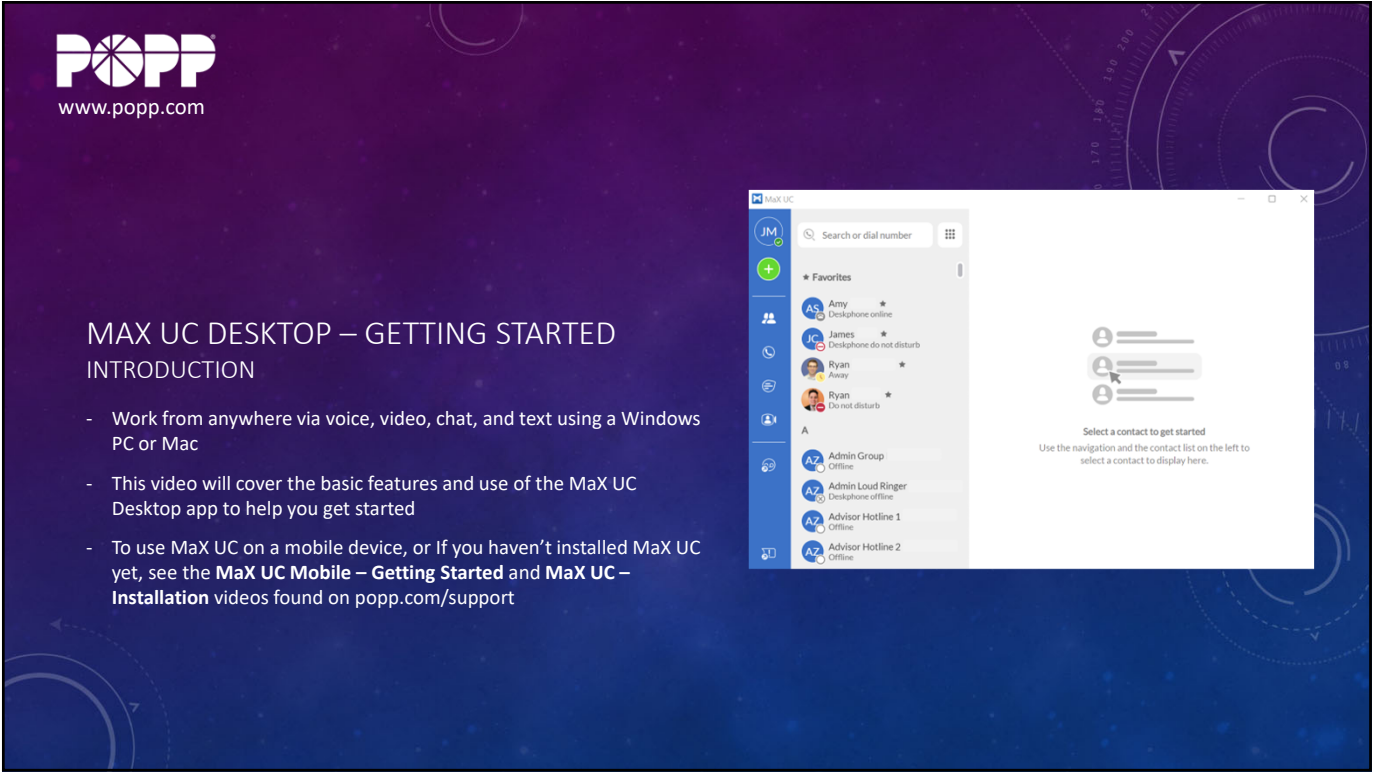


1

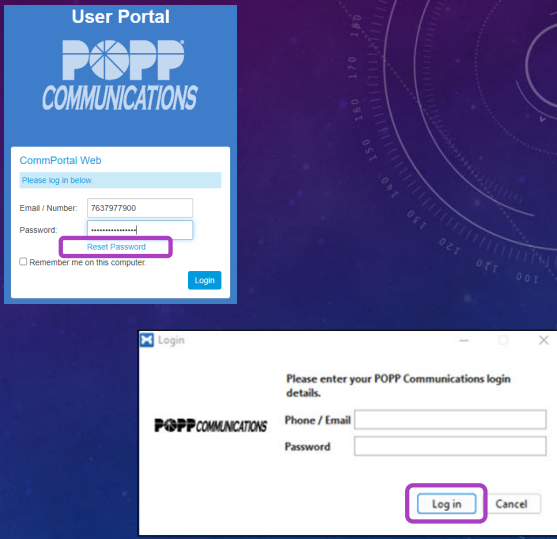


2

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### MAX UC DESKTOP – GETTING STARTED INTRODUCTION

- When you first open MaX UC Desktop, you'll be prompted to login
- MaX UC uses the same login credentials as the User Portal at portal.popp.com
- Click the [Reset Password] link if you've forgotten your password
- Enter your [10-digit direct inward dial number] and [Password] and click [Log in]



The image shows two login interfaces. The top one is the 'User Portal' for POPP COMMUNICATIONS, featuring a 'CommPortal Web' header, a 'Please log in below' instruction, and input fields for 'Email / Number' (with the example '7637977900') and 'Password'. A 'Reset Password' link is highlighted with a red box. The bottom interface is a 'Login' dialog box with the text 'Please enter your POPP Communications login details.' and input fields for 'Phone / Email' and 'Password'. The 'Log in' button is highlighted with a red box.

3

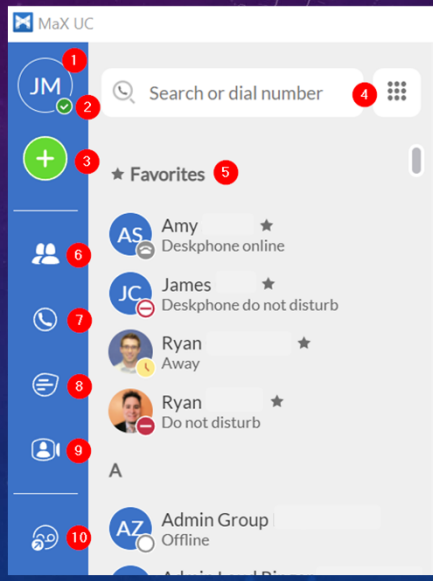
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### MAX UC DESKTOP – GETTING STARTED INTRODUCTION

Once you log in, MaX UC will open, and you'll see the following options:

