

# MaX UC Mobile



## QUICK START GUIDE

You can use your POPP Communications phone service to make or receive calls from your desk phone, PC or Mac, and your mobile devices. By installing the MaX UC Mobile app, you can make business calls via your mobile phone. This guide helps you to do that.

## ENSURE YOUR DEVICE IS COMPATIBLE

MaX UC Mobile works on:

- Devices running standard Android 6.0 or later (but not Android Go Edition).
- 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. Video Meetings only work on devices with a front-facing camera.

## 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.



## EXPLORE 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.

Inside the app, you can use MaX UC Mobile to send messages to other people in your corporate 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.

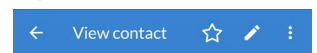
## CONTACTS TAB



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 into MaX UC Mobile.
- Contacts stored on your mobile device.
- Contacts in CommPortal contacts.
- Contacts in your corporate directory.


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



Select a contact to access Call, Chat, and Meeting options.



Erika Mustermann  
Online

Select the Plus icon  to add new contacts.



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### PHONE TAB



Select 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.

- Select the Play icon to listen to a voicemail.
- Select the Voicemail entry to see Call, Chat, and More options.
- Select More to View contact, Mark as Unheard or Delete Message.

If you have a fax message, select the Faxes tab to see the fax.

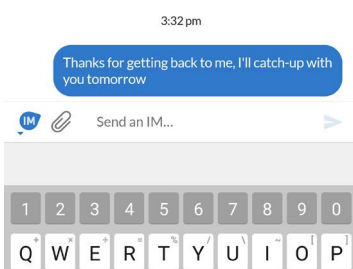
### CHAT TAB



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

Select a contact to continue a previous conversation or select New message and choose a contact to message.

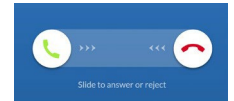
From within the chat window, you can start or continue a conversation, send files, call a contact, or add one or more participants to a conversation. Your Instant Messages automatically sync to all your MaX UC client devices.



You can also send messages to a contact using MaX UC during a call by selecting the More > Send Message option in-app call screen (iOS).

### RECEIVING CALLS

When someone calls your Direct Inward Dial (DID) number, MaX UC 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



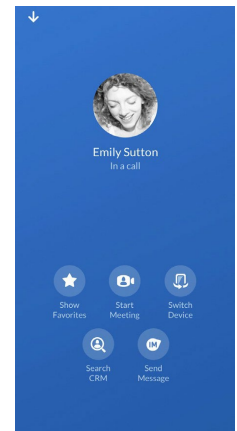
Invite a Favorites contact to join the call



Add/Transfer - make a second call and add the contact into a 3-way call or transfer the call



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

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### CALL TRANSFER

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 native cell phone calling app. Remember the call will now use your talk minutes.

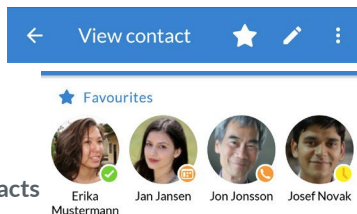
Alternatively, you can push the call to another one of your MaX UC devices, such as your desktop or your iPad, using the Switch Device function. Select More, then select the Switch button to push the call to the most convenient device.

### 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

Select the Star icon on a contact's directory entry to add the contact to Favorites.



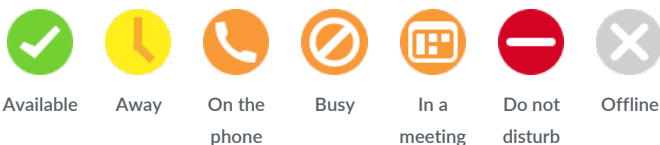
Favorite contacts appear in a banner at the top of the Contacts tab.

During a call, select the Favorites icon to view your favorite contacts. Drag and drop a contact into the call window to set up a new call. You cannot call favorites when in multiple calls.

You can access the rest of your contact list by selecting View all Contacts icon at the bottom of this menu. This opens the Add/ Transfer screen, from which you can set up a call with any of your contacts.

### 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.



### PROFILE & SETTINGS

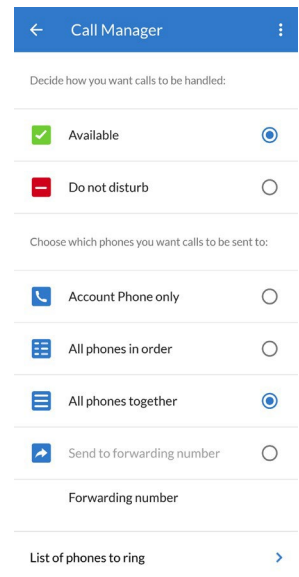
Select your avatar in the top-right to see the Profile & Settings page. Here, you can access Calls (including Call manager and Call groups), Contacts, Chat, Voicemail, Account, and Analytics settings. You can also configure your profile, set your notification preferences, and report a problem on the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

### CALL MANAGER

You can tell MaX UC how to handle incoming calls. Select 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 ring when you have turned on 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 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).