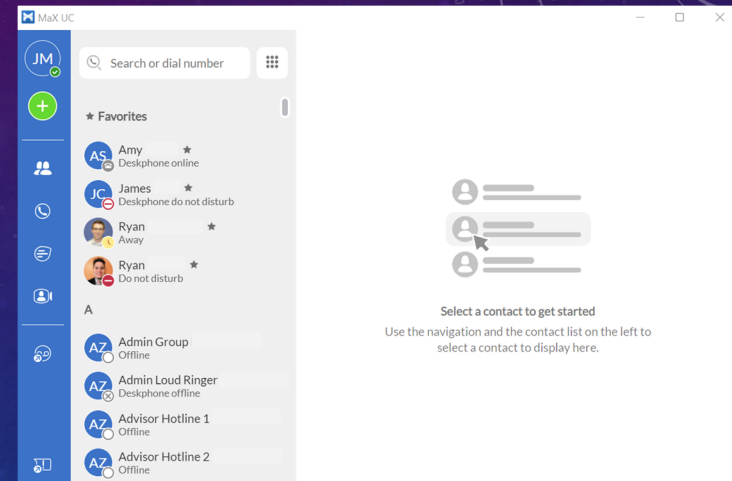




MAX UC DESKTOP – GETTING STARTED INTRODUCTION

- Work from anywhere via voice, video, chat, and text using a Windows PC or Mac
- This video will cover the basic features and use of the MaX UC Desktop app to help you get started
- To use MaX UC on a mobile device, or If you haven't installed MaX UC yet, see the **MaX UC Mobile – Getting Started** and **MaX UC – Installation** videos found on popp.com/support





MAX UC DESKTOP – GETTING STARTED INTRODUCTION

- When you first open MaX UC Desktop, you'll be prompted to login
- MaX UC uses the same login credentials as the User Portal at portal.popp.com
- Click the [Reset Password] link if you've forgotten your password
- Enter your [10-digit direct inward dial number] and [Password] and click [Log in]

User Portal
POPP COMMUNICATIONS

CommPortal Web
Please log in below.

Email / Number: 7637977900

Password: [masked]

[Reset Password](#)

☐ Remember me on this computer.

[Login](#)

Login

Please enter your POPP Communications login details.

POPP COMMUNICATIONS

Phone / Email: [input field]

Password: [input field]

[Log in](#) [Cancel](#)



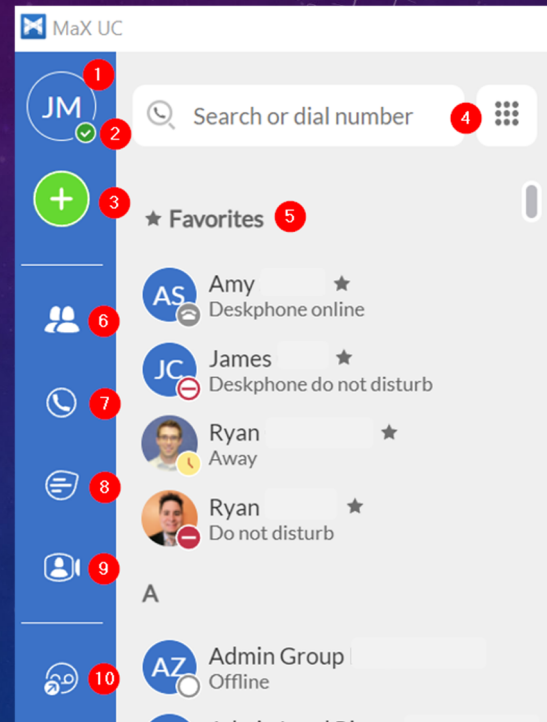
MAX UC DESKTOP – GETTING STARTED

INTRODUCTION

Once you log in, MaX UC will open, and you'll see the following options:

1. Your Profile (change your status, password, settings, and more)
2. Your Presence
3. Start a new call, group chat, add a contact
4. Search field and keypad
5. Favorites
6. Contacts
7. Calls
8. Chats
9. Meetings (optional videoconferencing subscription required)
10. Voicemail messages (and faxes if you have the optional fax-to-email service)

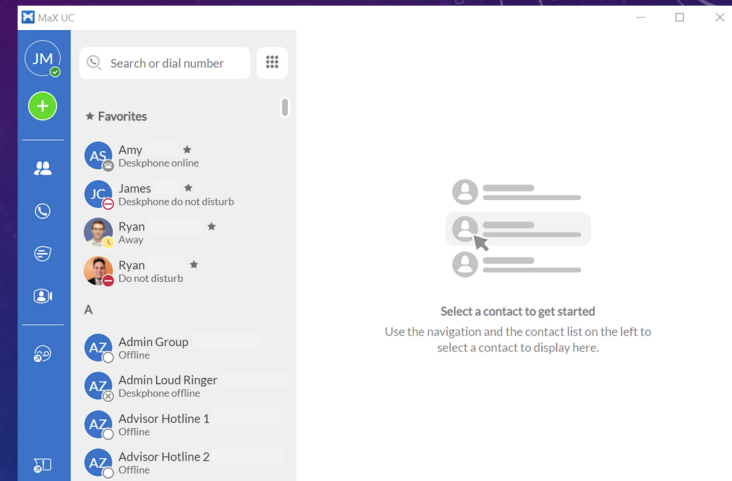
Note: If you're having trouble logging in, contact POPP at 763-797-7900 for assistance.

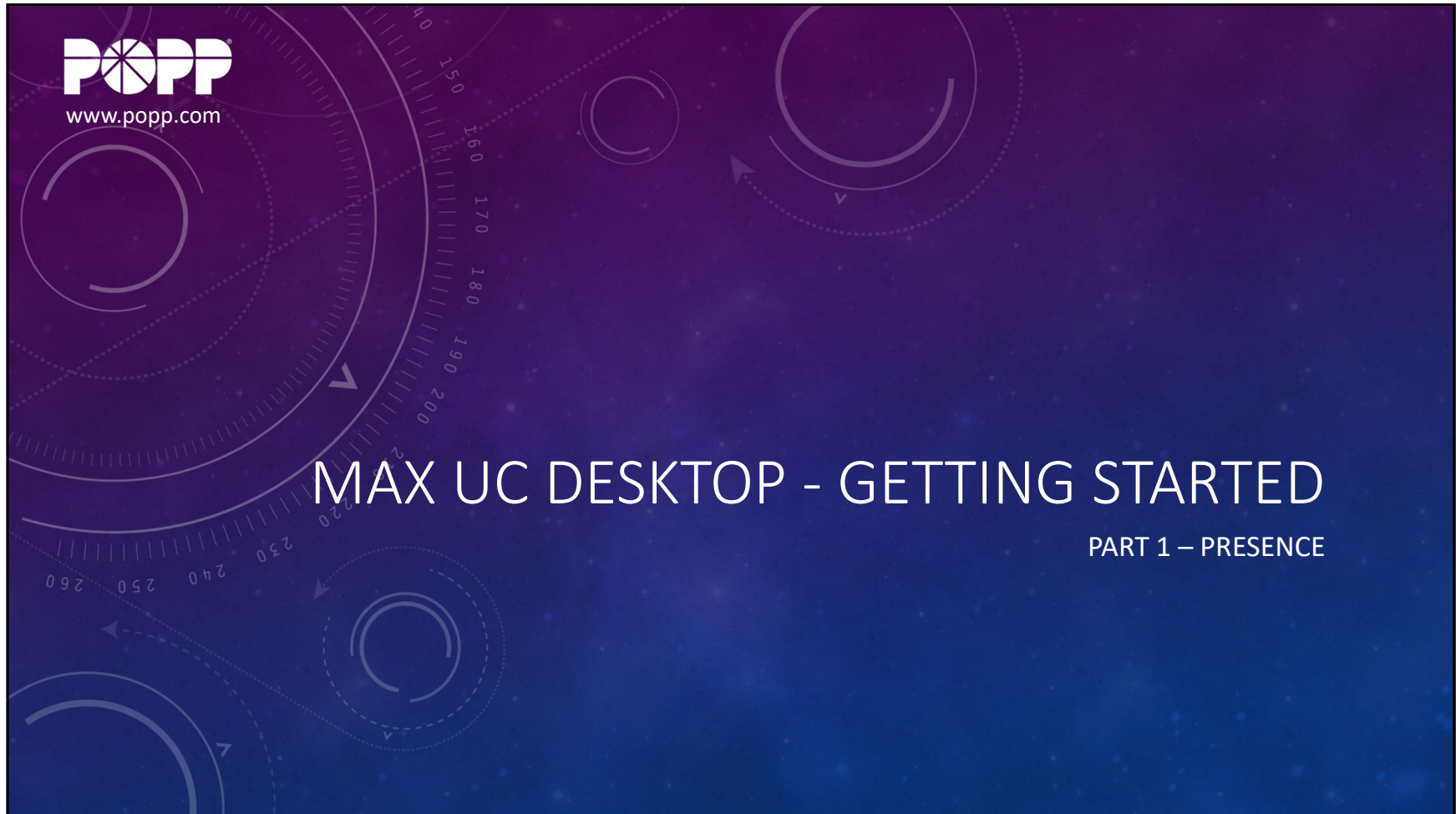




UP NEXT:
PART 1 – PRESENCE

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



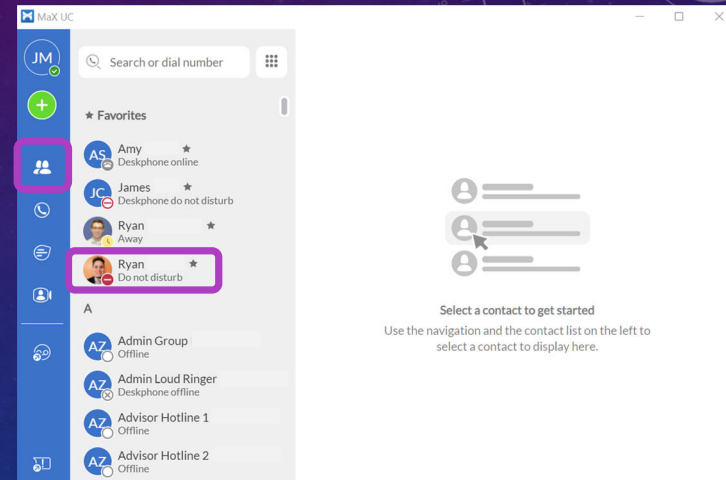




MAX UC DESKTOP – GETTING STARTED

PART 1 – PRESENCE

- From the Contacts screen, view the presence status of each phone system user (e.g., Online, Busy, or Do Not Disturb) just below their name