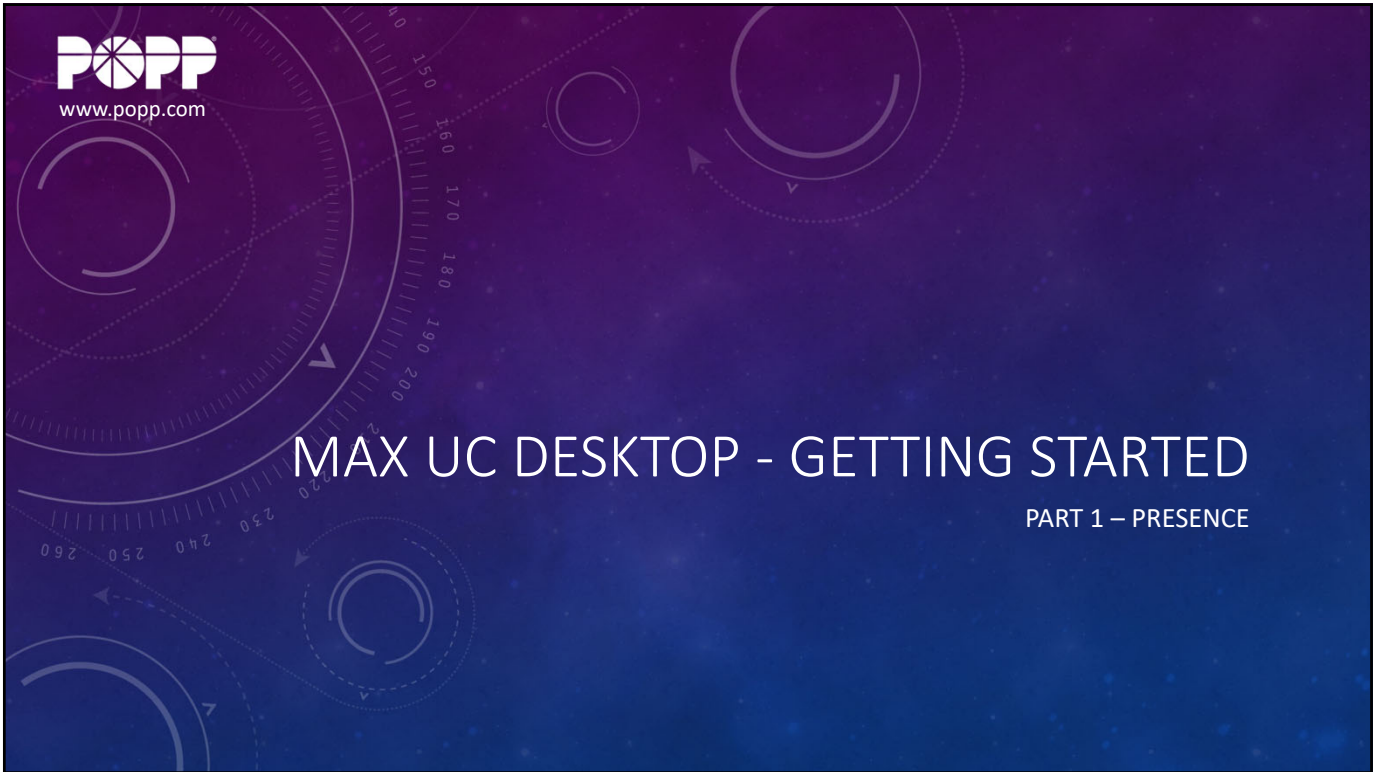
1. Your Profile (change your status, password, settings, and more)
2. Your Presence
3. Start a new call, group chat, add a contact
4. Search field and keypad
5. Favorites
6. Contacts
7. Calls
8. Chats
9. Meetings (optional videoconferencing subscription required)
10. Voicemail messages (and faxes if you have the optional fax-to-email service)

Note: If you're having trouble logging in, contact POPP at 763-797-7900 for assistance.

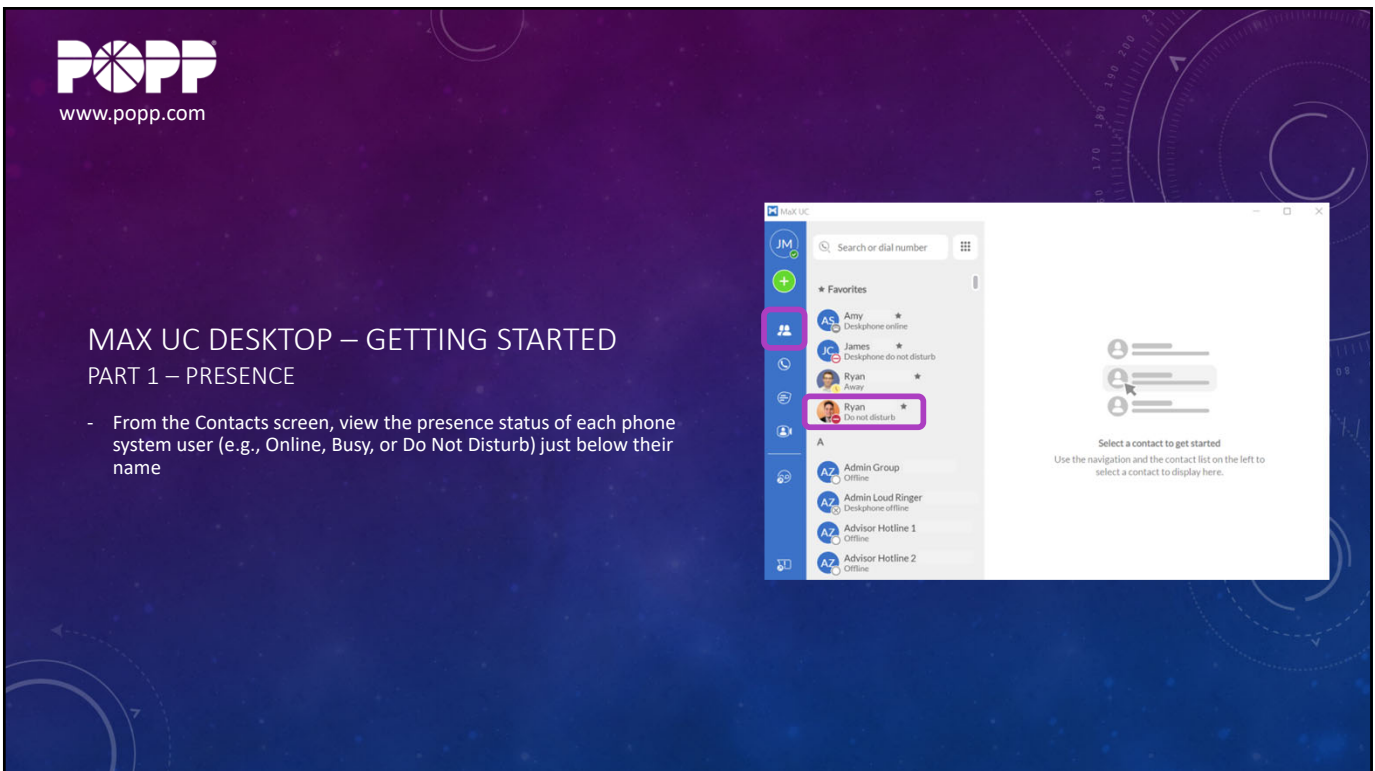


The image shows the MaX UC Desktop interface with ten numbered red callouts: 1. Profile icon (JM), 2. Presence indicator (checkmark), 3. Add (+) button, 4. Search field, 5. Favorites star, 6. Contacts icon, 7. Calls icon, 8. Chats icon, 9. Meetings icon, and 10. Voicemail icon. The interface also displays a list of contacts with their names and status: Amy (Deskphone online), James (Deskphone do not disturb), Ryan (Away), and Ryan (Do not disturb). An 'Admin Group' is also listed as 'Offline'.

