

Voice Mail Router and Boxes For:

Voice Mail Router Number: - -

Voice Mail Box Assignments

DID (Direct Inward Dial) Number

1.	-	-
2.	-	-
3.	-	-
4.	-	-
5.	-	-
6.	-	-
7.	-	-
8.	-	-
9.	-	-
0.	-	-

**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 Number**

While greeting is playing, press [\*]

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

**Record Your Voice Mail Router Greeting** from the main menu

1. Press [9] for mail box setup
2. Press [1] for greeting options
3. Press [2] to record greeting
4. Record greeting, press [#] to save greeting

**Voice Mail Router 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 [#]

**Sample Router Greeting**

*Thank you for calling ABC Company. To leave a general voice mail message, please press 1; to leave a voice mail message for Karen Blacksmith, press 2; for Michael Anderson, press 3; or for Drew Barnton, press 4. Thank you for calling ABC Company.*

**Forward All Calls to Your Voice Mail Router**

*If you use Call Forward Variable [\*72] to forward all calls to your voice mail router, you must program 612-767-POPP (7677) as the forwarding number. You cannot use Call Forward Variable to forward a specific DID voice mail box to a telephone number.*

**ACCESS A VOICE MAIL BOX ON YOUR ROUTER**

**Dial 612-767-POPP (7677)**

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

If prompted, enter your voice mail DID number

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

**-or- Dial Your Voice Mail DID (Direct Inward Dial) Number**

While greeting is playing, press [\*]

If 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 on page 2.*

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

**Change Your 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 [#]

**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

## MANAGE MY VOICE MAIL FEATURE PACKAGE <sup>1</sup> *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
4. 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 message.<sup>2</sup>
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.



<sup>1</sup> Computer must have Microsoft Silverlight. Download Microsoft Silverlight for free at [www.microsoft.com/silverlight](http://www.microsoft.com/silverlight)

<sup>2</sup> .mp3 files require a media player and speakers. Microsoft Windows users may download Windows Media Player for free at [www.microsoft.com](http://www.microsoft.com).