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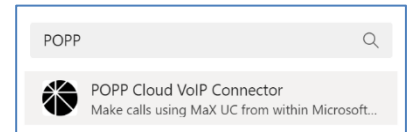
The POPP Cloud VoIP Connector app allows Internet Phone System users to make phone calls from within Microsoft Teams and is available for all user types.
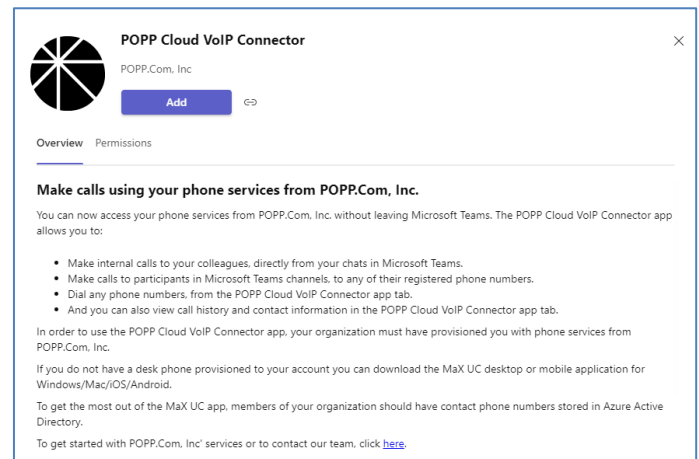
Initial POPP Cloud VoIP Connector Setup:

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 "Search for apps" field, enter "POPP Cloud VoIP Connector" and click on the POPP Cloud VoIP Connector.
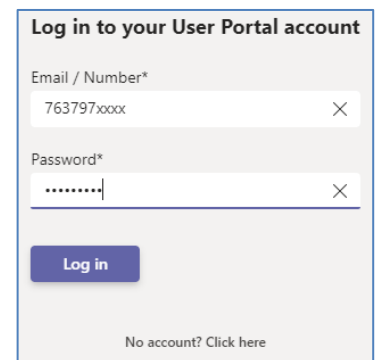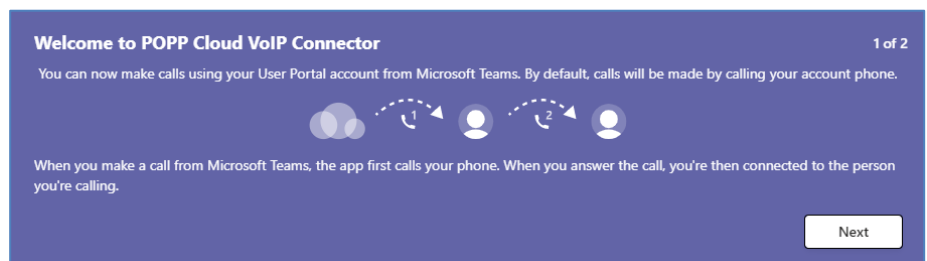
3. Click [Add]