4



5

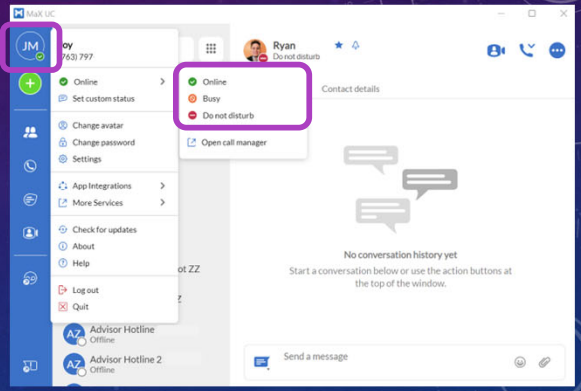


6



### MAX UC DESKTOP – GETTING STARTED PART 1 – PRESENCE

- To view or set your own presence status, click the [Profile] menu, then select your status
- Setting your line to Do Not Disturb will silence calls and send callers to voicemail
- Change your status to Do Not Disturb at the end of the workday to keep calls from ringing through after hours

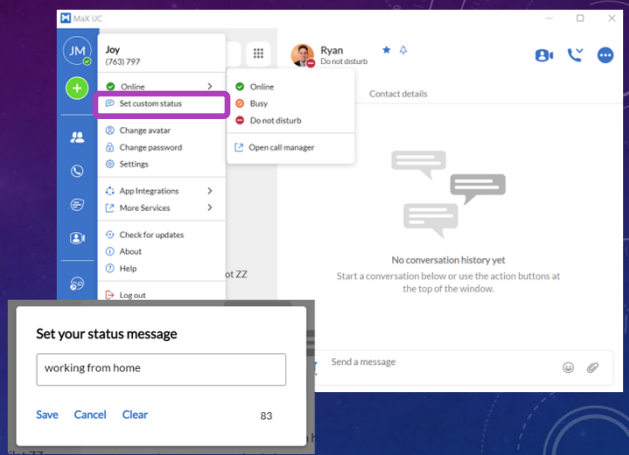


7



### MAX UC DESKTOP – GETTING STARTED PART 1 – PRESENCE

- Select [Set custom status] to enter a custom message that will display to other phone system users (e.g., working from home)
- You can also integrate with Outlook for presence, which will automatically detect if you're in a meeting based on your Outlook calendar and adjust your MaXUC presence to "in a meeting" accordingly. We'll cover where to enable this later in the video.



8

The screenshot shows a window titled "MaX UC" with a search bar at the top. Below the search bar is a "Favorites" section with four entries: Amy (Desktop phone online), James (Desktop phone do not disturb), Ryan (Away), and Ryan (Do not disturb). Below that is an alphabetical list of contacts starting with "A": Admin Group (Offline), Admin Loud Ringer (Desktop phone offline), Advisor Hotline 1 (Offline), and Advisor Hotline 2 (Offline). On the right side of the window, there is a large, faint graphic of a contact card with a person icon and a name field. Below this graphic is the text: "Select a contact to get started. Use the navigation and the contact list on the left to select a contact to display here."

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UP NEXT:  
PART 2 – CONTACTS

For more training videos, visit [www.popp.com/support](http://www.popp.com/support)

9

The slide features a dark blue background with a subtle pattern of white circular lines and numbers, resembling a dial or a technical diagram. The text is centered and reads:

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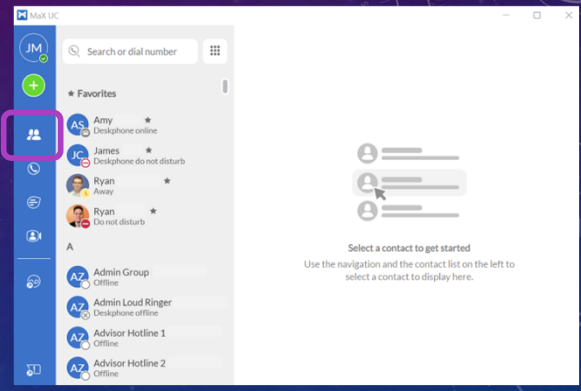
**MAX UC DESKTOP - GETTING STARTED**  
PART 2 – CONTACTS

10



### MAX UC DESKTOP – GETTING STARTED PART 2 – CONTACTS

- Click on the [Contacts] icon to view your contacts
- Your phone system directory contacts are automatically synced with MaX UC
- You can also sync your Outlook contacts which will be covered later in this video

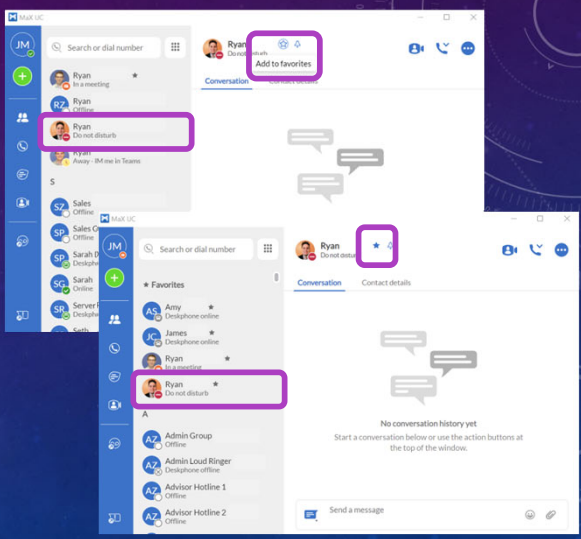


11



### MAX UC DESKTOP – GETTING STARTED PART 2 – CONTACTS

- You can mark any contacts you call frequently as Favorites
- To add a Favorite, click on a contact, then click on the [star] icon next to their name
- Favorite contacts are listed at the top of the Contacts screen and are denoted with a star



12

The screenshot shows the MaX UC Desktop interface. On the left, there is a navigation pane with icons for home, add, contacts, messages, calendar, and settings. Below these icons is a list of contacts and groups, including 'Admin Group', 'Admin Loud Ringer', 'Advisor Hotline 1', and 'Advisor Hotline 2'. The main area on the right displays a search bar and a message: 'Select a contact to get started. Use the navigation and the contact list on the left to select a contact to display here.' The background of the slide features a dark blue gradient with faint circular patterns and numbers.

