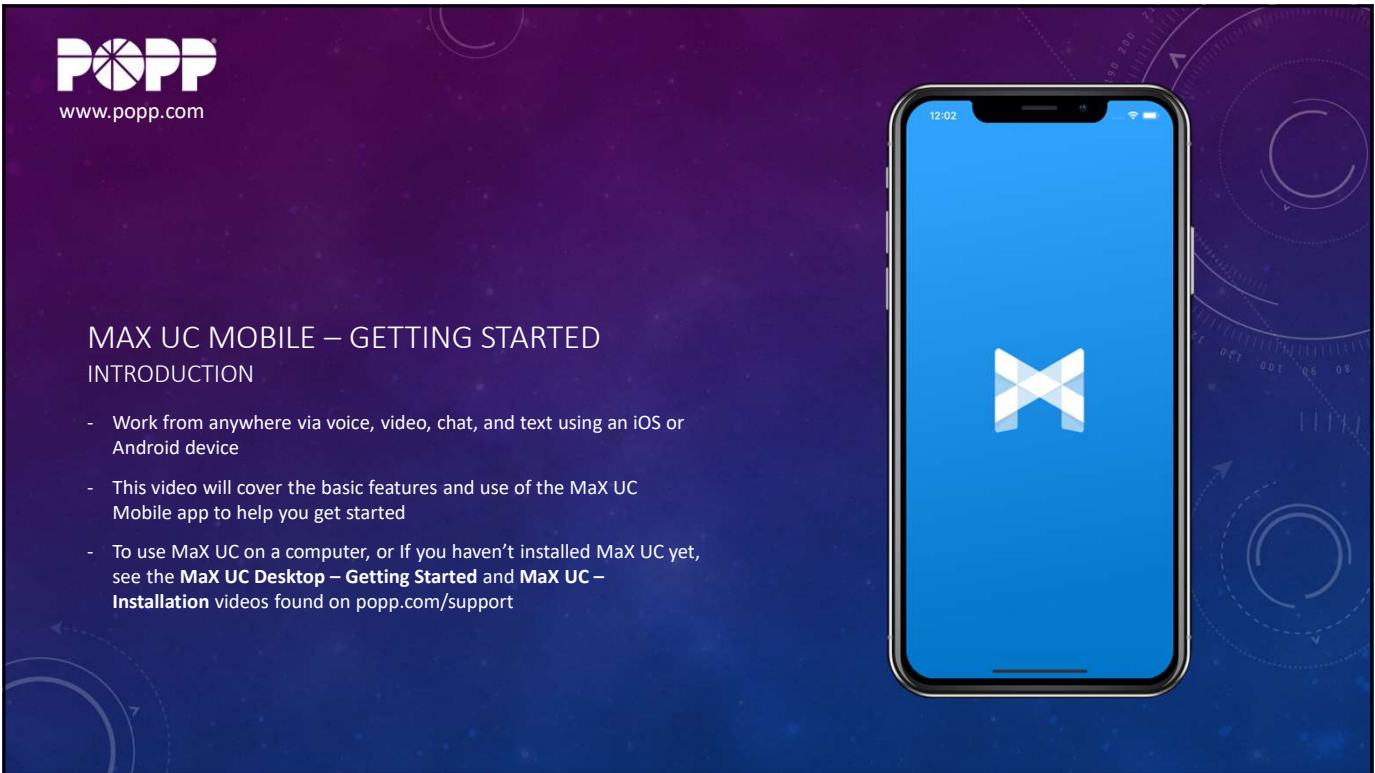


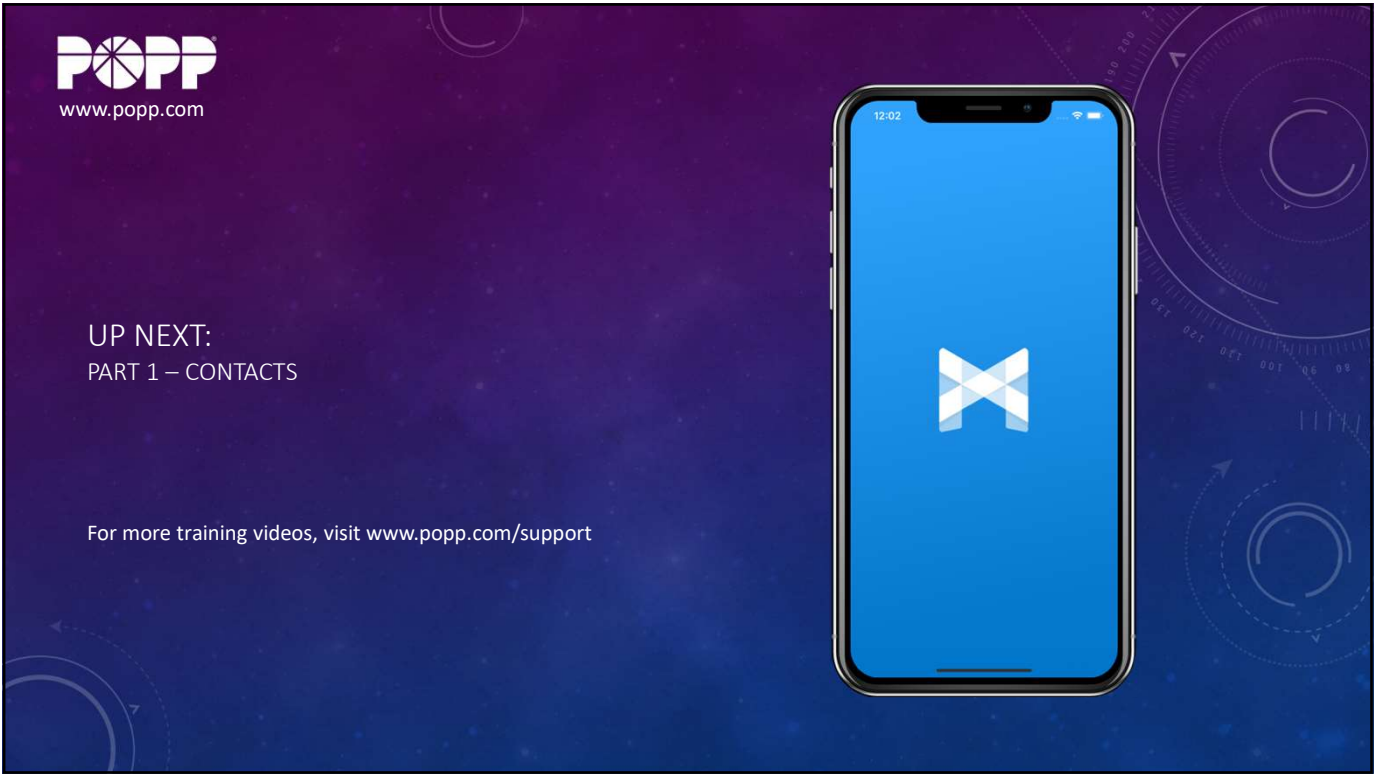


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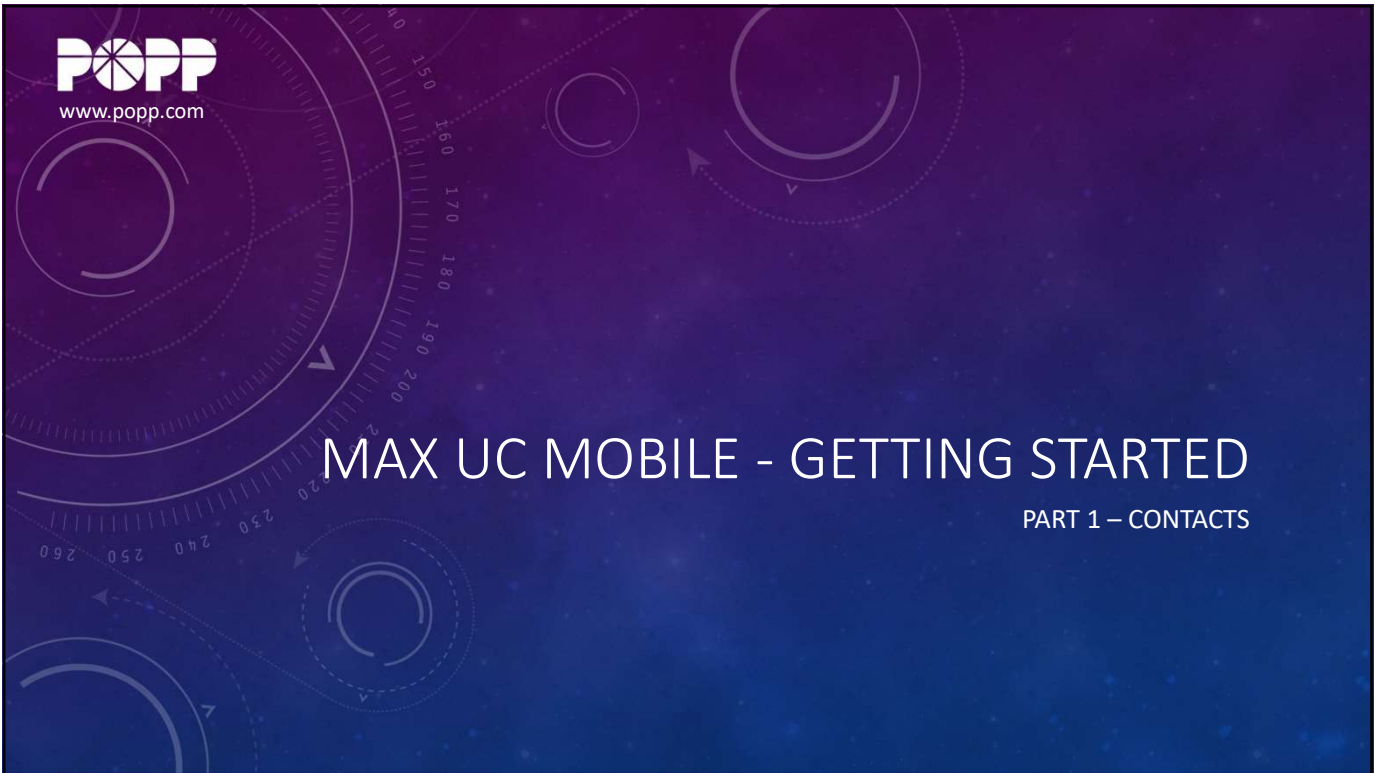


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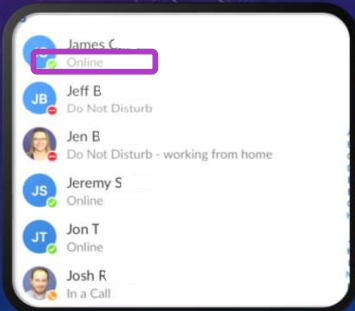
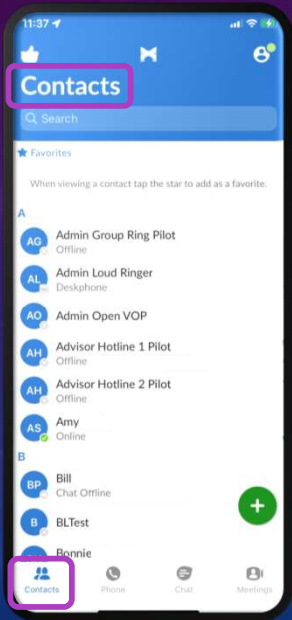
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MAX UC MOBILE – GETTING STARTED

PART 1 – CONTACTS

- The Contacts screen displays automatically upon login, or touch [Contacts] at the bottom of the screen
- Your phone system directory contacts are automatically synced with MaX UC
- Additional contacts that have been added will also display (e.g., your phone contacts or Outlook contacts)
- View the presence status of each phone system user (e.g., Online, In a Call, or Do not Disturb) just below their name



