

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.).
- 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.



To get the most out of the MaX UC app, members of your organization should have contact phone numbers stored in Azure Active Directory.

To get started with POPP.Com, Inc' services or to contact our team, click here.

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



5. Click [Next]





Microsoft Teams Cloud VoIP Connector User Guide

POPP Hosted Microsoft VoIP Phone System

6. Click [Get started]



- 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:
 - The number displayed next to Voicemail indicates the number of new messages.
 - b. Click on [Voicemail] to view and manage messages.

Activity	POPP	Cloud VolP	Connector Pho	ne Settir	igs About			
Chat	🕓 Call H	listory						Ŧ
දිරිරි Teams	(a) Voice	mail	0		Caller	Number	Call type	Duration
Elles	(2) Conta	acts		e	Ryan handland	L 1983	Dialed	6s
P nks by PL	0			٣	POPP COMMUNICAT	 (ma) 207-2766 	Received	265
				æ	Bill Pool-	 paij zar-zani 	Received	4s
¢]	Aurilah	la fac celle		×	Bill Post-	C pairment	Missed	2
OneNote	Avdilat	ne for calls		×	WESTLAKE	V (MC) 833-8348	Missed	-
OPP Clou	Type number			K	WESTLAKE	L (MO) 883-8948	Received	1m 10s
	1	2 ABC	3 DEF	Ľ	Bill Martin	 (200) 207-2001 	Received	5m 56s
Apps	4 GHI	5 JKL	6 MNO	×	POPP COMMUNICAT	 (ma) 202-2766 	Missed	
	7 PQRS	8 TUV	9 WXYZ	ų	POPP COMMUNICAT	🔍 (maj 2019-2716	Received	28s
	*	0		ę	Bryan	4, 1966	Dialed	40m 25s
		+		Ľ	Bryan	V (56) 197-1966	Received	38s
(?) Help	Your POPP.com	, Inc number is:	(763)	×	Joy Managing		Missed	

- 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].



Туре	e a ne	ew me	essag	е			
A	Ð	\odot	:;	\Rightarrow	õ	ۍ 😳	





POPP Hosted Microsoft VoIP Phone System

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:

 ✓ User ✓ Call Services 	
Automatic answer	● Yes ○ No
Shared Settings	

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 popp cloum 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]

\bigcirc	< > Q Search 🔬 - 🗆 ×
Q. Activity	POPP Cloud VolP Con Phone Settings About Image: Control of the setting sett
(=) Chat	Settings
ເຕິ ງ Teams	Choose how to make calls with your POPP.com, Inc account from Microsoft Teams. When MaX UC is installed you can set POPP Cloud VoIP Connector to call directly by using Tel: URIs.
Files	Use Click-to-Dial to receive a callback on your account number. When you press call from POPP Cloud VoIP Connector, the server will first call your account phone and when you answer you will be connected to the caller.
FP Tasks by Pl	Calling mode
Stream	Call to account number (Click-to-Dial)
N.	Call to account number (Click-to-Dial)
OneNote	MaX UC (Tel URI)
	JM Joy Log out



POPP Hosted Microsoft VoIP Phone System

- 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]

Click-to-Dial Phones	Account Phone	10000			
	Enter Name	Enter Number			
Call me on	Cell (6122366203)				
can me on	cent(vicesove0s)				
phone. Incoming call	ing groundes a better Is will not ring in MaX	r experience when using l (UC and outgoing calls w	MaX UC with a t ill be made usir	twinned desk ng Click-to-Di	al.
phone. Incoming cal	ing is will not ring in MaX irect Calling means tty.	r experience when using l (UC and outgoing calls w s you will start being a	MaX UC with a ill be made using ble to make a	twinned desk ng Click-to-Di	al. alls from
Are you sure? Are you sure? Turning on D MaX UC need	ing Is will not ring in MaX irect Calling means rtly. Is to restart for you	r experience when using I (UC and outgoing calls w s you will start being a ir change to take aff Turn on Dire	MaX UC with a l ill be made usin ble to make a ct Calling & l	twinned desk ng Click-to-Dii nd receive ca	al. alls from Cancel
Are you sure? Are you sure? Turning on D MaX UC direct MaX UC need	ing is will not ring in Max irect Calling means ctly. Is to restart for you	r experience when using I (UC and outgoing calls w s you will start being a ir charge to take affect Turn on Dire	MaX UC with a I ill be made usin ble to make a ct Calling & I	twinned desk ng Click-to-Di nd receive ca Restart	alls from Cancel

e. Close Settings screen when finished



POPP Cloud VolP Connector Phone Settings Abou

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 POPP Count to launch the app:
 - 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.

Chut	Call H	listory						Ξ
CÔD Teams	O Voice	mail	0		Caller	Number	Call type	Duration
Files	(2) Conta	acts		e	Ryan Incode and	L 100	Dialed	65
EP tasks by Pl				હ	POPP COMMUNICAT	🖌 jenaj aur-ame	Received	265
Stream				Ľ	Bill Pool-	🔍 pauj meronat	Received	4s
Ø	Augilah	ala for calls		×	Bill Plan	C pagesona	Missed	2
OrieNote	Availar	ne for cans		×	WESTLAKE	C (880) 883-8848	Missed	2
OPP Clou.	Type number			Ľ	WESTLAKE 🕬	V (980) 883-8948	Received	1m 10s
	1	2 ABC	3 DEF	¥	Bill Margar	🖌 (200) 200-2003	Received	5m 56s
Apps	4 GHI	5 JKL	6 MNO	×	POPP COMMUNICAT	C (ma) 207-076	Missed	-
	7 PQRS	8 TUV	9 WXYZ	ų	POPP COMMUNICAT	 (ma) ann-anni 	Received	28s
	•	0	#	C.	Bryan	5, 7966	Dialed	40m 25s
		•		Ľ	Bryan Minimum	C (56) 197-1986	Received	38s
(?) Help	Your POPP.com	n, Inc number is:	(763)	×	Joy Marging		Missed	

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

POPP Clou

- 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



Available for calls

Available for calls

Open call manager...

8

TUV

0

Do not disturb

7

PQRS

 \sim

Ø

0

9

WXYZ

#

For additional training and support:

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