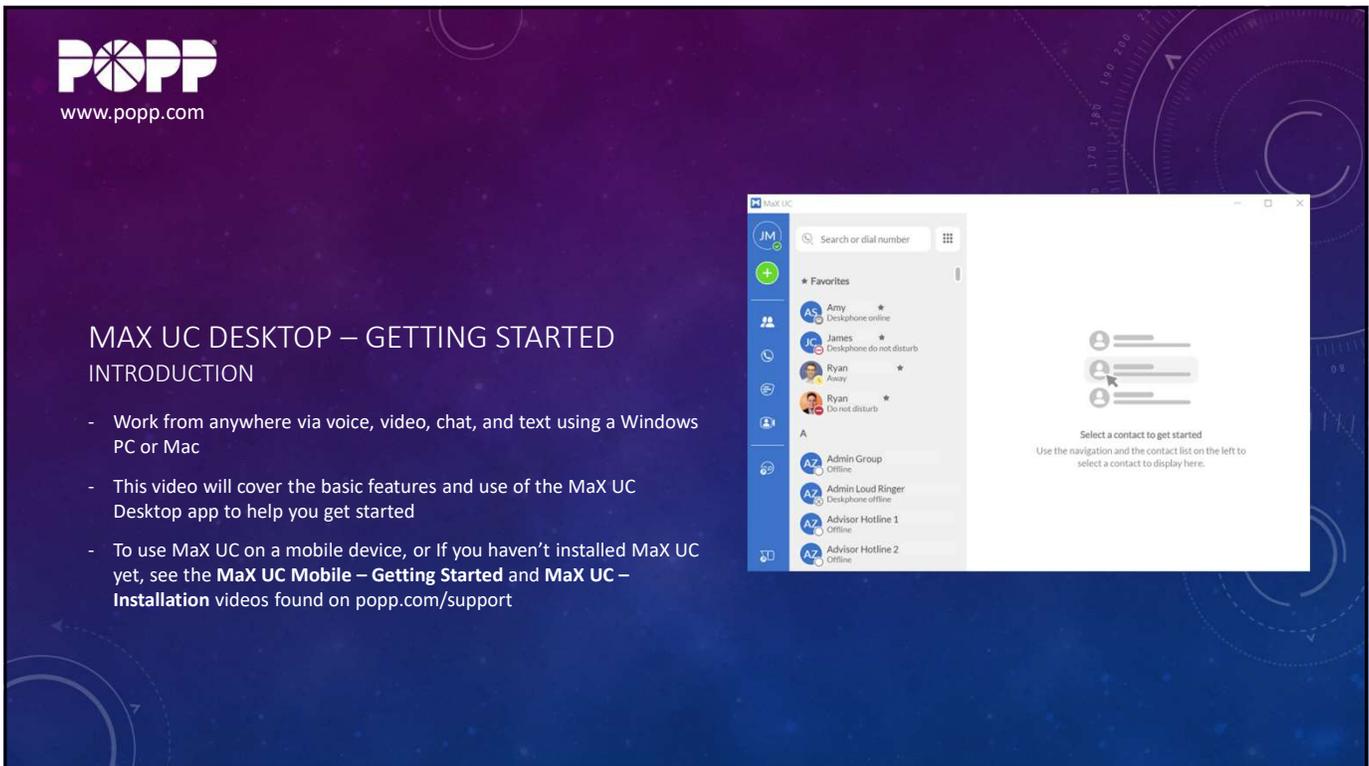




1

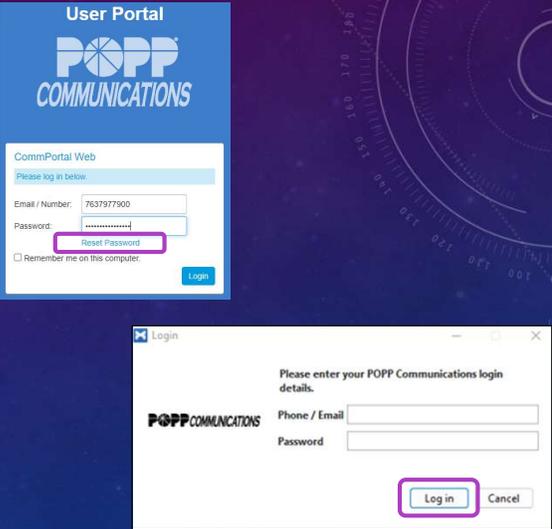


2

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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' section with fields for 'Email / Number' (containing '7637977900') and 'Password', a 'Reset Password' link, a 'Remember me on this computer' checkbox, and a 'Login' button. The bottom one is a 'Login' dialog box with fields for 'Phone / Email' and 'Password', and 'Log in' and 'Cancel' buttons. Red boxes highlight the 'Reset Password' link and the 'Log in' button in both interfaces.

3

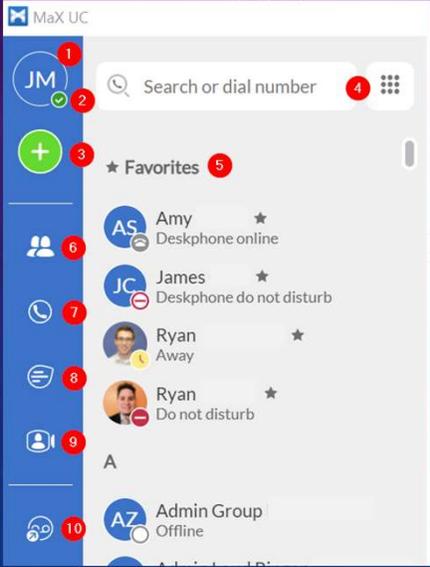
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MAX UC DESKTOP – GETTING STARTED INTRODUCTION

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

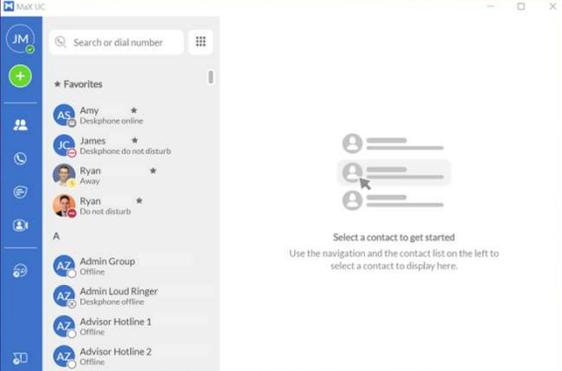
1. Your Profile (change your status, password, settings, and more)
2. Your Presence
3. Start a new call, group chat, add a contact
4. Search field and keypad
5. Favorites
6. Contacts
7. Calls
8. Chats
9. Meetings (optional videoconferencing subscription required)
10. Voicemail messages (and faxes if 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 numbered callouts (1-10) pointing to various features: 1. Profile icon (JM), 2. Status indicator, 3. Add (+) button, 4. Search field, 5. Favorites star, 6. Contacts icon, 7. Calls icon, 8. Chats icon, 9. Meetings icon, 10. Voicemail icon. The interface also shows a list of contacts with their names and status: Amy (Deskphone online), James (Deskphone do not disturb), Ryan (Away), and Ryan (Do not disturb), along with an Admin Group (Offline).

