

# MaX UC Mobile

## QUICK START GUIDE

Use your POPP Communications phone service to make or receive calls from your desk phone, PC or Mac, and mobile devices.

For your phone service to work on your mobile device or tablet, you'll need to install the MaX UC Mobile app.

## ENSURE YOUR DEVICE IS COMPATIBLE

MaX UC Mobile works on Android phones and tablets using version 6.0 or later and iOS devices running iOS 14.0 or later.

You can use your mobile device's built-in microphone and speakers or use a wired or Bluetooth headset/earbuds connected to your phone.

## ENSURE YOU HAVE A HIGH QUALITY CONNECTION

For reliable operation and call quality, MaX UC must have a good internet connection and will use whatever WiFi or cellular data connection is available to your smartphone at the time. Ensure you are working in an area with strong signal strength and stay within that coverage area throughout your call.

## FIND YOUR PASSWORD

You will need your login credentials for the User Portal at [portal.popp.com](http://portal.popp.com) (10-digit direct inward dial number and password). These are the same login credentials you'll use to login to MaX UC Mobile. Use the Reset Password link if you need to reset your password. Call us at 763-797-7900 if you need assistance.

## DOWNLOAD AND INSTALL THE APP



**Download the** MaX UC Mobile app from the Apple App Store or Google Play Store. Tap **Install** to download the app to your device. Check the **Terms & Conditions** and tap **Accept & Continue**.

Tap **Open** on the app (if prompted, select POPP Communications as your Carrier). Then if not already present, enter your 10 digit direct inward dial number (or Email Address if you have set this up) and Password. Tap **Log in**. If you are having trouble logging in tap the eye symbol to show your password and check that there are no errors.

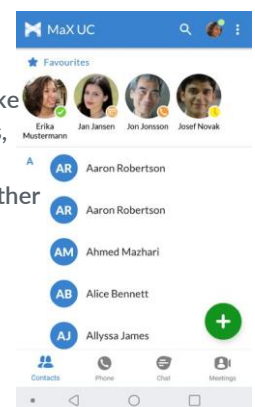
If you want to have the ability to switch calls to your own cellular network (for example, if you move to an area with poor Wi-Fi connection during a call made on MaX UC Mobile) enter your own mobile phone number and tap **Continue**.



## EXPLORING MAX UC MOBILE

MaX UC Mobile is like having your desk phone on your smartphone. 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 MaX UC Mobile to send messages to other people in your company directory who are using MaX UC (on any device).



You can access the MaX UC Mobile features using the **Contacts**, **Phone**, **Chat** and **Meetings** tabs at the bottom of the screen.

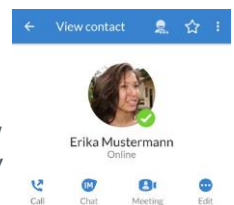
## CONTACTS TAB

MaX UC Mobile 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 MaX UC Mobile
- Contacts stored on your mobile device
- Contacts added via the User Portal
- Contacts in your company directory

The contact's status appears in a speech bubble next to their profile picture.

Tap on a contact to access **Call**, **Chat** and **Meeting** options. Tap on the **Plus icon** to add new contacts.




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### PHONE TAB

Tap on the Phone tab to make a call, view your Call History and listen to Voicemail.

To make a call, tap on a contact and select the number to call or tap on the Dialer icon  and enter the number.

If the person you're calling has caller ID, they'll see the business phone number that is provisioned for your line's caller ID.


The Voicemail tab indicates the number of messages received.

- Tap on the Play icon to listen to a voicemail
- Tap and hold a voicemail entry to see Call, Chat, Meetings and More options
- Tap More to access View contact, Mark as Unheard, Delete Message, Forward as Email, and Forward as Voicemail

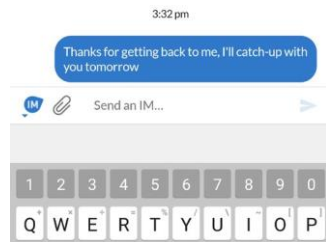
If you have a fax message, the Faxes tab appears and you can tap on it to see the fax.

### CHAT TAB

Tap the Chat tab to use Instant Messaging or SMS Text Messaging.

Tap on a contact to continue a previous conversation or click on the New message  icon and choose a contact to message.

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. Your Instant Messages automatically sync to all your MaX UC client devices.



### MEETINGS TAB

Select the Meetings tab to Create or Schedule a Meeting, Join a Meeting or view Upcoming Meetings. Meetings is an optional add-on feature.

### RECEIVING CALLS

When someone calls your direct inward dial number, MaX UC Mobile offers the choice to accept or reject the call.









Depending on the other services you have from POPP 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.

