

Voice Mail Box Number (typically your 10-digit Direct Inward Dial number): \_\_\_\_\_ – \_\_\_\_\_ – \_\_\_\_\_  
 Telephone Portal: 651-789-7688      Default PIN: 7677      New PIN: \_\_\_\_\_  
 Web Portal: portal.popp.com      Password: \_\_\_\_\_

**Accessing Your Voice Mail Box**

**From Accession Desktop or Mobile Application:**

- From the dialer, call [\*15]
- Enter [PIN] followed by [#]

Note: Add \*15 to your contacts as "Voicemail" for quick access.

**From Any Phone:**

- Dial your 10-digit telephone number [nnn-xxx-xxxx]
- Press [\*] during voice mail greeting
- Enter [PIN] followed by [#]

**Record or Change Your Voice Mail Greeting:**

**Via Phone:**

- Press [3] to work with your greetings
  - Press [1] to set up a personal greeting
    - Press [1] to work with your personal greeting
      - Press [1] to re-record your personal greeting (only applies if personal greeting has been recorded)
- Record your greeting and press [#] when finished  
**Example:** *You have reached Bob Jones. I am unable to take your call right now. Please leave a message and I'll return your call as soon as possible. Thank you.*
- Press [1] to save your greeting

**Record or Change Your Name:**

**Via Phone:**

- Press [3] to access the greetings menu
  - Press [3] to change the recording of your name
    - Press [2] to record your name
      - Press [1] to record your name
- Record your name and press [#] when finished
- Press [1] to save your recorded name

**Change Your PIN:**

**Via Phone:**

- Press [4] to change your mailbox 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 Voice Mail Box number**
- Enter your new [PIN] again to confirm followed by [#]
- Press [\*] to exit

**Optional – Change Settings and Greeting via User Portal:**

- Go to [portal.popp.com](http://portal.popp.com) and login using your 10-digit telephone number and password
- Under Security, click on [Change Voicemail PIN] to change your PIN
- Click on [Message Settings] to set your voice mail to e-mail address and adjust Mailbox Access settings and your Voice Mail Greeting settings. Your voice mail greeting(s) can be recorded over your computer speakers/microphone.




**Listen to New Messages:**

**Via Phone:**






- The system tells you how many new and saved voice mails you have
  - Press [1] to get your messages
    - Press [1] to get your voice mails
- While listening to voice mail message
  - Press [7] to decrease playback speed
  - Press [7], [7] to rewind three seconds
  - Press [9] to increase playback speed
  - Press [9], [9] to fast forward three seconds
- After listening to voice mail message
  - Press [1] to repeat (replay)
  - Press [2], [2] to save as new
  - Press [3] to delete
  - Press [4] to reply
  - Press [5] to send a copy (forward)
  - Press [#] to leave as saved

Note: To check faxes, press [1] to get messages and press [3] to get your faxes. You will hear the phone number/date/time of each fax. Follow the prompts to forward a fax to another fax number.

**From Accession Desktop Application:**

- Click on the Messages icon to open the Messages screen 
- Click the [Messages] tab to view a list of voice mail messages
- To play a message, click on the [Play] icon 
- To delete a message, click on the [Delete] icon 

**From Accession Mobile Application:**

- Touch [Phone] at the bottom of the screen 
- Touch [Voicemail] at the top of the screen 
- To play a message, touch the [Play] icon 
- To delete a message, touch the message to open it, touch [More] then touch [Delete message]  

**From Your E-mail Inbox (if voice mail to e-mail is configured):**

- Each time a new message is left in your mailbox, an e-mail notification is sent to your inbox with the voice mail recording attached.
- To listen to the message, double-click on the attachment to open it and play the message  
**Note:** E-mail notifications are separate from the phone system. Deleting the e-mail notification will not delete the message from the phone system and vice versa.

**For Additional Training and Support**

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