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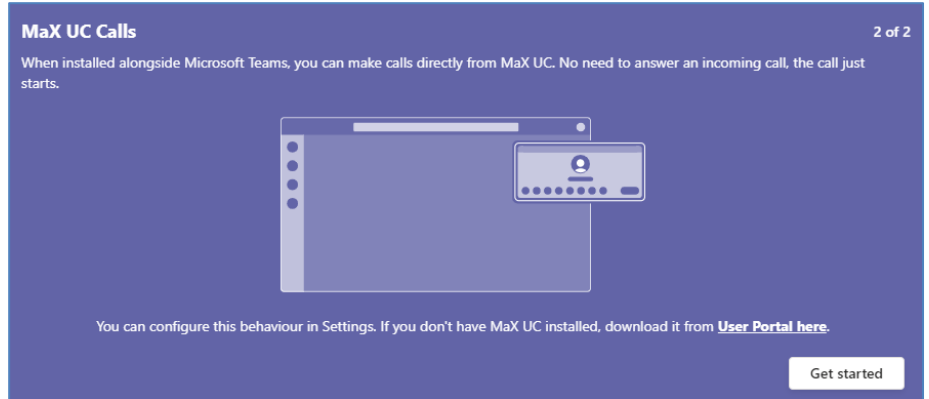
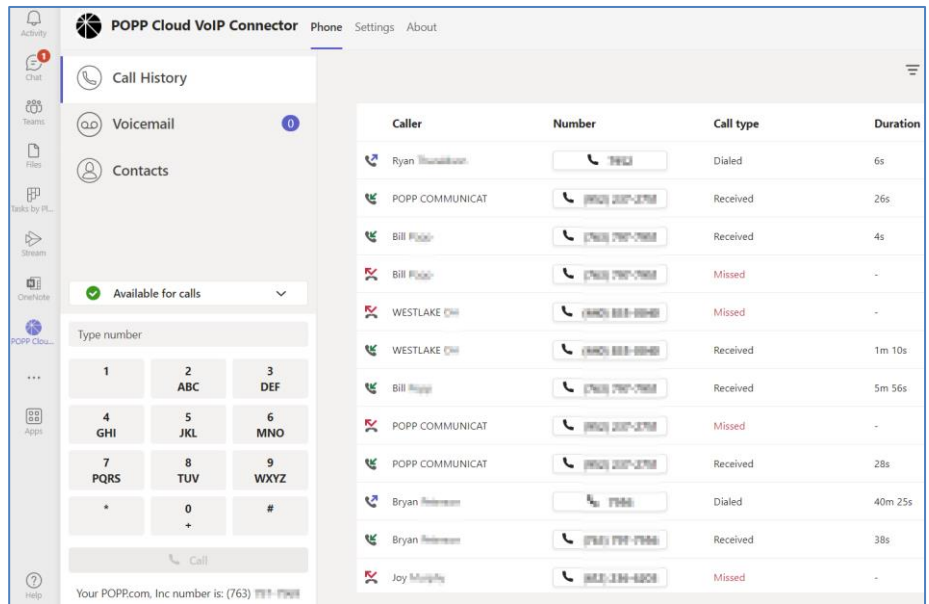4. Enter your User Portal/MaX UC credentials and click [Login]

5. Click [Next]
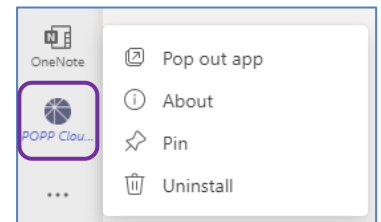
6. Click [Get started]

7. The POPP VoIP Connector screen will open, displaying your MaX UC status (e.g., Available for calls or Do not disturb), a Dialpad, Call History, Voicemail, and Contacts:
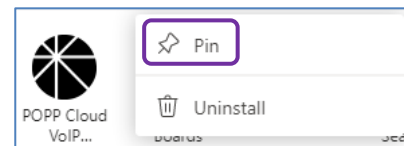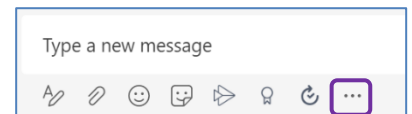
   a. The number displayed next to Voicemail indicates the number of new messages.

   b. Click on [Voicemail] to view and manage messages.

8. For convenient access, pin the app to the Teams screen:

   c. To pin the app to the bar on the left side of the screen, right-click on the POPP Cloud VoIP Connector and select [Pin].
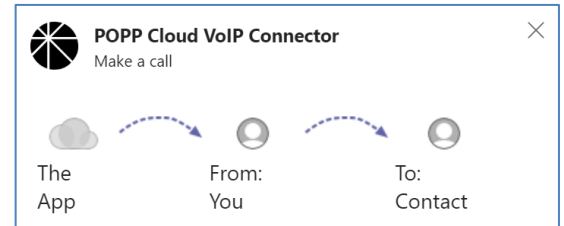

