

To activate the screen pop webservice you will need Collections MAX Professional version 4.0 or higher.

First....click on the gear icon under the zip code (settings) and enter an Administrator Password.

The screenshot shows the 'Collections MAX Professional' interface. At the top, there are navigation tabs: Search, Call Backs, Promises, Work By, Index, Good Numbers, New Biz, and Skips. Below these are sub-tabs: Collections, Custom, and Browser. The main area displays a debtor profile for 'IMA DEBTOR' with file number 'FT3361'. The profile is divided into several sections:

- Contact Information:** Primary Phone (555-555-1212), Alternate Phone (555-555-1234), Work Phone (555-555-155), Cell Phone (555-555-1558), and Spouse Work Phone (555-555-3333).
- Account Information:** Social Security# (000-00-0000), Type Of Debt (CREDIT CARD), Original Creditor (CHASE), Account Number (RAF1236), Original Balance (\$4,500.00), Last Pay Amount (\$200.00), Last Pay Date (4/2/2018), Paid to Date (\$200.00), and Current Balance (\$4,300.00).
- Personal Information:** Address (200 WESTERN AVENUE, LYNN, MA, 01902), Birth Date (12/23/1975, 42 Years Old), Employer (MCDONALDS), Email Address (somebody@somewhere.com), and Client (Client1).
- Activity:** Last Worked (3/30/2018, 76 days since last payment).

On the left side, there is a 'Status: NEWBIZ' box and a vertical menu with options: Payment Info, Skip Info, Documents, Address Log, Employer Info, Change Status, and Notate Log. At the bottom center, there is a 'Hot List' section with tabs for Hot List, Dupes, Letters, Summary, Promise Log, and Joint Account. The 'Letters' tab is active, showing a table of activity:

Date and Time	User	Log
4/20/2018 AT 2:12 PM	SYSTEM	POSTED PAYMENT of \$200.00.
4/2/2018 AT 12:36 PM	F.Collector	PROCESSED CREDIT CARD PAYMENT FOR \$200.00
3/30/2018 AT 4:16 PM	F.Collector	Spoke to debtor and he wants to make a payment arrangement.
3/30/2018 AT 4:15 PM	F.Collector	PHONED RESIDENCE LEFT MESSAGE ON ANSWERING MACHINE

On the right side, there is a 'Phone Log' section with options: Co Debtors, Bankruptcy Info, Deceased Info, Attorney on Account, Make Good Number, Make Skip, and Take Payment. At the bottom, there are navigation buttons: < BACK, 1 of 633, and NEXT >. A timer indicates 'You have been on this account for 41 seconds'.

You will then see the Settings screen like below. Click the Click Here to Setup button to begin setup.

be unique for each user.

Both of these settings will be part of the url that your dialer will need to send when a call has been placed.

There are two modes.

Regular Mode - in this mode if the collector needs to screen pop the account he simply clicks the screen pop button and the account is retrieved. In many dialers like the TMAX dialer the collector will see a built in dialer pop so the collector doesn't need to hit the screen pop button all the time. Only when needing to pull the account up that the dialer was last connected to.

Auto Mode - in this mode the screen pop button is pressed before a dialer call is placed and then the dialer is invoked. This causes the screen to pop inside Collections MAX when a call is connected. This mode is recommended for dialers that do not have an on screen screen pop system.

Please note that activation keys for the screen pop service are not the same as license keys from other Collections MAX products and need to be purchased separately.

[Search](#)
[Call Backs](#)
[Promises](#)
[Work By](#)
[Index](#)
[Good Numbers](#)
[New Biz](#)
[Skips](#)

Collections Custom Browser

File Number FT3361
Name IMA DEBTOR
Address 200 WESTERN AVENUE
 LYNN
 MA
 01902

Primary Phone 555-555-1212
Alternate Phone 555-555-1234
Work Phone 555-555-155
Cell Phone 555-555-1558
Spouse Work Phone 555-555-3333
Birth Date 12/23/1975 **42 Years Old**
Employer MCDONALDS
Email Address somebody@somewhere.com
Client Client1
Last Worked 3/30/2018 **76**

Social Security# 000-00-0000
Type Of Debt CREDIT CARD
Original Creditor CHASE
Account Number RAF1236
Original Balance \$4,500.00
Last Pay Amount \$200.00
Last Pay Date 4/2/2018
Paid to Date \$200.00
Current Balance \$4,300.00 **M**
 Last Letter Sent: DM1 on 6/5/2018



Status: NEWBIZ

73 Days since last payment

[< BACK](#)
1 of 633
[NEXT >](#)

You have been on this account for 8 seconds

[Payment Info](#)
[Skip Info](#)
[Documents](#)
[Address Log](#)
[Employer Info](#)
[Change Status](#)
[Notate Log](#)



[Hot List](#)
[Dupes](#)
[Letters](#)
[Summary](#)
[Promise Log](#)
[Joint Account](#)

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[Phone Log](#)
[Co Debtors](#)
[Bankruptcy Info](#)
[Deceased Info](#)
[Attorney on Account](#)
[Make Good Number](#)
[Make Skip](#)
[Take Payment](#)