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UP NEXT:  
PART 3 – MAKE AND RECEIVE CALLS

For more training videos, visit [www.popp.com/support](http://www.popp.com/support)

13

The title slide features a dark blue background with a pattern of faint, overlapping circular lines and numbers, similar to the previous slide. The text is centered and reads: 'MAX UC DESKTOP - GETTING STARTED' in a large, white, sans-serif font, followed by 'PART 3 – MAKE AND RECEIVE CALLS' in a smaller font below it. The POPP logo and website URL are in the top left corner.

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**MAX UC DESKTOP - GETTING STARTED**  
PART 3 – MAKE AND RECEIVE CALLS

14

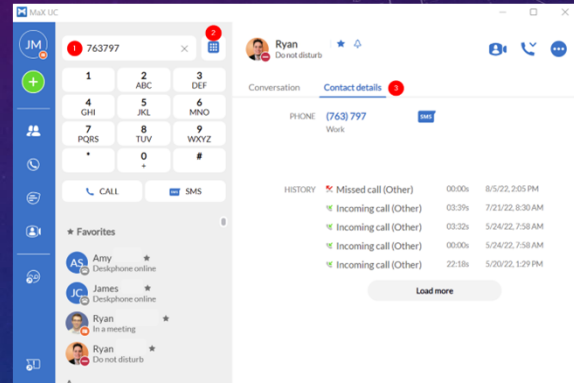


## MAX UC DESKTOP – GETTING STARTED PART 3 – MAKE AND RECEIVE CALLS

While you can use your computer speaker and mic, for the best call quality, a headset or Bluetooth earpiece is recommended.

There are three ways to place an outbound call:

1. Type the phone number or name of someone in your contact list and click [Call]
2. Click on the [keypad] icon and click the numbers to dial, then click [Call]
3. From the Contacts screen, click on a contact, click the [Contact details] tab, then click on the phone number

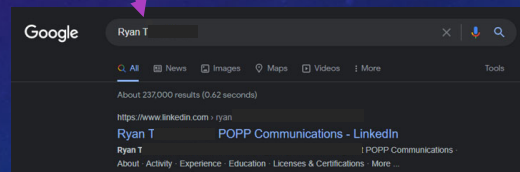
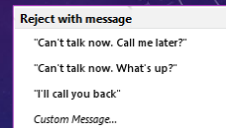


15



## MAX UC DESKTOP – GETTING STARTED PART 3 – MAKE AND RECEIVE CALLS

- Incoming calls on the MaX UC app have a different ringtone
- Calls will appear in a pop-up window with Caller ID information:
  - Click [Accept] to answer
  - Click [Reject] to reject the call and send it to voicemail
  - If the caller is within your company, additional reject options are available to send the caller an instant message
  - [Search Online] is an option you can configure to search for the caller's name/number in an online database (e.g., Google or Salesforce). See the **MaX UC Desktop Integration User Guide** found on [popp.com/support](http://popp.com/support) for more information.



16



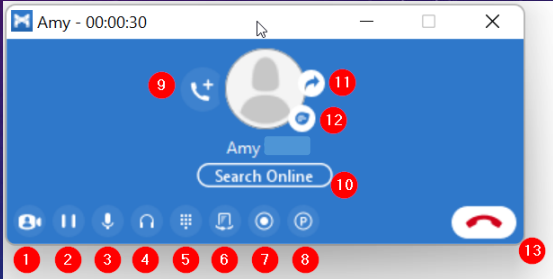
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### MAX UC DESKTOP – GETTING STARTED

#### PART 3 – MAKE AND RECEIVE CALLS

Options during an active call:

1. Convert call to Meeting (optional videoconference feature required)
2. Hold
3. Microphone volume
4. Headset/speaker volume
5. Keypad (to enter digits, e.g., to navigate an auto attendant)
6. Switch call to your desk phone
7. On-demand call recording
8. Park call (on a park orbit)
9. Conference in another party
10. Search for the party in an online database (additional configuration required)
11. Transfer
12. Chat/Instant Message
13. End call



17

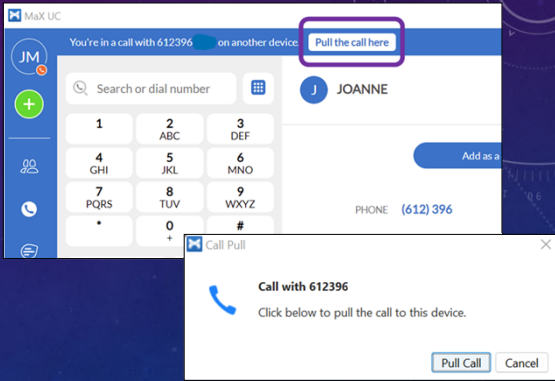
**POPP**  
www.popp.com

### MAX UC DESKTOP – GETTING STARTED

#### PART 3 – MAKE AND RECEIVE CALLS

To pull an active call from your desk phone or MaX UC Mobile to MaX UC Desktop:

- Click the [Pull call here] message that appears at the top of the MaX UC window
- Click on [Pull Call] to pull the call to MaX UC Desktop



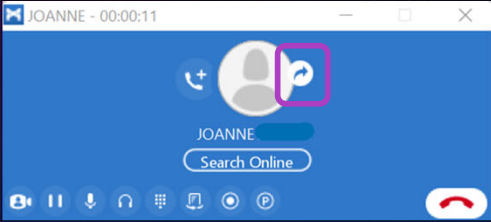
18

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### MAX UC DESKTOP – GETTING STARTED PART 3 – MAKE AND RECEIVE CALLS

A note about call quality:

- MaX UC places calls over the internet connection (wired Ethernet or WiFi) used by your computer at the time
- With a reliable internet connection and adequate bandwidth, you should experience excellent call quality
- If you're experiencing poor call quality, it may be an intermittent issue with your computer or internet connection. You may want to transfer the call to another phone, such as your cell phone or a landline using the call transfer button.



