If your WiFi/internet connection is not providing high quality voice service, you can enable MaX UC to make outbound calls using an alternate phone (e.g., cell phone). Once you have updated the settings below, outgoing calls dialed from MaX UC will ring your cell phone and when you answer, a call will be placed to the dialed number and will still show your business telephone number as outbound caller ID.

For incoming calls, you can forward your business number to your cell phone (or other alternate phone). **Note:** unanswered calls will be routed to your cell phone voice mail (not your business voice mail) so you may want to re-record your cell phone voice mail greeting.

1. For MaX UC Desktop:

- Go to Profile > Settings > Calls

- Make Calls using: select [Click-to-Dial]

- Click-to-Dial Phones: enter [your name] and [cell phone number]

- Call me on: select your [cell phone number]

- Click the [X] to close the Options window

When you make a call, your cell phone will ring and when you answer it, a call will be placed to the dialed number and display the business phone number for outbound caller ID.

2. For MaX UC Mobile:

- Click on the [Profile and Settings] icon in upper right corner

- Cell number: verify/add your [cell phone number]

- Calling Options:

  o Make Calls on WiFi only: turn this option [OFF]

  o Advanced Options: select [Request Callback]

    ▪ Callback Numbers: verify/add and save your [cell phone number], then touch [Back]

    ▪ Default Callback Number: select your [cell phone number], then touch [Back]

    ▪ Touch Back > Settings > Close

When you make a call, your cell phone will ring and when you answer it, a call will be placed to the dialed number and display the business phone number for outbound caller ID.

3. Forward Incoming Calls to Alternate Phone in the User Portal

- Log in to the User Portal at: http://portal.popp.com

- Click the [Forwarding] tab

- Check the box to [Forward calls immediately]

- Forward calls to: enter the [10-digit phone number] calls should forward to (e.g., cell phone)

- Ring my phone once when a call is forwarded: select [No]

- Click [Apply] to save

- To remove the forwarding, uncheck the [Forward calls immediately] checkbox and click [Apply] to save

For additional training and support:

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