


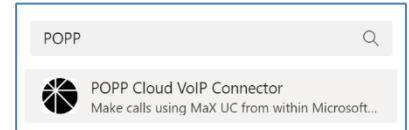
## Introduction:

The POPP Cloud VoIP Connector app allows Internet Phone System users to make phone calls from within Microsoft Teams and is available for all user types.

## Initial POPP Cloud VoIP Connector Setup:

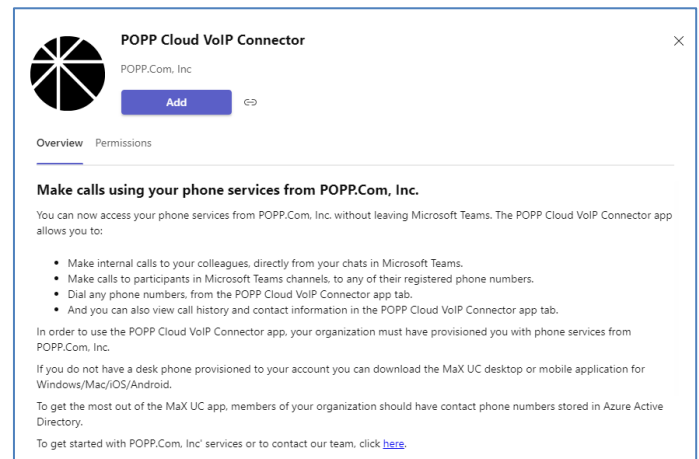
1. On the left side of the screen, click on the [More added apps] option  at the bottom of the list of tools (Activity, Chat, Teams, etc.)

2. In the “Find an app” field, enter “POPP Cloud VoIP Connector” and click on the POPP Cloud VoIP Connector

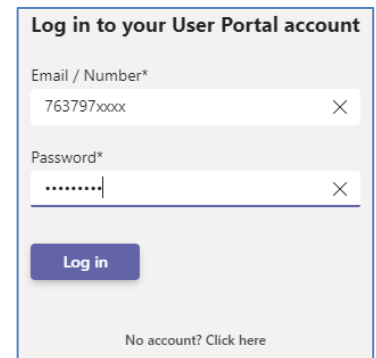


3. Click [Add]

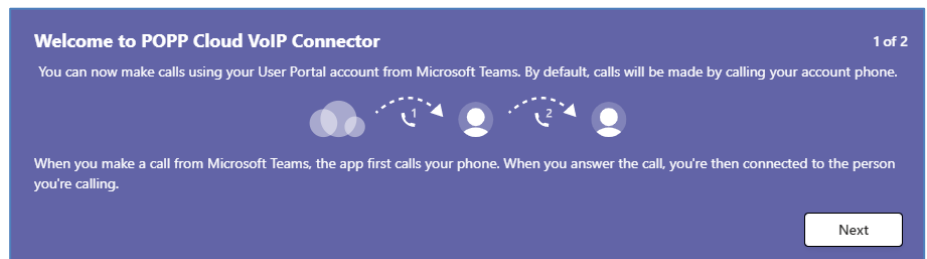
**Note:** If you cannot find the app or cannot install it, this may be because your Microsoft 365 global administrator has blocked access to the Microsoft app store. Contact this individual to request access.



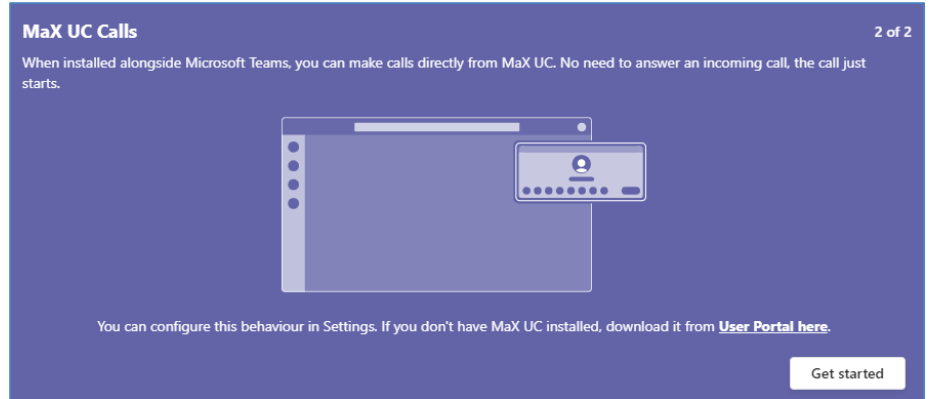
4. Enter your User Portal/MaX UC credentials and click [Login]



