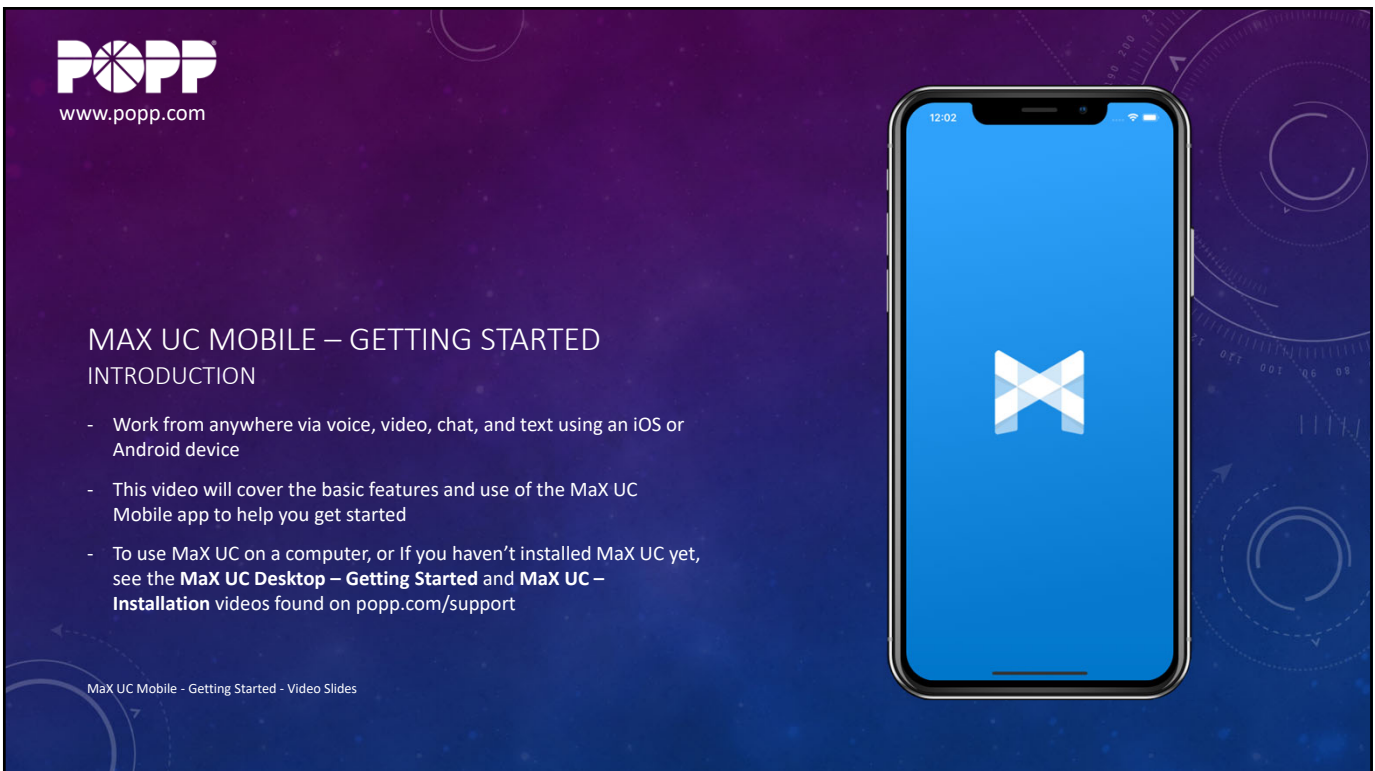




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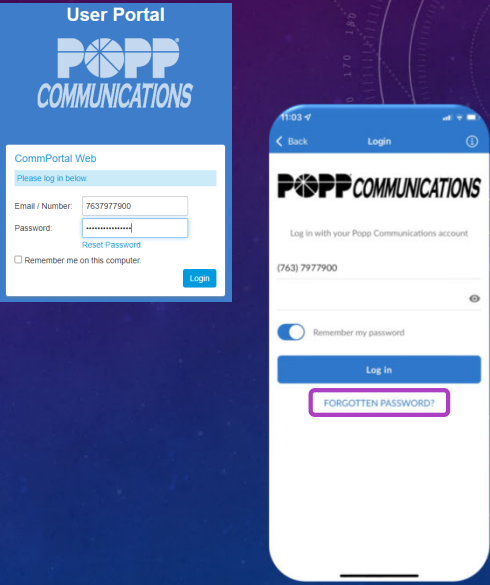


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MAX UC MOBILE – GETTING STARTED INTRODUCTION

- 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
- Click [Remember my password] for fast and easy login



The image shows two screenshots. On the left is a desktop 'User Portal' login form for 'CommPortal Web' with fields for 'Email / Number' (7637977900) and 'Password', a 'Reset Password' link, a 'Remember me on this computer' checkbox, and a 'Login' button. On the right is a mobile app 'Login' screen with the same fields, a 'Remember my password' toggle, a 'Log in' button, and a 'FORGOTTEN PASSWORD?' link highlighted with a purple box.

