


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


Download MaX UC Mobile App:

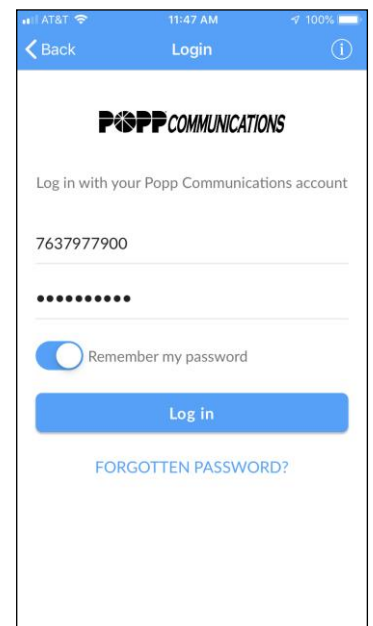
- Using a mobile device or tablet, go to the Google Play Store (for Android devices) or the Apple App Store (for Apple devices)
- Search for “MaX UC” (app may be listed as “Accession Communicator”)
- Download the free application

Configure MaX UC:

- Touch the  [MaX UC] icon on your home screen to open
- Touch [Log in]
- Choose Carrier: select [POPP Communications]
- Touch [Accept & Continue] to agree to the terms of use
- Phone Number: enter your assigned 10-digit phone number on the Internet Phone System and the password provided by POPP
- Touch [Log in]
- Move Calls to Mobile (mobile devices only): enter your 10-digit mobile number and touch [Continue]
- After a brief tour, MaX UC will open

Log In to MaX UC:


- Touch the  [MaX UC] icon to open
- Touch [Log in]
- Phone Number: verify the 10-digit phone number is correct
- Password: enter the password
- Remember password: enable if desired
- Touch [Log in]

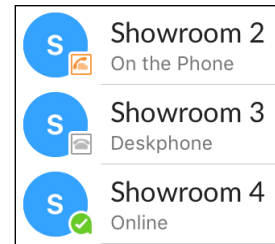


Contacts



Touch the **Contacts** [Contacts] menu icon in the bottom-left corner of the screen to view all Internet Phone System Users, along with contacts saved on the mobile device, if desired.






- Presence of end users with desk phones displays as “*On the Phone*” or “*Deskphone*” (when end user is not on the phone).
- Presence of other MaX UC Desktop or Mobile users displays as “*Online*”, “*Offline*” or “*Busy*”.
- Touch a name in the list to view contact details, mark the contact as a Favorite , or to call or send a chat message

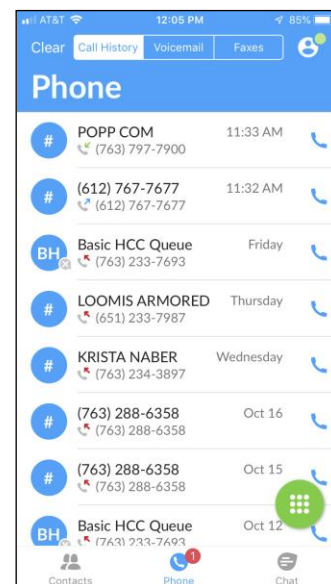


Call History and Messages






Touch the **Phone** [Phone] menu icon in the bottom-center of the screen. Touch one of these options at the top of the screen to view:

- [Call History] - View outbound , inbound , and missed  calls. Touch a name or phone number to dial the number
- [Voicemail] - View and manage voice mail messages. Touch a message to open it and then touch  [Play]. Touch  [More] and select [Delete message] to delete.
- [Faxes] - view and manage fax messages (if configured)



Make a Phone Call:

Touch the  [Phone] menu icon in the bottom-center of the screen. Touch  [Dialer] to open the dialer keypad.

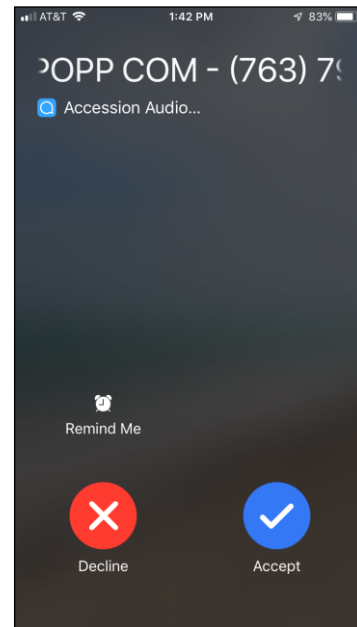
- Dial the [10-digit phone number] and touch  [Call] to place the call

Note: MaX UC cannot be used for 911 emergency calling. When installed on a smartphone, MaX UC will route the 911 call through the cellular phone network. On a tablet, MaX UC will notify the end user that 911 calls cannot be completed.