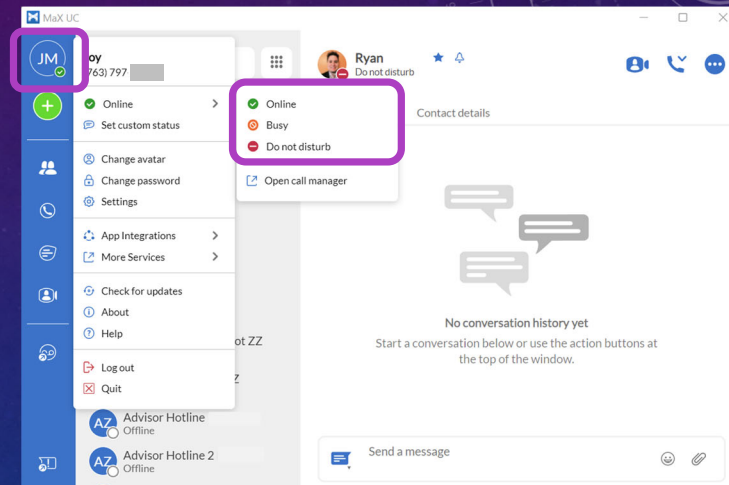




MAX UC DESKTOP – GETTING STARTED

PART 1 – PRESENCE

- To view or set your own presence status, click the [Profile] menu, then select your status
- Setting your line to Do Not Disturb will silence calls and send callers to voicemail
- Change your status to Do Not Disturb at the end of the workday to keep calls from ringing through after hours

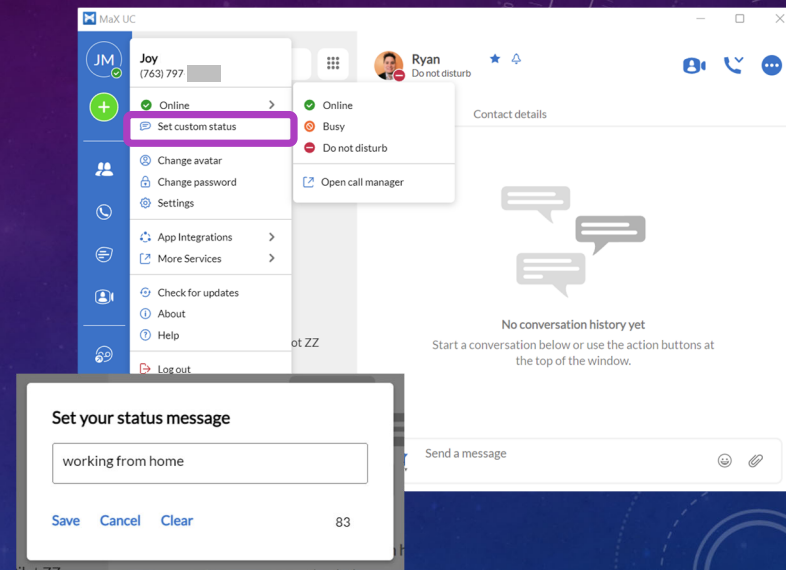


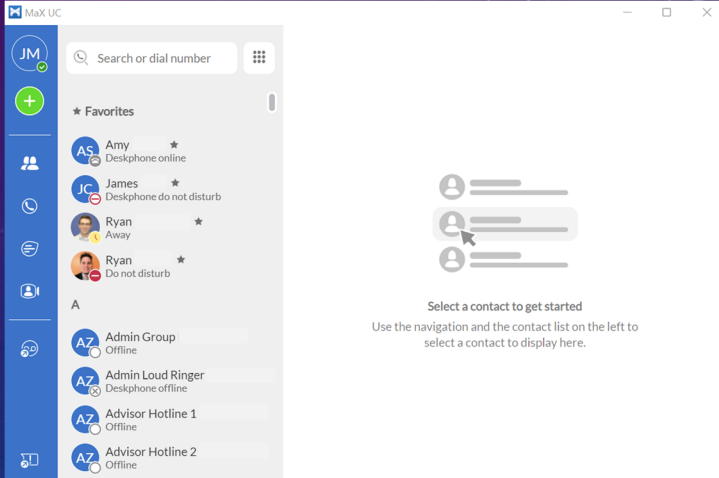


MAX UC DESKTOP – GETTING STARTED

PART 1 – PRESENCE

- Select [Set custom status] to enter a custom message that will display to other phone system users (e.g., working from home)
- You can also integrate with Outlook for presence, which will automatically detect if you're in a meeting based on your Outlook calendar and adjust your MaXUC presence to "in a meeting" accordingly. We'll cover where to enable this later in the video.





The image shows a screenshot of the MaX UC Desktop application interface. The background is a dark blue gradient with faint circular patterns. In the top left corner, the POPP logo and website URL are displayed. The main content area features a sidebar with a navigation menu and a central pane showing a list of contacts. The contacts are organized into sections: Favorites, A-Z, and a search bar at the top. The contacts listed include Amy, James, Ryan, Admin Group, Admin Loud Ringer, Advisor Hotline 1, and Advisor Hotline 2. The interface is clean and modern, with a focus on user navigation and contact management.

POPP
www.popp.com

UP NEXT:
PART 2 – CONTACTS

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

MaX UC

Search or dial number

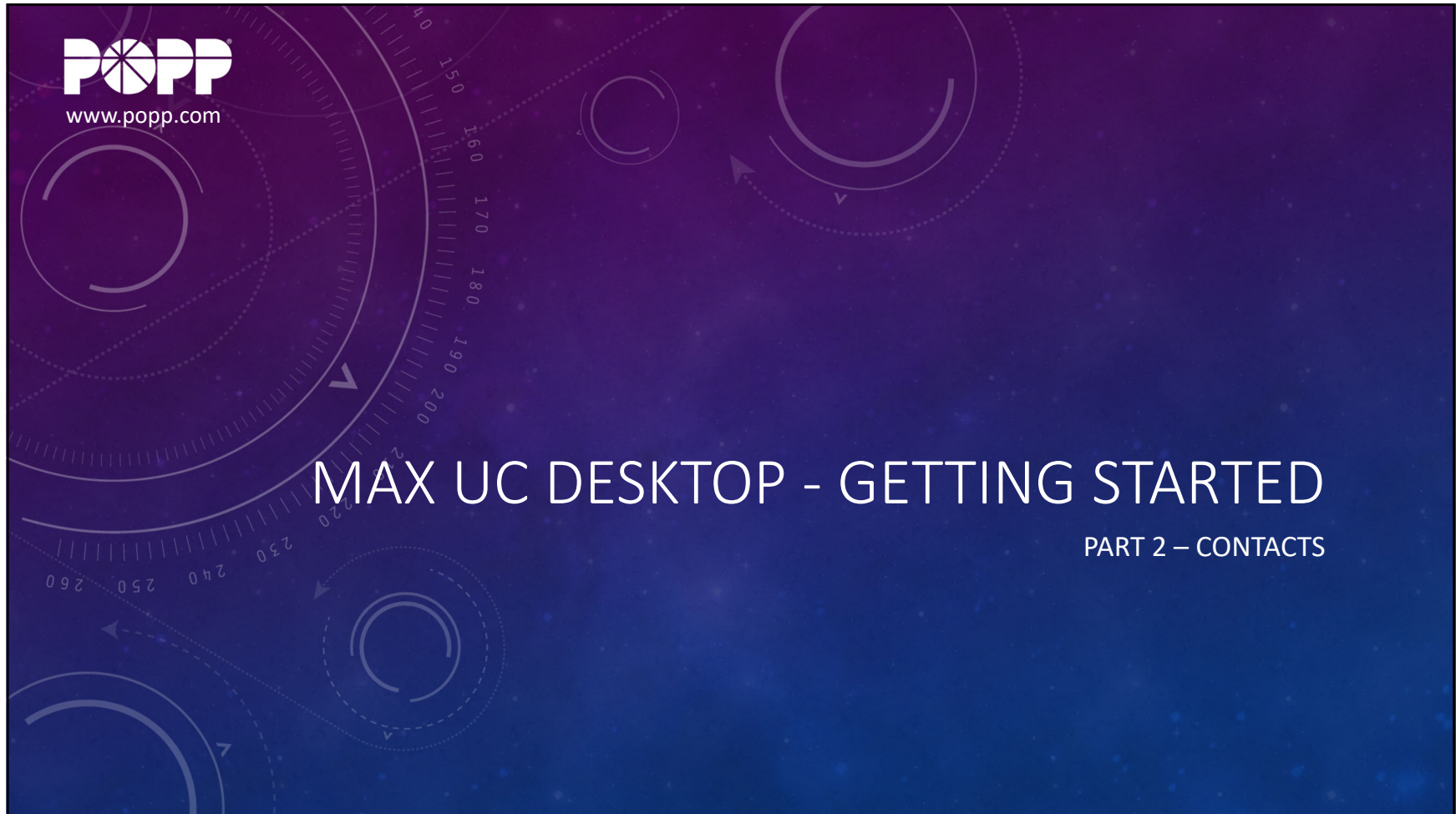
★ Favorites

- Amy
Deskphone online
- James
Deskphone do not disturb
- Ryan
Away
- Ryan
Do not disturb

A

- Admin Group
Offline
- Admin Loud Ringer
Deskphone offline
- Advisor Hotline 1
Offline
- Advisor Hotline 2
Offline

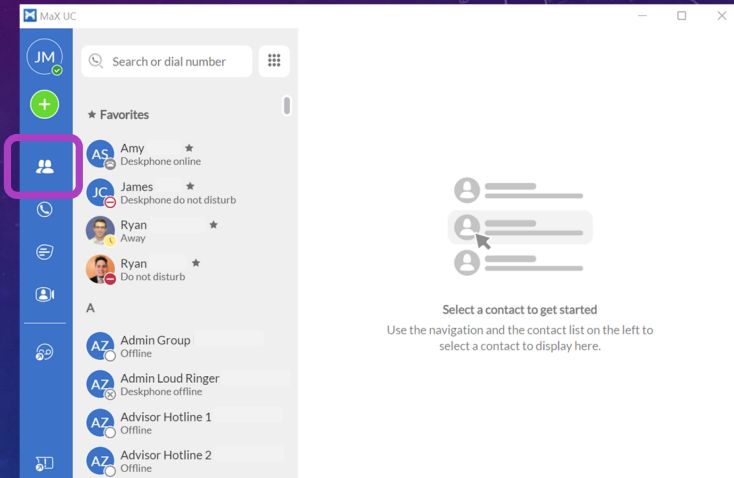
Select a contact to get started
Use the navigation and the contact list on the left to select a contact to display here.