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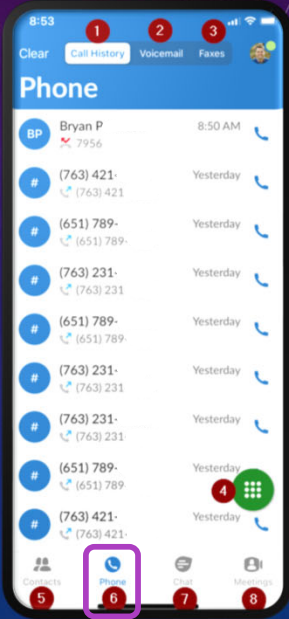
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MAX UC MOBILE – GETTING STARTED INTRODUCTION

Once logged in, touch the [Phone] icon to view the options we will cover in this video:

1. Call History
2. Voicemail
3. Faxes (if you have the optional fax-to-email service)
4. Dialpad
5. Contacts
6. Phone
7. Chat (Instant message and SMS text messaging)
8. Meetings (optional videoconferencing subscription required)

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

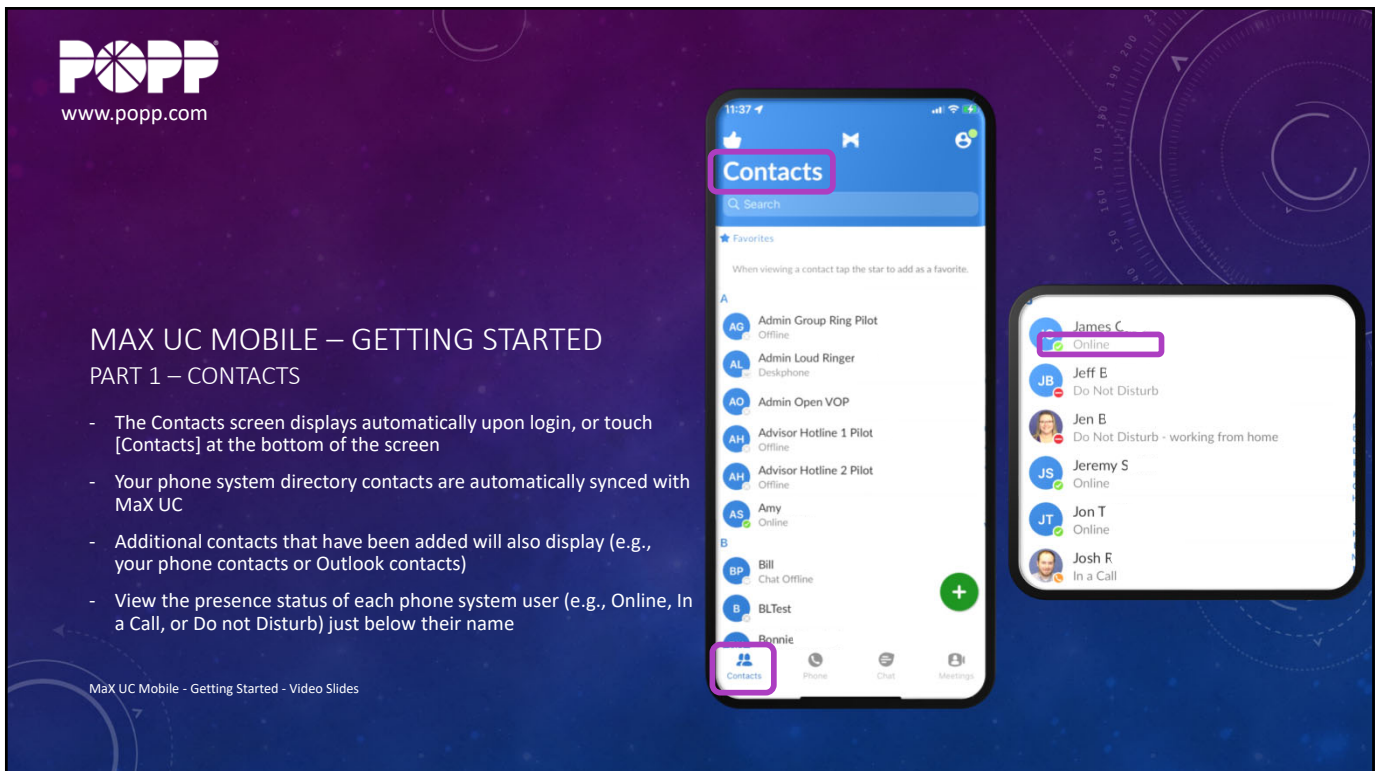


The image shows a mobile app 'Phone' screen with a list of call logs. At the bottom, a navigation bar contains icons for 'Contacts', 'Phone', 'Chat', and 'Meetings'. The 'Phone' icon is highlighted with a purple box and labeled with a '6'. The 'Meetings' icon is labeled with a '4' and the 'Chat' icon with a '7'.

