Please note: 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.

Download MaX UC Mobile App:

- Using a mobile device or tablet, go to the Google Play Store (for Android devices) or the Apple App Store (for Apple devices)

- Search for "MaX UC"

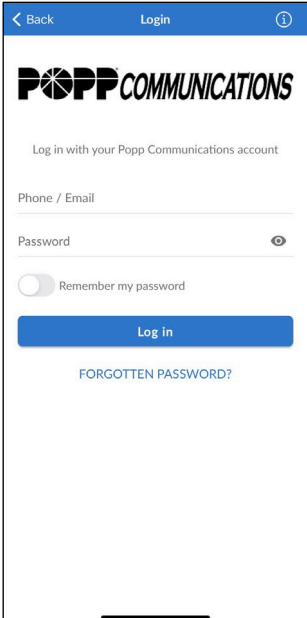- Download the free application

Configure MaX UC:

- Touch the 🔵 [MaX UC] icon on your home screen to open

- Touch [Log in]

- Choose Carrier: select [POPP Communications]

- Touch [Accept & Continue] to agree to the terms of use

- Phone Number: enter your assigned 10-digit phone number (or e-mail address if e-mail login is enabled)

- Password: enter your password

- Touch [Log in]

- Move Calls to Mobile (mobile devices only): enter your 10-digit mobile number and touch [Continue]

- After a brief tour, MaX UC will open

Log In to MaX UC:

- Touch the 🔵 [MaX UC] icon to open

- Touch [Log in]

- Phone/Email: enter 10-digit phone number

- Password:

  o First time login - touch [Forgotten Password] and follow the instructions sent via e-mail to establish your password. You will be prompted to enter an Account Email (password reset e-mail address) if you do not have one set. You may also opt to login using your e-mail address instead of your phone number.

  Password Requirements:

    ▪ 8-20 characters and must include 1 number, 1 letter, and one special character

    ▪ Cannot contain the same character more than 2x in a row

    ▪ Cannot contain more than 2 characters in a sequence (e.g, 1234, or abcd)

    ▪ Cannot contain 4 or more digits of the phone number (e.g., if phone number ends in 7900, the password cannot contain "7900" anywhere in the password)

  o Enter the password

  o Remember password: enable if desired

  o Touch [Log in]

Contents

Touch the ![Contacts icon] [Contacts] menu icon in the bottom-left corner of the screen to view all VoIP Phone System Users, along with contacts saved on the mobile device, if desired.

- Presence of end users with desk phones displays as "*On the Phone"* or "*Deskphone"* (when end user is not on the phone).

- Presence of other MaX UC Desktop or Mobile users displays as "*Online*", "*Offline*" or "*Busy*".

- Touch a name in the list to view contact details, mark the contact as a Favorite ⭐, or to call or send a chat message
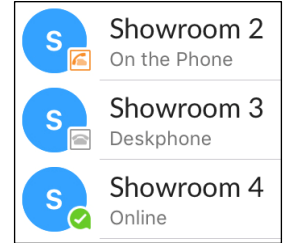
Call History and Messages

Touch the ![Phone icon] [Phone] menu icon in the bottom-center of the screen. Touch one of these options at the top of the screen to view:

- [Call History] - View outbound ↗, inbound ↙, and missed ↖ calls. Touch a name or phone number to dial the number

- [Voicemail] - View and manage voicemail messages. Touch a message to open it and then touch ▶ [Play]. Touch ⋯ [More] to [Mark as Unheard], [Forward as Email], [Forward as Voicemail], or [Delete Message].

- [Faxes] - view and manage fax messages (if configured)
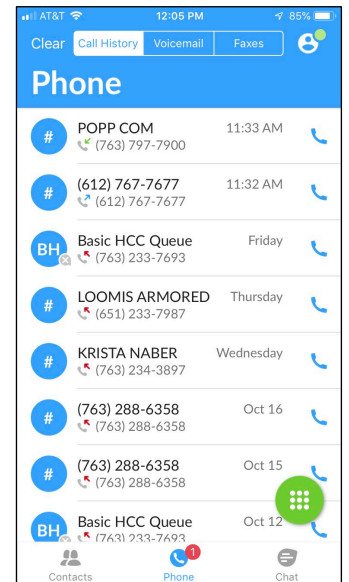
Make a Phone Call:

Touch the Phone [Phone] menu icon in the bottom-center of the screen. Touch [Dialer] to open the dialer keypad.

- Dial the [10-digit phone number] and touch [Call] to place the call

Note: MaX UC cannot be used for 911 emergency calling. When installed on a smartphone, MaX UC will route the 911 call through the cellular phone network. On a tablet, MaX UC will notify the end user that 911 calls cannot be completed.

Receive a Phone Call:

- MaX UC must be active in order for inbound calls to ring the mobile device
- When an incoming call is received, the calling party's telephone number and name will display when available
- Touch [Accept] to answer the call
- Touch [Decline] to decline the call
  - Declined calls are routed according to the line's Call Manager settings, most commonly to the line's voicemail box on the VoIP Phone System
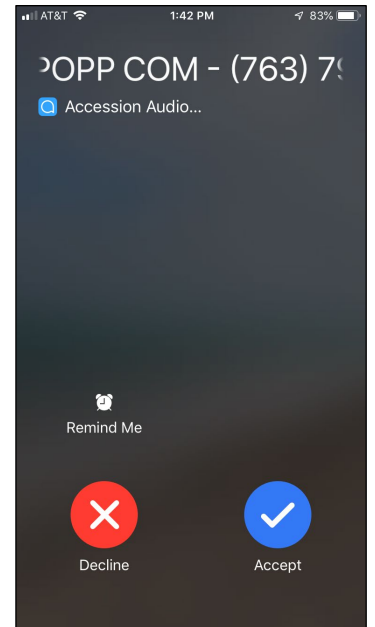
Pull Call using MaX UC:

- To pull an active call from your desk phone or MaX UC Desktop to MaX UC Mobile:
  - Touch "Call available to pull" message that is displayed at the bottom of the screen

  - Touch phone icon to pull the call to MaX UC Mobile
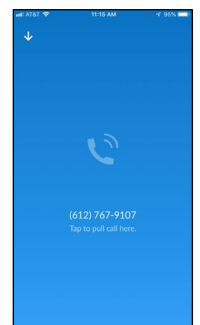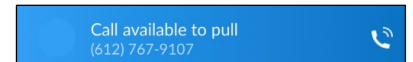
In-Call Options:

While a call is in progress, the following options are available:

- Mute: mutes your voice

- Keypad: opens dial pad

- Speaker: places call on speakerphone

- Hold: places caller on hold

- Favorites: open a list of contacts you have designated as Favorites (if any). Touch and drag a contact onto the left side of the screen to add them to the call.

- Add/Transfer: dial another number to add another party to the call or transfer caller to another number

- More: touch [Switch] and then touch one of the following options to push the call to either:

  o This device (cell) (e.g., if WiFi connection is poor or when leaving a cellular data coverage area). MaX UC will place the call on Hold while it dials the cellular phone number of the mobile device. When the cellular call is answered, the conversation continues via the cellular connection. The "Switch" option appears while In-Call when the "Cellular Number" field is populated with a 10-digit phone number in the Settings menu.

  o Another Device: will ring all numbers configured in Settings → My Phones. When the call is answered, the conversation continues on the answered device.

- End Call: touch phone icon to hang up call
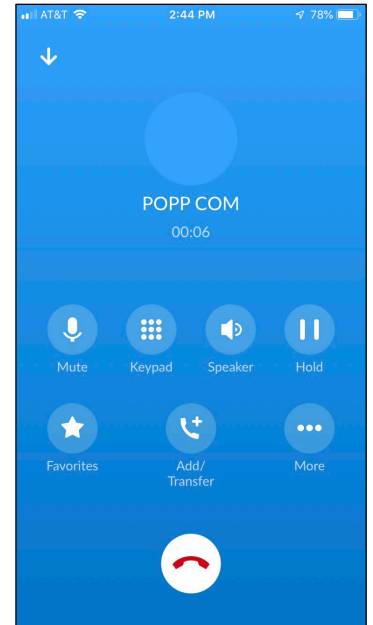
Send and Receive Chat Messages:

There are two types of chat messages:

1. IM (Instant Messages) – messages sent to other MaX UC users.

2. SMS (Short Message Service)/Text Messages – messages sent to mobile numbers outside of the VoIP Phone System (optional add-on, contact POPP for more information).

   Note: MMS (i.e., multimedia texts with pictures/video) and group texts (i.e., texts with multiple recipients) are not supported and if sent, will not be delivered (inbound or outbound).

Touch the [Chat] icon at the bottom of the screen:

- View past Chats, and continue those conversations where they left off

- Touch [New Conversation] to start a new Chat by searching for a Contact name or entering a 10-digit phone number
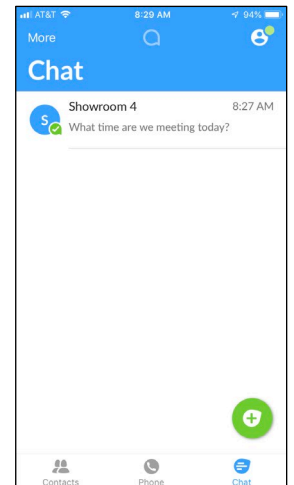
- Message type:
  - "IM" displays next to the "Send Chat" field by default for contacts that are part of your VoIP Phone System
  - "SMS" displays for contacts/phone numbers that are not part of your VoIP Phone System

  Note: to send an SMS message to the mobile phone number of another VoIP Phone System User, click on "IM" and select the contact's mobile number from the drop down in order to change the message type to "SMS"
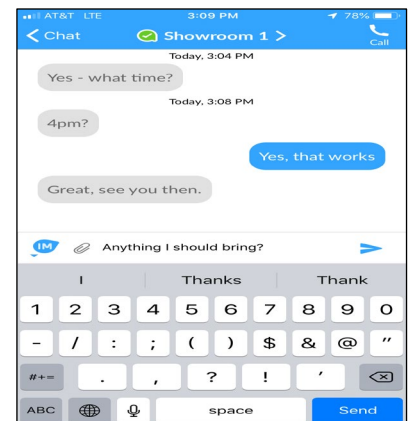
- Send Chat field:
  - Enter text in the field. Add emojis using the Emoji keyboard on your mobile device.
  - Select [Attachment] to select a file to attach and send to the contact (available for IM messages only)
  - Touch [Send] to send the message.

Profile and Settings:

Touch [Profile and Settings] to access settings, help, or to logout.

- Touch [Call Manager] to change the routing of incoming calls. Options include Send all calls to Voicemail, Ring your phone, or apply rules as configured in the User Portal (Incoming Call Manager feature must be enabled by POPP)

- Touch [Call Groups] to view Multi Line Hunt Groups (MLHGs) that you are a part of and log in or log out of each group

- Touch [Account Email] to set your email address to be used as your login (instead of your phone number). Enter your e-mail address, touch [Email Login] to enable, then touch [Save]

Operating System (OS) Supported:

MaX UC Mobile is compatible with Android-based smartphones/tablets OS – 6.0 or later (but not Android Go Edition) and iPhones and iPads with iOS 14.0 or later.

For additional training and support:

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