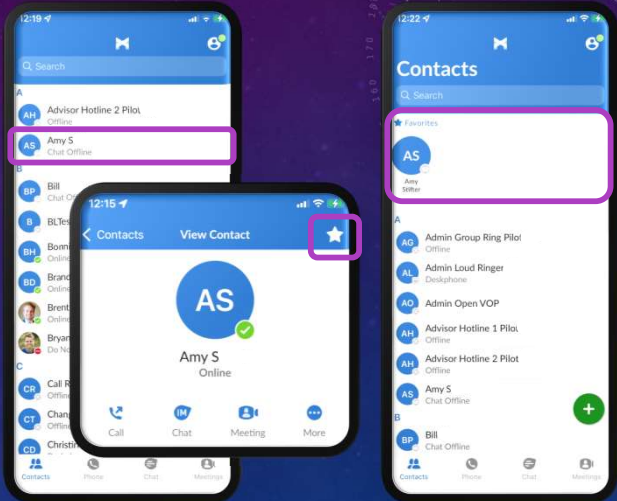
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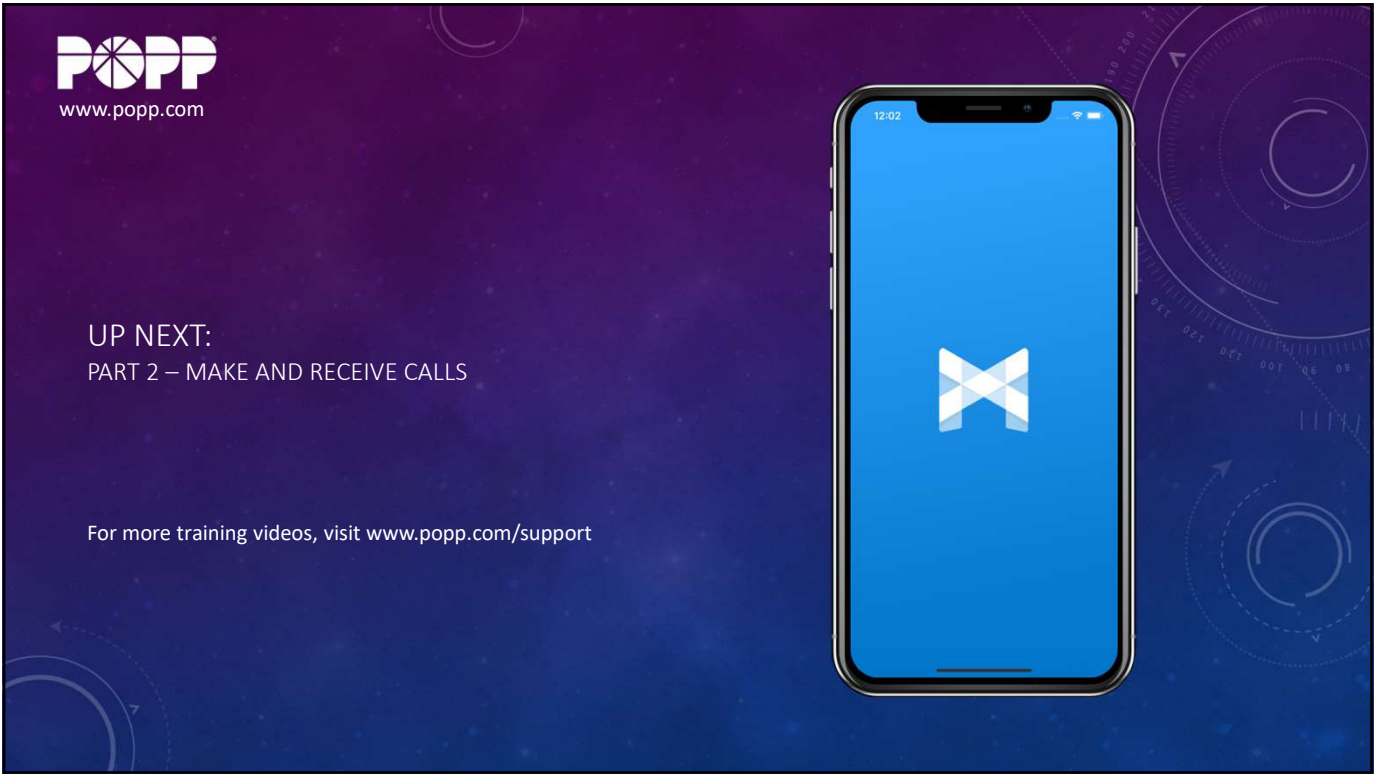
MAX UC MOBILE – GETTING STARTED

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




8



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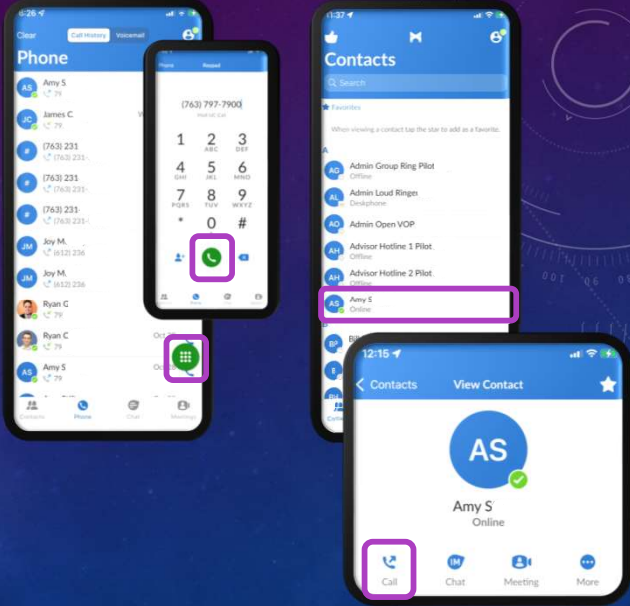

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MAX UC MOBILE – GETTING STARTED


PART 2 – MAKE AND RECEIVE CALLS

To place an outbound call:

- From the Phone screen, touch the [Dialpad], dial a 10-digit phone number, then touch the [Phone] icon to place the call
- From the Contacts screen, Touch a [Contact], then touch [Call]