4



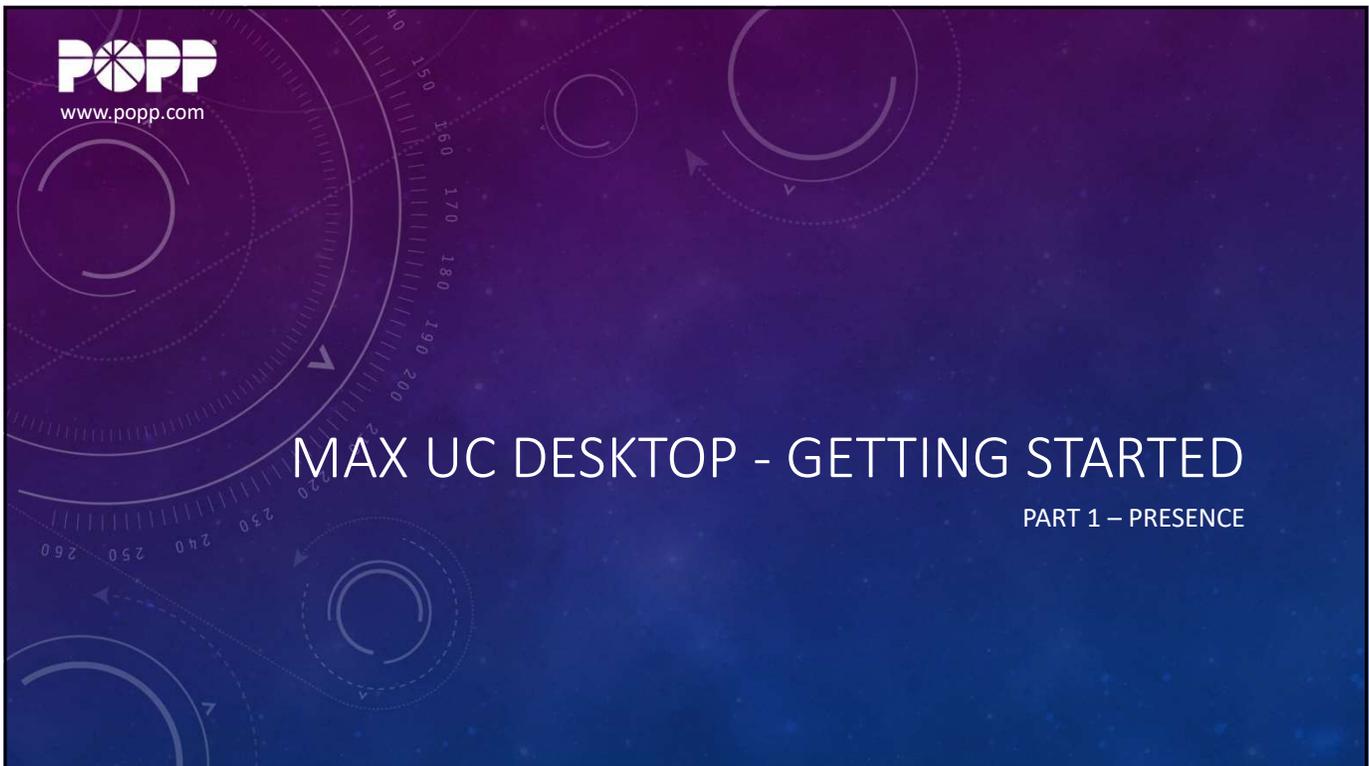
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UP NEXT:
PART 1 – PRESENCE

For more training videos, visit www.popp.com/support

The screenshot shows a window titled "Max UC" with a search bar at the top. Below the search bar is a "Favorites" section with three contacts: Amy (Desktop phone online), James (Desktop phone do not disturb), and Ryan (Away). Below that is an "A" section with five contacts: Admin Group (Offline), Admin Loud Ringer (Desktop phone offline), Advisor Hotline 1 (Offline), and Advisor Hotline 2 (Offline). The main content area on the right shows a blurred view of a contact's profile with 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."

5



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MAX UC DESKTOP - GETTING STARTED

PART 1 – PRESENCE

The slide features a dark blue background with a subtle pattern of white circular and linear graphics, resembling a technical or data visualization theme.

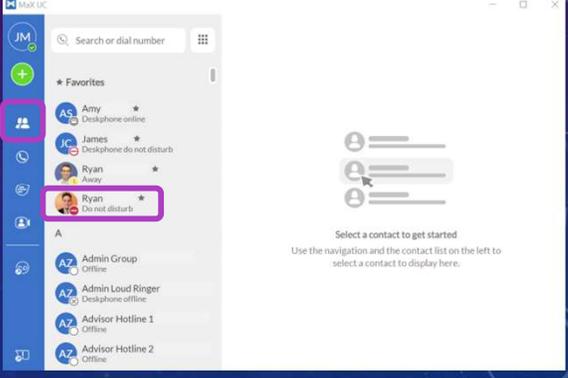
6

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MAX UC DESKTOP – GETTING STARTED

PART 1 – PRESENCE

- From the Contacts screen, view the presence status of each phone system user (e.g., Online, Busy, or Do Not Disturb) just below their name



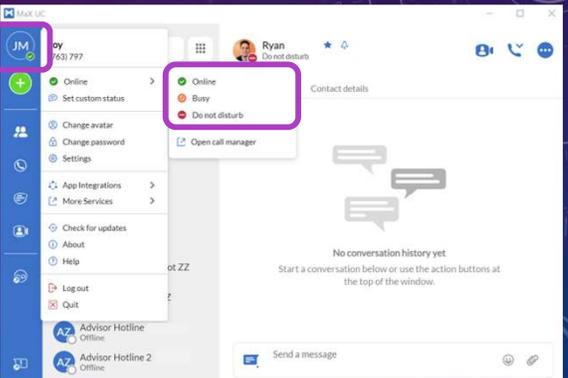
7

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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

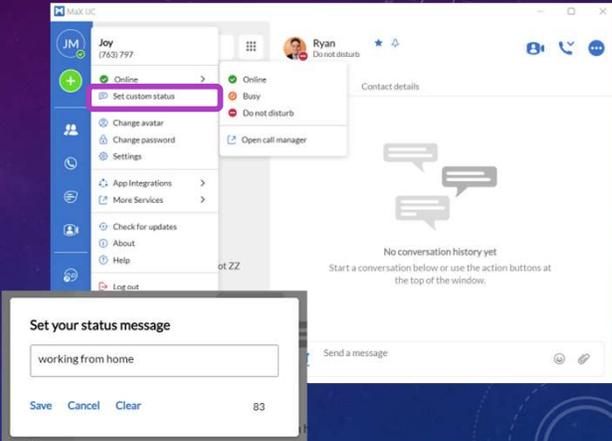


8

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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.