MAX UC DESKTOP – GETTING STARTED PART 2 – CONTACTS

- Click on the [Contacts] icon to view your contacts
- Your phone system directory contacts are automatically synced with MaX UC
- You can also sync your Outlook contacts which will be covered later in this video

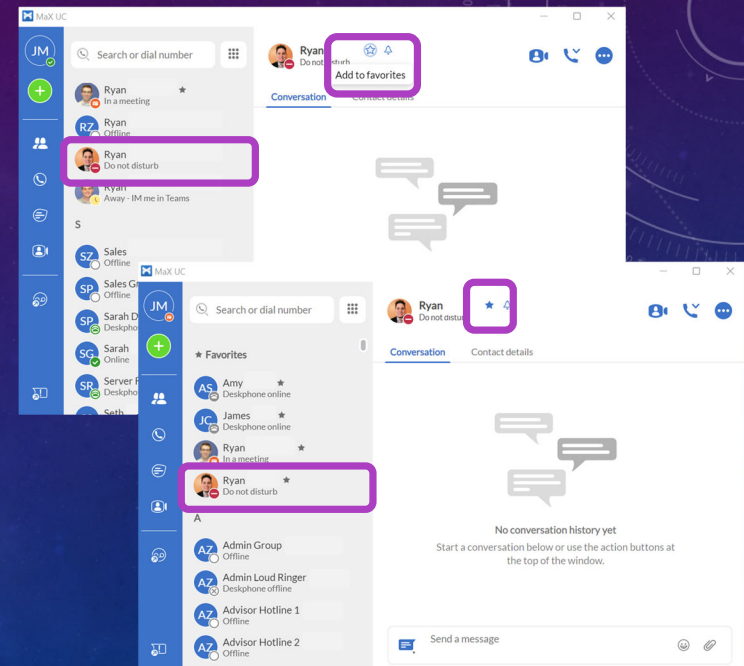




MAX UC DESKTOP – GETTING STARTED

PART 2 – CONTACTS

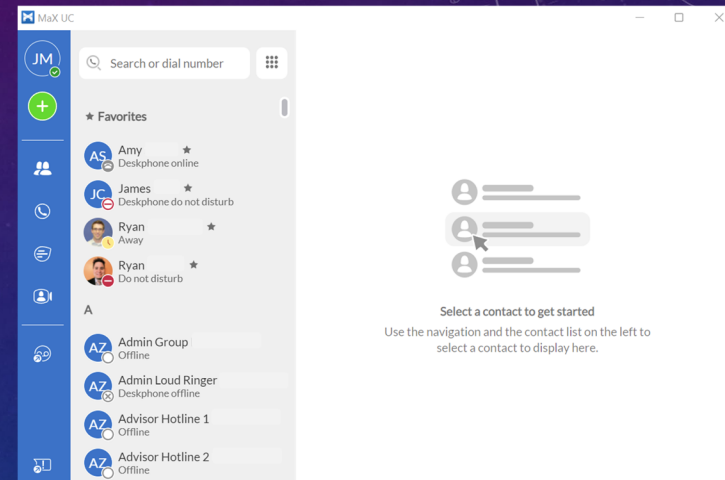
- You can mark any contacts you call frequently as Favorites
- To add a Favorite, click on a contact, then click on the [star] icon next to their name
- Favorite contacts are listed at the top of the Contacts screen and are denoted with a star





UP NEXT:
PART 3 – MAKE AND RECEIVE CALLS

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







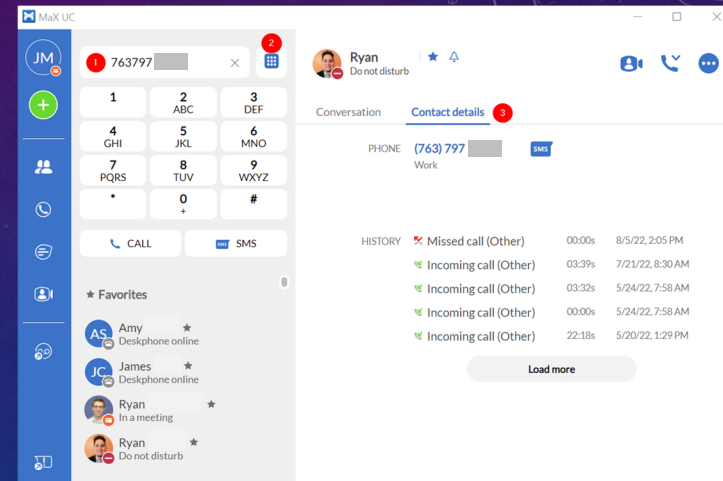
MAX UC DESKTOP – GETTING STARTED

PART 3 – MAKE AND RECEIVE CALLS

While you can use your computer speaker and mic, for the best call quality, a headset or Bluetooth earpiece is recommended.

There are three ways to place an outbound call:

1. Type the phone number or name of someone in your contact list and click [Call]
2. Click on the [keypad] icon and click the numbers to dial, then click [Call]
3. From the Contacts screen, click on a contact, click the [Contact details] tab, then click on the phone number

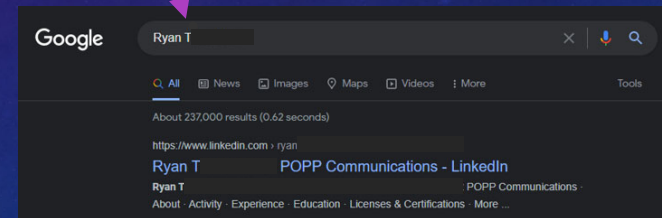
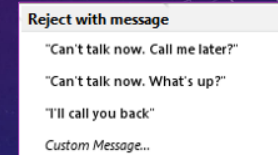
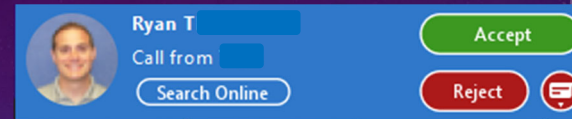




MAX UC DESKTOP – GETTING STARTED

PART 3 – MAKE AND RECEIVE CALLS

- Incoming calls on the MaX UC app have a different ringtone
- Calls will appear in a pop-up window with Caller ID information:
 - Click [Accept] to answer
 - Click [Reject] to reject the call and send it to voicemail
 - If the caller is within your company, additional reject options are available to send the caller an instant message
 - [Search Online] is an option you can configure to search for the caller's name/number in an online database (e.g., Google or Salesforce). See the **MaX UC Desktop Integration User Guide** found on popp.com/support for more information.



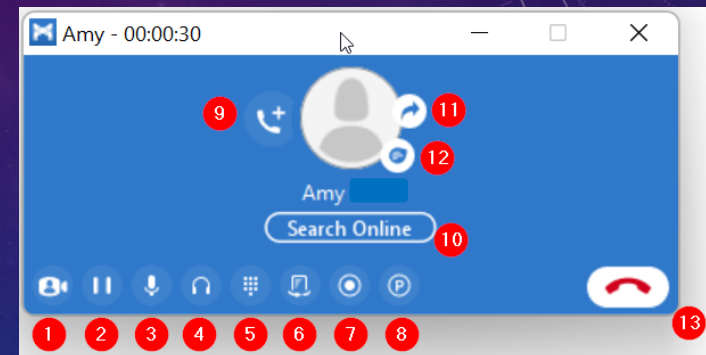


MAX UC DESKTOP – GETTING STARTED

PART 3 – MAKE AND RECEIVE CALLS

Options during an active call:

1. Convert call to Meeting (optional videoconference feature required)
2. Hold
3. Microphone volume
4. Headset/speaker volume
5. Keypad (to enter digits, e.g., to navigate an auto attendant)
6. Switch call to your desk phone
7. On-demand call recording
8. Park call (on a park orbit)
9. Conference in another party
10. Search for the party in an online database (additional configuration required)
11. Transfer
12. Chat/Instant Message
13. End call



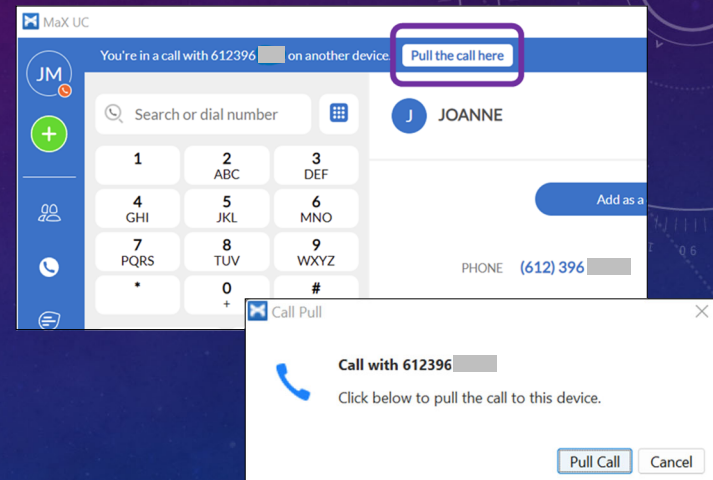


MAX UC DESKTOP – GETTING STARTED

PART 3 – MAKE AND RECEIVE CALLS

To pull an active call from your desk phone or MaX UC Mobile to MaX UC Desktop:

- Click the [Pull call here] message that appears at the top of the MaX UC window
- Click on [Pull Call] to pull the call to MaX UC Desktop



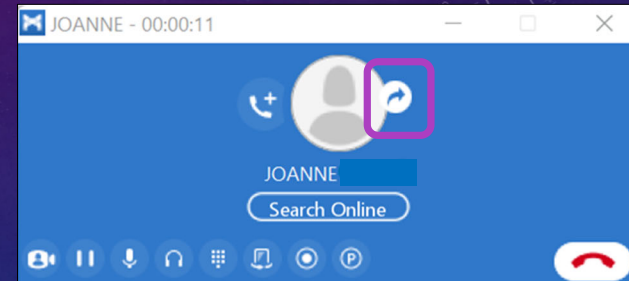


MAX UC DESKTOP – GETTING STARTED

PART 3 – MAKE AND RECEIVE CALLS

A note about call quality:

- MaX UC places calls over the internet connection (wired Ethernet or WiFi) used by your computer at the time
- With a reliable internet connection and adequate bandwidth, you should experience excellent call quality
- If you're experiencing poor call quality, it may be an intermittent issue with your computer or internet connection. You may want to transfer the call to another phone, such as your cell phone or a landline using the call transfer button.