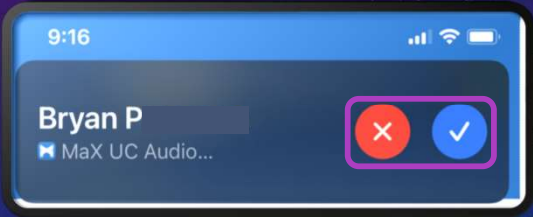
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MAX UC MOBILE – GETTING STARTED

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)
9. Hang up



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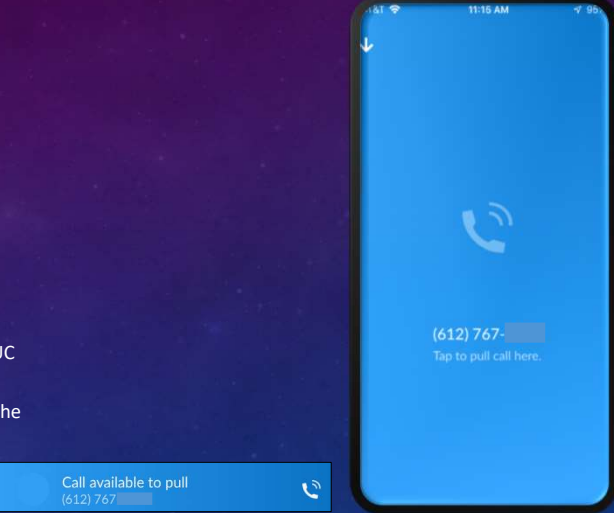
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MAX UC MOBILE – GETTING STARTED


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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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



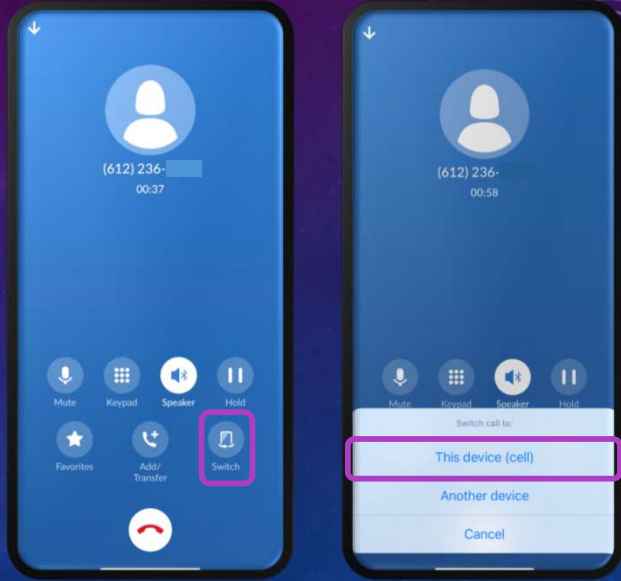
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MAX UC MOBILE – GETTING STARTED

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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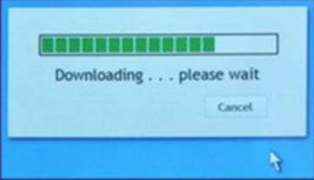

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MAX UC MOBILE – GETTING STARTED


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

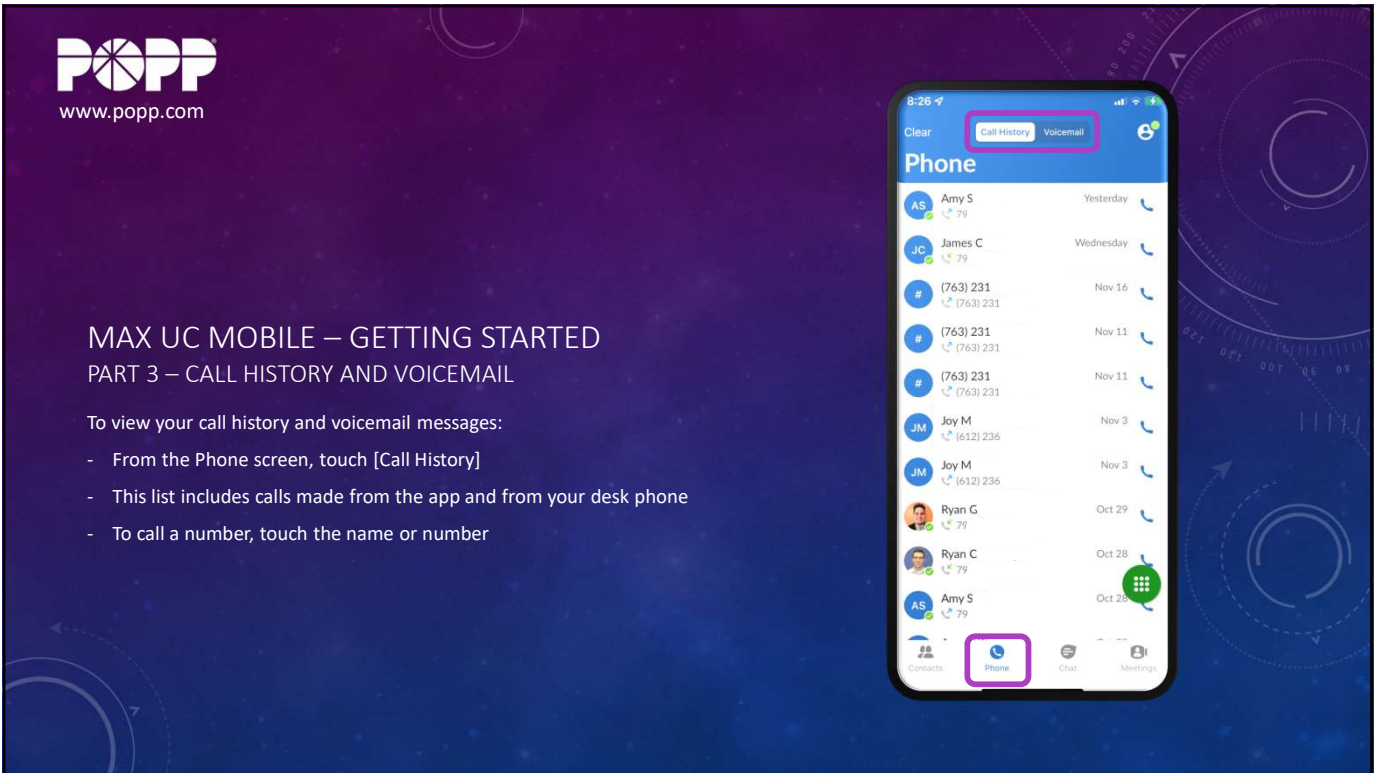
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PART 3 – CALL HISTORY AND VOICEMAIL

- Touch [Voicemail] to view your voicemail messages
- Touch a message to view the details
- If you have the optional Voice Mail Transcription feature, you can simply read your messages
- Touch [Play] to play the message
- Touch [More] to manage or delete the message

1:12

Call HistoryVoicemail

Phone

Murphy

Hello this is Bob from ABC Company.