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MAX UC MOBILE – GETTING STARTED PART 1 – CONTACTS

- You can mark any contacts you call frequently as Favorites.
- Favorite contacts are displayed in a concise list at the top of the Contacts screen.
- To add a favorite, touch a [Contact], then touch the [Star] icon

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UP NEXT:
PART 2 – MAKE AND RECEIVE CALLS

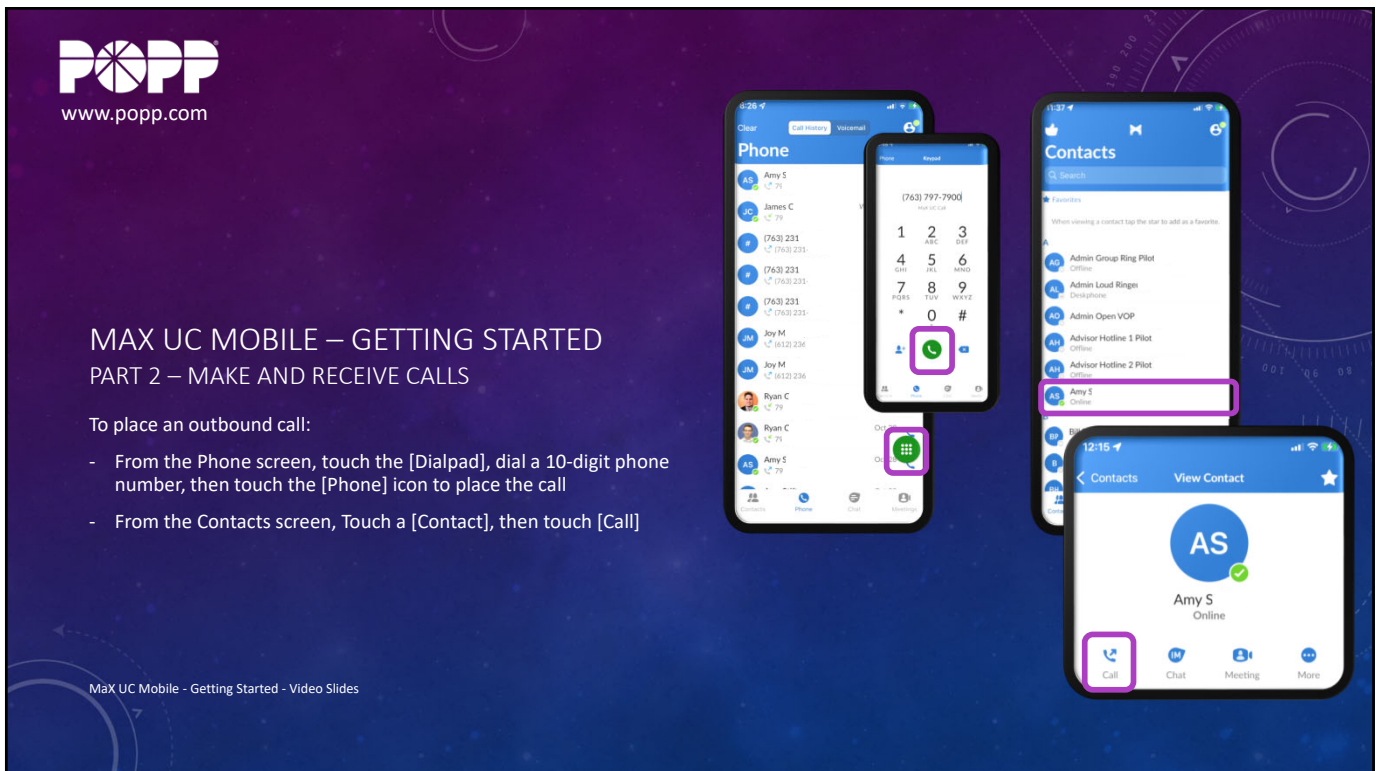
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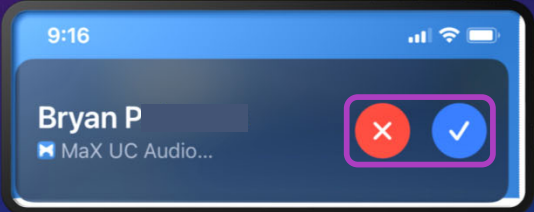


