

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

To access the voicemail system via phone, call: 651-789-7688 Initial PIN (provided by POPP): _____ New PIN: _____

To access voicemail via web portal, go to: portal.popp.com (for first-time login - click "Reset Password" and follow the instructions sent via e-mail)

Accessing Your Voicemail Box

From MaX UC 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 voicemail greeting
- Enter [PIN] followed by [#]

Record or Change Your Voicemail 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 Voicemail 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 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 voicemail to e-mail address and adjust Mailbox Access settings and your Voicemail Greeting settings. Your voicemail greeting(s) can be recorded over your computer speakers/microphone.




Listen to New Messages:

Via Phone:





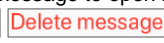
- The system tells you how many new and saved voicemails you have
 - Press [1] to get your messages
 - Press [1] to get your voicemails
- While listening to voicemail message
 - Press [7] to decrease playback speed
 - Press [7], [7] to rewind three seconds
 - Press [9] to increase playback speed
 - Press [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.

From MaX UC Desktop Application:

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

From MaX UC 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 voicemail 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 voicemail 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 or call POPP Communications at 763-797-7900