

Easy Auto Attendant Number: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

Telephone Portal: 651-789-7688

Initial PIN (provided by POPP): \_\_\_\_\_

New PIN: \_\_\_\_\_

Web Portal: <https://portal.popp.com/>

First-time login - click the "Reset Password" link and follow the instructions sent via e-mail to set your password

### Access Your Easy Auto Attendant

#### From a Telephone With Voice Mail Within the Telephone System:

- Press the  button or dial [\*15]
- Press [\*] to log in as another subscriber
- Enter your [10-digit Easy Auto Attendant Number] followed by [#]
- Enter the [PIN] followed by [#]

#### From a Telephone Without Voice Mail or Outside the Telephone System:

- Dial 651-789-7688
- Enter your [10-digit Easy Auto Attendant Number] followed by [#]
- Enter the [PIN] followed by [#]

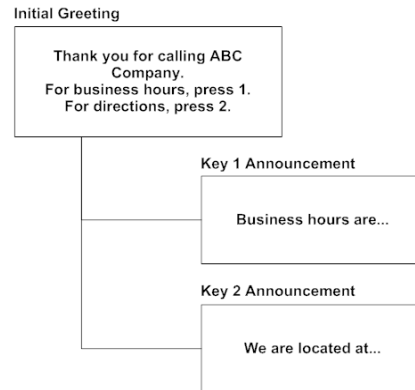
### Change Your PIN

- From the main menu, press [2] to change your account settings
- Press [3] for security options
- Press [1] to change your PIN
- Enter a new [PIN] (4-20 digits in length) followed by [#]
- **Note: PIN may not contain a sequence (i.e., 1234) or a single digit repeated more than two times in a row (i.e., 1111), or any part of the Easy Auto Attendant number**
- Enter your new [PIN] again to confirm followed by [#]
- Press [\*] to exit

### Manage Your Easy Auto Attendant

#### To Edit Auto Attendant Initial Greeting and Announcements/Keys:

Example:



- From the main menu, press [1] to change your Easy Attendant configuration. You will then hear "Your Easy Attendant is [On/Off], the current schedule is [business hours/non-business hours], and you have [# of announcements] that require recording."
  - Do **not** press [1] again to turn your Easy Attendant [On/Off]. When Easy Auto Attendant is off, callers will hear, "This number is currently inactive. Please try again later."
  - Press [2] to edit announcements for business hours OR
  - Press [3] to edit announcements for non-business hours
- Press [#] to edit the initial greeting OR
- Press the [key #] for the announcement that you wish to edit
- The current greeting or announcement will play
- Press [1] to re-record the initial greeting or announcement
- Record your initial greeting or announcement, and then press [#] when finished
  - Press [1] to save the recording
  - Press [2] to re-record this announcement
  - Press [3] to exit without saving your changes
  - Press [4] to continue recording where you left off. When you have finished, press [#].
- To edit additional announcements, press the [key #] for the next announcement that you wish to edit

#### Record Dial By Name Extensions:

- From the main menu, press [1] to change your Easy Attendant configuration
- Press [4] to record names for numbers in your dial list
  - Enter the [4-digit extension] of the person whose name you would like to record followed by [#]
  - Record the name and press [#] when finished
  - Recording will play
    - Press [1] to save the recording
    - Press [2] to re-record this name
    - Press [3] to cancel without saving

### For Additional Training and Support

- Visit [www.popp.com](http://www.popp.com) or call POPP Communications at 763-797-7900