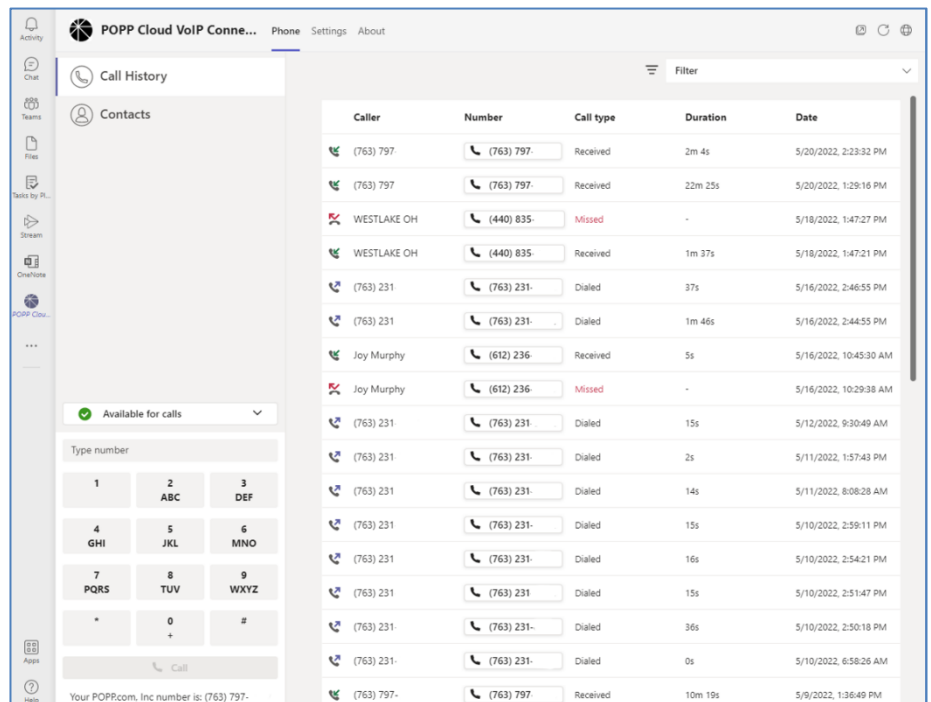
5. Click [Next]



6. Click [Get started]

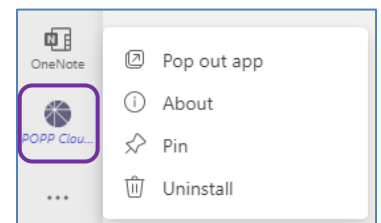


7. The POPP VoIP Connector screen will open, displaying your MaX UC status (available vs. do not disturb), a dialpad, and call history:

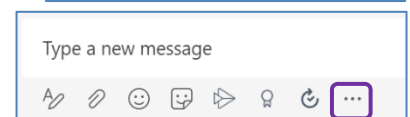


8. For convenient access, pin the app to the app bars on the left side of the screen, and just below the chat field:

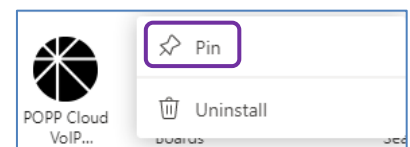
a. On the left side of the screen, right-click on the POPP Cloud VoIP Connector icon to pin the app to the app bar



b. At the bottom of the Chat window, below the new message field, click on [...]