Tuesday

▶

S WALL

(602) 458-

Aug 31

▶

WIRELESS CALLER

(503) 890-

Aug 3

▶

APOPKA FL

(321) 248-

Aug 2

▶

Murphy

(612) 236-

Jul 29

▶

S WALL

(602) 458-

Jul 25

▶

CENTURYLINK

(380) 206-

Jun 24

▶

S WALL

(602) 458-

Jun 14

▶

WESTLAKE OH

(440) 835-

May 18

▶

Contacts

Phone

Chat

Meetings

10:48

Call HistoryVoicemail

Phone

Murphy

Hello this is Bob from ABC Company. Please give me a call back. Thank you.

Today 10:40 AM

▶

▶

Call

SMS

Meeting

More

S WALL

(602) 458-

Aug 31

▶

WIRELESS CALLER

(503) 890-

Aug 3

▶

APOPKA FL

(321) 248-

Aug 2

▶

Murphy

(612) 236-

Jul 29

▶

S WALL

(602) 458-

Jul 25

▶

CENTURYLINK

(380) 206-

Jun 24

▶


Contacts

Phone

Chat

Meetings

21



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UP NEXT:

PART 4 – CHAT AND SMS TEXTING

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

12:02



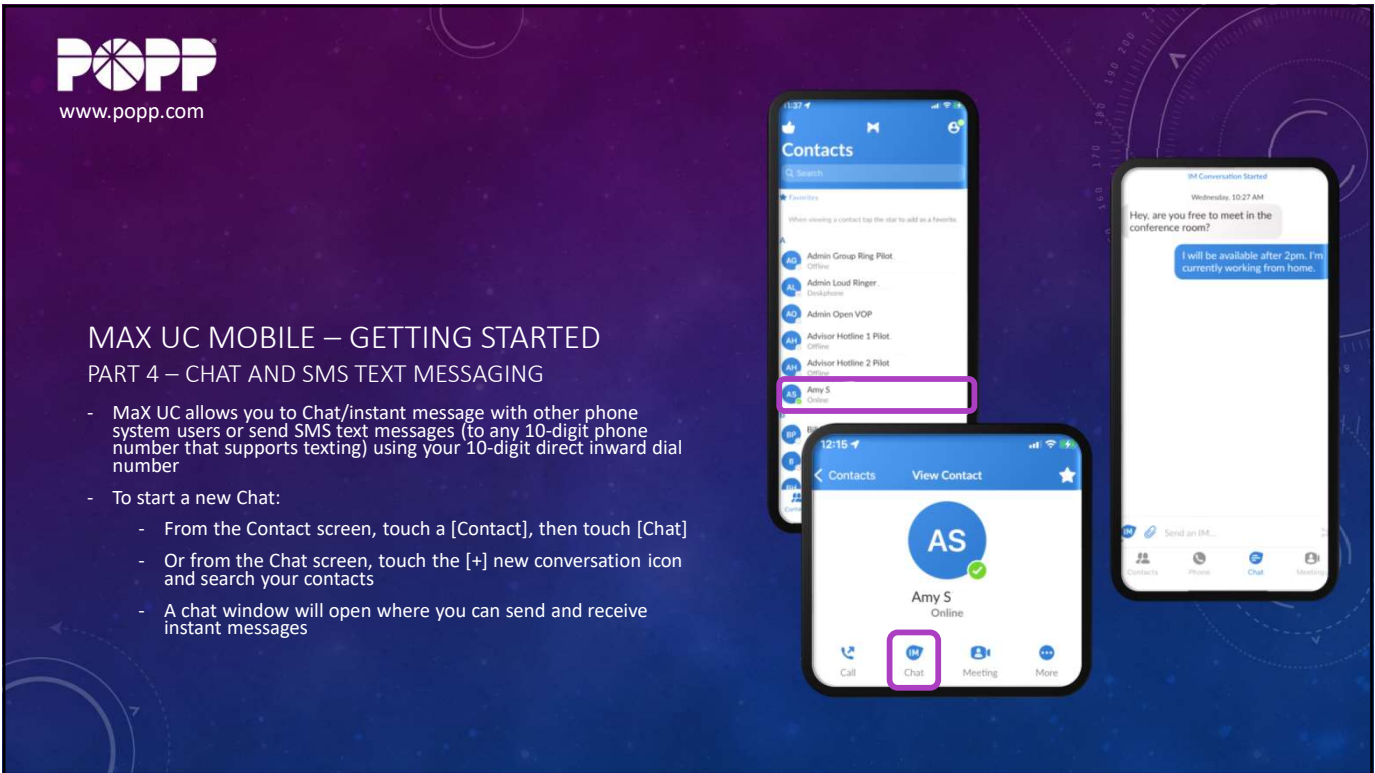
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PART 4 – CHAT AND SMS TEXT MESSAGING