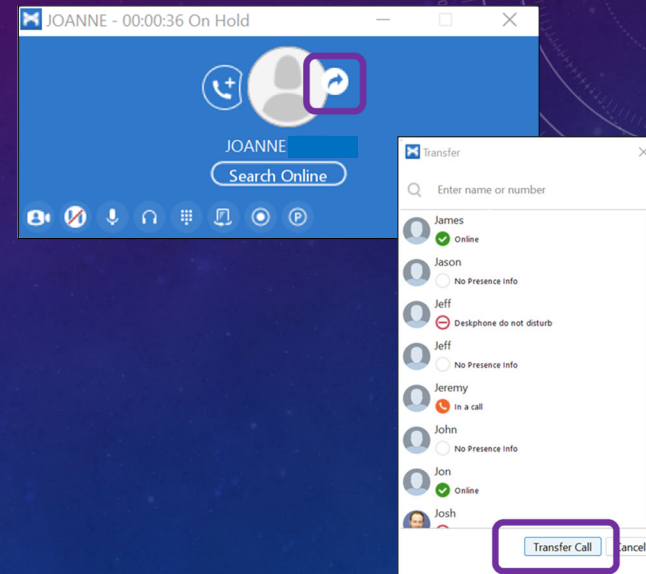


MAX UC DESKTOP – GETTING STARTED

PART 3 – MAKE AND RECEIVE CALLS

To transfer the call to your cell phone:

- Click the [Transfer] option. The party will be placed on a brief hold.
- Enter your [cell phone number], and click [Transfer Call]
- The call will ring on your cell phone
- Answer the call to be connected with the other party again
- Transferring a call to your cell phone is also a convenient way to continue a call when leaving your desk or when leaving the office





MAX UC DESKTOP – GETTING STARTED

PART 3 – MAKE AND RECEIVE CALLS

Additional steps if you experience poor call quality:

- Check your WiFi signal. You may need to physically move to get a stronger signal.
- If possible, connect your computer to a wired Ethernet connection instead of WiFi
- Close any apps that you don't need to have open in order to free up computer resources
- 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

Pausing these activities until later to free up internet bandwidth is often all that's needed to improve call quality



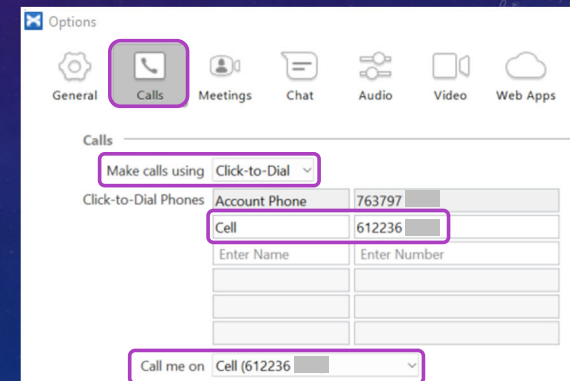
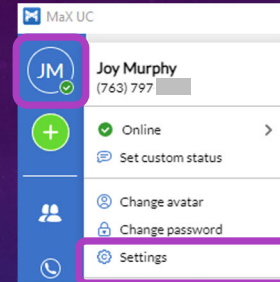


MAX UC DESKTOP – GETTING STARTED

PART 3 – MAKE AND RECEIVE CALLS

If you'd like to permanently have MaX UC place calls using an alternate phone (for example, your cell phone), enable click-to-call mode:

- Click on the [Profile] menu and select [Settings]
- Click the [Calls] tab
- For the [Make calls using] option, select [Click-to-Dial]
- Under Click-to-Dial Phones, enter your cell phone number
- Next to [Call me on], select your cell phone
- Outbound calls from MaX UC Desktop will call your cell phone and when you answer, the call will be placed to the far-end



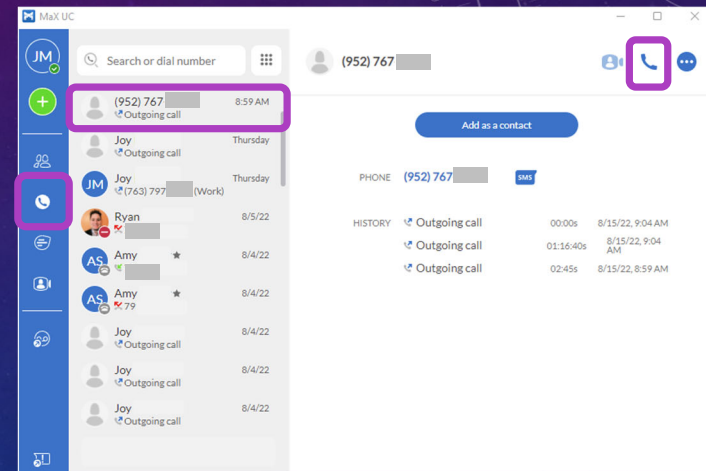


MAX UC DESKTOP – GETTING STARTED

PART 3 – MAKE AND RECEIVE CALLS

To view your recent calls, click the [Calls] icon:

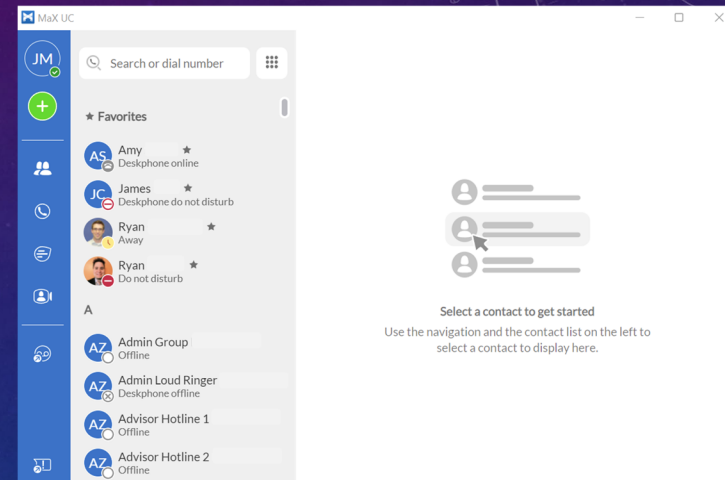
- This list includes calls made from the app and from your desk phone
- Click on a call in the list and click the [Phone] icon in the upper-right corner or the window to place the call





UP NEXT: PART 4 – CHAT AND SMS TEXT MESSAGING

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



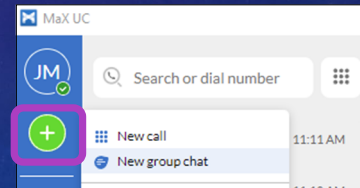
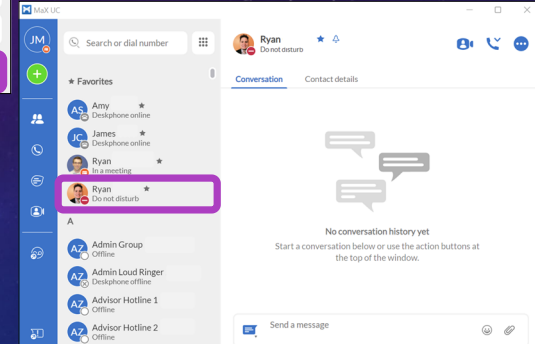
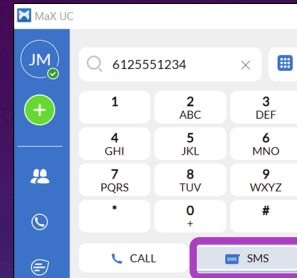




MAX UC DESKTOP – GETTING STARTED

PART 4 – CHAT AND SMS TEXT MESSAGING

- Chat or instant message with other phone system users or send SMS text messages using your 10-digit direct inward dial number
- To start a new Chat (Instant Message or SMS text message):
 - Enter a 10-digit number in the dial number field and click the [SMS] button
 - From Contacts, click on a Contact to start a chat in the Conversation tab on the right side of the screen
 - To start a new group chat, click the [Add] icon and select "New group chat"

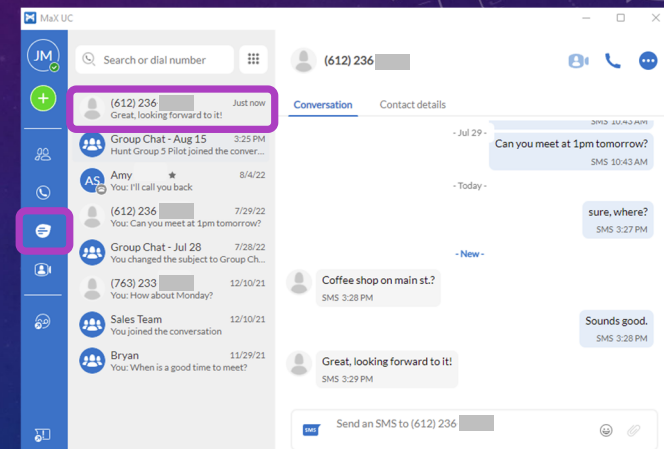




MAX UC DESKTOP – GETTING STARTED

PART 4 – CHAT AND SMS TEXT MESSAGING

- To view chat history, click the [Chat] icon
- To resume a previous chat, click to select a chat from the list and resume the conversation on the right side of the screen





MAX UC DESKTOP – GETTING STARTED

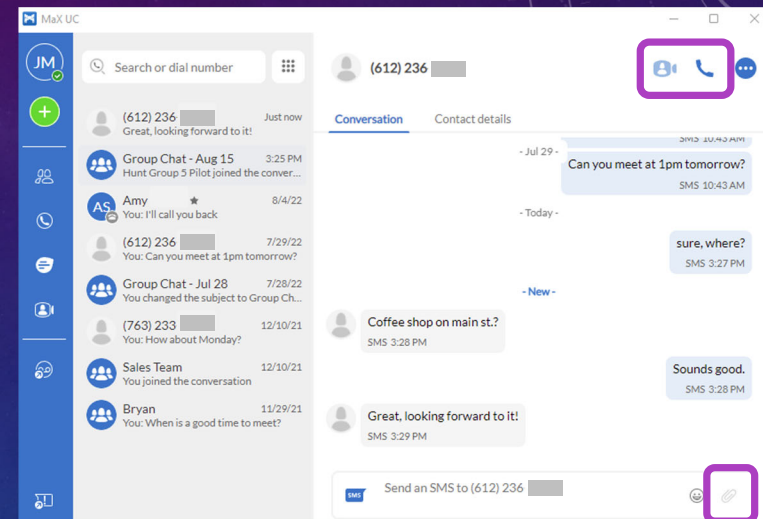
PART 4 – CHAT AND SMS TEXT MESSAGING

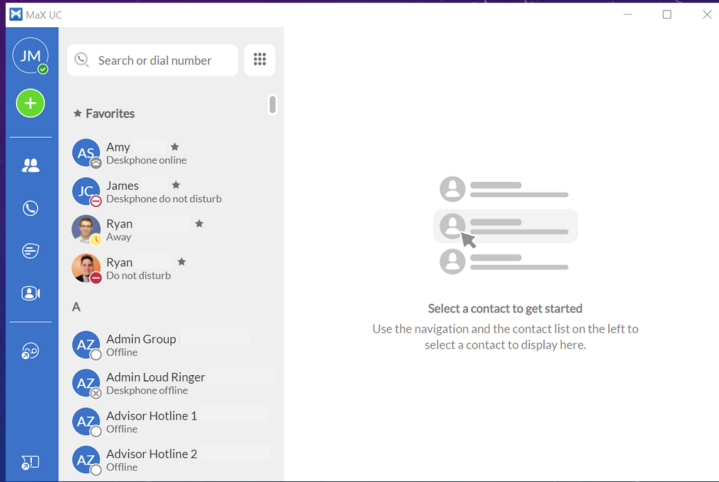
From the chat screen you can:

- Start a Meeting (optional videoconference feature)
- Initiate a voice call
- Share files

SMS texting is not enabled by default. If you don't have the ability to send SMS text messages, 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.





The image shows a screenshot of the MaX UC Desktop application interface. The background is a dark blue gradient with faint circular patterns. In the top left corner, the POPP logo and website URL are displayed. The main content area is divided into two sections. The left section contains a list of contacts with their names, status, and a star icon. The right section shows a search bar and a list of contacts, with a message indicating that a contact should be selected to get started.