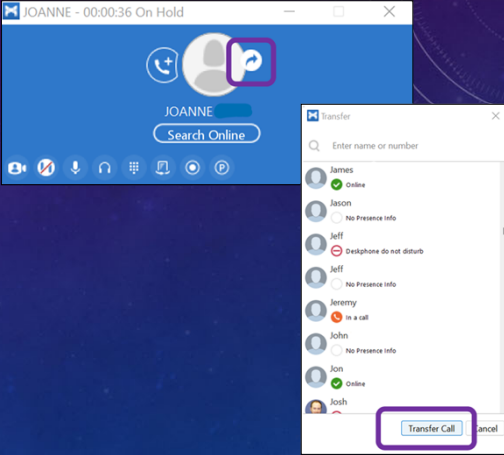
19

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### MAX UC DESKTOP – GETTING STARTED PART 3 – MAKE AND RECEIVE CALLS

To transfer the call to your cell phone:

- Click the [Transfer] option. The party will be placed on a brief hold.
- Enter your [cell phone number], and click [Transfer Call]
- The call will ring on your cell phone
- Answer the call to be connected with the other party again
- Transferring a call to your cell phone is also a convenient way to continue a call when leaving your desk or when leaving the office



20

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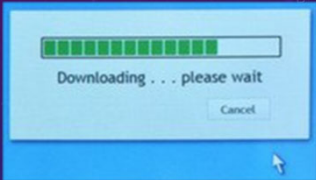

## MAX UC DESKTOP – GETTING STARTED

### PART 3 – MAKE AND RECEIVE CALLS

Additional steps if you experience poor call quality:

- Check your WiFi signal. You may need to physically move to get a stronger signal.
- If possible, connect your computer to a wired Ethernet connection instead of WiFi
- Close any apps that you don't need to have open in order to free up computer resources
- Check to see if something on your local area network is consuming large amounts of internet bandwidth:
  - Downloading large files
  - Streaming HD/4K video (prevalent if working from home)
  - Cloud backup application is running

Pausing these activities until later to free up internet bandwidth is often all that's needed to improve call quality

21

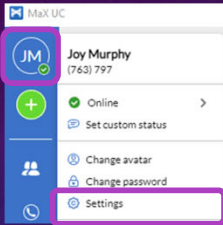
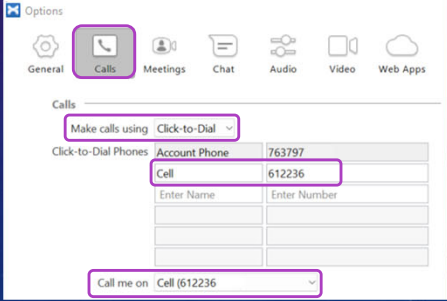
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## MAX UC DESKTOP – GETTING STARTED

### PART 3 – MAKE AND RECEIVE CALLS

If you'd like to permanently have MaX UC place calls using an alternate phone (for example, your cell phone), enable click-to-call mode:

- Click on the [Profile] menu and select [Settings]
- Click the [Calls] tab
- For the [Make calls using] option, select [Click-to-Dial]
- Under Click-to-Dial Phones, enter your cell phone number
- Next to [Call me on], select your cell phone
- Outbound calls from MaX UC Desktop will call your cell phone and when you answer, the call will be placed to the far-end

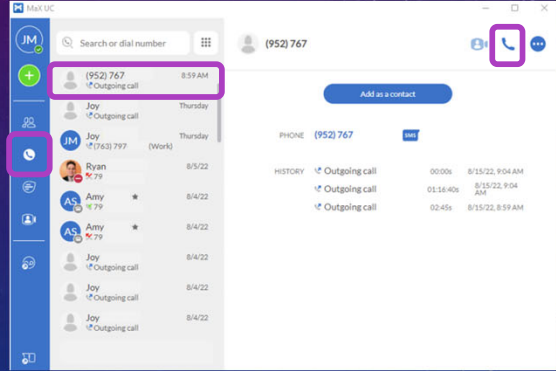
22



### MAX UC DESKTOP – GETTING STARTED PART 3 – MAKE AND RECEIVE CALLS

To view your recent calls, click the [Calls] icon:

- This list includes calls made from the app and from your desk phone
- Click on a call in the list and click the [Phone] icon in the upper-right corner or the window to place the call