   d. To pin the app to the bar at the bottom of the Chat window, click on […], right-click on the POPP Cloud VoIP Connector icon and select [Pin].
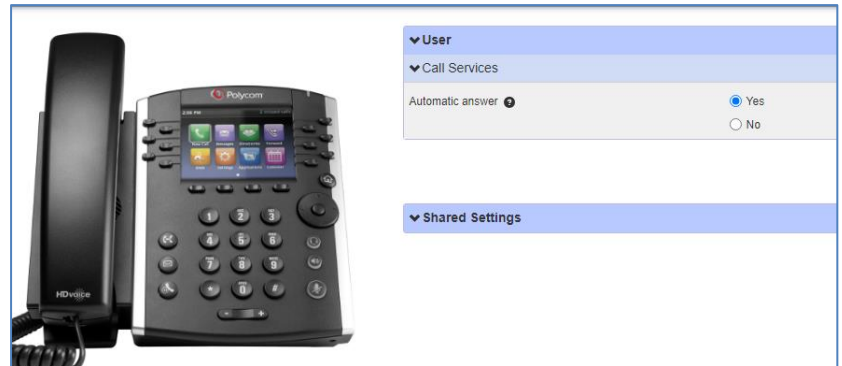
Calling Mode Options:

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.
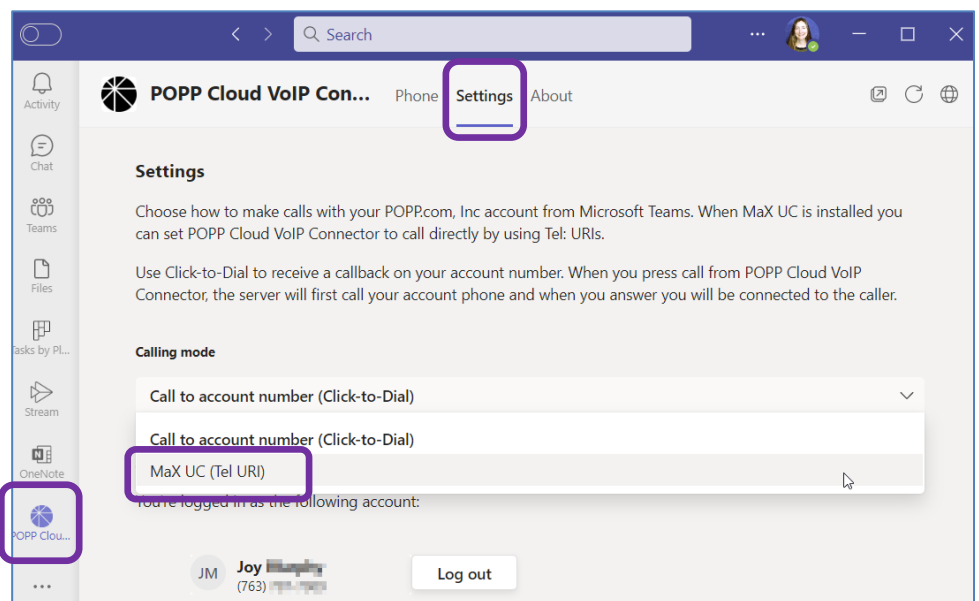

Note: If you have a deskphone, the phone may auto-answer and immediately place the call for you. This "Automatic answer" setting can be adjusted in the phone profile settings in the Administrator or User Portal:
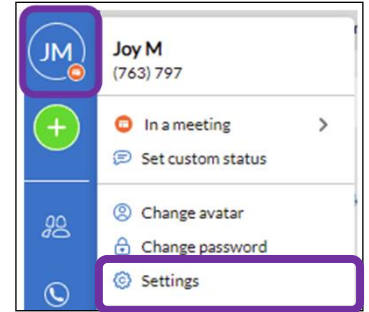

Option 2 - Call from MaX UC:

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:
   a. Click on the [Settings] tab
   b. In the Calling mode field, select [MaX UC]

