

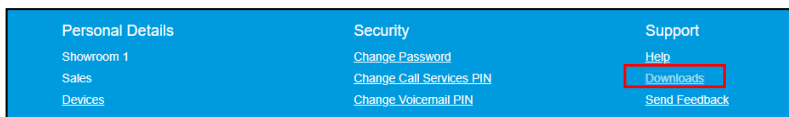
Note: “MaX UC” was formerly known as “Accession Communicator”. You may see references to the app under either of these names.

Download MaX UC for Desktop:

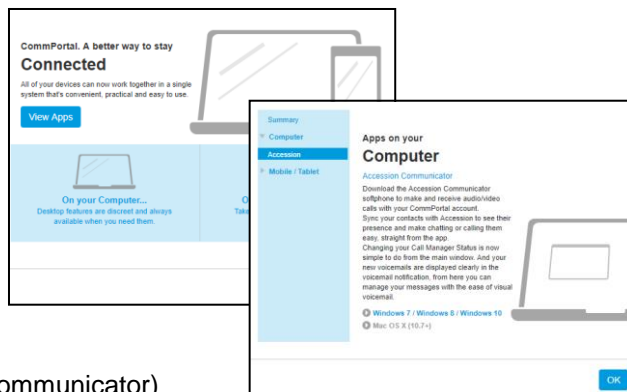
- Go to: <http://portal.popp.com>
- **Number:** end user’s 10-digit phone number
- **Password:** initial password provided by POPP
- Click [Login]




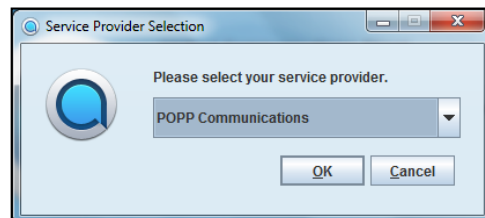
- Click [Downloads] at the bottom of the screen



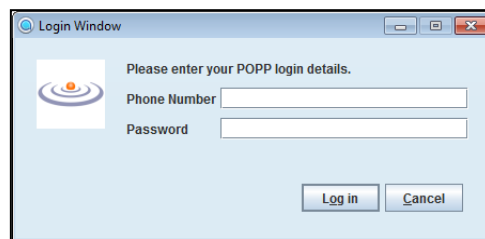
- Click [View Apps]
- Select the download to match the computer’s operating system [Windows 7/ Windows 8/ Windows 10] or [Mac OS X (10.12+)]



- Click [Run] to download and open the MaX UC (aka Accession Communicator) Setup Wizard
- Complete the Setup Wizard screens by clicking [Next] on each screen
- Click [Install] to complete the installation and add the MaX UC icon  to the desktop
- Click [Finish] to complete the wizard and launch MaX UC
- Select [POPP] as the service provider and click [OK]



- Enter your 10-digit phone number and password on the Internet Phone System, then click [Log In]
- Click [Accept] to accept the licensing agreement
- MaX UC Desktop has been successfully installed

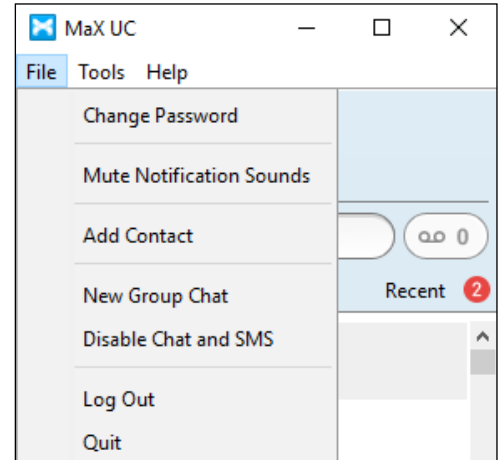


Open MaX UC:




- Double-click the  [MaX UC] icon on the desktop

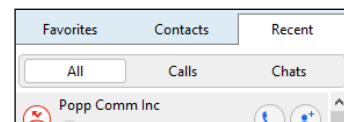
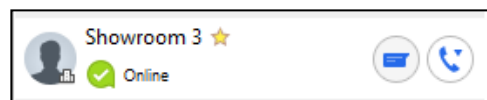
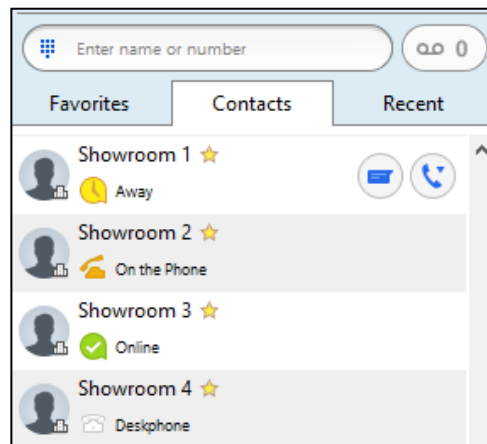
Menu Options:

- Click [File] for:
 - Change Password
 - Mute Notifications: calls and chat messages
 - Add Contact
 - New Group Chat
 - Disable Chat and SMS
 - Logout
 - Quit: close
- Click [Tools] for:
 - Options: manage preferences for calls, chats, and contacts – see Options and Settings section below
 - Call Park: park or retrieve parked calls from the Call Park Orbits on the Internet Phone System
 - Call Manager: access Call Manager settings, rules, schedule, etc.
 - Groups: view Multi Line Hunt Groups and Call Pickup Groups you are a member of
 - Apps: download MaX UC
 - View Account: manage account settings for calls, messages, notifications, or group mailboxes
- Click [Help] for:
 - Check for Updates: download updated versions of MaX UC
 - Help: open the online MaX UC user guide
 - Send Feedback: report bugs/errors to MaX UC developer
 - About: view MaX UC software version




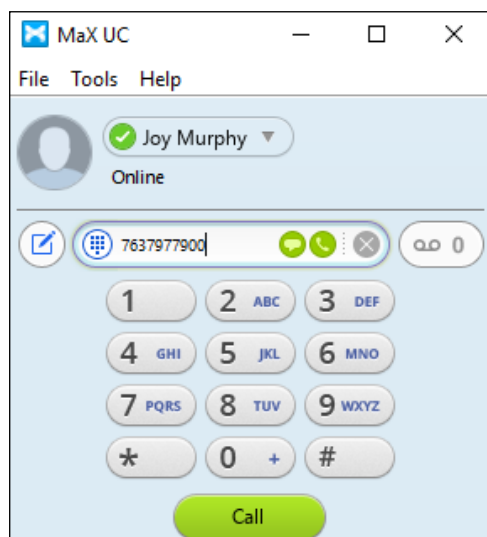
Contact Tabs:

- Favorites Tab: View contacts that have been designated as favorites
 - Right-click a contact and select “Add to Favorites” or “Remove from Favorites”
 - Favorite contacts are denoted with the  icon
- Contacts Tab: View all Internet Phone System Users, along with contacts synchronized with Microsoft Outlook, if desired
 - Shows presence of Users with desk phones as “On the Phone” or “Deskphone” (when end user is not on the phone)
 - Shows presence of other MaX UC users as “Online”, “Offline”, “Away”, or “Busy”
 - Mouse over a contact to display contact options:
 - Double-click the contact to place a call to the contact’s primary number
 - Click  [Call] to select the number to call when the contact has multiple numbers
 - Click  [Chat] to send a chat message to the contact
- Recent Tab: View All (calls and chats), Calls (calls only), and Chats (IM or SMS messages only)



Make a Phone Call:

- There are several ways to place a call:
 - Use the Dial Pad: click on the dial pad icon  and click the number keys to enter the phone number. To place the call, click the green [Call] button.
 - Use the Enter Name or Number field:
 - Enter a name - matching entries from Contacts will appear. To place the call, click on the matching entry, click the [Call] button, or press [Enter] on the computer keyboard.
 - Enter a 10-digit phone number. To place the call, click the green [Call] button or press [Enter] on the computer keyboard.

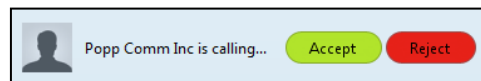


Note: MaX UC should not be used for emergency (911) calling. MaX UC will complete the 911 call; however, the call will show the address of the business office where the Internet Phone System is installed.

Receive a Phone Call:

- When a call is being received, a popup displays the name of the caller

- Click the green [Accept] button to answer the call; or,
- Click the red [Reject] button to decline the call.

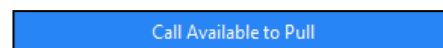


- Declined calls are routed according to the line's Call Manager settings, most commonly to the lines voicemail box on the Internet Phone System.