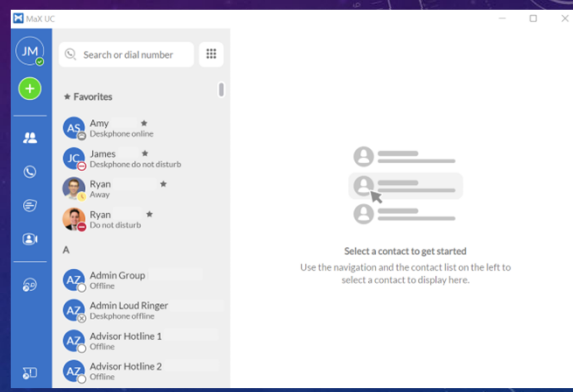


23

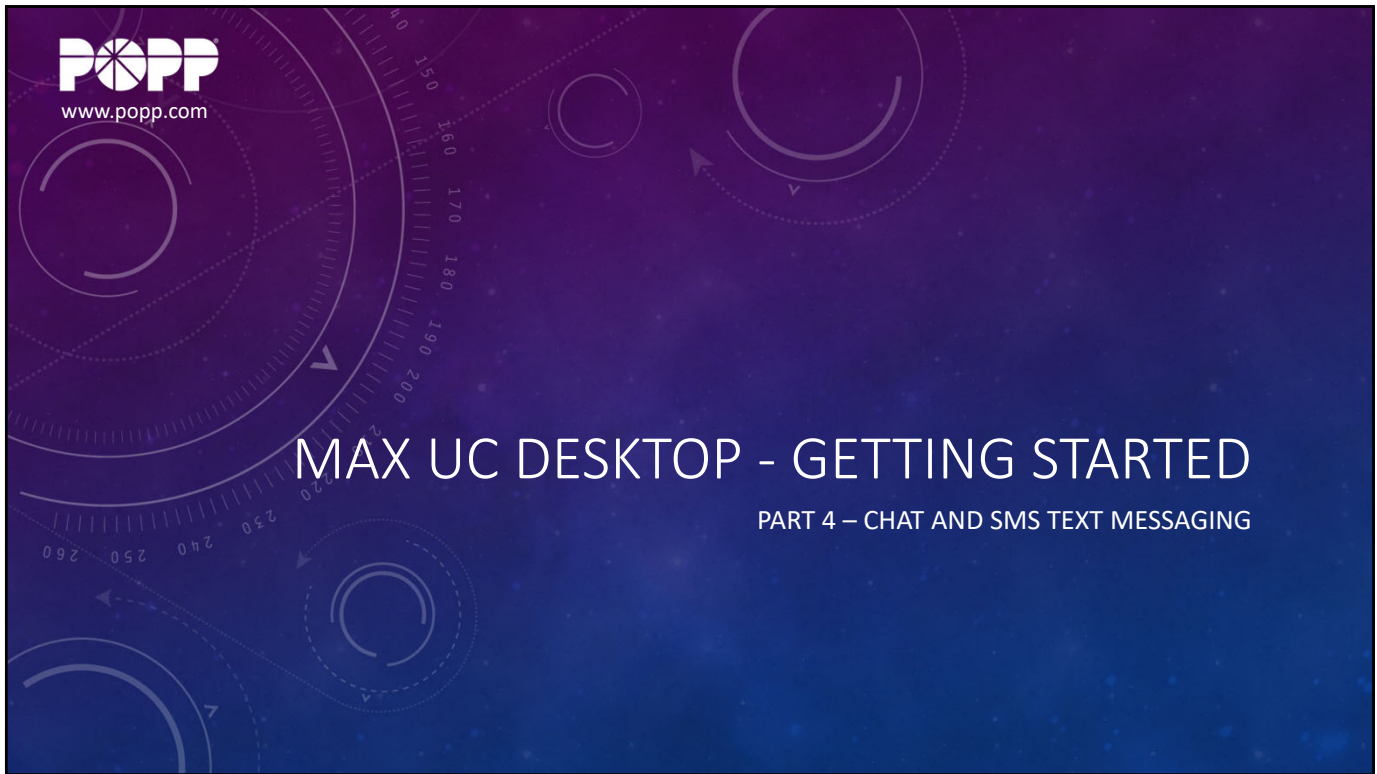


### UP NEXT: PART 4 – CHAT AND SMS TEXT MESSAGING

For more training videos, visit [www.popp.com/support](http://www.popp.com/support)



24



25

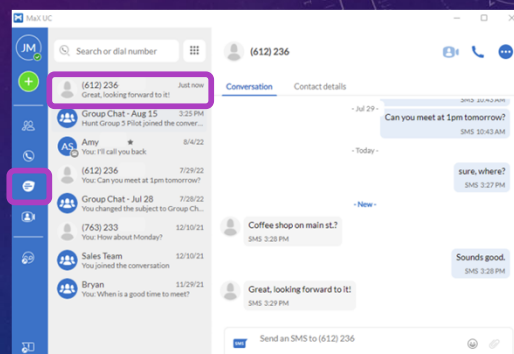
The slide contains instructional text and three screenshots of the Max UC desktop application. The top left features the Popp logo and website. The main text reads: 'MAX UC DESKTOP - GETTING STARTED PART 4 - CHAT AND SMS TEXT MESSAGING'. Below this is a list of instructions: 'Chat or instant message with other phone system users or send SMS text messages using your 10-digit direct inward dial number', 'To start a new Chat (Instant Message or SMS text message):', 'Enter a 10-digit number in the dial number field and click the [SMS] button', 'From Contacts, click on a Contact to start a chat in the Conversation tab on the right side of the screen', and 'To start a new group chat, click the [Add] icon and select "New group chat"'. The first screenshot shows the dial pad with the 'SMS' button highlighted. The second screenshot shows the contact list with a contact selected. The third screenshot shows the 'Add' menu with 'New group chat' highlighted.

26



### MAX UC DESKTOP – GETTING STARTED PART 4 – CHAT AND SMS TEXT MESSAGING

- To view chat history, click the [Chat] icon
- To resume a previous chat, click to select a chat from the list and resume the conversation on the right side of the screen



27



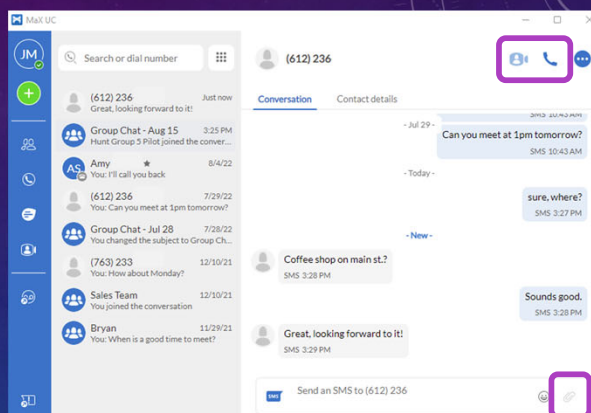
### MAX UC DESKTOP – GETTING STARTED PART 4 – CHAT AND SMS TEXT MESSAGING

From the chat screen you can:

- Start a Meeting (optional videoconference feature)
- Initiate a voice call
- Share files

SMS texting is not enabled by default. If you don't have the ability to send SMS text messages, contact POPP to have this feature enabled.

Note: One-to-one texting only. Group texting is not supported. Plain text only. Multimedia texting of videos/pictures is not supported.



28

The screenshot shows the MaX UC Desktop interface. On the left, there is a contact list with the following entries:

- AM Amy Deskphone online
- JC James Deskphone do not disturb
- RY Ryan Away
- RY Ryan Do not disturb
- A Admin Group Offline
- AZ Admin Loud Ringer Deskphone offline
- AZ Advisor Hotline 1 Offline
- AZ Advisor Hotline 2 Offline

On the right, a message reads: "Select a contact to get started. Use the navigation and the contact list on the left to select a contact to display here." The background features a dark blue gradient with white circular patterns and numbers.

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UP NEXT:  
PART 5 - MEETINGS

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29

The title slide features a dark blue background with white circular patterns and numbers. The text is centered and reads:

**MAX UC DESKTOP - GETTING STARTED**  
PART 5 - MEETINGS

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# MAX UC DESKTOP - GETTING STARTED

PART 5 - MEETINGS

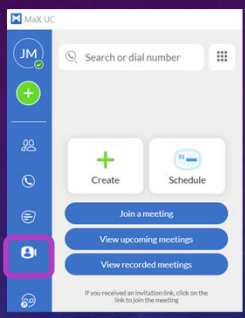

30

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### MAX UC DESKTOP – GETTING STARTED PART 5 – MEETINGS

- With the optional MaX Meeting videoconferencing feature (powered by Zoom), you can create, schedule, join, or view upcoming meetings in MaX UC
- Click on the [Meetings] icon on the left side of the screen for these options

Note: If you don't have the Meetings option and would like to add it, contact POPP at 763-797-7900

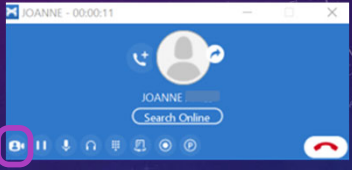
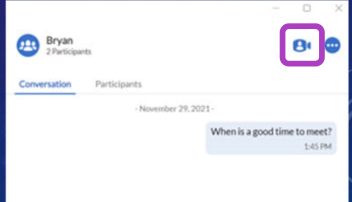



31

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### MAX UC DESKTOP – GETTING STARTED PART 5 – MEETINGS

- The MaX Meeting feature also allows you to upgrade a call or chat to a Meeting
- Click the [Meeting] icon from the active call or chat screen to start a meeting

32



The screenshot shows the Max UC desktop interface. On the left, there is a navigation pane with icons for home, add, contacts, messages, and settings. The main area displays a contact list with names and status (e.g., 'Amy Deskphone online', 'James Deskphone do not disturb'). A message window is open on the right, showing a search bar and a list of contacts to select.