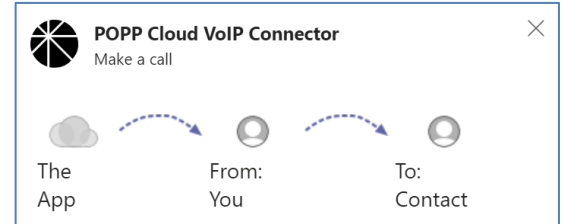
c. Right-click on the POPP Cloud VoIP Connector icon and select [Pin] to pin the app to the app bar



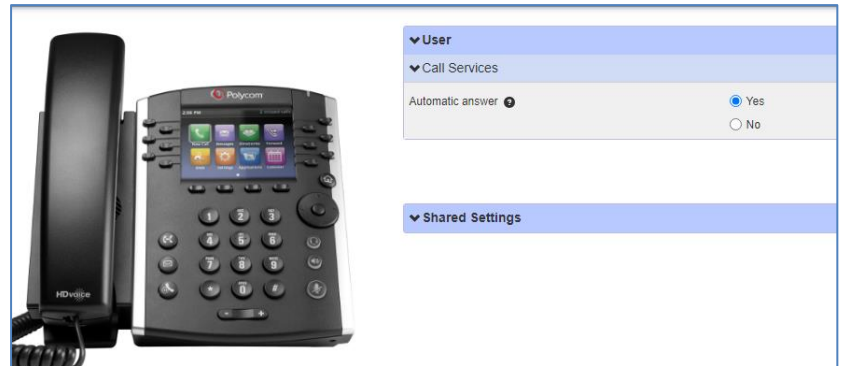
## Calling Mode Options:

### Option 1 - Click-to-dial (default setting):

When you make a call from Microsoft Teams, the app will first call your deskphone and/or MaX UC. When you answer, the call will be placed to the person you are calling.



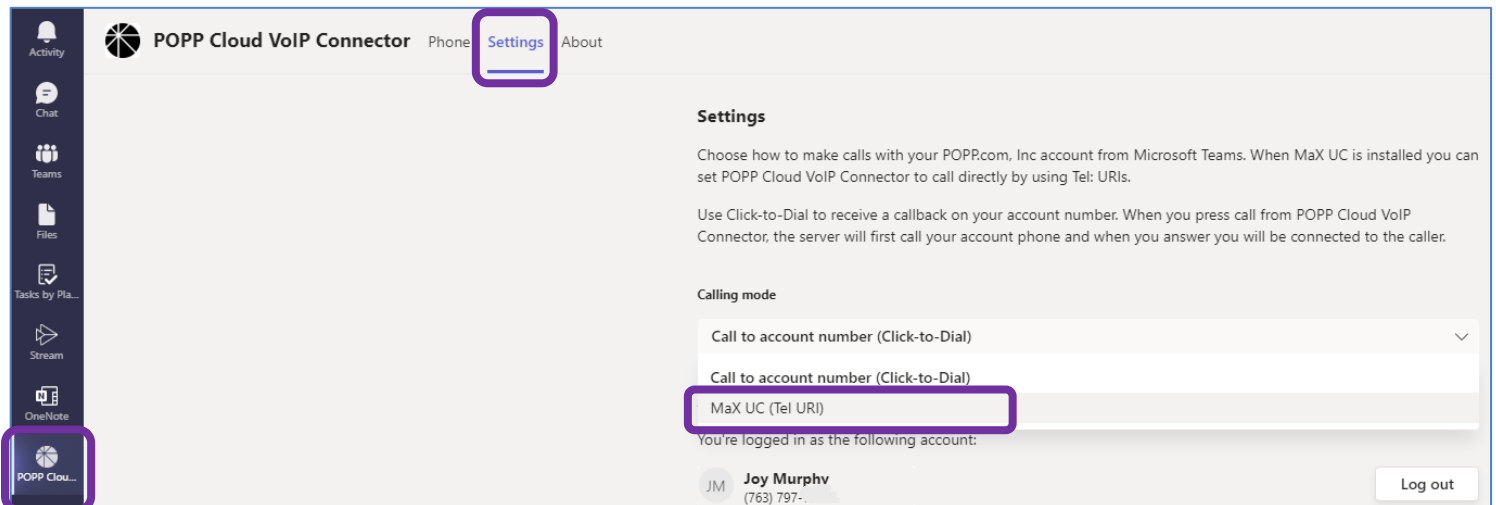
**Note:** If you have a deskphone, the phone may auto-answer and immediately place the call for you. This “Automatic answer” setting can be adjusted in the phone profile settings in the Administrator or User Portal:



### Option 2 - Call from MaX UC:

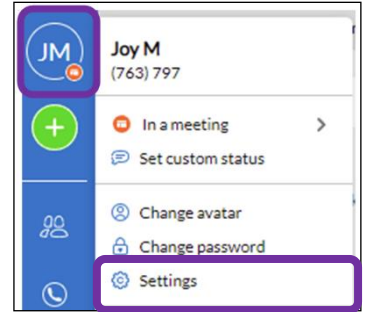
Update settings to call from MaX UC Desktop and eliminate the need to answer the call on your deskphone/MaX UC before the call is placed:

1. Click on the POPP Cloud VoIP Connector icon  in the menu bar on the left side of the screen
2. Click on the [Settings] tab
3. In the Calling mode field, select [MaX UC]



4. Open MaX UC and update the following settings:

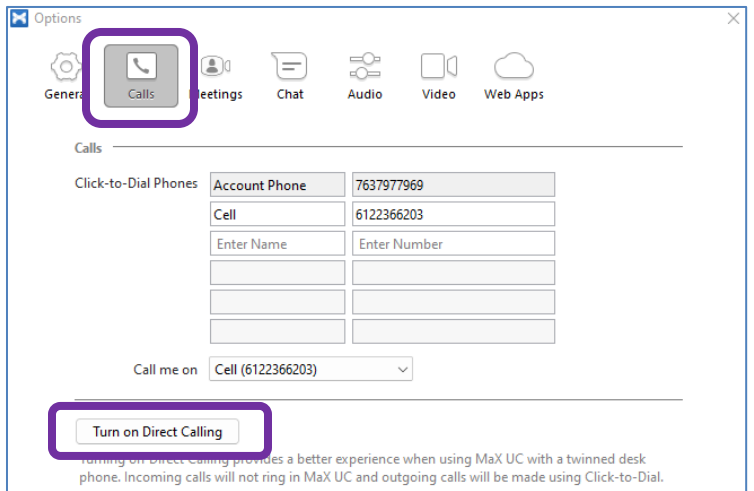
a. Go to Profile > Settings



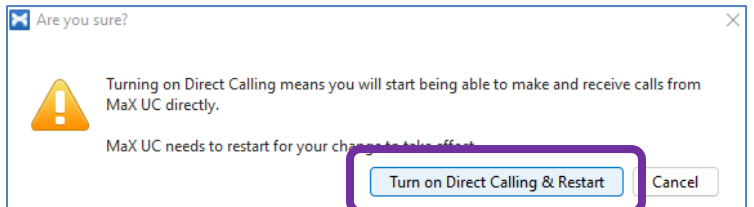
b. Click the [Calls] tab

c. If Direct Calling is turned off:

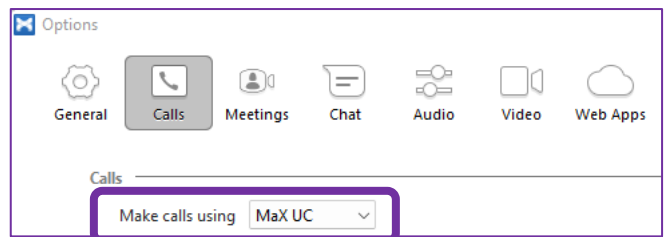
i. Click on [Turn on Direct Calling]



ii. Click [Turn on Direct Calling & Restart] when prompted




d. Make calls using: select [MaX UC]