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MAX UC MOBILE – GETTING STARTED PART 2 – MAKE AND RECEIVE CALLS

- Incoming calls on the MaX UC app have a different ringtone and appearance than calls to your cell phone number
- A notification window with Caller ID information and the “MaX UC Audio” identifier will display:
 - Touch the blue [Accept] icon to answer the call
 - Or touch the red [Reject] icon to reject the call and send it to voicemail



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MAX UC MOBILE – GETTING STARTED PART 2 – MAKE AND RECEIVE CALLS

Options during an active call:

1. Mute
2. Keypad (to enter digits, e.g., to navigate an auto attendant)
3. Speakerphone (wired earbuds or a Bluetooth earpiece may also be used)
4. Hold
5. Favorite contacts
6. Add (aka conference)/Transfer Call
7. Move call to Meeting Videoconference (optional, subscription required)
8. Switch call to cellular (in case of a poor internet connection)



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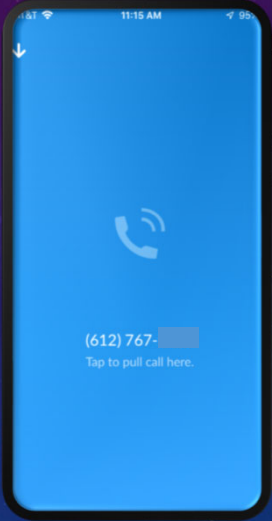
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MAX UC MOBILE – GETTING STARTED PART 2 – MAKE AND RECEIVE CALLS

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

- Touch [Call available to pull] message that appears at the bottom of the screen
- Touch the [Phone] icon to pull the call to MaX UC Mobile



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MAX UC MOBILE – GETTING STARTED PART 2 – MAKE AND RECEIVE CALLS

A note about call quality:

- MaX UC places calls over the internet connection (WiFi or mobile data) used by your smartphone at the time
- With a reliable internet connection and adequate bandwidth, you should experience excellent call quality
- If you're experiencing poor call quality, the Switch to cellular feature is a powerful tool
- Move an active call over to your Android or iOS cell phone app while preserving use of your business caller ID, and not revealing your personal cell phone caller ID



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MAX UC MOBILE – GETTING STARTED PART 2 – MAKE AND RECEIVE CALLS

- Touch the [Switch] option during a live call
- The far-end will be placed on a brief hold
- Your cell phone will ring and once you answer, you'll be reconnected to the far-end using your native cell phone app
- You're highly encouraged to switch a call to cellular when you'll be walking in and out of WiFi coverage or when using MaX UC in a moving vehicle

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MAX UC MOBILE – GETTING STARTED PART 2 – MAKE AND RECEIVE CALLS

Additional steps if you experience poor call quality:

- Check your WiFi or mobile data signal and move to a stronger signal
- 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
- To permanently have MaX UC place calls using the native cell phone dialer, see the **MaX UC Mobile – Using Native Cell Phone Dialer for Business Calls** video found on popp.com/support

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UP NEXT:
PART 3 – CALL HISTORY AND VOICEMAIL

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MAX UC MOBILE - GETTING STARTED
PART 3 – CALL HISTORY AND VOICEMAIL

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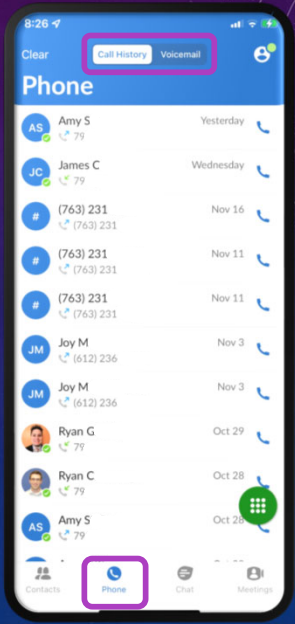
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MAX UC MOBILE – GETTING STARTED PART 3 – CALL HISTORY AND VOICEMAIL

To view your call history and voicemail messages:

- From the Phone screen, touch [Call History]
- This list includes calls made from the app and from your desk phone
- To call a number, touch the name or number