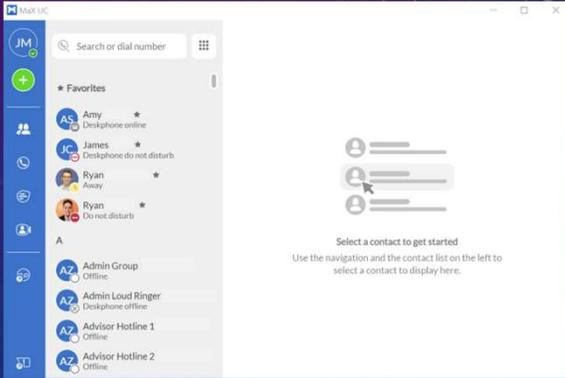


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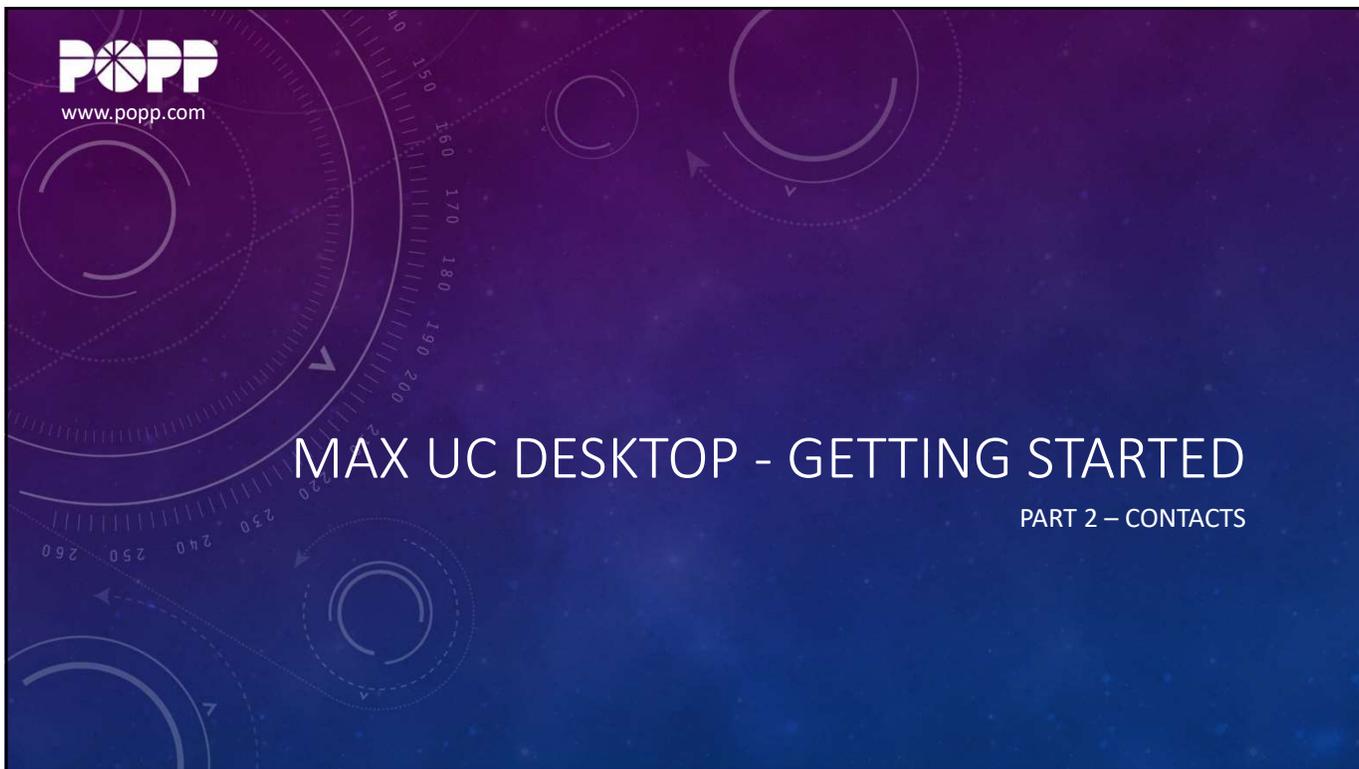
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UP NEXT: PART 2 – CONTACTS

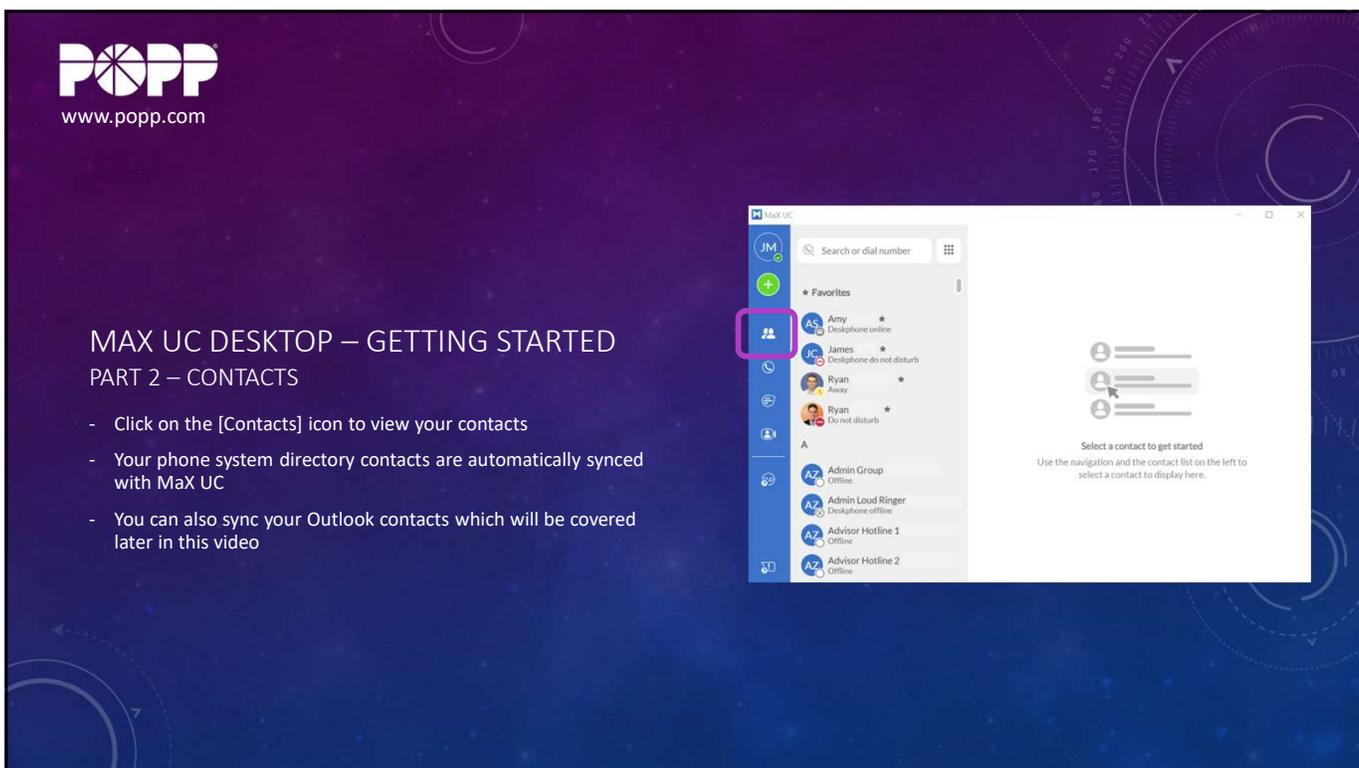
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10