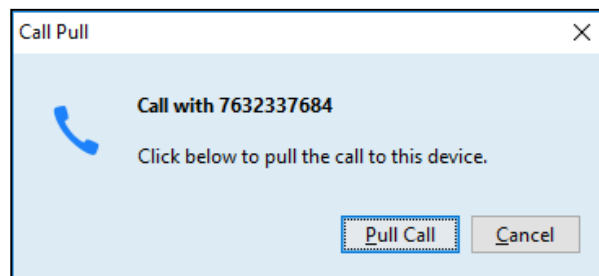
Pull Call using MaX UC Desktop

- To pull an active call from your desk phone/mobile device to MaX UC Desktop:

- Click on the "Call Available to Pull" message that is displayed at the bottom of the window
- Click [Pull Call] to pull the call to MaX UC Desktop



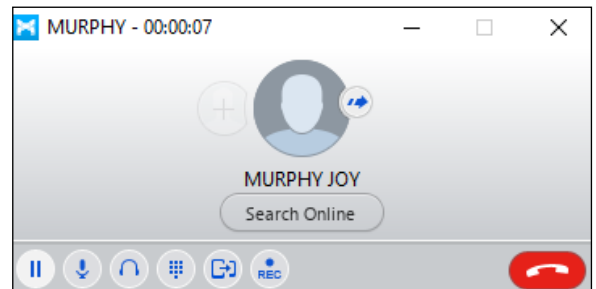
Note: When Direct Calling setting is OFF, "Call me on" setting in Tools→Options→Calls must be set to "Account Phone".



In-Call Options:

- A popup screen displays the Caller ID name and the duration of the call
- Click the buttons on the popup screen to:

- Place Call on Hold
- Adjust Microphone Volume
- Adjust Headset Volume
- Open Dial Pad

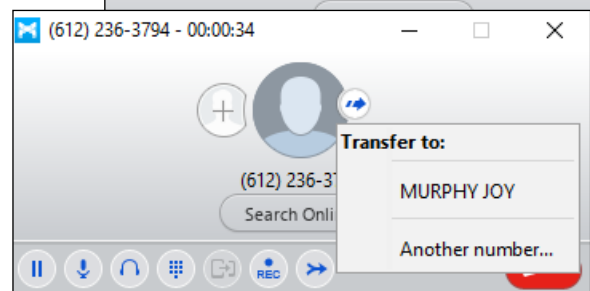
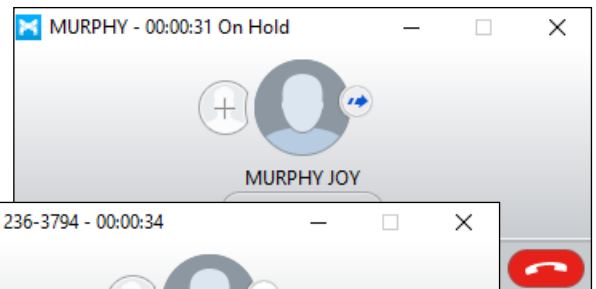


- Push Call to Another Device -all configured devices/phones ring and the call is transferred to the first-answered device
- Record Call (recorded calls are saved to the hard drive location specified in Tools → Options)
- Park Call
- Add Participant (conference call)
- Web App Integration (optional)
- Unattended/Blind Transfer the call

-or-

Warm Transfer (announce the call before transferring) when using MaX UC Desktop in softphone mode:





- Place a call to the party that you would like to transfer the call to (the first caller will be placed on hold and a second call window will appear)
- When the party answers, announce the call you will be transferring
- Click [Transfer] and select the first caller's name/number to complete the transfer

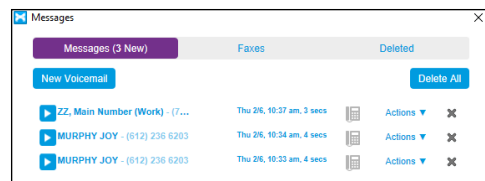


Hang Up


Messages:

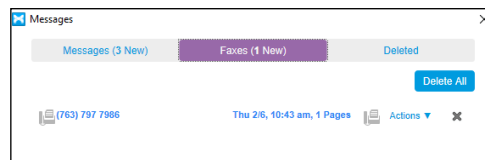
Voice Mails:

- The [Messages] icon  displays the number of new voice mail messages
- Click  [Messages] to open the Messages screen
- Click the [Messages] tab to view a list of voice mail messages:
 - To play a message, click  [Play]
 - To delete a message, click  [Delete]



Faxes:

