
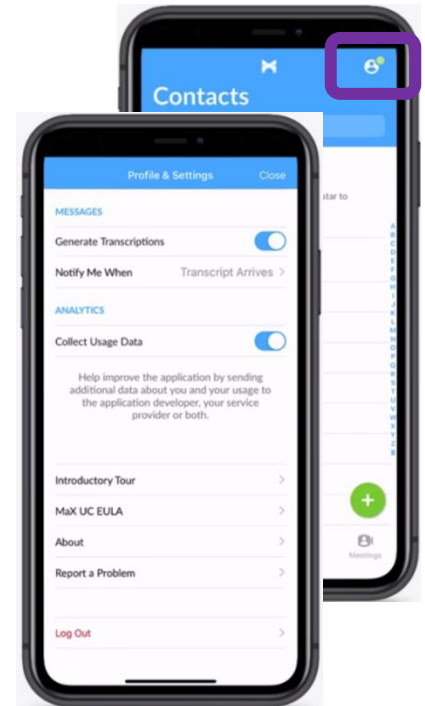


Introduction:

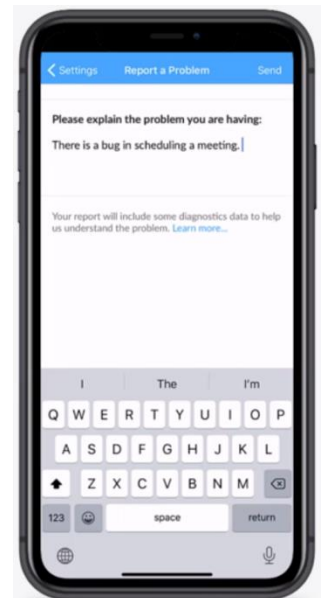
Follow the process below to submit a feedback report in MaX UC Mobile or Desktop applications when requested to do so by a POPP representative. Feedback reports allow for efficient troubleshooting and issue resolution with our supplier – Microsoft/Metaswitch.

Send a Feedback Report from MaX UC Mobile:


- Touch the **Profile and Settings** icon  in the upper-right corner
- Scroll down and touch **Report a Problem**

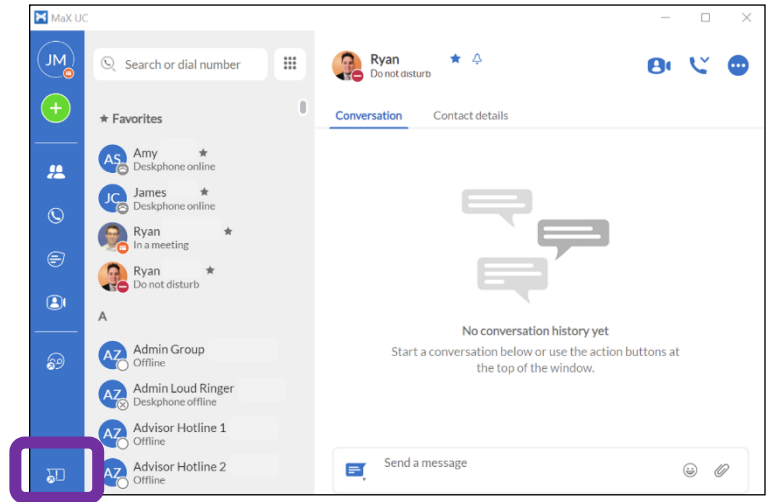


- Enter the following information in the **Explain the problem you are having** field:
 - Description of the issue you're experiencing
 - POPP Service Order number (if provided by POPP representative)
- Touch **Send** to send the report, then touch OK to close
- Notify POPP rep that you've sent the report and include the date and time of the report if possible. This information is required in order for POPP to take action on the report.

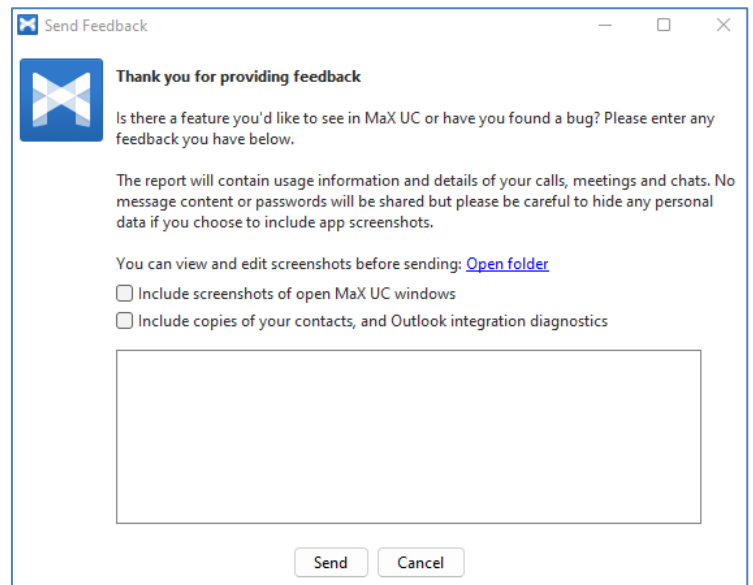


Send a Feedback Report from MaX UC Desktop:

- Click on the **Send Feedback** icon  in the lower-left corner



- **Enter the following information** in the text field:
 - Description of the issue you're experiencing
 - POPP Service Order number (if provided by POPP representative)
- Click **Send** to send the report
- Notify POPP rep that you've sent the report and include the date and time of the report if possible. This information is required in order for POPP to take action on the report.



For additional training and support:

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