POPP COMMUNICATIONS

Voicemail User Guide for Poly VVX Phones
POPP Hosted Microsoft VoIP Phone System

Voicemail Box Number (typically your 10-digit Direct Inward Dial number): ___ – ___ – ___

Telephone Portal: 651-789-7688   **Initial PIN (provided by POPP):** _____   **New PIN:** _____

Web Portal: portal.popp.com   First-time login - click the "Reset Password" link and follow the instructions sent via e-mail to set your password

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Accessing Your Voicemail Box

From Your Own Telephone:
- Press the ✉ or ▭ button or dial **[*] [1] [5]**

  If telephone has multiple lines, press ✉ or ▭ button followed by **[1] [1],** or **[Direct VM]** softkey (optional).
- Enter **[PIN]** followed by **[#]**

From a Telephone With Voicemail Within the Telephone System:
- Press the ✉ or ▭ button or dial **651-789-7688**
- Press **[*]** to log in as another subscriber
- Enter your **[**10-digit voicemail box number**]** followed by **[#]**
- Enter **[PIN]** followed by **[#]**

From a Telephone Without Voicemail or Outside the Telephone System:
Option 1:
- Dial **651-789-7688**
- Enter your 10-digit telephone number **[nnn-nnn-nnnn]** followed by **[#]**
- Enter **[PIN]** followed by **[#]**

Option 2:
- Dial your 10-digit telephone number **[nnn-nnn-nnnn]**
- Press **[*]** during voicemail greeting
- Enter **[PIN]** followed by **[#]**

Manage Your Voicemail Box and Messages

Record or Change Your Voicemail Greeting:
- 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:
- 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:
- 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 Voicemail Box number
- Enter your new **[PIN]** again to confirm followed by **[#]**
- Press **[*]** to exit

Listen to New Messages:
- The system tells you how many new and saved voicemails you have
  - Press **[1]** to get your messages
    - Press **[1]** to get your voicemails
- While listening to voicemail 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 voicemail 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.

Subscriber Menu Options

Main Menu Options:
Press **[1]** to get messages

Press **[2]** to send a message to another voicemail box
- Enter phone number and press **[#], press [#]**. Record message. Press **[#],** press **[#]** to send message.

Press **[3]** to work with your greetings
- Press **[1]** to set up personal greeting
- Press **[2]** to work with your extended absence greeting
- Press **[3]** to select a system generated greeting or change the recording of your name
- Press **[5]** to work with the greeting callers hear when your phone line is busy
- Press **[6]** to work with your out of hours greeting
- Press **[9]** to work with the greeting callers hear when your telephone is set to forward all calls to voicemail
- Press **[*]** to exit

Press **[4]** to change voicemail settings
- Press **[1]** to work with your group lists
- Press **[2]** for hands free and timesaver options
- Press **[3]** for security options
- Press **[4]** for group mailbox options
- Press **[5]** for notification options – message waiting indicator
- Press **[6]** for additional settings
- Press **[7]** for advanced call feature settings
- Press **[*]** to exit

Press **[5]** to work with reminder settings
- Press **[1]** to disable reminders
- Press **[2]** to add a new reminder
- Press **[*]** to exit

Press **[6]** to get deleted messages
- Press **[1]** to get your deleted voicemails
- Press **[1]** to repeat message or **[2]** to restore your deleted message
- Press **[3]** to permanently delete the message
- Press **[4]** to reply
- Press **[5]** to send a copy
- Press **[#]** to get your next message

Press **[7]** to leave mailbox and log on as another subscriber

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For Additional Training and Support
- Visit www.popp.com or call POPP Communications at 763-797-7900

For service, call 763-797-7900 or visit www.popp.com