

Voice Mail Router and Boxes For:

- Voice Mail Router Number: - -
- Voice Mail Box Assignments¹:
- | | |
|----|----|
| 1. | 6. |
| 2. | 7. |
| 3. | 8. |
| 4. | 9. |
| 5. | |

¹ Callers to the Voice Mail Router who do not choose an option will be routed to Voice Mail Box 0 (general voice mail box) to leave their message.

ACCESS YOUR VOICE MAIL ROUTER GREETING

Dial 612-767-POPP (7677)

or [*15] *Not available with all line types*

If prompted, enter your voice mail router number

If prompted, enter your password (default is 1234), then [#]

-or- Dial Your Voice Mail Router Number

While greeting is playing, press [*]

Press [0] for the router greeting (family greeting)

If prompted, enter your password (default is 1234), then [#]

Record Your Voice Mail Router Greeting For the First Time from the main menu

1. Press [0] for the router greeting (family greeting)
2. If prompted, enter your password (default is 1234), then [#]
3. Press [9] for mail box setup
4. Press [1] for greeting options
5. Press [2] to record greeting
6. Record greeting, press [#] to save greeting

Forward All Calls to Your Voice Mail Box

If you use Call Forward Variable [*72] to forward all calls to your voice mail box, you must program 612-767-POPP (7677) as the forwarding number.

Sample Router Greeting

Thank you for calling ABC Company. To leave a voice mail message for Karen Blacksmith, press 1; for Michael Anderson, press 2; or for Drew Barton, press 3. To leave a general voice mail message, please stay on the line. Thank you for calling ABC Company.

ACCESS A VOICE MAIL ON YOUR ROUTER

Dial 612-767-POPP (7677)

or [*15] *Not available with all line types*

If prompted, enter your voice mail router number

Enter your mailbox ID (1-9 or 0 for general voice mail box)

When prompted, enter your password (default is 1234), then [#]

Record Your Voice Mail Box Greeting from the main menu

If you have the Multiple Greetings feature, use the Multiple Greetings instructions in the Manage My Voice Mail section below.

1. Press [9] for mail box setup
 2. Press [1] for greeting options
 3. Press [2] to record your greeting
 4. Record greeting, press [#] to save greeting
- Tip: In your greeting, you can instruct callers to press [#] to bypass the rest of your greeting and immediately leave a message.*

Auto Login from the main menu

1. Press [9] for mail box setup
2. Press [4]. Announcement will state whether Auto Login is enabled or disabled
3. Press [1] to change current setup

Listen to Messages from the main menu

Press [1] to listen to new messages

-or- Press [2] to listen to saved messages

While listening to new or saved message, press:

- [1] to play the message again
- [2] to save the message and play the next
- [3] to delete the message and play the next
- [4] to save the message as new
- [5] to return the call (when Caller ID is available)
- [6] to forward the message to another mailbox
- [7] to skip backward in the message
- [8] to pause the message, press again to unpause
- [9] to skip forward in the message

For Greeting Only Voice Mail Box from the setup menu

1. Press [1] for greeting options
2. Press [2] to record your greeting
3. Press [#] to save greeting

Voice Mail Box Password, from the main menu

1. Press [9] for mail box setup
2. Press [2] to change password
3. Enter your new password (1-16 digits), then press [#]
4. When prompted to verify password, enter new password again, then press [#]

MANAGE MY VOICE MAIL FEATURE PACKAGE¹ *Chargeable*

Outdial (transfer to another number) from the main menu

1. Press [9] for mail box setup
2. Press [7] for outdial menu
3. Press [0] to enter a new number
Enter new 10-digit local telephone number
-or- to disable Outdial, enter [000-000-0000]

Daily Notification from the main menu

1. Press [9] for mail box setup
2. Press [3] to edit notification settings
3. Press [2] to turn daily notification on or off
To turn on feature, there must be no new voice mail messages. If there are new voice mail messages, feature will not activate.
-or- Press [3] to change the Daily Notification time

Pager/Phone Notification from the main menu

1. Press [9] for mail box setup
2. Press [9] to edit pager options
3. Press [1] to turn Pager Notification on or off
To turn on feature, there must be no new voice mail messages. If there are new voice mail messages, feature will not activate.
-or- Contact POPP at 763-797-7900 to change Pager Notification telephone number

Note: Neither Daily Notification nor Pager/Phone Notification can be configured to notify a telephone number associated with the voice mail box.

VOICE MAIL TO E-MAIL *Chargeable*

1. Check your e-mail as you normally do.
2. When you receive a new voice mail message, you will receive an e-mail from unified_messaging@popp.com. The e-mail will include the voice mail attachment.
3. Open the attachment and your media player will play the message²
4. If desired, save the attachment on your PC or forward the e-mail.
5. Click the 'Save Message' link to save the message in your voice mail box. Click the 'Delete Message' link to delete the message from your voice mail box. See example. If you do not save or delete the message from the e-mail, the message will remain in your voice mail box and your voice mail box may become full. Saving or deleting the message in your voice mail box does not save or delete the e-mail that includes the voice mail message .mp3 file.

Multiple Greetings

Record a New Greeting from the main menu

Tip: In your greeting, you can instruct callers to press [#] to bypass the rest of your greeting and immediately leave a message.

1. Press [9] for mailbox setup
2. Press [1] for greeting options
3. Press [5] to pick a new greeting
4. Select a greeting 0-9
5. Press [2] to record a greeting, then [#] to save greeting
6. Press [5] to pick a new greeting
7. Select a greeting 0-9 (this will now be the active greeting)

Select a Different Greeting to Play from the main menu

1. Press[9] for mailbox setup
2. Press [1] for greeting options
3. Press [5] to pick a new greeting
4. Select a greeting 0-9 (this will now be the active greeting)



¹ Computer must have Microsoft Silverlight. Download Microsoft Silverlight for free at www.microsoft.com/silverlight

² .mp3 files require a media player and speakers. Microsoft Windows users may download Windows Media Player for free at www.microsoft.com.



Basic Voice Mail Router and Boxes Plus

Telephone and Voice Mail to E-mail User Instructions