11

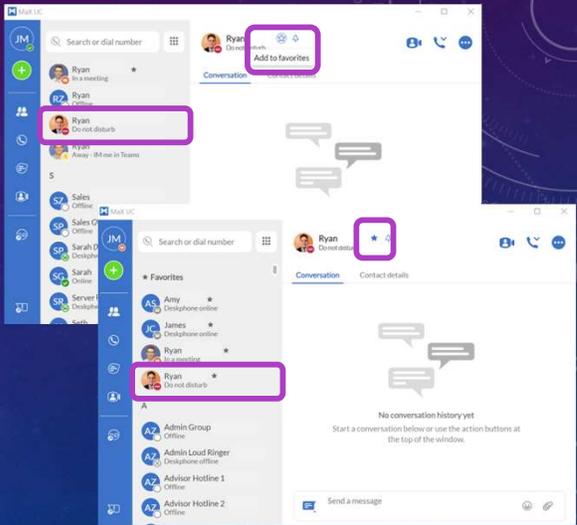


12

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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

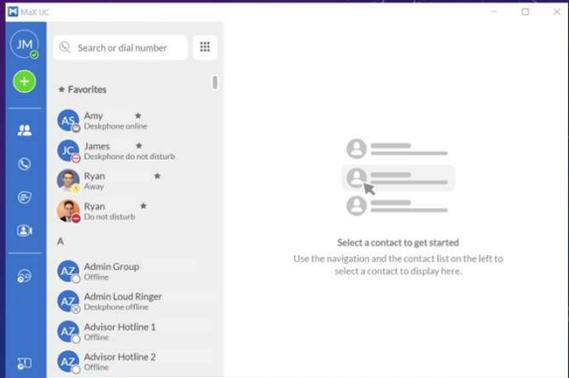


13

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UP NEXT: PART 3 – MAKE AND RECEIVE CALLS

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15

The slide features the same dark blue background with glowing patterns as the previous slide. In the top left corner, the POPP logo and 'www.popp.com' are present. The main content area is divided into two parts. On the left, there is a text block with the title 'MAX UC DESKTOP - GETTING STARTED PART 3 - MAKE AND RECEIVE CALLS' and a paragraph explaining that while a computer speaker and mic can be used, a headset or Bluetooth earpiece is recommended for the best call quality. Below this, it states 'There are three ways to place an outbound call:' followed by a numbered list of three steps: 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. On the right side, there is a screenshot of the MAX UC desktop interface. The screenshot shows a keypad with numbers 1-9, 0, *, and #, and buttons for 'CALL' and 'SMS'. Below the keypad is a 'Favorites' list with contacts: Amy (Deskphone online), James (Deskphone online), Ryan (In a meeting), and Ryan (Do not disturb). To the right of the keypad is a conversation window for 'Ryan (763) 797 Work'. The window shows a 'Conversation' tab and a 'Contact details' tab. The 'Conversation' tab is active, showing a 'HISTORY' section with a list of missed and incoming calls: Missed call (Other) 00:00 8/5/22, 2:05 PM; Incoming call (Other) 03:30 7/25/22, 8:30 AM; Incoming call (Other) 03:30 5/24/22, 7:58 AM; Incoming call (Other) 00:00 5/24/22, 7:58 AM; Incoming call (Other) 22:18 5/20/22, 1:29 PM. A 'Load more' button is visible at the bottom of the history list.

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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 for more information.

Ryan T
Call from [redacted]
[Search Online] [Accept] [Reject]

Reject with message

"Can't talk now. Call me later?"
"Can't talk now. What's up?"
"I'll call you back!"
Custom Message...

Google [Ryan T]

About 237,000 results (0.62 seconds)

<https://www.linkedin.com/in/ryan>
Ryan T POPP Communications - LinkedIn
About Activity Experience Education Licenses & Certifications More...

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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

Amy - 00:00:30

[9] [11] [12]

Amy [10]

[Search Online]

[1] [2] [3] [4] [5] [6] [7] [8] [13]

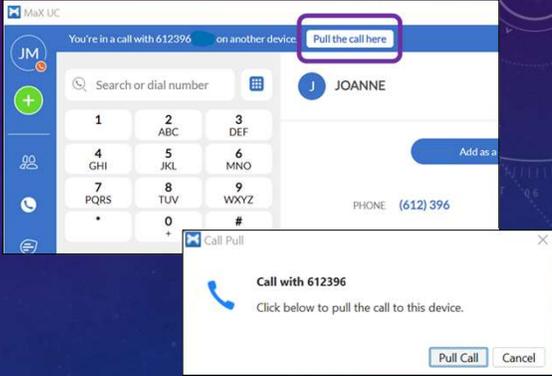
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MAX UC DESKTOP – GETTING STARTED PART 3 – MAKE AND RECEIVE CALLS

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



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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.



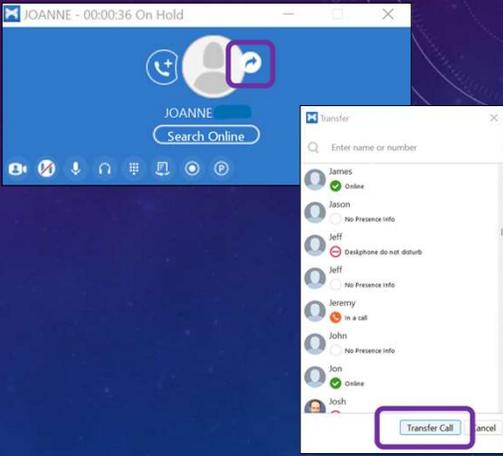
20

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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



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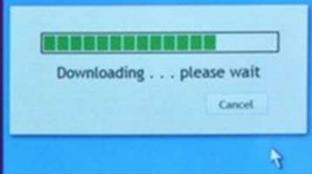
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MAX UC DESKTOP – GETTING STARTED PART 3 – MAKE AND RECEIVE CALLS

Additional steps if you experience poor call quality:

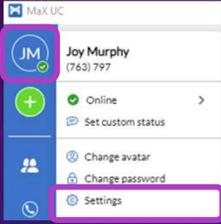
- Check your WiFi signal. You may need to physically move to get a stronger signal.
- If possible, connect your computer to a wired Ethernet connection instead of WiFi
- Close any apps that you don't need to have open in order to free up computer resources
- Check to see if something on your local area 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




22

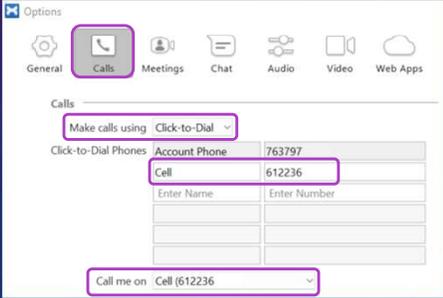
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MAX UC DESKTOP – GETTING STARTED PART 3 – MAKE AND RECEIVE CALLS

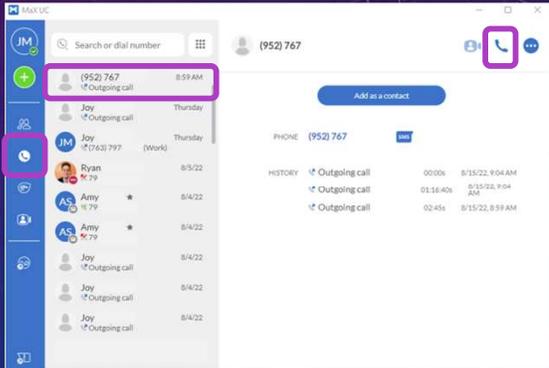
If you'd like to permanently have MaX UC place calls using an alternate phone (for example, your cell phone), enable click-to-call mode:

- 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



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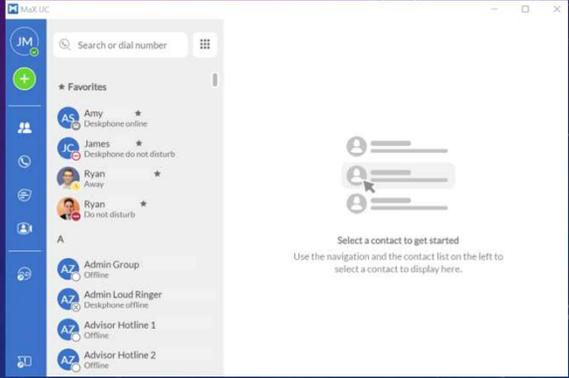


MAX UC DESKTOP – GETTING STARTED PART 3 – MAKE AND RECEIVE CALLS

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

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The screenshot shows the Max UC desktop interface. On the left, there is a contact list with icons for various users and groups, including Amy, James, Ryan, and several Admin roles. The main area on the right displays a chat window with a search bar and a list of contacts. A message in the chat window says "Select a contact to get started" and "Use the navigation and the contact list on the left to select a contact to display here."

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UP NEXT:
PART 4 – CHAT AND SMS TEXT MESSAGING

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

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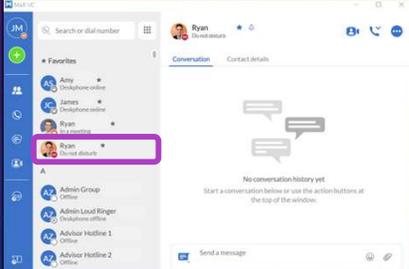
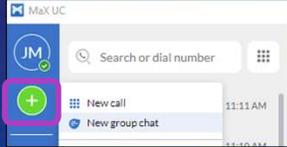
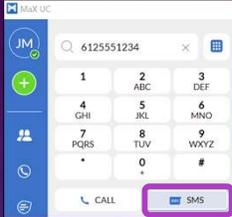
MAX UC DESKTOP - GETTING STARTED
PART 4 – CHAT AND SMS TEXT MESSAGING

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

- 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
 - To start a new group chat, click the [Add] icon and select “New group chat”

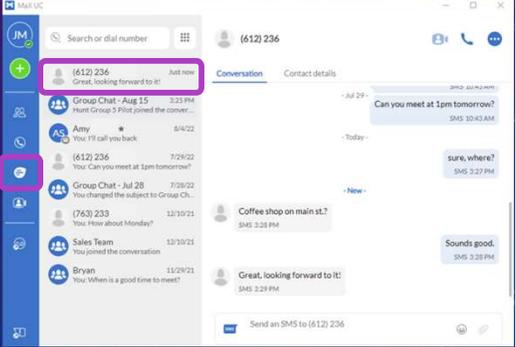
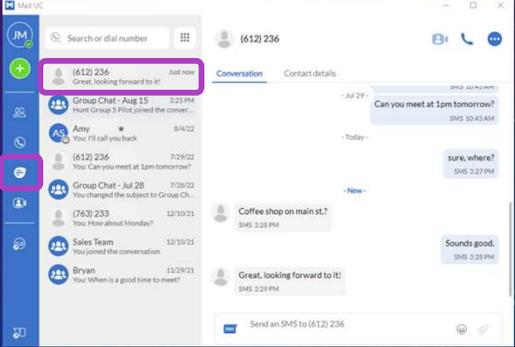


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MAX UC DESKTOP – GETTING STARTED PART 4 – CHAT AND SMS TEXT MESSAGING

- 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



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MAX UC DESKTOP – GETTING STARTED

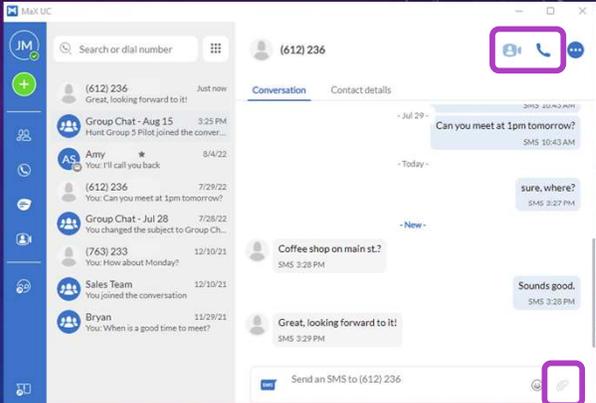
PART 4 – CHAT AND SMS TEXT MESSAGING

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.