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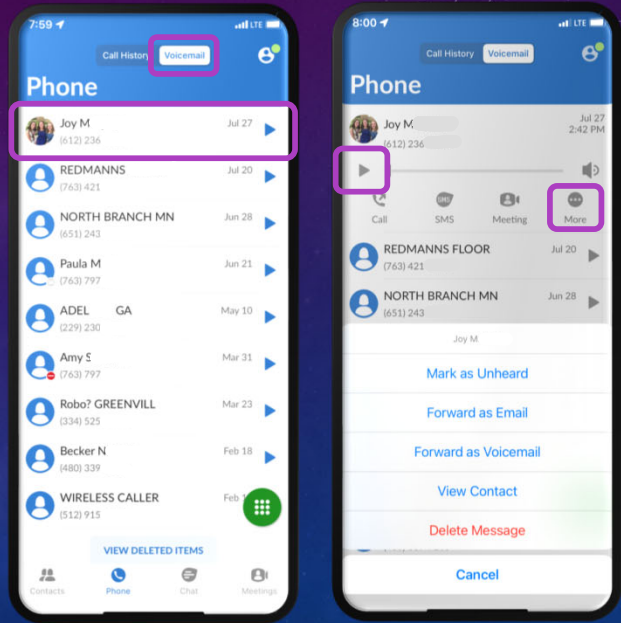
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MAX UC MOBILE – GETTING STARTED PART 3 – CALL HISTORY AND VOICEMAIL

To view your call history and voicemail messages:

- Touch [Voicemail] to view your voicemail messages
- Touch a message to view the details
- Touch [Play] to play the message or [More] to manage or delete the message



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UP NEXT:
PART 4 – CHAT AND SMS TEXTING

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MAX UC MOBILE - GETTING STARTED
PART 4 – CHAT AND SMS TEXT MESSAGING

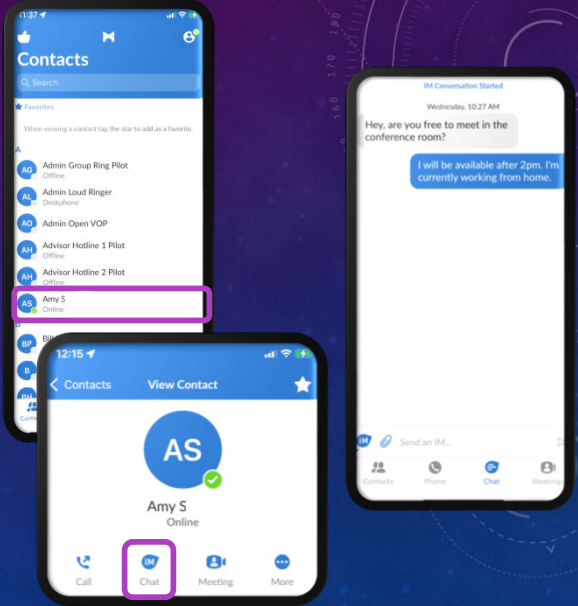
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MAX UC MOBILE – GETTING STARTED PART 4 – CHAT AND SMS TEXT MESSAGING

- MaX UC allows you to Chat/instant message with other phone system users or send SMS text messages (to any 10-digit phone number that supports texting) using your 10-digit direct inward dial number
- To start a new Chat:
 - From the Contact screen, touch a [Contact], then touch [Chat]
 - Or from the Chat screen, touch the [+] new conversation icon and search your contacts
 - A chat window will open where you can send and receive instant messages



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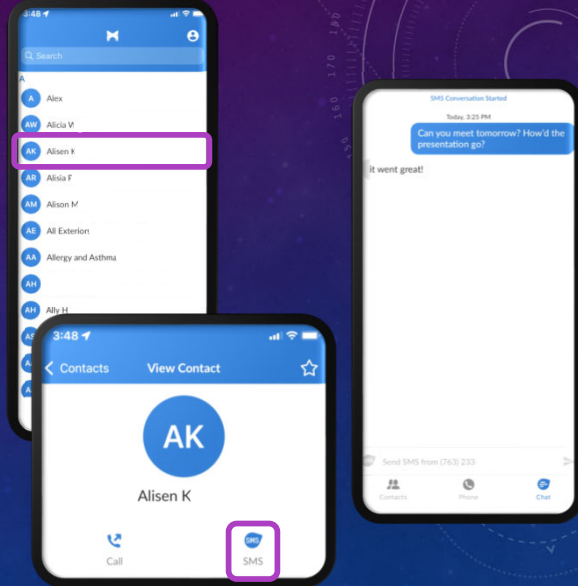
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MAX UC MOBILE – GETTING STARTED PART 4 – CHAT AND SMS TEXT MESSAGING

To start a new SMS text conversation with someone outside of your phone system:

- From the Contact screen, touch a [Contact], then touch [SMS]
- Or from the Chat screen, touch the [+] new conversation icon and search your contacts or enter a 10-digit phone number
- A conversation window will open where you can send and receive SMS text messages