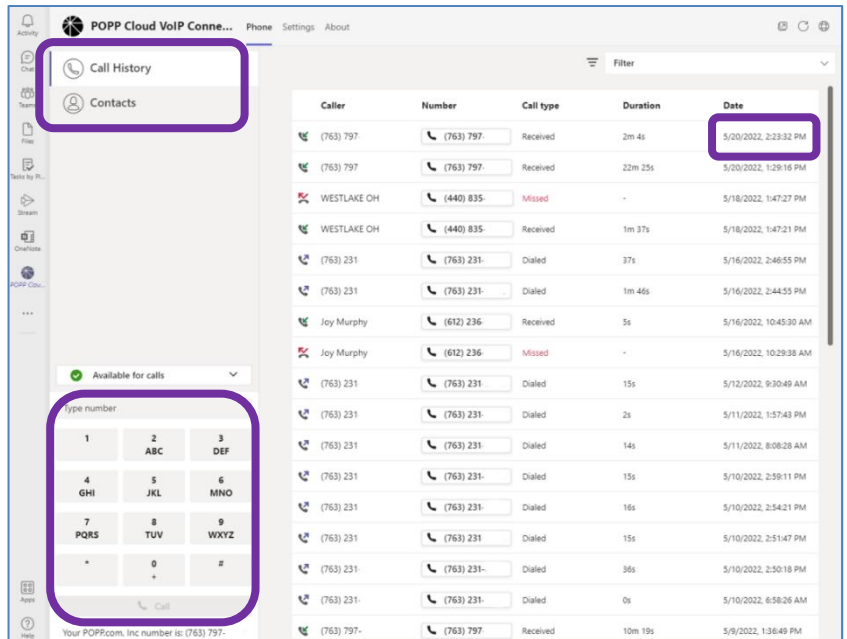



e. Close Settings screen when finished

## To Make a Call:

Launch the POPP VoIP Cloud Connector app from the app bar on the left side of the screen or from the app bar in the Chat window (just below the chat field) to make a call as follows:

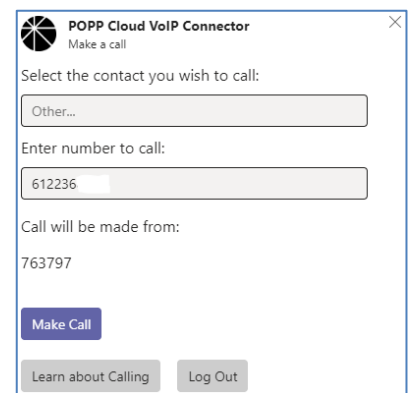
1. From the app bar on the left side of screen, click the icon  to launch the app
  - a. Use the dialpad to dial a phone number, click a phone number in Call History, or click [Contacts] to view your contacts and click a contact's phone number to place a call



2. From the app bar on the Chat screen (just below the chat field), click on icon  to launch the app

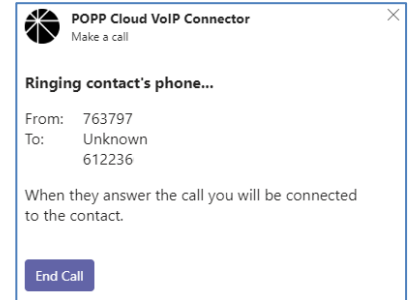


- a. Select the contact you wish to call or enter a phone number or extension:
  - i. User(s) in this chat group are listed in the drop-down field. Select the user you wish to call, select the phone number, and click [Make Call].
  - ii. Or with [Other] selected, enter any 10-digit phone number or 4-digit extension, and click [Make Call]