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UP NEXT:
PART 5 - MEETINGS

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

MaX UC

Search or dial number

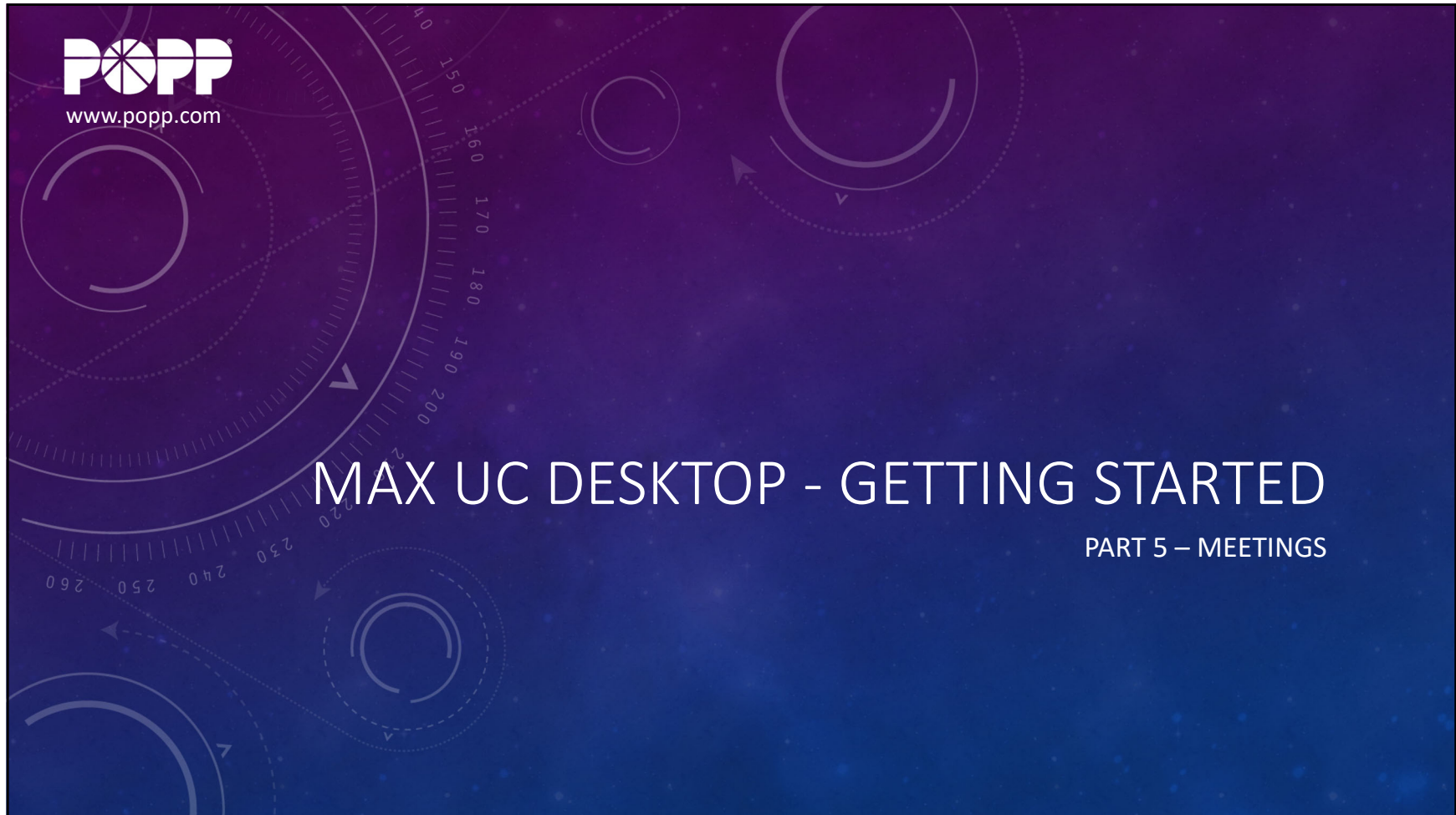
★ Favorites

- Amy Deskphone online
- James Deskphone do not disturb
- Ryan Away
- Ryan Do not disturb

A

- Admin Group Offline
- Admin Loud Ringer Deskphone offline
- Advisor Hotline 1 Offline
- Advisor Hotline 2 Offline

Select a contact to get started
Use the navigation and the contact list on the left to select a contact to display here.



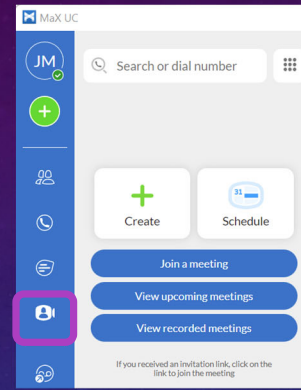


MAX UC DESKTOP – GETTING STARTED

PART 5 – MEETINGS

- With the optional MaX Meeting videoconferencing feature (powered by Zoom), you can create, schedule, join, or view upcoming meetings in MaX UC
- Click on the [Meetings] icon on the left side 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

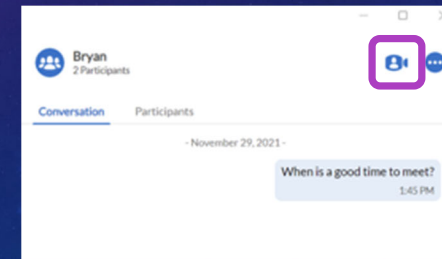
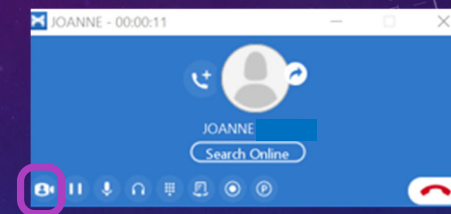


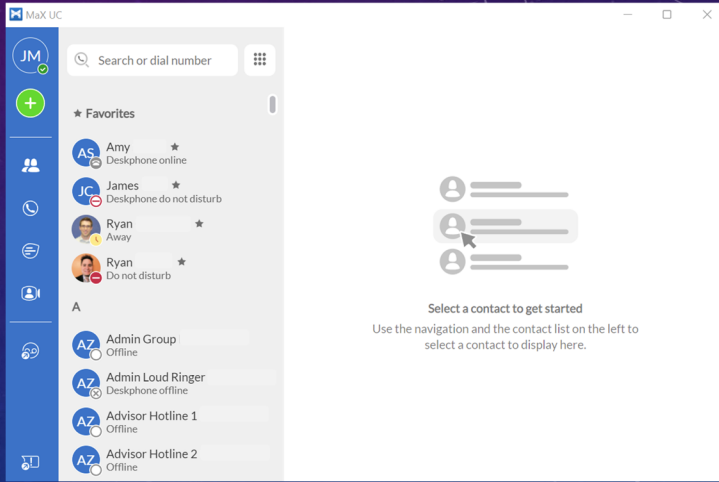


MAX UC DESKTOP – GETTING STARTED

PART 5 – MEETINGS

- The MaX Meeting feature also allows you to upgrade a call or chat to a Meeting
- Click the [Meeting] icon from the active call or chat screen to start a meeting





The image shows a screenshot of the MaX UC Desktop application interface. The background is a dark blue gradient with faint circular patterns. In the top left corner, the POPP logo and website URL are displayed. The main content area is divided into two sections. The left section, titled 'UP NEXT: PART 6 – VOICEMAIL AND MESSAGES', contains a link to 'www.popp.com/support'. The right section displays a screenshot of the MaX UC Desktop application window. This window features a search bar at the top, a 'Favorites' list on the left, and a main area with a message 'Select a contact to get started' and instructions to use the navigation and contact list on the left to select a contact to display here. The contact list on the left includes entries for Amy, James, Ryan, and several administrative groups like 'Admin Group' and 'Advisor Hotline 1'.

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UP NEXT:
PART 6 – VOICEMAIL AND MESSAGES

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

MaX UC

Search or dial number

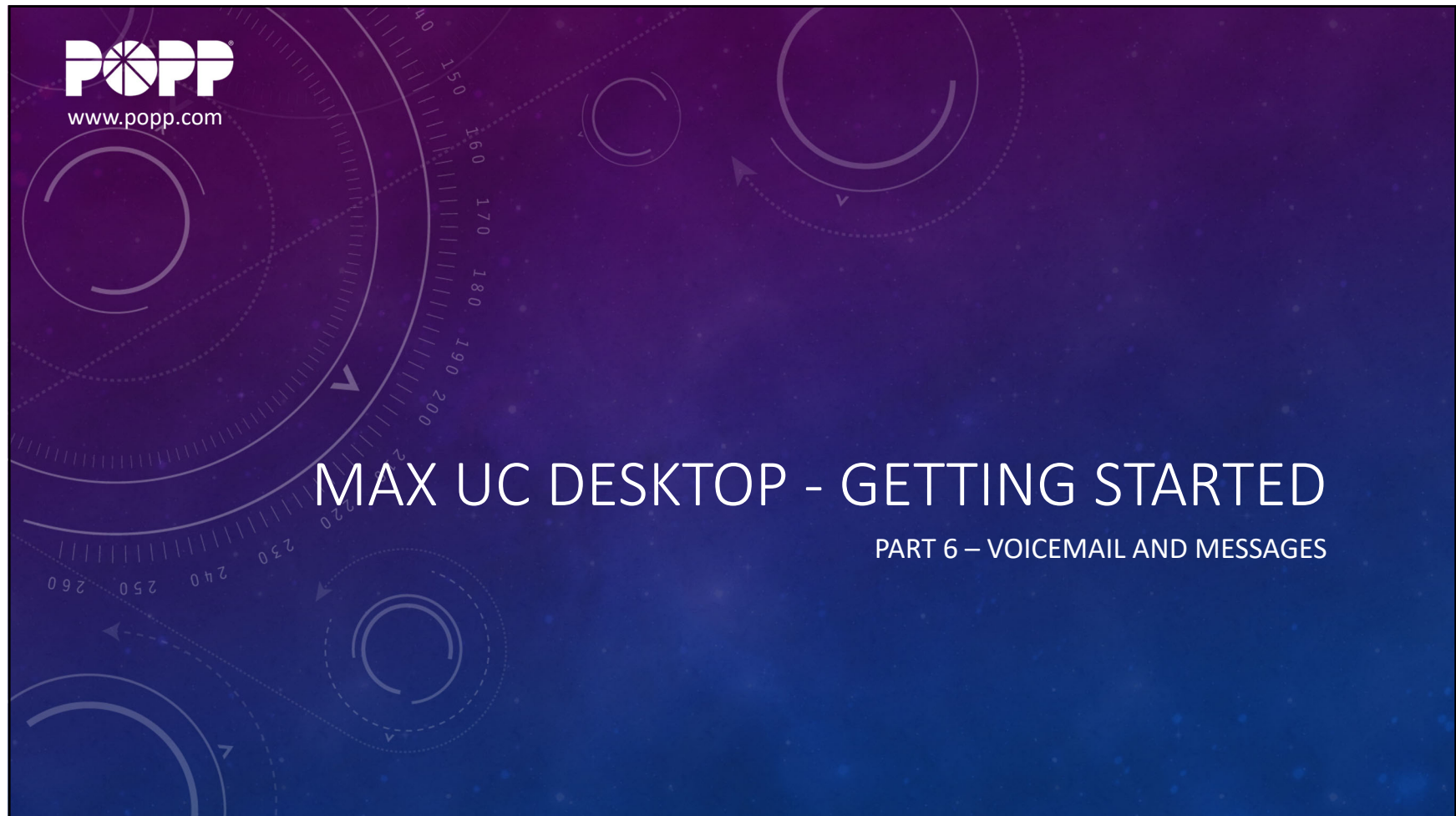
★ Favorites

- Amy
Deskphone online
- James
Deskphone do not disturb
- Ryan
Away
- Ryan
Do not disturb

A

- Admin Group
Offline
- Admin Loud Ringer
Deskphone offline
- Advisor Hotline 1
Offline
- Advisor Hotline 2
Offline

Select a contact to get started
Use the navigation and the contact list on the left to select a contact to display here.