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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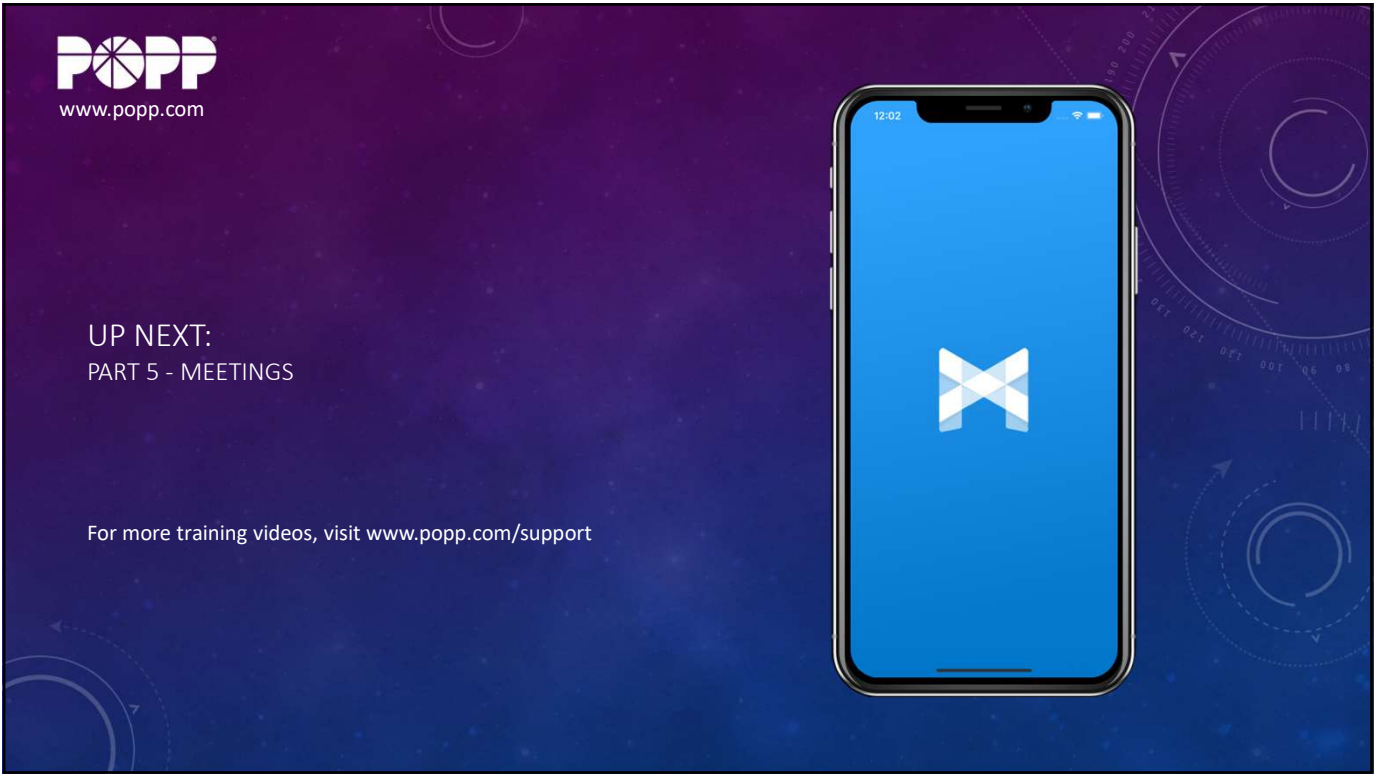
MAX UC MOBILE – GETTING STARTED

PART 4 – CHAT AND SMS TEXT MESSAGING

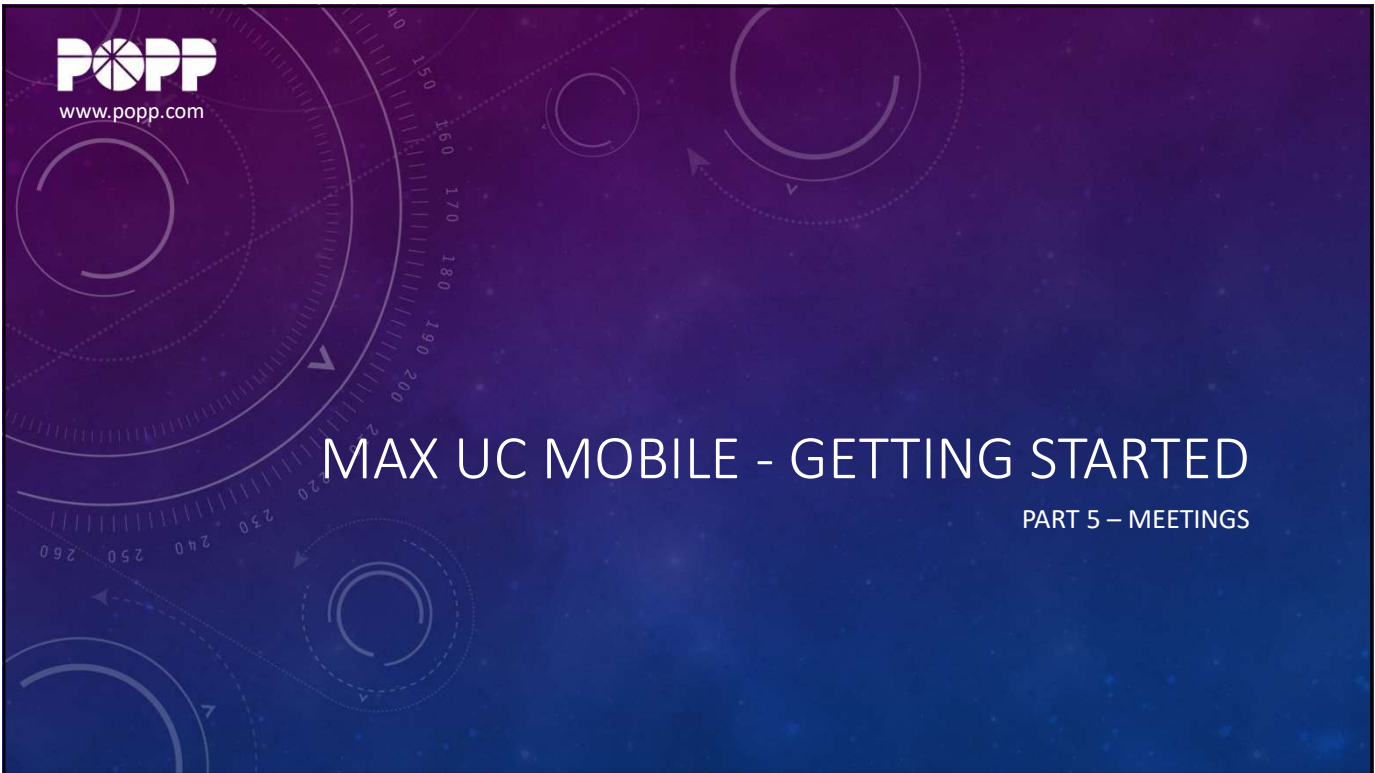
- Touch [Chat] at the bottom of the screen to view previous conversations, then touch to open and resume a conversation
- If you do not have the SMS option, contact POPP to have this feature enabled.

