call.

Depending on the other services you have from Allstream 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:

- Put the call on **hold**.
- Mute** your microphone.
- Access the **keypad**.
- Turn on **loudspeaker**.
- Send **video**.
- Switch** the call to another device.
- Merge** calls.
- Transfer** the call.

You may receive another call while you are already on a call. Allstream Max 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.

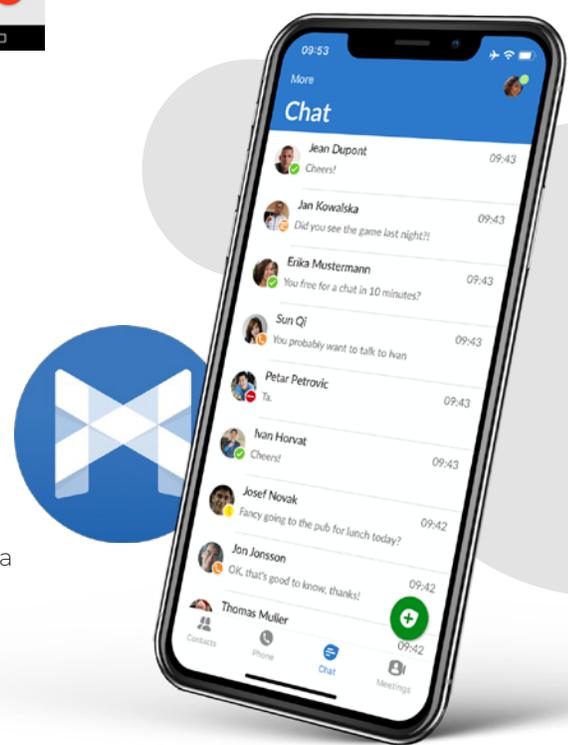
## Video Calling

If the person you are talking to is also using Allstream Max 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.

## Switch the call to another device

If the call has poor audio due to an unreliable Wi-Fi or mobile data service connection, you can touch the Switch icon and select This device (cellular) to move the call to your regular cell phone. Remember that the call will now start to use your mobile minutes.

Alternatively, you can choose to push the call to another of your devices running Allstream Max, such as your desktop or your iPad. Touch the Switch icon and select Another device to push the call to whichever device is most convenient.



# Allstream Max Mobile Quick Start Guide



## Call Pull

You can also pull calls from your other devices onto your mobile. If a call exists that can be pulled, the Allstream Max menu displays a **Call Available to Pull** option. Tap this option and follow the on-screen prompts to pull the call from your other device onto your mobile.

## 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 Allstream Max installed, without having to hang up!

## Call History



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

## Instant Messaging



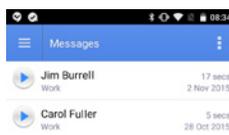
Tap the **Chat** tab to use Instant Messaging. Enter your Chat Address and Password and tap Sign in. You can then select a contact to send an Instant Message to.

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.

## 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.

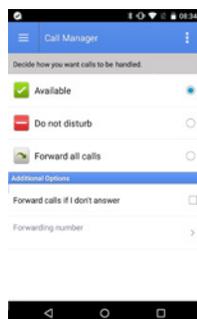


## Call Manager



You can tell Allstream Max 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 Allstream Max devices.

## Your Contacts List



Allstream Max 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 Allstream Max.
- Contacts stored on your mobile device.
- Contacts in CommPortal contacts.
- Contacts in your corporate directory.

## Settings



Use the **Settings** tab to manage your Call, Chat, Contact, and Messaging 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 in to their Chat account, Allstream Max displays their presence information on the Messages, Call History, and Chat tabs.

## Emergency Calls

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

## MORE QUESTIONS?

If you have any additional questions about Allstream Max, call us or email [Sales@allstream.com](mailto:Sales@allstream.com)  
US: **1.888.781.1443**