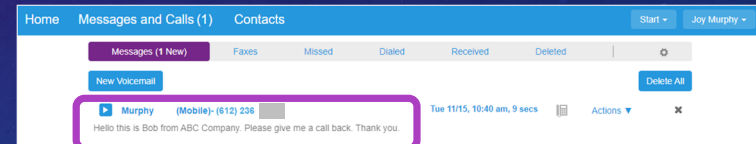
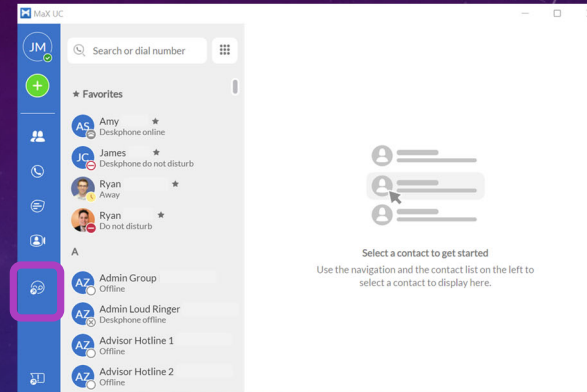




MAX UC DESKTOP – GETTING STARTED

PART 6 – VOICEMAIL AND MESSAGES

- Click on the [Voicemail] icon and a new window will open with a list of your voicemail messages
- If you have the optional voicemail Transcription feature, you can simply read your messages



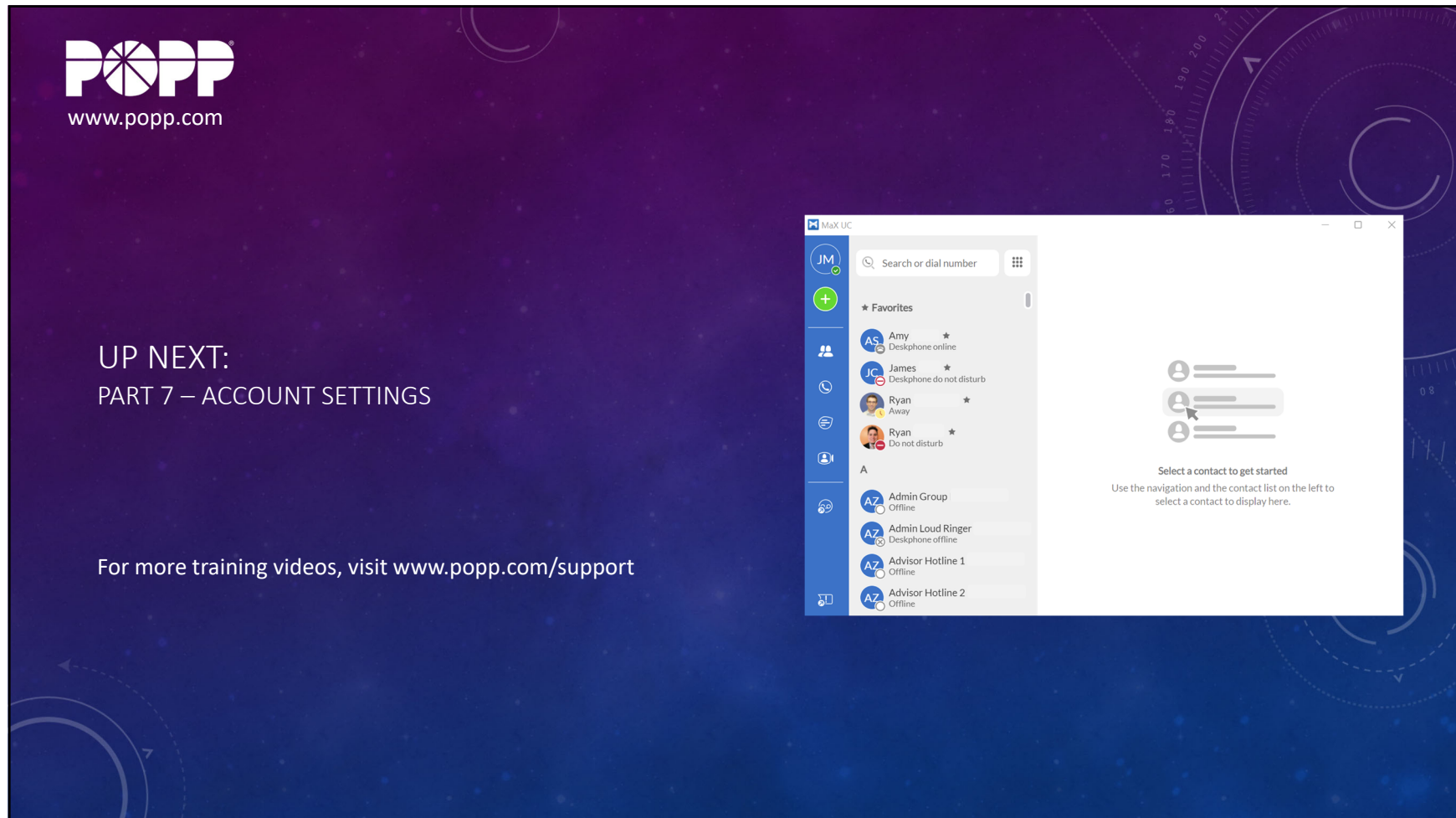


MAX UC DESKTOP – GETTING STARTED PART 6 – VOICEMAIL AND MESSAGES

- Click the [Play] icon to play a message
- Click on the [X] to the right of a message to delete it
- If you have the Fax-to-email (optional feature), click on [Faxes] to view your faxes

Note: If your settings are configured to forward messages as email attachments only, you will not see your messages listed here

Messages (1 New)	Faxes	Missed	Dialed	Received	Deleted
New Voicemail					
▶	Murphy (Mobile) - (612) 236			Fri 12/10, 11:38 am, 4 secs	Actions ▼ X
▶	Murphy (Mobile) - (612) 236			Wed 12/8, 8:21 am, 5 secs	Actions ▼ X
▶	REDMAN (763) 421			Tue 7/20, 2:01 pm, 26 secs	Actions ▼ X
▶	NORTH BRANCH MN - (651) 243			Mon 6/28, 3:48 pm, 4 secs	Actions ▼ X
▶	Paula M (763) 797			Mon 6/21, 9:13 am, 15 secs	Actions ▼ X
▶	ADEL GA - (229) 230			Mon 5/10, 12:31 pm, 5 secs	Actions ▼ X
▶	Amy S (763) 797			Wed 3/31, 1:20 pm, 37 secs	Actions ▼ X
▶	Robo? GREENVILL - (334) 525			Tue 3/23, 12:40 pm, 3 secs	Actions ▼ X
▶	Becker N (480) 339			Thu 2/18, 8:23 am, 32 secs	Actions ▼ X
▶	WIRELESS CALLER - (512) 915			Thu 2/11, 3:47 pm, 56 secs	Actions ▼ X

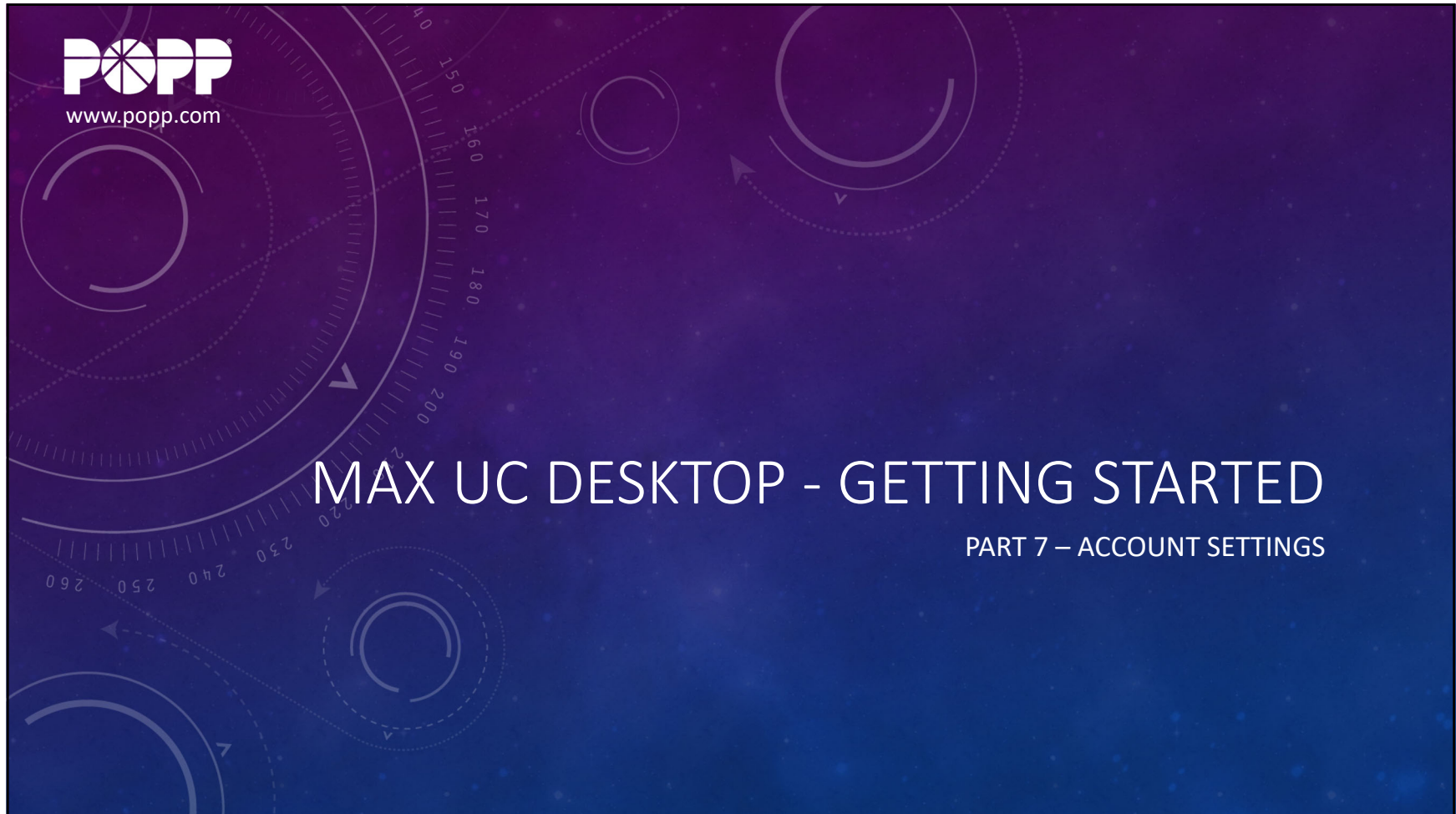


POPP
www.popp.com

UP NEXT:
PART 7 – ACCOUNT SETTINGS

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

The screenshot shows the MaX UC desktop application interface. On the left is a blue sidebar with navigation icons. The main window displays a 'Search or dial number' bar at the top. Below it is a 'Favorites' section with four entries: Amy (Deskphone online), James (Deskphone do not disturb), Ryan (Away), and Ryan (Do not disturb). A section labeled 'A' follows, containing four entries: Admin Group (Offline), Admin Loud Ringer (Deskphone offline), Advisor Hotline 1 (Offline), and Advisor Hotline 2 (Offline). On the right side of the main window, there are three placeholder icons for contacts, with a message below them: 'Select a contact to get started. Use the navigation and the contact list on the left to select a contact to display here.'