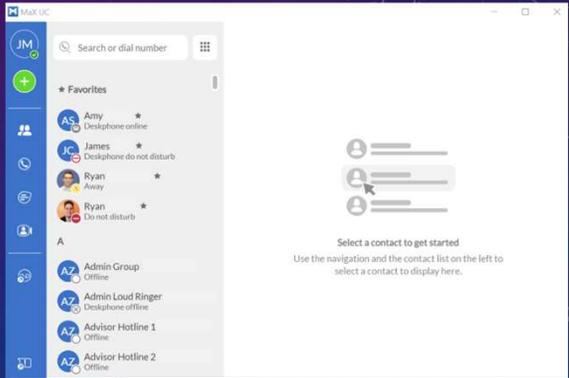
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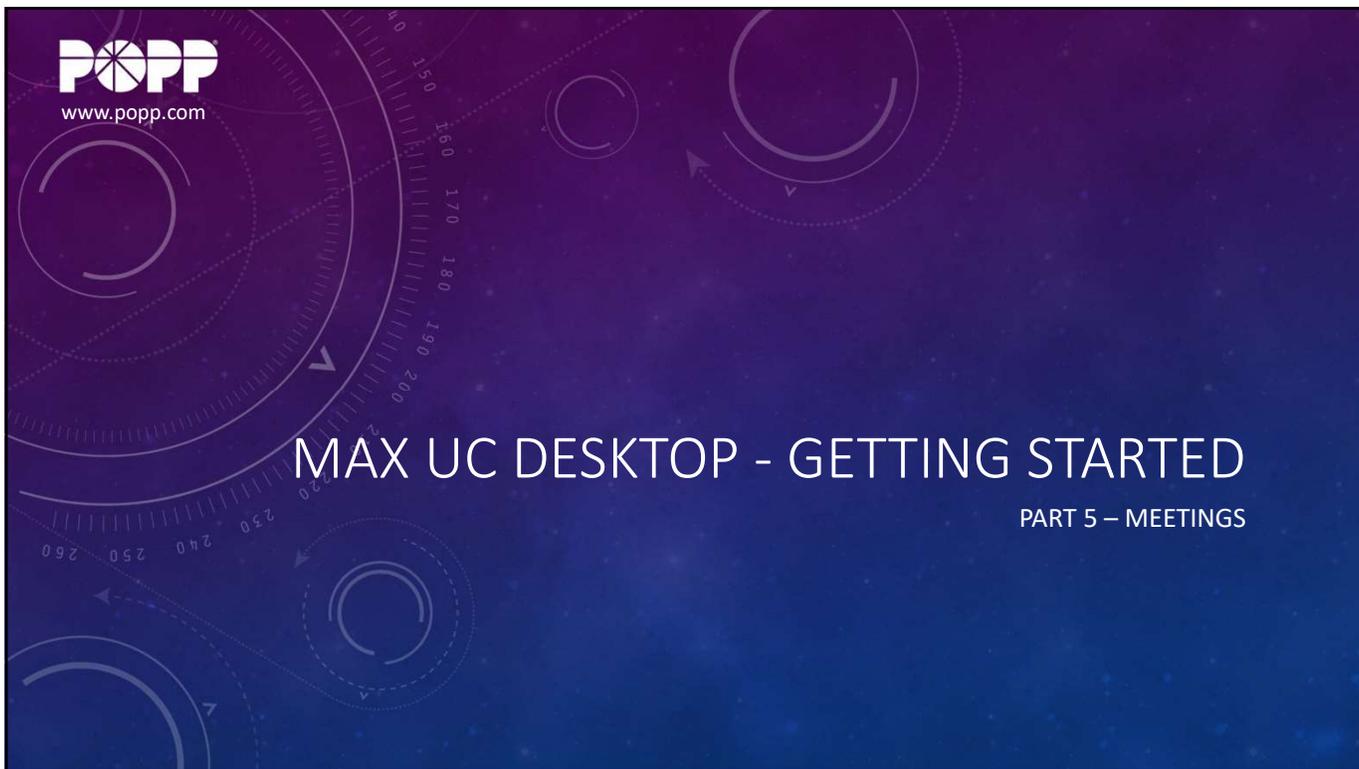
UP NEXT:

PART 5 - MEETINGS

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The slide contains a screenshot of the MaX UC desktop application. On the left, the POPP logo and website are visible. The main content area shows a sidebar with a 'Meetings' icon highlighted in a pink box. The main panel displays a search bar, 'Create' and 'Schedule' buttons, and three options: 'Join a meeting', 'View upcoming meetings', and 'View recorded meetings'. Below this is a note about invitation links. To the right, a laptop screen shows a video call with a woman in the foreground and a man in a smaller window.

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

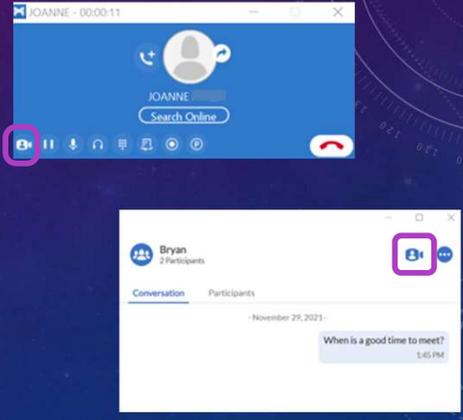
Note: If you don't have the Meetings option and would like to add it, contact POPP at 763-797-7900

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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

