

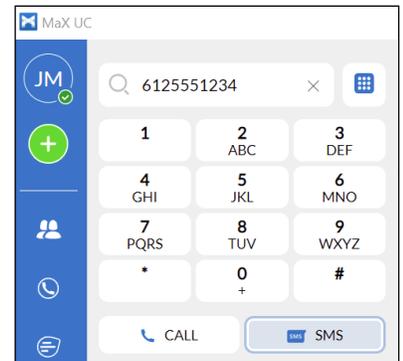
MaX UC allows you to send two types of chat messages:

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).

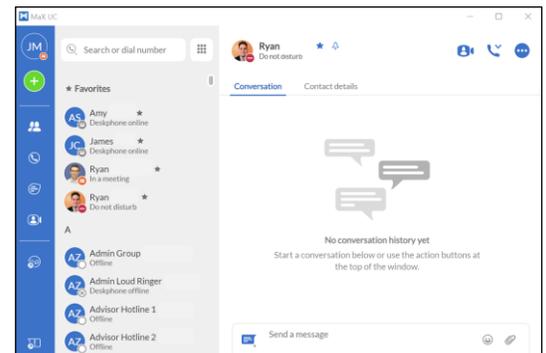
Note: MMS (i.e., multimedia texts with pictures/video) and group texts (i.e., texts with multiple recipients) are not supported and if sent, will not be delivered (inbound or outbound).

To Send/Receive Chat Messages using MaX UC Desktop:

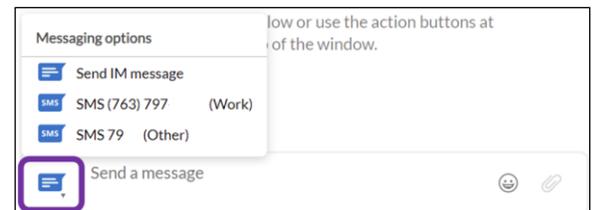
- To open MaX UC Desktop, double-click the MaX UC icon  on the desktop
- Click the Chats icon  in the tab bar on the left side of the screen to view chat history
- There are many ways to start a new chat:
 - Enter a 10-digit phone number in the dial number field and click the [Chat] button



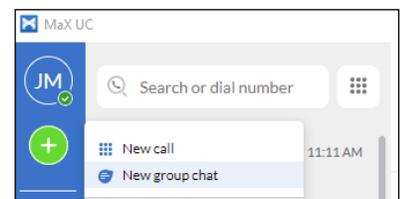
- From Contacts , click on a Contact and start a chat in the [Conversation] tab.



- Click the messaging options icon  and select “send IM message” to send an instant message or select another number (e.g., to send an SMS message to a VoIP Phone System User’s mobile phone)



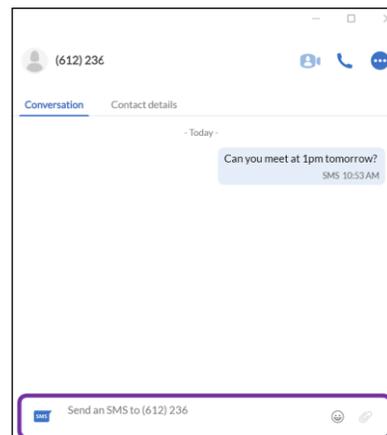
- To start a new group chat, click the Add button  and select “New group chat”



- Send message field:

- Enter text in the field
- Click the Add emoji icon  to add emojis
- Click the add attachment icon  to select a file to attach and send to the contact (available for IM messages only)
- Press [Enter] on the computer keyboard to send the message

Note: Not all emojis sent from mobile devices to your VoIP Phone System phone number are supported in MaX UC and may not display properly.

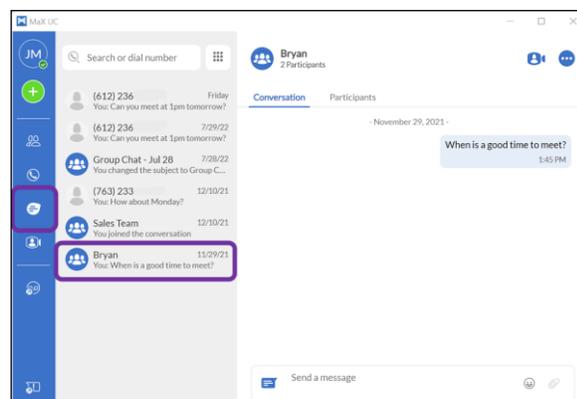


- Reply messages will appear in the window above

- Options at the top of the Chat window:

-  Start meeting (MaX Meeting optional add-on)
-  Call to call the contact
-  More options > select View chat history to view the chat history with this contact

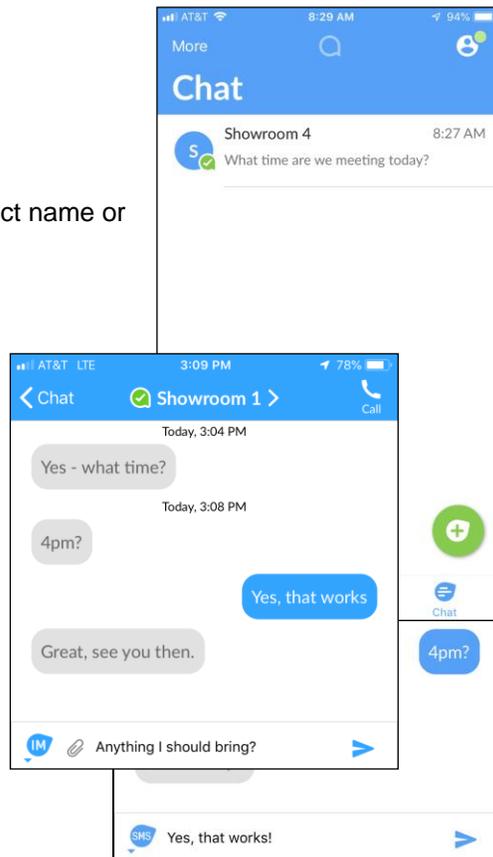
- To resume a previous chat, click the Chats icon  in the tab bar on the left side of the screen, then click to select the chat from the list



To Send/Receive Chat Messages using MaX UC Mobile:

- To open MaX UC Mobile, touch the  [MaX UC] icon on your home screen
- 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.

For additional training and support:

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