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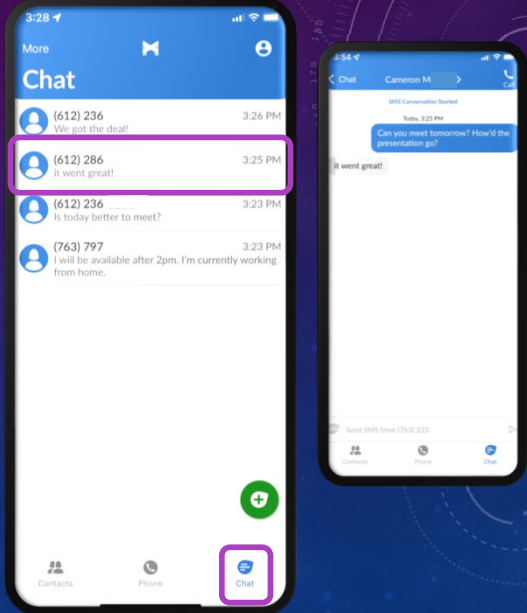
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MAX UC MOBILE – GETTING STARTED PART 4 – CHAT AND SMS TEXT MESSAGING

- Touch [Chat] at the bottom of the screen to view previous conversations, then touch to open and resume a conversation
- If you do not have the SMS option, 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.



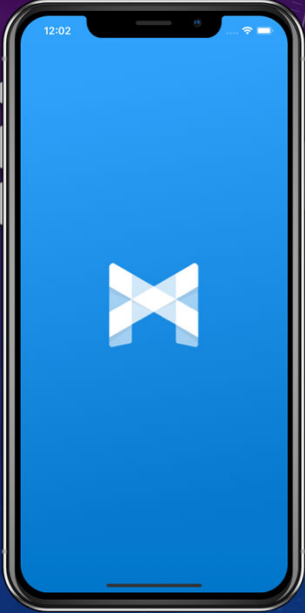
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UP NEXT: PART 5 - MEETINGS

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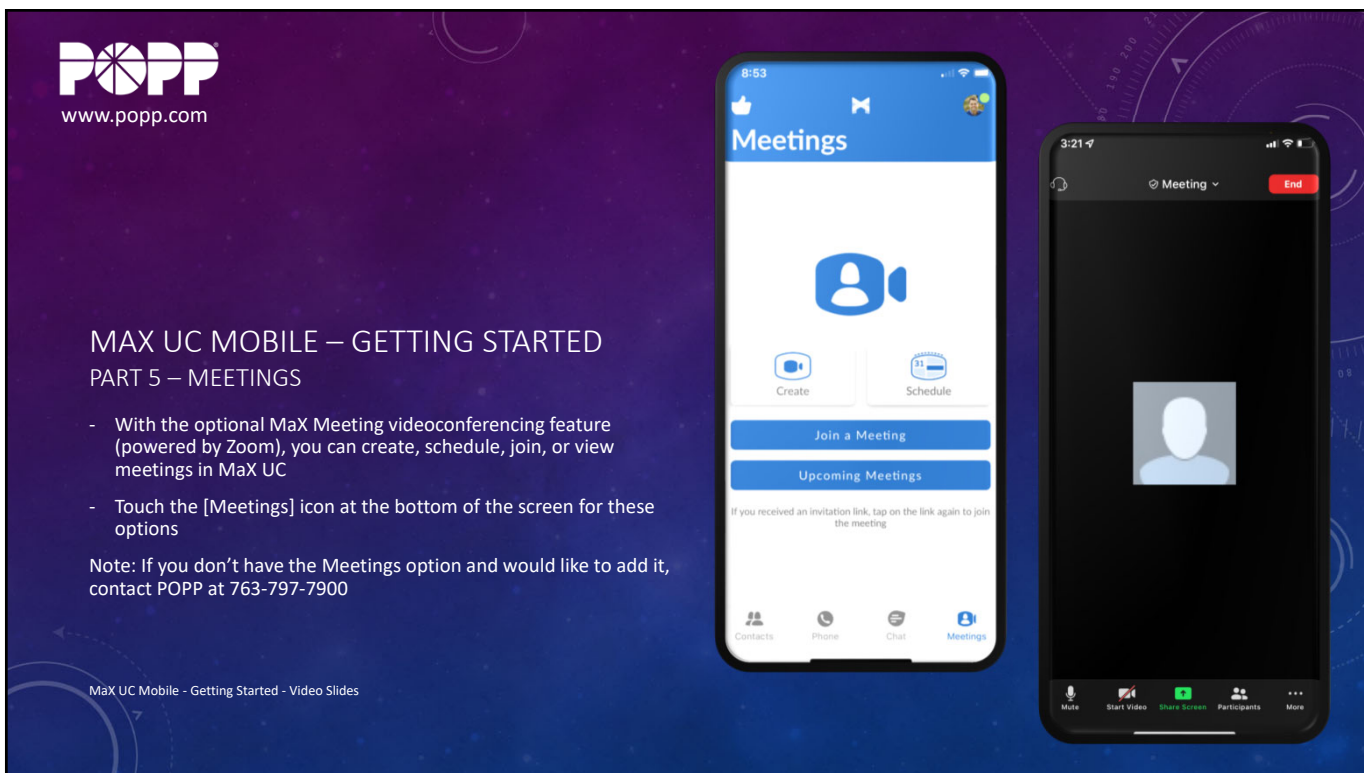