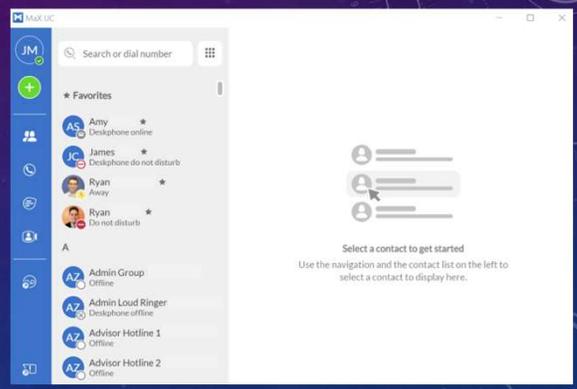


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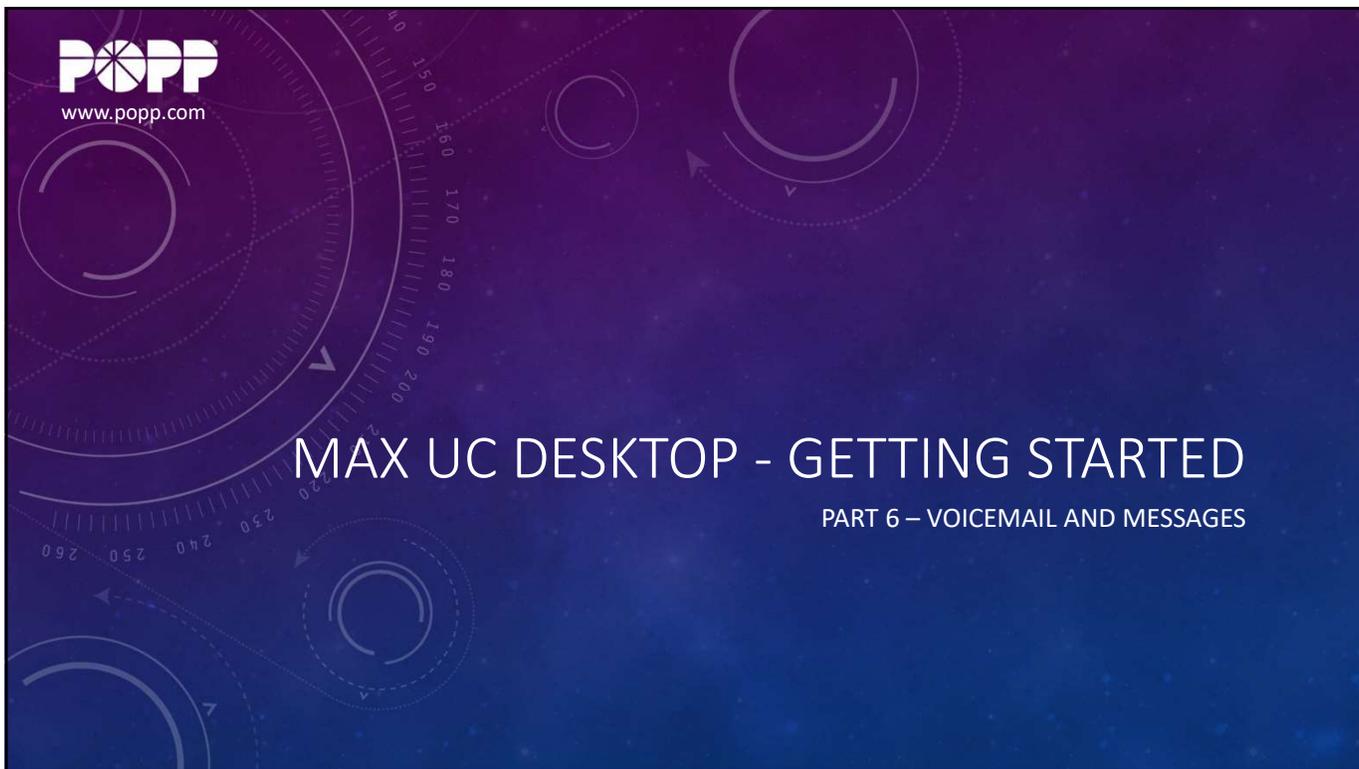
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UP NEXT: PART 6 – VOICEMAIL AND MESSAGES

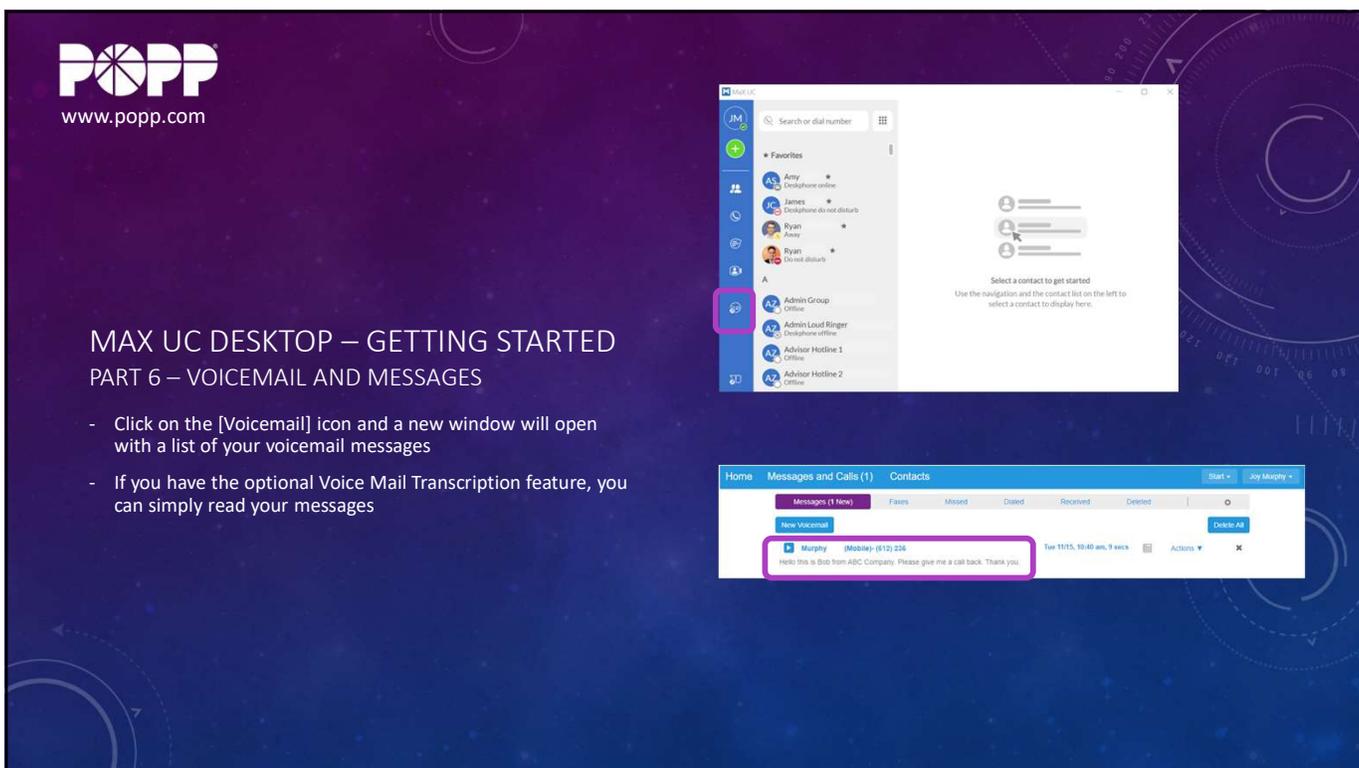
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MAX UC DESKTOP – GETTING STARTED PART 6 – VOICEMAIL AND MESSAGES

- 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

Messages (1 New)	Faxes	Missed	Dialed	Received	Deleted
New Voicemail					
	Murphy (Mobile) - (612) 236			Fri 12/10, 11:38 am, 4 secs	Actions
	Murphy (Mobile) - (612) 236			Wed 12/8, 8:21 am, 5 secs	Actions
	REDMANNS FLOOR - (763) 421			Tue 7/20, 2:01 pm, 26 secs	Actions
	NORTH BRANCH MN - (651) 243			Mon 6/28, 3:48 pm, 4 secs	Actions
	Paula M - (763) 797			Mon 6/21, 9:13 am, 15 secs	Actions
	ADEL GA - (229) 230			Mon 5/10, 12:31 pm, 5 secs	Actions
	Amy S - (763) 797			Wed 3/31, 1:20 pm, 37 secs	Actions
	Robo? GREENVILL - (334) 625			Tue 3/23, 12:40 pm, 3 secs	Actions
	Becker N - (480) 339			Thu 2/18, 8:23 am, 32 secs	Actions
	WIRELESS CALLER - (612) 915			Thu 2/11, 3:47 pm, 56 secs	Actions

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UP NEXT: PART 7 – ACCOUNT SETTINGS

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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

Analytics

- Help to improve the application by sending anonymous usage data

Integrations

- Enable WebSocket server for 3rd party integration
- Application connected: None

Reset

-

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

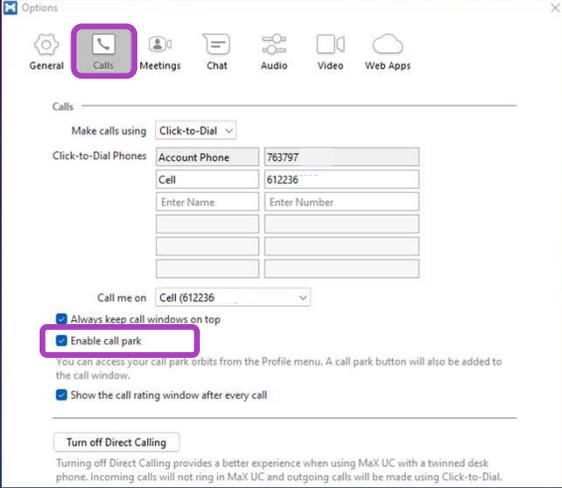
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MAX UC DESKTOP – GETTING STARTED

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



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.