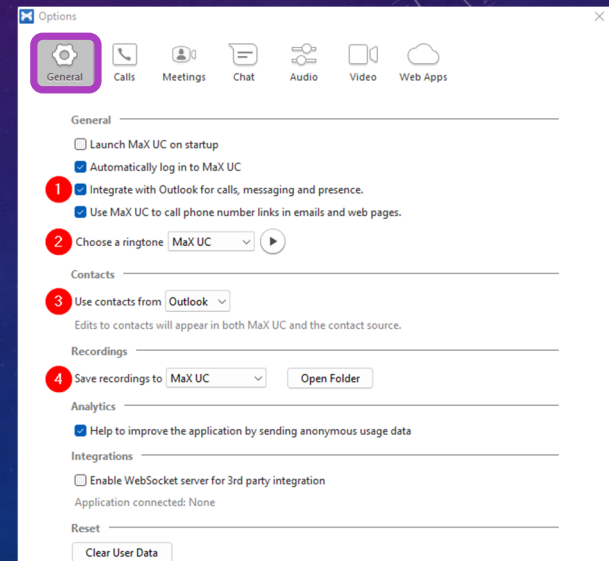
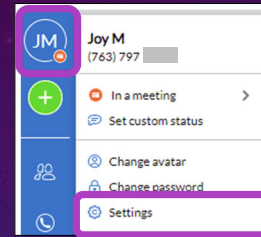


MAX UC DESKTOP – GETTING STARTED

PART 7 – ACCOUNT SETTINGS

Click on the [Profile] menu and select [Settings] to view and update your MaX UC settings. Click on [General] for general settings including:

1. Integrate with Outlook for calls, messaging, and presence
2. Choose a ringtone
3. Sync your Outlook contacts
4. Set the save location for on-demand call recording





MAX UC DESKTOP – GETTING STARTED

PART 7 – ACCOUNT SETTINGS

- Click on [Calls] to access call settings
- Check the box to [Enable call park], allowing you to place calls on a park orbit and retrieve parked calls

Options

General Calls Meetings Chat Audio Video Web Apps

Calls

Make calls using Click-to-Dial

Click-to-Dial Phones

Account Phone	763797
Cell	612236
Enter Name	Enter Number

Call me on Cell (612236)

☒ Always keep call windows on top

☒ Enable call park

You can access your call park orbits from the Profile menu. A call park button will also be added to the call window.

☒ Show the call rating window after every call

Turn off Direct Calling

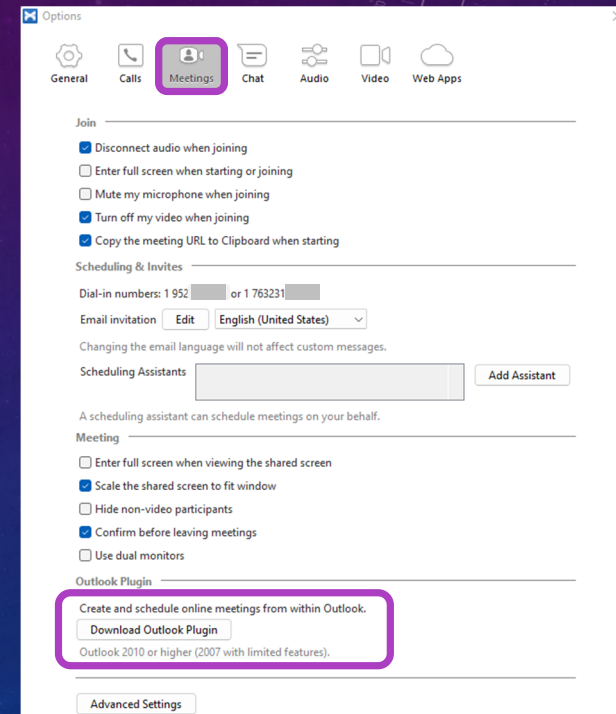
Turning off Direct Calling provides a better experience when using MaX UC with a twinned desk phone. Incoming calls will not ring in MaX UC and outgoing calls will be made using Click-to-Dial.



MAX UC DESKTOP – GETTING STARTED

PART 7 – ACCOUNT SETTINGS

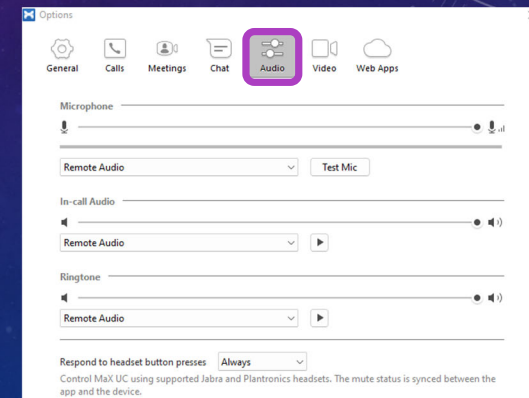
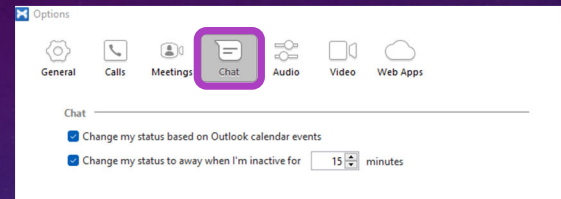
- If you have the optional Meeting videoconference feature, click on [Meetings] to update your meeting settings
- You can also download an Outlook plugin that allows you to schedule videoconference meetings from within Outlook





MAX UC DESKTOP – GETTING STARTED PART 7 – ACCOUNT SETTINGS

- Click on [Chat] to view and update Chat settings
- Click on [Audio] to update your microphone and speaker volume and settings



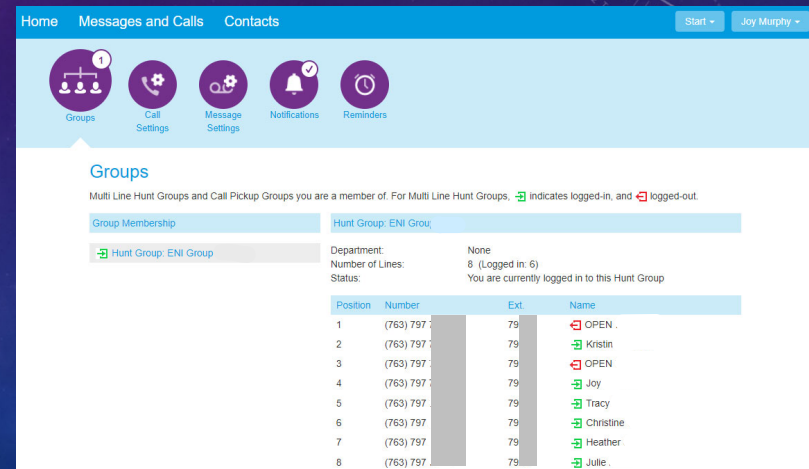
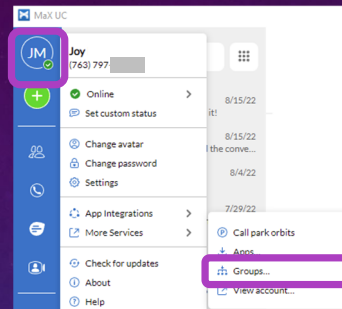



MAX UC DESKTOP – GETTING STARTED PART 7 – ACCOUNT SETTINGS

For hunt group settings:

- Click on the [Profile] menu
- Select [More Services]
- Select [Groups]

A new window will open where you can view hunt groups and login or logout



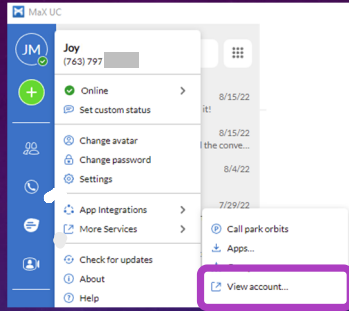

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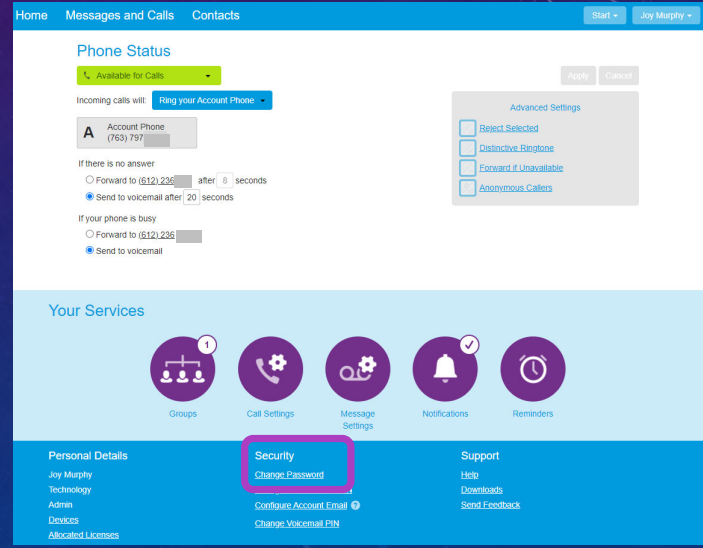
PART 7 – ACCOUNT SETTINGS

To open the User Portal and make other setting adjustments (e.g., call forwarding or to change your password):