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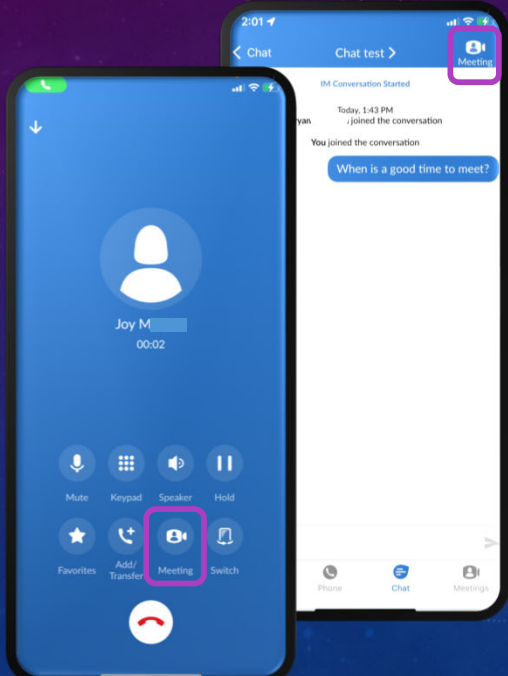


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MAX UC MOBILE – GETTING STARTED PART 5 – MEETINGS

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



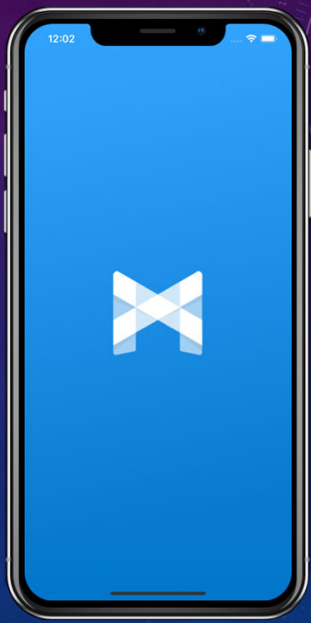
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UP NEXT: PART 6 – ACCOUNT SETTINGS

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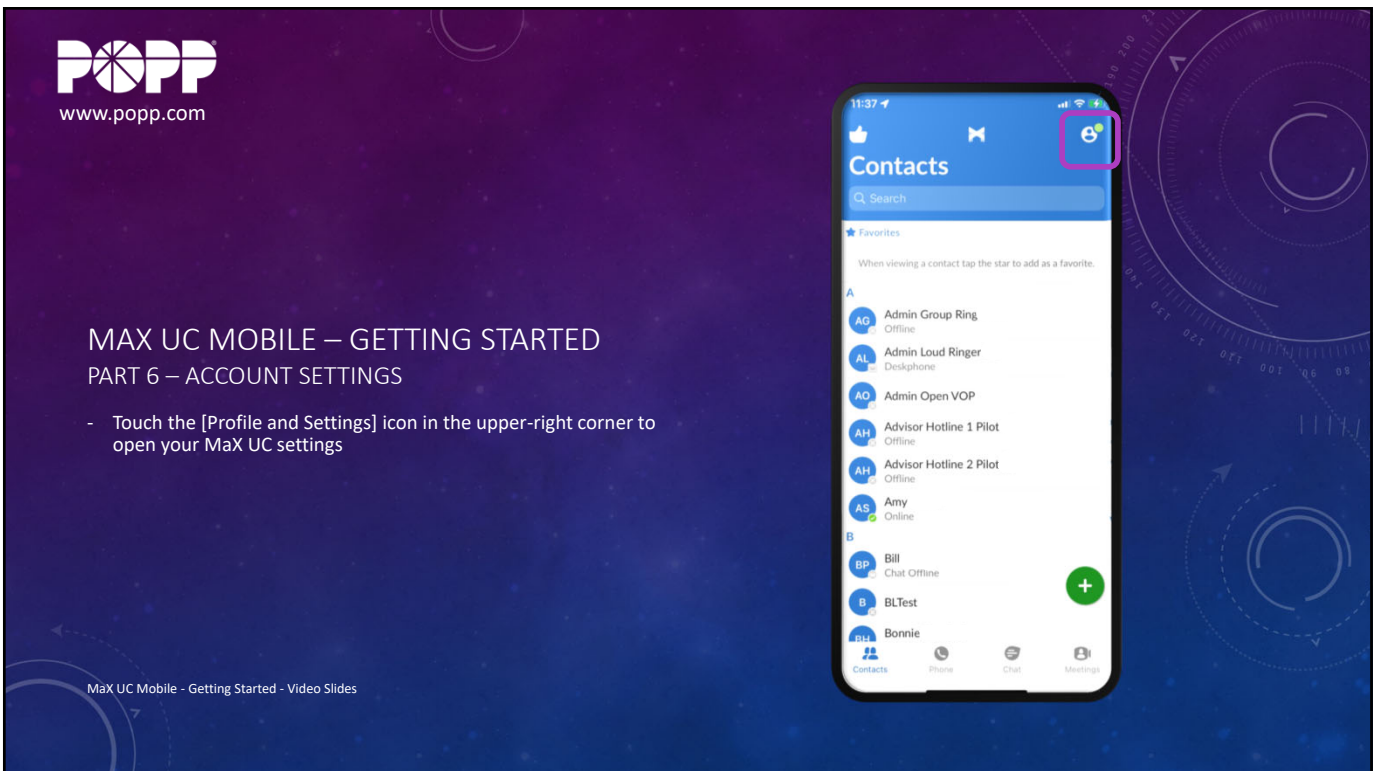