For service, call 763-797-7900 or visit www.popp.com

2. Open MaX UC and update the following settings:

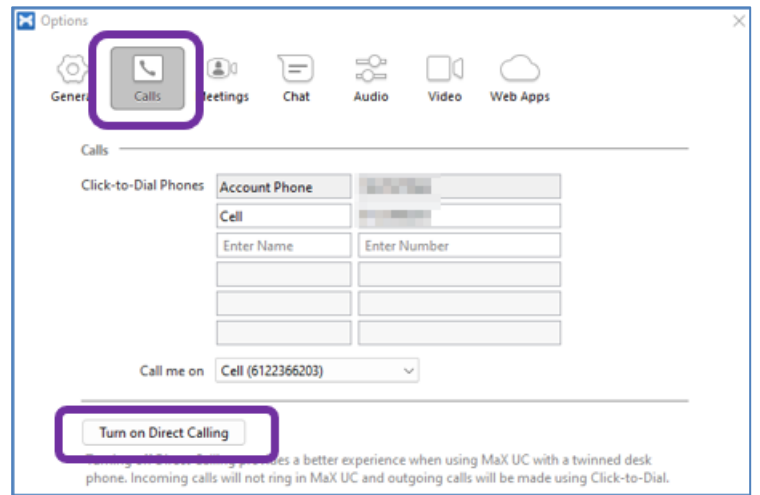   a. Go to Profile > Settings
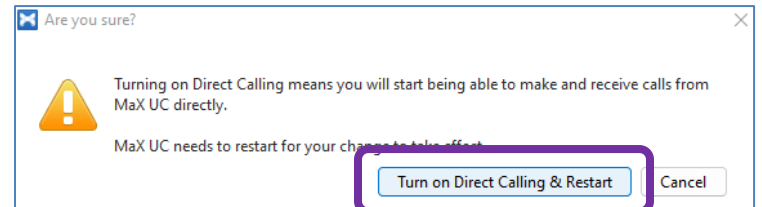
    b. Click the [Calls] tab

    c. If Direct Calling is turned off:
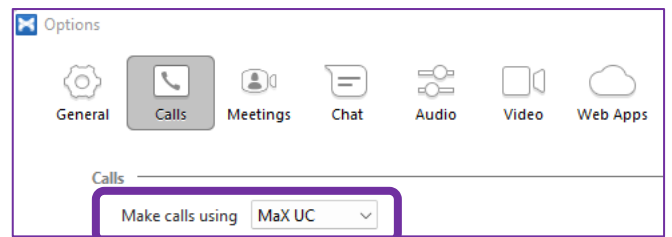
        i. Click on [Turn on Direct Calling]

        ii. Click [Turn on Direct Calling & Restart] when prompted
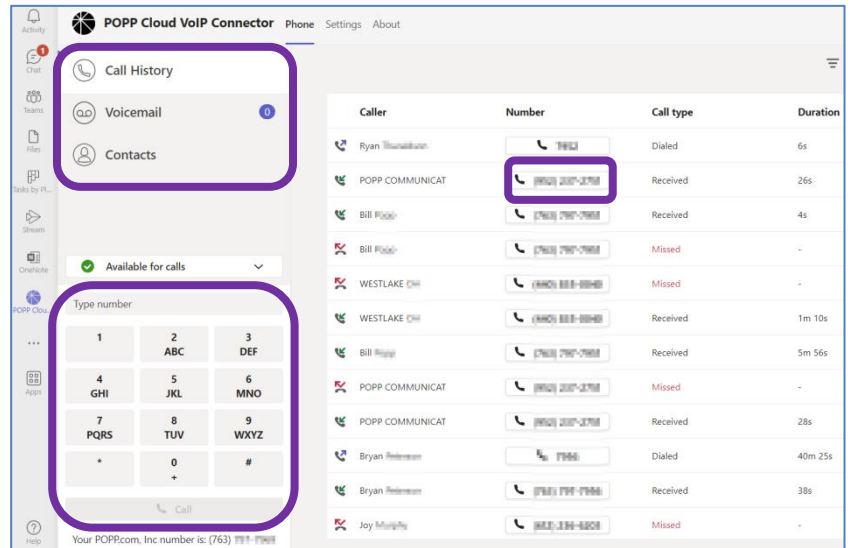
    d. Make calls using: select [MaX UC]

    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:
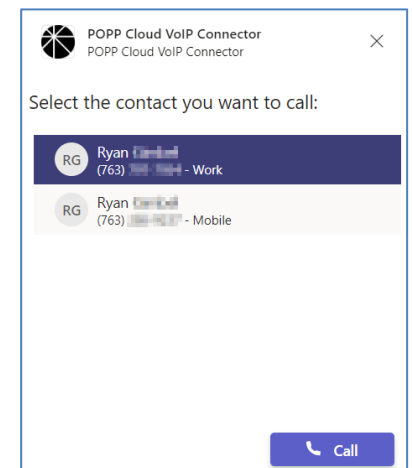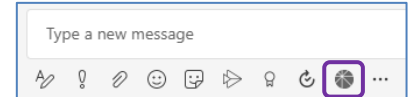
1. From the app bar on the left side of screen, click the POPP icon to launch the app:

    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.
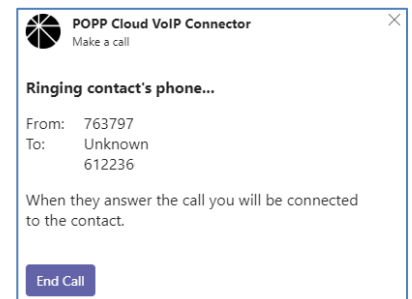

2. From the app bar in the Chat window (just below the chat field), click the POPP icon to launch the app:

    a. Select the contact you wish to call:

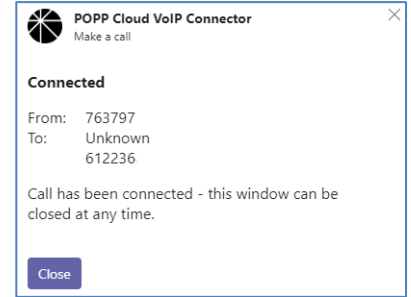   i. User(s) in this chat group are listed. Select the user and phone number you wish to call and click [Call].

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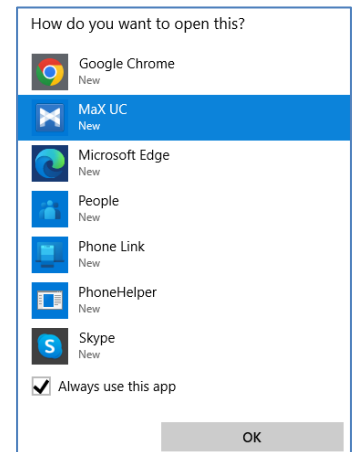
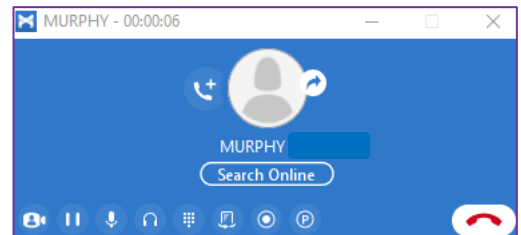b. Once the call has been connected, click [Close] to close the window.

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

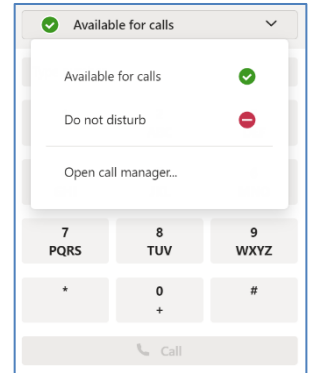   ii. Check the box for "Always use this app"

      iii. Click [OK]

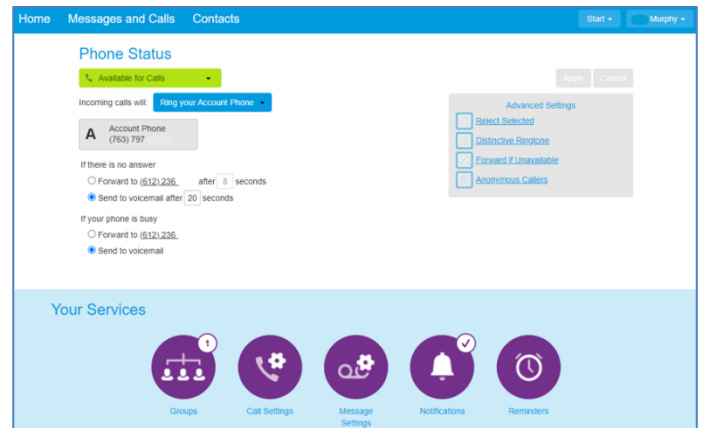b. A MaX UC screen will pop up and the call will be placed using MaX UC.

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 or call POPP Communications at 763-797-7900