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UP NEXT:  
PART 6 – VOICEMAIL AND MESSAGES

For more training videos, visit [www.popp.com/support](http://www.popp.com/support)

33

The title slide features a dark blue background with a subtle pattern of circular gauges and numbers. The text is centered and reads:

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**MAX UC DESKTOP - GETTING STARTED**  
PART 6 – VOICEMAIL AND MESSAGES

34

**POPP**  
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### MAX UC DESKTOP – GETTING STARTED PART 6 – VOICEMAIL AND MESSAGES

- Click on the [Voicemail] icon and a new window will open with a list of your voicemail messages

The screenshot shows the MAX UC Desktop interface. On the left, a sidebar contains a 'Voicemail' icon highlighted with a red box. The main window displays a 'Favorites' list and a 'Messages and Calls (1)' section. The 'Messages and Calls' section has tabs for 'Messages (1 New)', 'Faxes', 'Missed', 'Dialed', 'Received', and 'Deleted'. The 'Messages (1 New)' tab is active, showing a list of voicemail messages with columns for sender, time, and duration. A red box highlights the 'New Voicemail' button at the top left of the message list.

35

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### MAX UC DESKTOP – GETTING STARTED PART 6 – VOICEMAIL AND MESSAGES

- Click the [Play] icon to play a message
- Click on the [X] to the right of a message to delete it
- If you have the Fax-to-email (optional feature), click on [Faxes] to view your faxes

Note: If your settings are configured to forward messages as email attachments only, you will not see your messages listed here

The screenshot shows the 'Faxes' tab selected in the 'Messages and Calls' section. The 'Messages (1 New)' tab is also highlighted with a red box. The message list is visible, with a red box highlighting the play button (a right-pointing triangle) on the left of the first message and another red box highlighting the delete button (an 'X' icon) on the right of the same message.

36

The screenshot shows the MaX UC desktop interface. On the left, there is a navigation pane with icons for home, add, contacts, messages, calendar, and settings. The main area displays a search bar and a list of contacts under the heading "Favorites". The contacts listed are Amy (Deskphone online), James (Deskphone do not disturb), and Ryan (Away). Below this is a section titled "A" containing a list of administrative contacts like "Admin Group", "Admin Loud Ringer", "Advisor Hotline 1", and "Advisor Hotline 2". On the right side of the interface, there is a message that says "Select a contact to get started" with instructions to use the navigation and contact list on the left.

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UP NEXT:  
PART 7 – ACCOUNT SETTINGS

For more training videos, visit [www.popp.com/support](http://www.popp.com/support)


37

The title slide features a dark blue background with a subtle pattern of white circular lines and numbers, resembling a technical or engineering diagram. The text is centered and presented in a clean, white, sans-serif font.

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**MAX UC DESKTOP - GETTING STARTED**  
PART 7 – ACCOUNT SETTINGS

38



JM Joy M  
(763) 797

- In a meeting
- Set custom status
- Change avatar
- Change password
- Settings**

Options

General Calls Meetings Chat Audio Video Web Apps

**General**

- Launch MaX UC on startup
- Automatically log in to MaX UC
- 1**  Integrate with Outlook for calls, messaging and presence.
- Use MaX UC to call phone number links in emails and web pages.
- 2** Choose a ringtone: MaX UC

**Contacts**

- 3** Use contacts from: Outlook

Edits to contacts will appear in both MaX UC and the contact source.

**Recordings**

- 4** Save recordings to: MaX UC Open Folder

**Analytics**

- Help to improve the application by sending anonymous usage data

**Integrations**

- Enable WebSocket server for 3rd party integration

Application connected: None

**Reset**


Clear User Data

**MAX UC DESKTOP – GETTING STARTED**  
**PART 7 – ACCOUNT SETTINGS**

Click on the [Profile] menu and select [Settings] to view and update your MaX UC settings. Click on [General] for general settings including:

1. Integrate with Outlook for calls, messaging, and presence
2. Choose a ringtone
3. Sync your Outlook contacts
4. Set the save location for on-demand call recording

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Options

General **Calls** Meetings Chat Audio Video Web Apps

**Calls**

Make calls using: Click-to-Dial

Click-to-Dial Phones

Account Phone	763797
Cell	612236
Enter Name	Enter Number

Call me on: Cell (612236)

- Always keep call windows on top
- Enable call park**

You can access your call park orbits from the Profile menu. A call park button will also be added to the call window.

- Show the call rating window after every call

Turn off Direct Calling

Turning off Direct Calling provides a better experience when using MaX UC with a twinned desk phone. Incoming calls will not ring in MaX UC and outgoing calls will be made using Click-to-Dial.

**MAX UC DESKTOP – GETTING STARTED**  
**PART 7 – ACCOUNT SETTINGS**

- Click on [Calls] to access call settings
- Check the box to [Enable call park], allowing you to place calls on a park orbit and retrieve parked calls

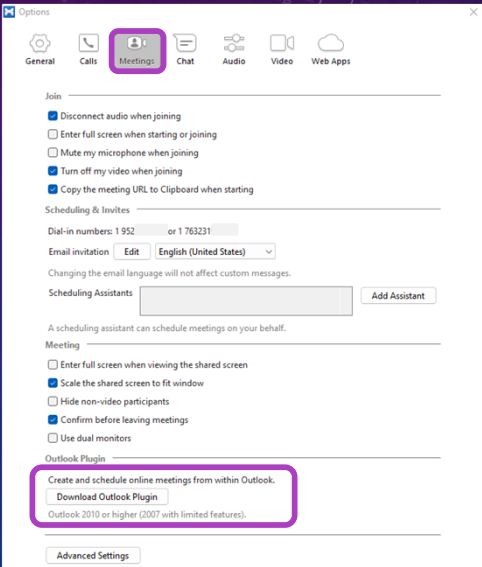
40

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## MAX UC DESKTOP – GETTING STARTED

### PART 7 – ACCOUNT SETTINGS

- If you have the optional Meeting videoconference feature, click on [Meetings] to update your meeting settings
- You can also download an Outlook plugin that allows you to schedule videoconference meetings from within Outlook



**Options**

General Calls **Meetings** Chat Audio Video Web Apps

Join

- Disconnect audio when joining
- Enter full screen when starting or joining
- Mute my microphone when joining
- Turn off my video when joining
- Copy the meeting URL to Clipboard when starting

Scheduling & Invites

Dial-in numbers: 1 952 or 1 763231

Email invitation: Edit English (United States)

Changing the email language will not affect custom messages.