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MAX UC MOBILE – GETTING STARTED PART 6 – ACCOUNT SETTINGS

- Touch [Call Manager] to mark yourself as [Available] to receive calls
- Or set your line to [Do not Disturb] to silence calls and send callers straight to voicemail.
- Change your status to Do Not Disturb at the end of the workday to keep calls to your business number from ringing on your cell phone after hours

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MAX UC MOBILE – GETTING STARTED PART 6 – ACCOUNT SETTINGS

- To forward calls to another number:
 - Touch [Send to forwarding number]
 - Touch [Forwarding number]
 - Follow the prompts to [Enter a number] or [Select from contacts], then touch [Save]

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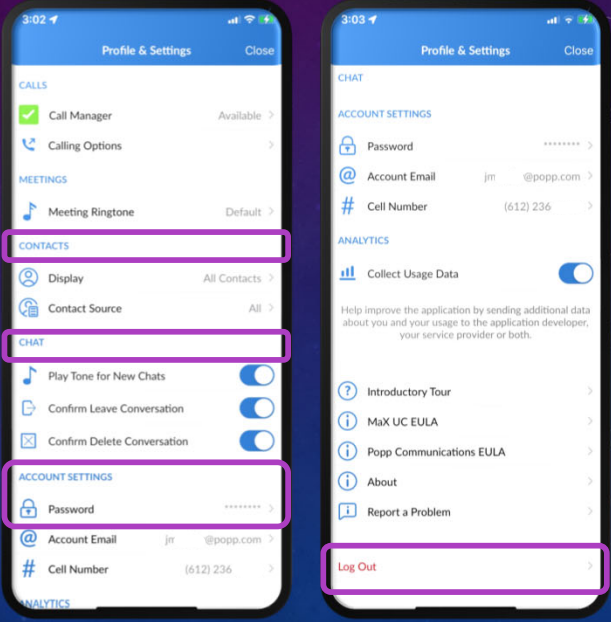
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MAX UC MOBILE – GETTING STARTED

PART 6 – ACCOUNT SETTINGS

- From the Profile & Settings screen you may also select which contacts display, update chat tone preferences, and update your password
- To no longer make or receive business calls through MaX UC for a while (e.g., at the end of your shift), you can simply logout
- To Logout, scroll down and touch [Log Out]



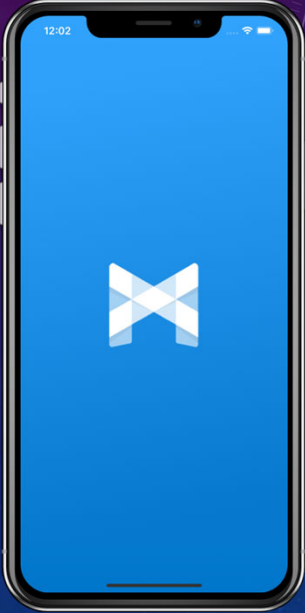
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