

MaX UC Desktop



QUICK START GUIDE

You can use your POPP Communications phone service to make or receive calls from your desk phone, PC or Mac, and mobile devices.

For your phone service to work on your desktop, you need to install the MaX UC Desktop software. This guide helps you to do that.

ENSURE YOUR DEVICE IS COMPATIBLE

MaX UC Desktop works on Windows 10 or 11 and Mac computers running macOS 11 (Big Sur) or later.

You can use your computer's built-in microphone and speakers, but you will have much better audio quality if you use a headset. MaX UC Desktop works with most common headsets, including Bluetooth variants. It even works with the answer/reject call button on some headsets.

ENSURE YOU HAVE A HIGH QUALITY CONNECTION

For reliable operation and call quality, MaX UC must have a good internet connection. Use a wired ethernet connection (instead of WiFi), if possible. If you do choose to use WiFi, ensure that you are working in an area with a strong WiFi signal.

DOWNLOAD AND INSTALL THE SOFTWARE

Download MaX UC Desktop from the user Portal at portal.popp.com. Click downloads at the bottom of the screen, click View Apps, then select the download for your computer (Windows or Mac OS).

When prompted, save the file. Find the file in your downloads folder, open it, and follow the on-screen instructions to install the software.

FIND YOUR PASSWORD

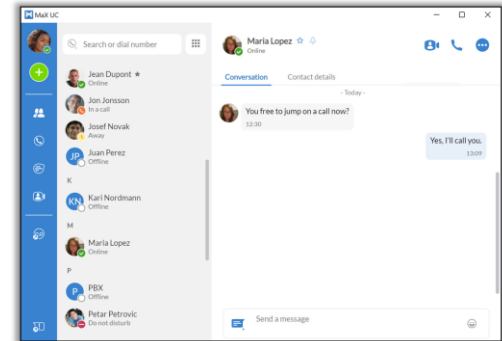
You will need your login credentials for the User Portal at portal.popp.com (10-digit direct inward dial number and password). These are the same login credentials you'll use to login to MaX UC Desktop.

Use the Reset Password link if you need to reset your password. Call us at 763-797-7900 if you need assistance.

EXPLORE MAX UC DESKTOP

MaX UC Desktop is like having a desk phone on your computer. You can make and receive calls, put calls on hold, transfer calls, and make three-way calls.

You can also send instant messages, transfer files, and send presence information to other people in your corporate directory who are using MaX UC Desktop (on any device).



PROFILE MENU

The Profile drop-down menu includes options to: Change avatar, Change password, View account..., and Check for updates.

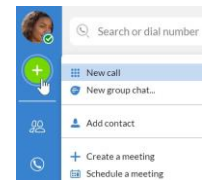
Depending on the services configured for your account, the Profile menu also contains a link to your Call Park orbits, Apps, Conference manager, and Groups.

SETTINGS

Click on your Profile, then select Settings to access your General, Calls, Meetings, and Chat settings, test your Audio and Video, or view your Web Apps settings (including Conferencing, File sharing, CRM, and other cloud-hosted services).

ADD

Select the Add icon to start a New call or New group chat, Add contact, Create a meeting, or Schedule a meeting.



CONTACTS

Select the Contacts tab to view your list of contacts. Depending on how your service is set up, the contact list may include:

- Contacts saved directly to MaX UC Desktop
- Contacts in the Outlook or Mac address book stored locally on your computer
- Contacts added via the User Portal
- Contacts in your corporate directory

Select a contact and select the Contact details tab to view contact information and your call history with the contact.

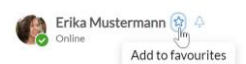
Select the More icon to View chat history, Add to favorites, Edit contact, or Delete contact.



If MaX UC Desktop is configured to automatically sync with Outlook, you can view and edit your Outlook contacts using MaX UC Desktop.

FAVORITES

For quick access to frequently contacted people, select the Star icon to add the contact to your Favorites. Favorites appear at the top of the Contacts list.



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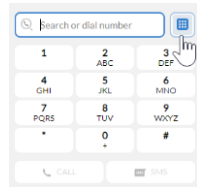
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MAKE A CALL

On the Calls tab, select a contact and select the Call icon to call the contact. If your contact has more than one number, choose the number to call from the drop-down list.

You can also select the Dialer and enter a number to call on the keypad.

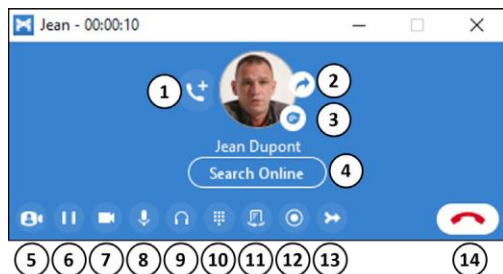
If the person you're calling has caller ID, they'll see the business phone number that is provisioned for your line's caller ID.



While in an existing call, you can make a second call using the main client rather than the active call window. The first call is placed on hold. When the second call is active, click the Transfer icon to show the held call as a transfer option.

DURING A CALL

While a call is in progress, you can use the call window to:



1. Conference in another party
2. Transfer the call
3. Send a chat message to the other person
4. Search for the party in an online database (configuration required)
5. Convert the call to a Meeting
6. Put the call on hold
7. Turn your video on or off
8. Microphone volume
9. Headset/Speaker volume
10. Access the keypad
11. Switch call to your desk phone
12. On-demand call recording
13. Merge calls into one
14. End the call

During a call, you can make a second call using the main client rather than the active call window. This automatically puts the first call on hold. When the second call is active, you can select the Transfer call icon to show the held call as a transfer

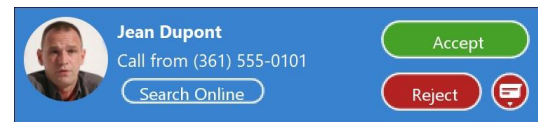
SEND THE CALL TO SOMEONE ELSE



Use the Call Transfer icon to send any call to another number. A menu pop-up allows you to select a contact, or you can type in a completely new number to transfer the call to. You can also transfer the call to another of your devices that has the MaX UC Client installed, without having to hang up!