Scheduling Assistants [Add Assistant]

A scheduling assistant can schedule meetings on your behalf.

Meeting

- Enter full screen when viewing the shared screen
- Scale the shared screen to fit window
- Hide non-video participants
- Confirm before leaving meetings
- Use dual monitors

Outlook Plugin

Create and schedule online meetings from within Outlook.

**Download Outlook Plugin**

Outlook 2010 or higher (2007 with limited features).

Advanced Settings

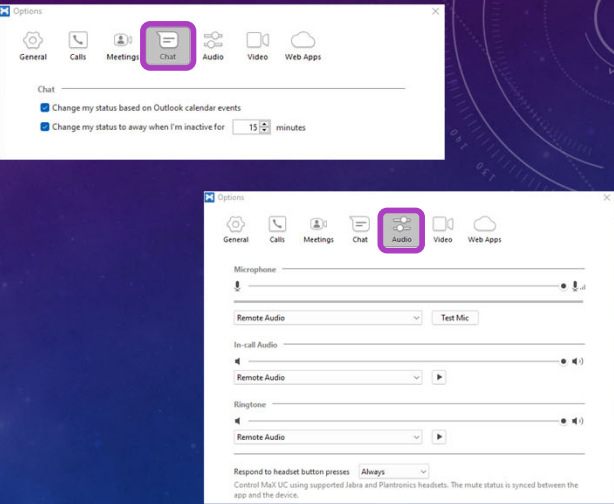
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## MAX UC DESKTOP – GETTING STARTED

### PART 7 – ACCOUNT SETTINGS

- Click on [Chat] to view and update Chat settings
- Click on [Audio] to update your microphone and speaker volume and settings



**Options**

General Calls Meetings **Chat** Audio Video Web Apps

Chat

- Change my status based on Outlook calendar events
- Change my status to away when I'm inactive for 15 minutes

**Options**

General Calls Meetings **Audio** Video Web Apps

Microphone

Remote Audio [Test Mic]

In-call Audio

Remote Audio

Ringtone

Remote Audio

Respond to headset button presses: Always

Control MaX UC using supported Jabra and Plantronics headsets. The mute status is synced between the app and the device.

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**MAX UC**

Joy (763) 797

- Online
- Set custom status
- Change avatar
- Change password
- Settings
- App Integrations
- More Services
- Check for updates
- About
- Help

Groups

Home Messages and Calls Contacts

Groups

Multi Line Hunt Groups and Call Pickup Groups you are a member of. For Multi Line Hunt Groups, indicates logged-in, and logged-out.

Group Membership

Group Membership	Hunt Group: ENI Group	Department	Number of Lines	Status
Hunt Group: ENI Group		None	8 (Logged in 6)	You are currently logged in to this Hunt Group
Position	Number	Ext.	Name	
1	(763) 797	7953	OPEN	
2	(763) 797	7989	Kristin	
3	(763) 797	7916	OPEN	
4	(763) 797	7969	Joy	
5	(763) 797	7967	Tracy	
6	(763) 797	7933	Christine	
7	(763) 797	7934	Heather	
8	(763) 797	7924	Julie	

**MAX UC DESKTOP – GETTING STARTED PART 7 – ACCOUNT SETTINGS**

For hunt group settings:

- Click on the [Profile] menu
- Select [More Services]
- Select [Groups]

A new window will open where you can view hunt groups and login or logout

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**MAX UC**

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View account...

Home Messages and Calls Contacts

Phone Status

Incoming calls will Ring your Account Phone

Account Phone (763) 797

If there is no answer:

- Forwarded to (812) 236 after 0 seconds
- Send to voicemail after 20 seconds

If your phone is busy:

- Forwarded to (812) 236
- Send to voicemail

Advanced Settings

- Respect DoNotDisturb
- Distinctive Ringtone
- Forward if Unavailable
- Anonymous Calls

Your Services

Groups Call Settings Message Settings Notifications Reminders

Personal Details: Joy Murphy, Technology, Address, Devices, Account Licenses

Security: Change Password

Support: Help, Downloads, Send Feedback

**MAX UC DESKTOP – GETTING STARTED PART 7 – ACCOUNT SETTINGS**

To open the User Portal and make other setting adjustments (e.g., call forwarding or to change your password):

- Click on the [Profile] menu and select [View Account]

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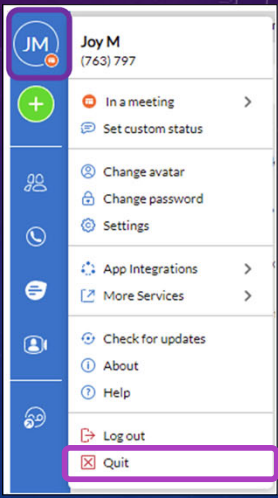
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## MAX UC DESKTOP – GETTING STARTED

### PART 7 – ACCOUNT SETTINGS

If you no longer want to make or receive business calls through MaX UC Desktop for a while (for example, at the end of your shift):

- Click on the [Profile] menu and select [Quit]

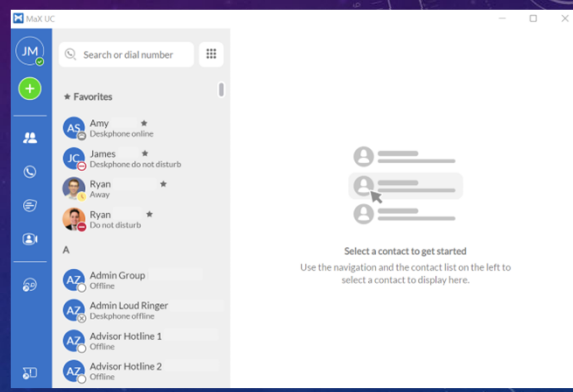


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## MAX UC DESKTOP – GETTING STARTED

For more training videos, visit [www.popp.com/support](http://www.popp.com/support) or contact POPP at 763-797-7900



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