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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MAX UC MOBILE – GETTING STARTED


PART 5 – MEETINGS

- With the optional MaX Meeting videoconferencing feature (powered by Zoom), you can create, schedule, join, or view meetings in MaX UC
- Touch the [Meetings] icon at the bottom 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

2:46

Meetings



Create



Join

If you received an invitation link, tap on the link again to join the meeting

Schedule & View Upcoming Meetings
Opens in Browser

Contacts


Phone

Chat


Meetings

3:21

Meeting



End



Mute


Start Video

Show Screen

Participants

More

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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

2:01

Chat

Chat test >



IM Conversation Started

Today, 1:43 PM

you joined the conversation

You joined the conversation


When is a good time to meet?

Phone

Chat

Meetings

↓



Joy M

00:02

Mute

Keypad

Speaker


Hold

Favorites

Add/Transfer

Meeting

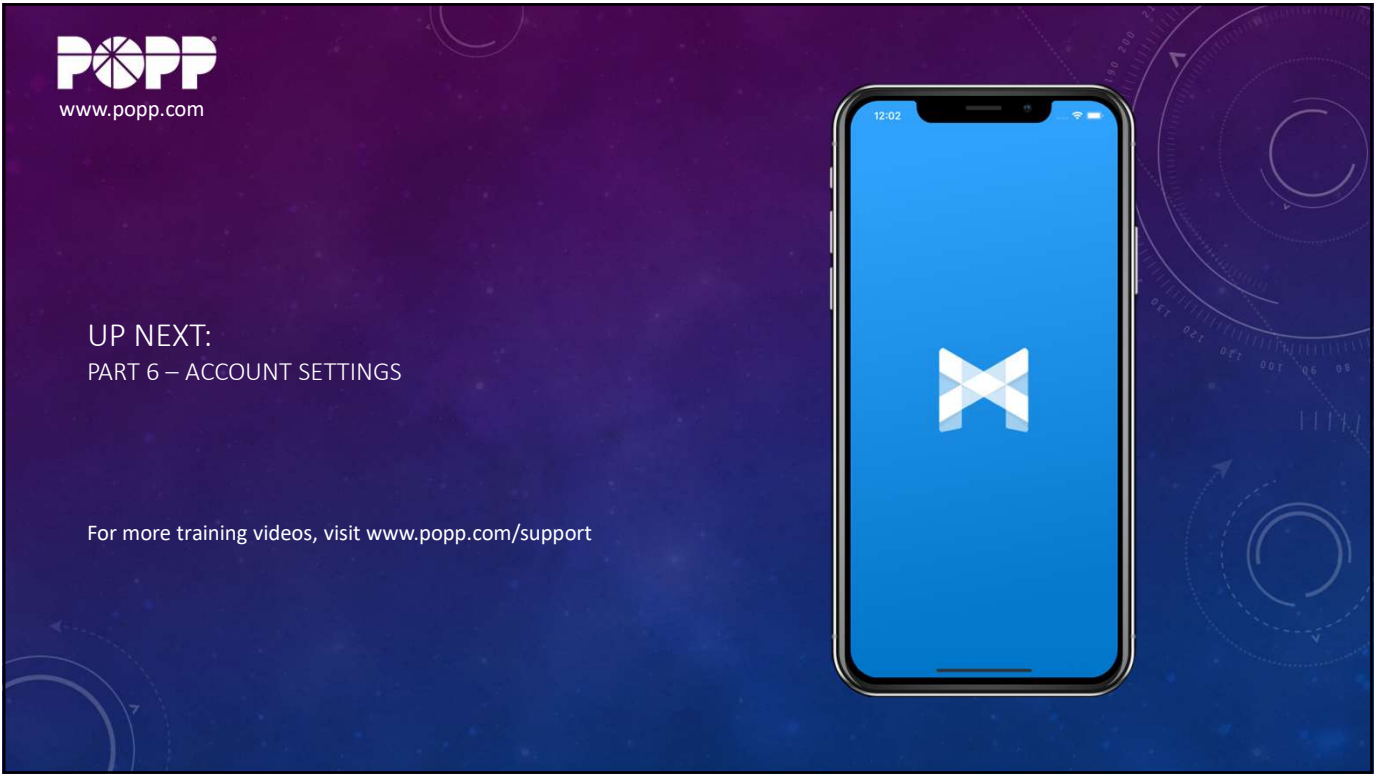
Switch



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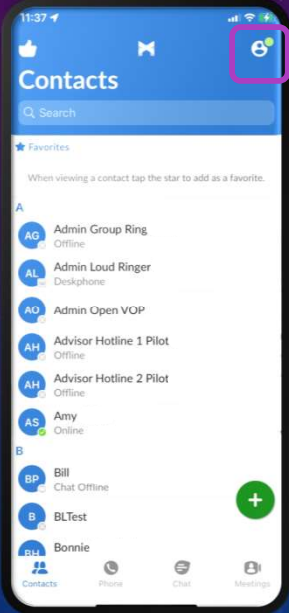
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MAX UC MOBILE – GETTING STARTED

PART 6 – ACCOUNT SETTINGS

- Touch the [Profile and Settings] icon in the upper-right corner to open your MaX UC settings