RECEIVE A CALL

When someone calls your direct inward dial number, you can see a pop-up window on your computer screen and hear a ringing tone through your speakers or headset. The pop-up shows the number of the person calling you. If the person's details are in your contacts list, the pop-up displays the caller's name.



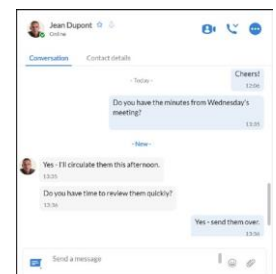
Depending on the other services you have from POPP, you may see the incoming call on your desk phone, mobile phone, or tablet device. You can answer the call on whichever device is most convenient for you.

If the caller is in your Contacts list, you can reject a call and send the caller an instant message explaining why you can't take the call. Select the drop-down list next to Reject and select one of the system messages, or select Custom Message to type your own message.

You may receive a call while you are already on another call. If you answer the new call, the current call is automatically placed on hold and the new call appears in a new call progress window. Switch between the two calls using the window for each one or select the Merge calls icon to merge other callers into a single call.

CHATS

If you have MaX UC Desktop with Instant Messaging, select the Chats tab and select a contact to send them an instant message, emoji, or file. You can also view your chat history with the contact on the Conversation tab.



CALL AND CHAT HISTORY

View call history in the Calls tab or in the Contact details tab of a selected Contact. View chat history in the Chats tab or in the Conversation tab of a selected Contact.

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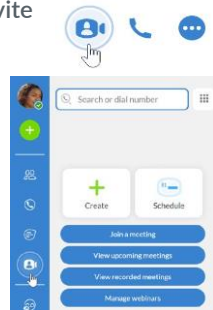
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MEETINGS

Select the Meetings icon for a contact to invite them to an instant Meeting.

On the Meetings tab, select **Create** to start a meeting or **Schedule** to arrange a meeting for a future time.

You can also **Join** a meeting, **View** upcoming meetings, and **View** recorded meetings, and **Manage** webinars.



PRESENCE

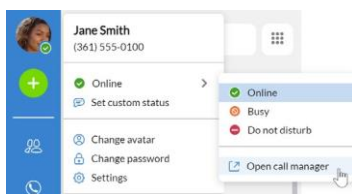
Select your Profile to set your status to **Online** (green checkmark), **Busy** (orange X), or **Do Not Disturb** (red minus sign).

Select **Set custom status** to write your own status (maximum 100 characters) and select **Save**.

Your Presence information automatically shows when you are **Away** (yellow clock), **In a call** (orange phone), **In a Meeting** (red meeting icon) (this references your Outlook calendar), or **Offline** (grey circle).

CALL MANAGER

You can select **Open call manager** from the status drop-down to access your Call Manager and tell MaX UC Desktop how to handle your incoming calls.



You can choose **Available for Calls** or **Do Not Disturb**.

If you select **Do Not Disturb**, callers hear a recorded voice announcement saying that you are unavailable and are then connected to your voicemail. None of your devices will ring until you turn off **Do Not Disturb**, so be sure to use it carefully!

When your phone is busy, you can set it to **Forward to another phone** (and enter the phone number to forward calls to) or **Send to voicemail**.

You can also specify how calls should be handled if they are from anonymous numbers, from VIPs, or from numbers on your **Unwanted Callers** list.

Note that when you change your **Presence** or **Call Manager** settings, the change applies on all of your MaX UC Clients. So, if you step away from your computer and forget to update your status, you could change your status using **MaX UC Mobile** on your mobile phone instead.

VOICEMAIL

If you have a voice or video message, the Voicemail tab indicates the number of messages received. Select the Voicemails tab to view and listen to the messages received. If your settings are configured to forward messages as email attachments only, you will not see your messages listed here.



NOTIFICATIONS

Go to your Mac or Windows system notification settings and select the MaX UC app to configure your MaX UC Desktop notification preferences.

ACCESSIBILITY

MaX UC Desktop supports the use of a screen reader.

Use **Tab** and the arrow keys to navigate through the application. You can also use the following shortcuts during a call.

Ctrl-Alt-Shift-A to answer an incoming call.

Ctrl-Alt-Shift-H to end a call or reject an incoming call.

Ctrl-Alt-Shift-P to end a call or answer an incoming call.

Ctrl-Alt-Shift-M to mute or unmute your microphone.

EMERGENCY CALLS

MaX UC Desktop lets you make calls from anywhere on the most convenient device. Therefore, if you place an emergency call from MaX UC Desktop, the operator may not be able to identify where you are calling from. Consider using your cell phone or a land line phone to make an emergency call instead. Be prepared to share your current location with emergency services.

PRIVACY AND PROTECTION

Once you have finished using MaX UC Desktop, select your Profile and select **Quit** to close the application. If you are using a shared computer, select your Profile and select **Log Out** to prevent other users from accessing your account. To change your log-in preferences, select your Profile, select **Settings** and, on the **General** tab, untick **Automatically log in to MaX UC Desktop**; this prevents MaX UC Desktop from logging in automatically when started and ensures that the next user has to log in using their own credentials.

MORE QUESTIONS?

If you have any additional questions about MaX UC Desktop, call us at 763-797-7900 or email us at helpline@popp.com.