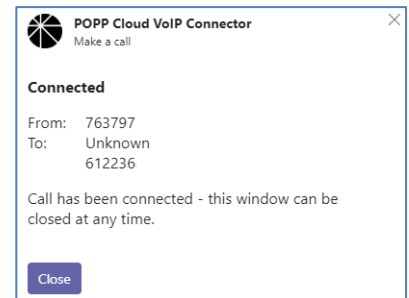


3. If the POPP Cloud VoIP Connector calling mode is set to “Click-to-dial” (default setting):

a. Microsoft Teams will call your phone and when you answer (or once your deskphone auto-answers), the call will be placed to the destination number



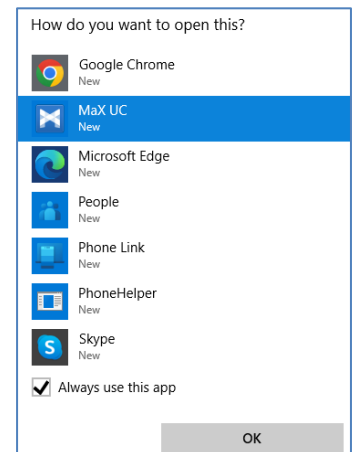
b. Once the call has been connected, click [Close] to close the window



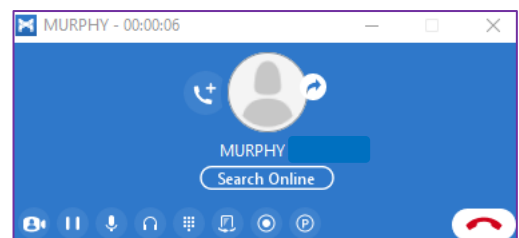
4. If the POPP Cloud VoIP Connector calling mode is set to “MaX UC”:

a. The first time you place a call from Teams, a popup will display:

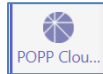
- i. Select the [MaX UC] app
- ii. Check the box for “Always use this app”
- iii. Click [OK]



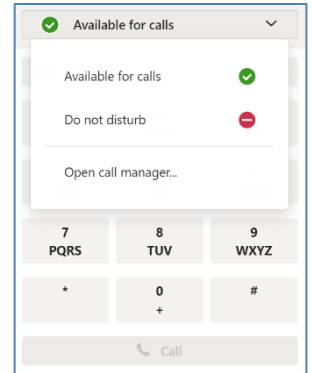
b. A MaX UC screen will pop up and the call will be placed using MaX UC



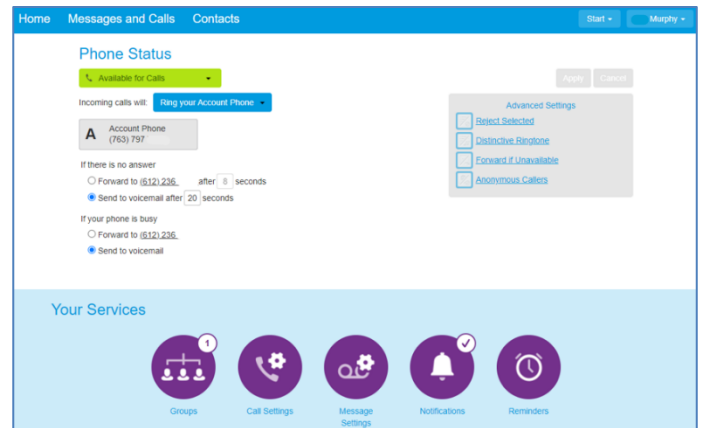
## To Update Your MaX UC Status:



1. Click on the POPP Cloud VoIP Connector app icon on the left side of the screen
2. Update your MaX UC status/availability by selecting [Available for calls] or [Do not disturb] from the drop-down just above the dialpad. MaX UC Desktop and Mobile will be updated to reflect the status selected here. Your Teams status will remain as is.



3. You can also click on [Open call manager...] to open the User Portal call manager screen in a new window



## **For additional training and support:**

- Visit [www.popp.com](http://www.popp.com) or call POPP Communications at 763-797-7900