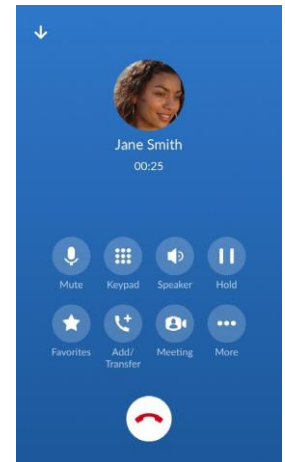


Note that if the call was transferred to you by another contact or a Multi Line Hunt Group (MLHG), the call displays the name (or number, if a name has not been set) of the contact or MLHG that directed the call to you.

### DURING THE CALL

While a call is in progress you can use the call window to:

-  Mute your microphone
-  Access the Keypad
-  Turn on the Speaker
-  Put the call on Hold
-  Invite a Favorites contact to join the call
-  Add/Transfer - make a second call and add the contact into a 3-way call or transfer the call
-  Uplift the call to a Meeting
-  Access More options (e.g., switch the call to another device)



You may receive another call while you are already on a call. MaX UC Mobile 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

### TRANSFER THE CALL

Tap Add/Transfer to send the call to another number. You can select a contact or type in a number to transfer the call to. You can also transfer the call to another one of your MaX UC client devices, without hanging up!

### SWITCH THE CALL TO ANOTHER DEVICE

If the call has poor audio due to an unreliable Wi-Fi or mobile data service connection, tap More then Switch and select This device (cellular) to move the call to your regular cell phone. Remember the call will now use your talk minutes.

Alternatively, you can push the call to another of your MaX UC client devices, such as your desktop or your iPad. Tap More and then Switch and select Another device to push the call to whichever device is most convenient.

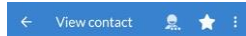
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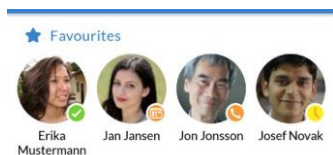
### CALL PULL

You can pull calls from your other devices onto your mobile. If a call exists that can be pulled, MaX UC Mobile displays a Call Available to Pull option. Tap this option and follow the on-screen prompts to pull the call onto your mobile.

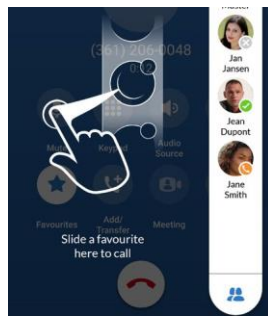
### FAVORITES



Tap the Star icon on a contact's directory entry to add the contact to Favorites. Favorite contacts appear in a banner at the top of the Contacts tab.



During a call, click on the Favorites icon to view your favorite contacts. Drag and drop a contact into the call window to setup a new call. When the contact answers, you can merge them into the initial call to create a 3-way call.



### CALL NOTIFICATION

On Android devices, when you minimize the call window, the notification banner at the top of the screen shows the active call.



On iOS devices, the call notification banner displays at the bottom of the Phone tab.

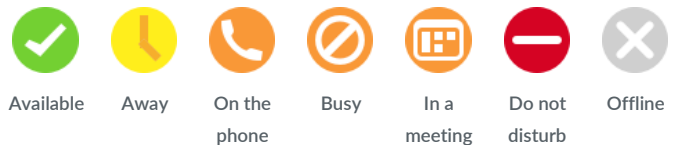


### PROFILE & SETTINGS

Tap on your avatar in the top right to see the Profile & Settings page. Here, you can access Calls (including Call manager and Call groups), Contacts, Chat, Voicemail, Account, and Analytics settings. You can also configure your profile, set your notification preferences, and report a problem on the Profile & Settings page.

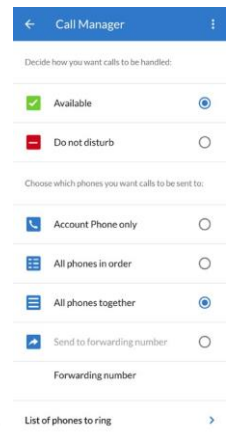
### PRESENCE

Whenever one of your contacts is signed into their Chat account, MaX UC Mobile displays their presence information on the Contacts, Phone, and Chat tabs.



### CALL MANAGER

You can tell MaX UC Mobile how to handle your incoming calls. Tap the Call Manager option in the Profile & Settings window and select Available, Do not disturb, or Forward all calls.



If you select Do Not Disturb, callers will be sent directly 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 MaX UC Client devices.

### EMERGENCY CALLS

MaX UC Mobile lets you make calls from anywhere on the most convenient device. If you place an emergency call from MaX UC Mobile, the call will route through the cellular phone network. Be prepared to share your current location with emergency services.

### MORE QUESTIONS?

If you have any additional questions about MaX UC Mobile, call us at 763-797-7900 or email us at [helpline@popp.com](mailto:helpline@popp.com).