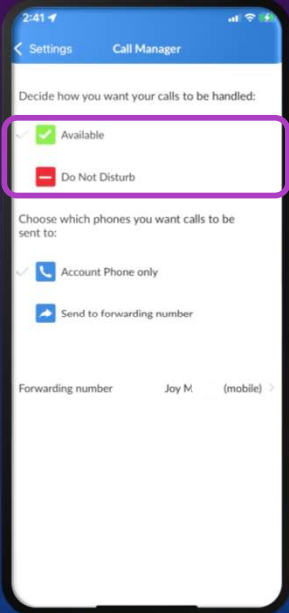
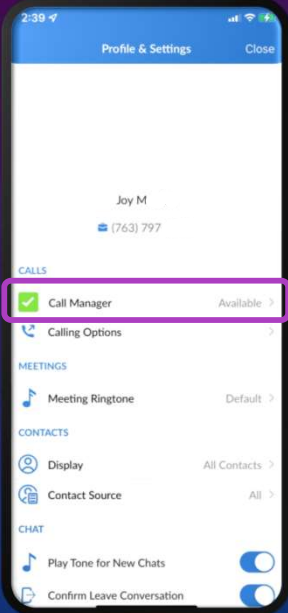
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MAX UC MOBILE – GETTING STARTED

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]

Settings

Call Manager

Decide how you want your calls to be handled:

☒ Available

☐ Do Not Disturb

Choose which phones you want calls to be sent to:

☐ Account Phone only

☒ Send to forwarding number

Forwarding number

Joy

(mobile)

Settings

Call Manager

Decide how you want your calls to be handled:

☒ Available

☐ Do Not Disturb

Choose which phones you want calls to be sent to:

☐ Account Phone only

☒ Send to forwarding number

Forwarding number

Joy

(mobile)

Enter Phone Number

Select From Contacts

Cancel

Cancel

Number

Save

612 236

1234567890

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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]

Profile & Settings

Close

CALLS

☒ Call Manager

Available

Calling Options

>

MEETINGS

Meeting Ringtone

Default

CONTACTS

Display

All Contacts

Contact Source

All

CHAT

Play Tone for New Chats

☒

Confirm Leave Conversation

☒

Confirm Delete Conversation

☒

ACCOUNT SETTINGS

Password

Account Email

jir @popp.com

Cell Number

(612) 236

Profile & Settings

Close

CHAT

ACCOUNT SETTINGS

Password

Account Email

jir @popp.com

Cell Number

(612) 236

ANALYTICS

Collect Usage Data

☒

Help improve the application by sending additional data about you and your usage to the application developer, your service provider or both.

Introductory Tour

>

MaX UC EULA

>

Popp Communications EULA

>

About

>

Report a Problem

>

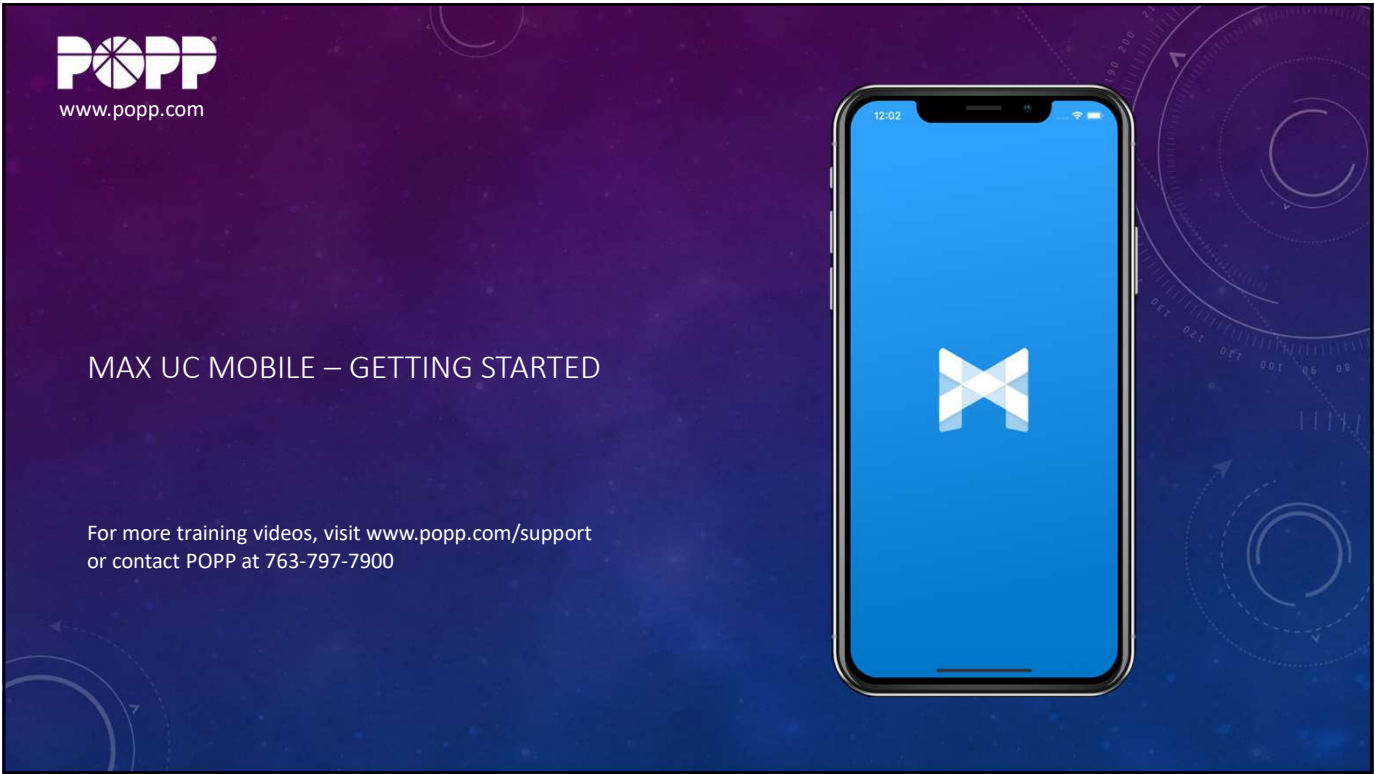
Log Out

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