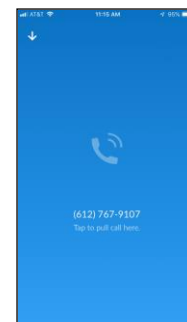
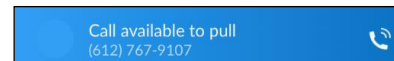
Receive a Phone Call:

- MaX UC must be active in order for inbound calls to ring the mobile device
- When an incoming call is received, the calling party's telephone number and name will display when available
- Touch [Accept] to answer the call
- Touch [Decline] to decline the call
 - Declined calls are routed according to the line's Call Manager settings, most commonly to the line's voice mail box on the Internet Phone System



Pull Call using MaX UC:

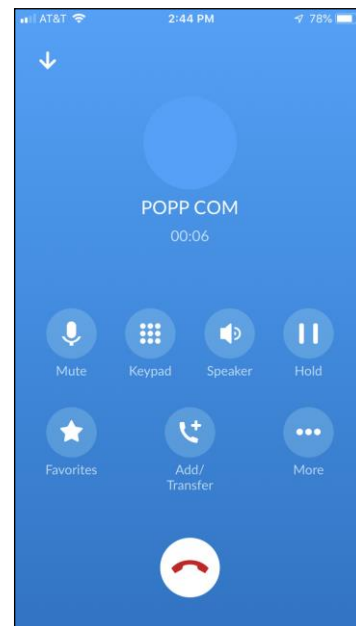
- To pull an active call from your desk phone or MaX UC Desktop to MaX UC Mobile:
 - Touch "Call available to pull" message that is displayed at the bottom of the screen
 - Touch  phone icon to pull the call to MaX UC Mobile



In-Call Options:

While a call is in progress, the following options are available:


- Mute: mutes your voice
- Keypad: opens dial pad
- Speaker: places call on speakerphone
- Hold: places caller on hold
- Favorites: open a list of contacts you have designated as Favorites (if any). Touch and drag a contact onto the left side of the screen to add them to the call.
- Add/Transfer: dial another number to add another party to the call or transfer caller to another number
- More: touch [Switch] and then touch one of the following options to push the call to either:
 - This device (cell) (e.g., if WiFi connection is poor or when leaving a cellular data coverage area). MaX UC will place the call on Hold while it dials the cellular phone number of the mobile device. When the cellular call is answered, the conversation continues via the cellular connection. The “Switch” option appears while In-Call when the “Cellular Number” field is populated with a 10-digit phone number in the Settings menu.
 - Another Device: will ring all numbers configured in Settings → My Phones. When the call is answered, the conversation continues on the answered device.
- End Call: touch phone icon to hang up call



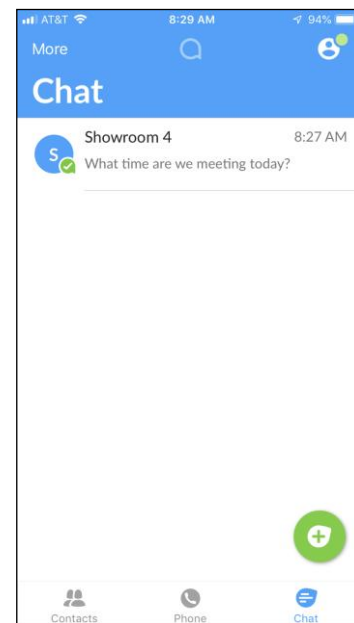
Send and Receive Chat Messages:

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.

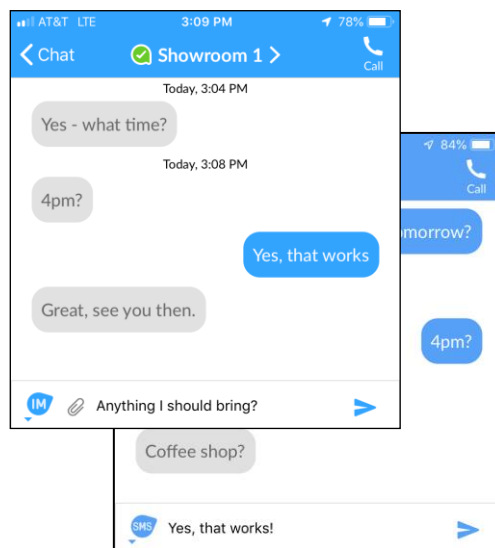
Touch the  [Chat] icon at the bottom of the screen:


- View past Chats, and continue those conversations where they left off
- Touch  [New Conversation] to start a new Chat by searching for a Contact name or entering a 10-digit phone number



- 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 using the Emoji keyboard on your mobile device.
 - Select  [Attachment] to select a file to attach and send to the contact (available for IM messages only)
 - Touch [Send] to send the message.

Profile and Settings:

Touch [Profile and Settings] to access settings, help, or to logout.

- Touch [Call Manager] to change the routing of incoming calls. Options include Send all calls to Voicemail, Ring your phone, or apply rules as configured in the User Portal (Incoming Call Manager feature must be enabled by POPP)

For additional training and support:

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