- If Fax To Email is configured, click the [Faxes] tab to view a list of fax messages
 - Click  [Read Fax Message] to view a fax
 - Click on [Actions] to Mark as Read, Forward as Email, or Forward as Fax





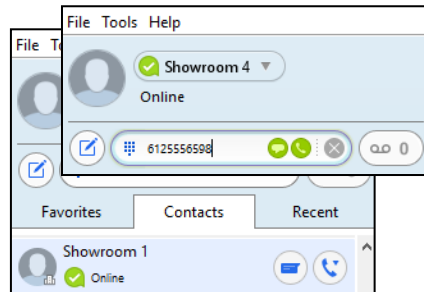
Send and Receive Chat Messages:

There are two types of chat messages:

1. IM (Instant Messages) – messages sent to other MaX UC users.
2. SMS (Short Message Service)/Text Messages – messages sent to mobile numbers outside of the Internet Phone System (optional add-on, contact POPP for more information).

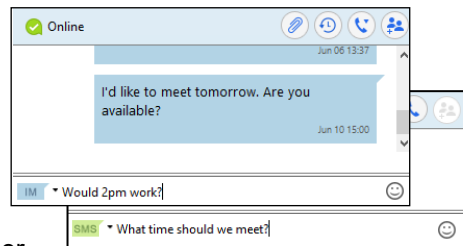
Note: MMS (i.e., multimedia texts with pictures/video) and group texts (i.e., texts with multiple recipients) are not supported.


Hover over a Contact and click the  [Chat] icon or enter a 10-digit phone number in the phone number field and click the  [Chat] icon:



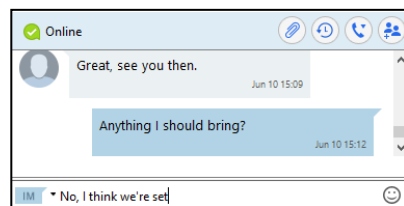
- Message type:
 - “IM” displays next to the “Send Chat” field by default for contacts that are part of your Internet Phone System
 - “SMS” displays for contacts/phone numbers that are not part of your Internet Phone System




Note: to send an SMS message to the mobile phone number of another Internet Phone System User, click on “IM” and select the contact’s mobile number from the drop down in order to change the message type to “SMS”



- Send Chat field:
 - Enter text in the field. Add emojis by clicking the  [Insert Smiley] icon.
 - Press [Enter] on the computer keyboard to send the message.

Note: Not all emojis sent from mobile devices to your Internet Phone System phone number are supported in MaX UC and may not display properly.



- Reply messages will appear in the window above.
- Options at the top of the Chat window:
 - Click  [Attachment] to select a file to attach and send to the contact (available for IM messages only)
 - Click  [History] to view the Chat History with this contact
 - Click  [Call] to call the contact
- To resume a previous chat, click on [Recent], then click on [Chats]

Options and Settings:

Click on [Tools] and select [Options] to access the following settings:

- General – general settings, contacts, recordings, analytics, and accessibility options
- Calls – call settings, ringtone and direct calling options:
 - If you are using a desk phone - turn the **Direct Calling** feature off for a better experience. Incoming calls will not ring MaX UC Desktop and outgoing calls will be made using click-to-dial.
 - If you are not using a desk phone - turn the **Direct Calling** feature on to make and receive calls from MaX UC Desktop directly (this is softphone mode)
- Chat – chat settings, display, notifications, and status options
- Audio – audio settings, microphone, in-call audio, notifications, and headset button options
- Web Apps – see MaX UC for Desktop Integration User Guide for more information on integrating 3rd party web-based applications

System Requirements

	Windows	Mac
Processor	2GHz processor or higher	2GHz processor or higher
Memory	2 GB RAM	2 GB RAM
Hard Disk Space	300MB	300MB
Operating system	Microsoft Windows 7 (Service Pack 1) Microsoft Windows 8 (Desktop edition) Microsoft Windows 10	OS X 10.12 (Sierra) or later
Connection	IP network connection (broadband, LAN, wireless)	IP network connection (broadband, LAN, wireless)
Sound Card	Full duplex, 16-bit, or use USB headset	Full duplex, 16-bit, or use USB headset

MaX UC Desktop is compatible with the following types of audio equipment:

- External speakers and microphone
- Built-in speakers and microphone
- Dual-jack multimedia headset
- Bluetooth(R) multimedia headset
- USB multimedia headset
- USB phone

For additional training and support:

- Visit www.popp.com or call POPP Communications at 763-797-7900