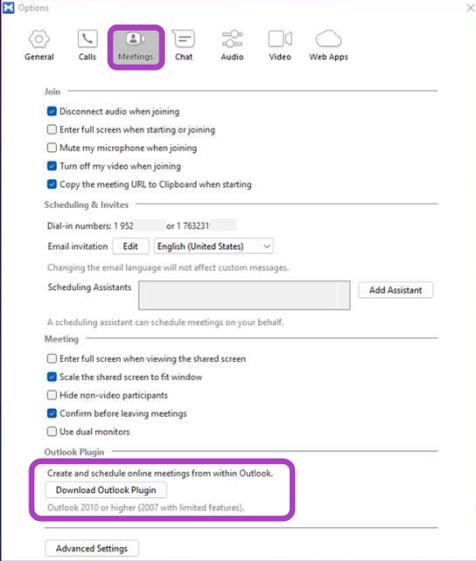
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MAX UC DESKTOP – GETTING STARTED

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.

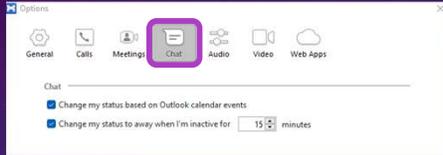
Outlook 2010 or higher (2007 with limited features).

Advanced Settings

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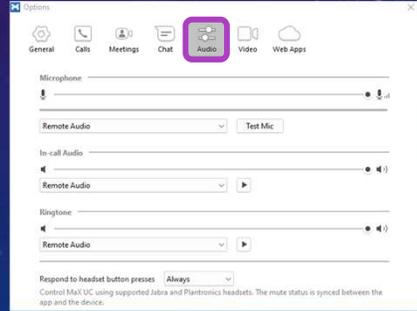


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MAX UC DESKTOP – GETTING STARTED PART 7 – ACCOUNT SETTINGS

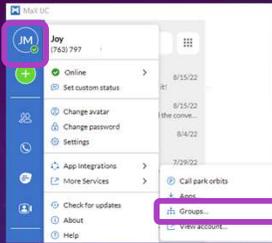
- Click on [Chat] to view and update Chat settings
- Click on [Audio] to update your microphone and speaker volume and settings



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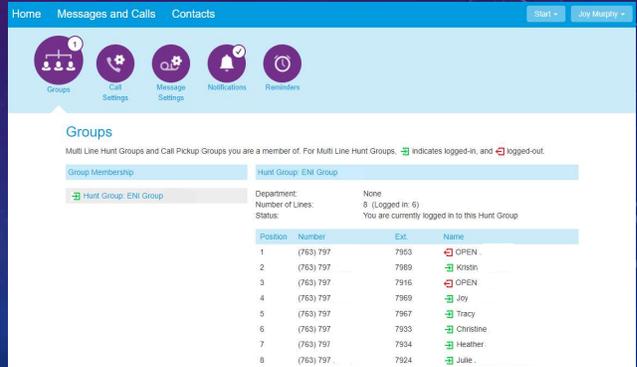


MAX UC DESKTOP – GETTING STARTED PART 7 – ACCOUNT SETTINGS

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



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

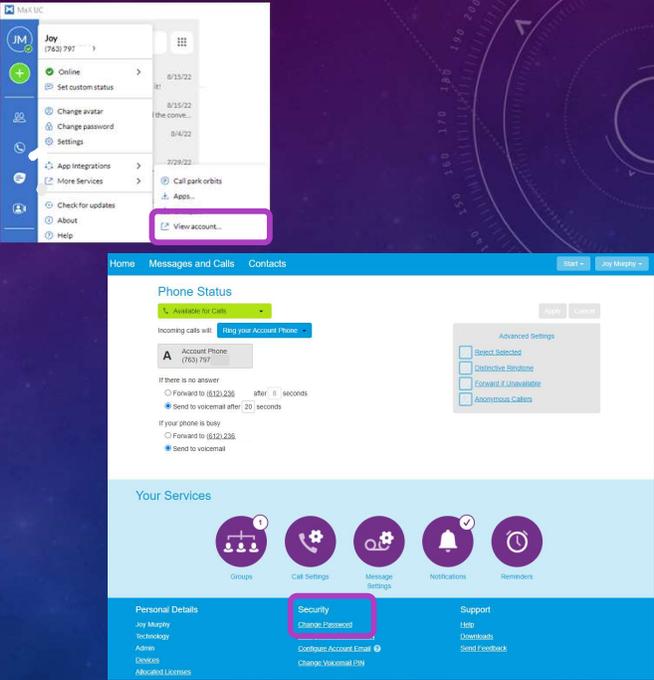
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MAX UC DESKTOP – GETTING STARTED PART 7 – ACCOUNT SETTINGS

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]



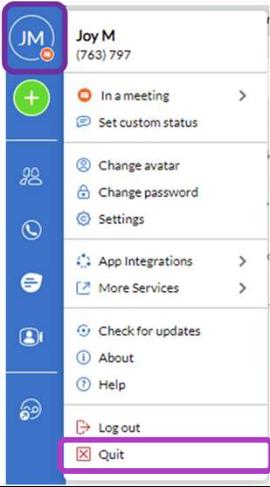
45

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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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The screenshot displays the MaX UC Desktop interface. On the left, the POPP logo and website URL (www.popp.com) are visible. The main title reads "MAX UC DESKTOP – GETTING STARTED". Below this, it says "For more training videos, visit www.popp.com/support or contact POPP at 763-797-7900". The central part of the screen shows a window titled "MaX UC" with a search bar and a list of contacts. The contacts list includes:

- * Favorites
 - Amy (Deskphone online)
 - James (Deskphone do not disturb)
 - Ryan (Away)
 - Ryan (Do not disturb)
- A
 - Admin Group (Offline)
 - Admin Lead Ringer (Deskphone offline)
 - Advisor Hotline 1 (Offline)
 - Advisor Hotline 2 (Offline)

The right side of the window shows a prompt: "Select a contact to get started. Use the navigation and the contact list on the left to select a contact to display here." There are three placeholder icons for contacts in this area.

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