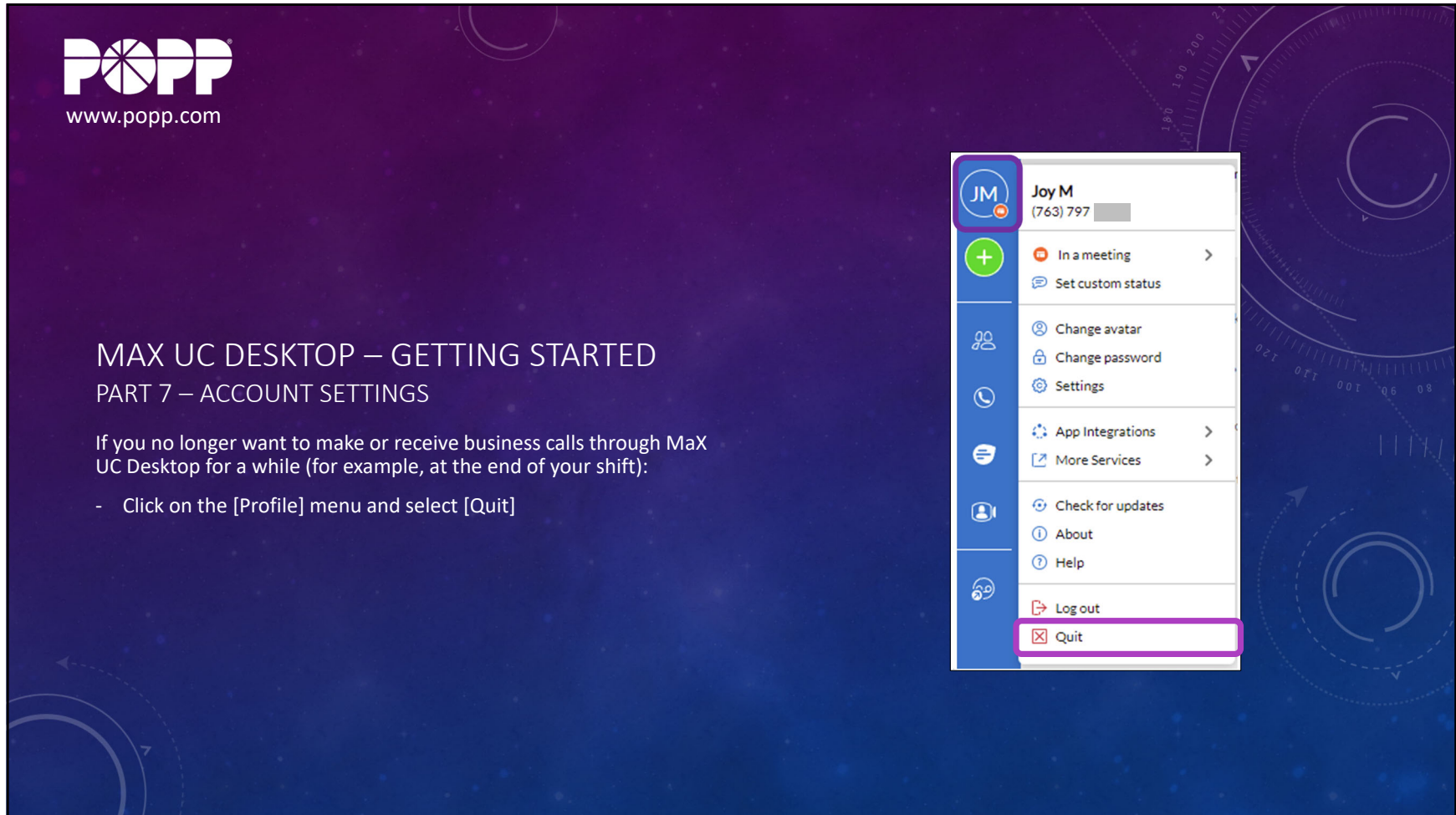
- Click on the [Profile] menu and select [View Account]



The image shows a mobile app interface for 'MaX UC'. A profile card for 'Joy (763) 797' is visible. A menu is open, listing options: 'Online', 'Set custom status', 'Change avatar', 'Change password', 'Settings', 'App Integrations', 'More Services', 'Check for updates', 'About', and 'Help'. The 'View account...' option at the bottom is highlighted with a red box.



The image shows a desktop user portal for 'Joy Murphy'. The 'Phone Status' section shows 'Available for Calls' and 'Incoming calls will Ring your Account Phone'. Below this, there are settings for 'If there is no answer' and 'If your phone is busy'. The 'Your Services' section includes icons for Groups, Call Settings, Message Settings, Notifications, and Reminders. The bottom navigation bar has 'Personal Details', 'Security' (highlighted with a red box), and 'Support'.



The screenshot shows the MaX UC Desktop interface with a dark blue background featuring circular patterns. In the top left corner, the POPP logo and website URL are displayed. The main heading reads 'MAX UC DESKTOP – GETTING STARTED' followed by 'PART 7 – ACCOUNT SETTINGS'. Below this, a paragraph explains that users can stop making or receiving business calls through MaX UC Desktop for a while. A list item instructs users to click on the [Profile] menu and select [Quit]. On the right side, a profile menu is open, showing the user's name 'Joy M' and phone number '(763) 797'. The menu includes options like 'In a meeting', 'Set custom status', 'Change avatar', 'Change password', 'Settings', 'App Integrations', 'More Services', 'Check for updates', 'About', 'Help', 'Log out', and 'Quit'. The 'Quit' option at the bottom is highlighted with a red box.

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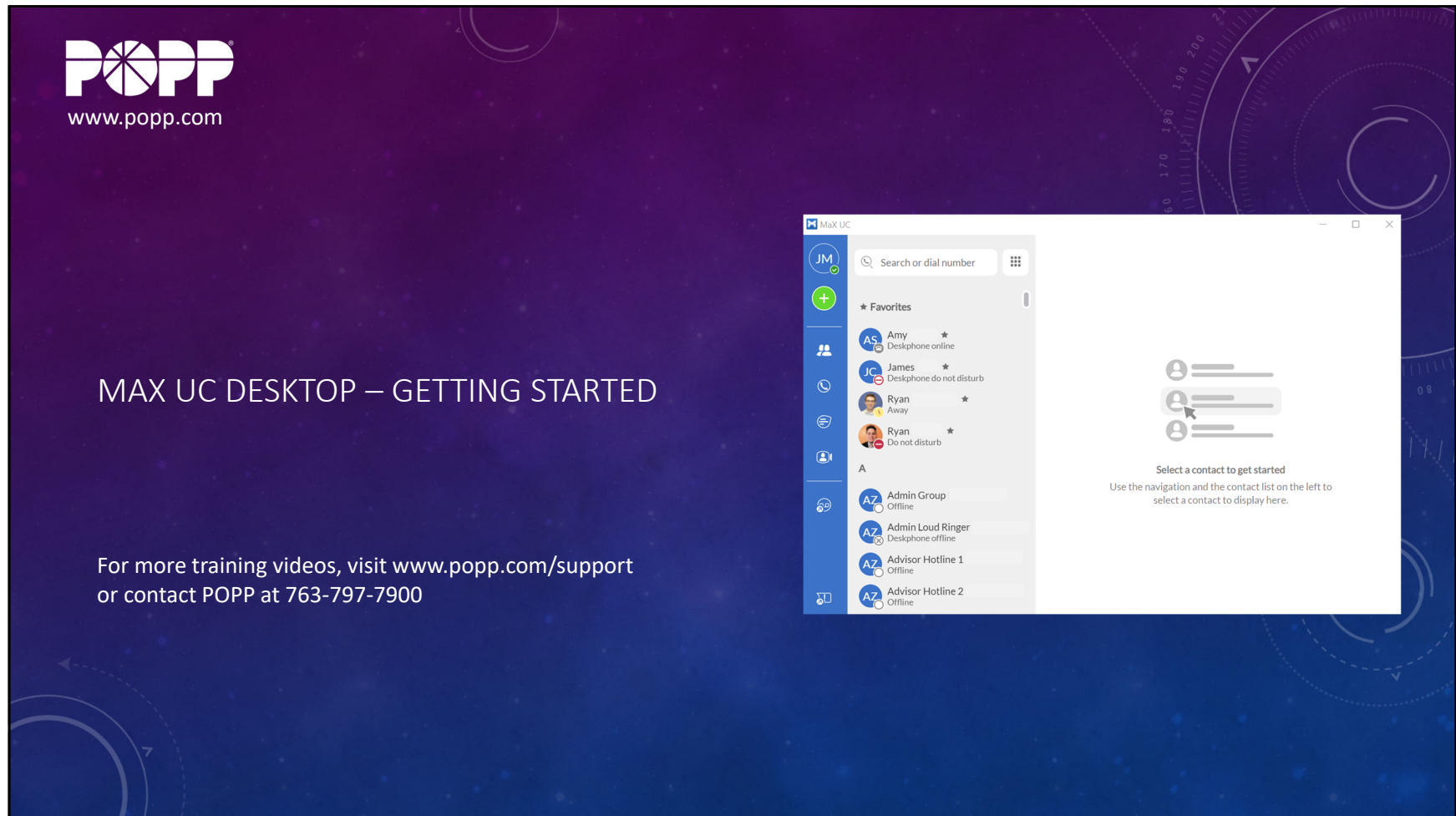
PART 7 – ACCOUNT SETTINGS

If you no longer want to make or receive business calls through MaX UC Desktop for a while (for example, at the end of your shift):

- Click on the [Profile] menu and select [Quit]

Profile menu options:

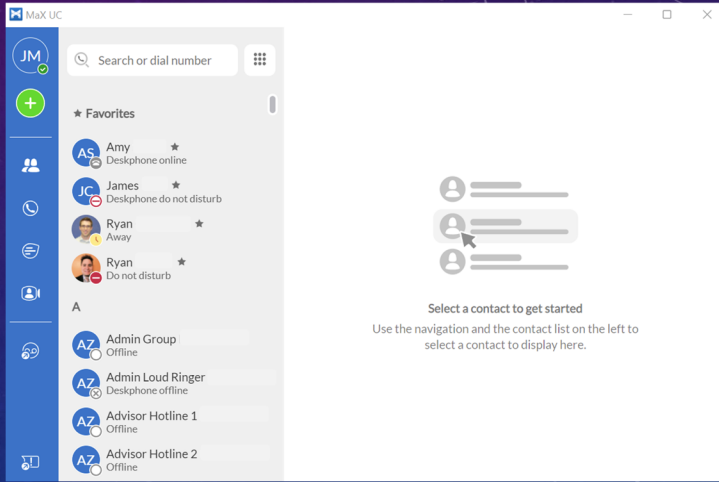
- JM Joy M (763) 797
- + In a meeting
- Set custom status
- Change avatar
- Change password
- Settings
- App Integrations
- More Services
- Check for updates
- About
- Help
- Log out
- Quit



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For more training videos, visit www.popp.com/support
or contact POPP at 763-797-7900



The screenshot shows the MaX UC Desktop application window. On the left is a navigation sidebar with icons for home, contacts, calls, messages, and settings. The main area displays a list of contacts under the 'Favorites' section, including Amy (Deskphone online), James (Deskphone do not disturb), Ryan (Away), and Ryan (Do not disturb). Below this is a section labeled 'A' with a list of administrative contacts like Admin Group, Admin Loud Ringer, and two Advisor Hotlines. The right side of the window is currently blank, with a prompt that says 'Select a contact to get started' and 'Use the navigation and the contact list on the left to select a contact to display here.'