





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 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-xxx-xxxx] followed by [#]
- Enter [PIN] followed by [#]

Option 2:

- Dial your 10-digit telephone number [nnn-xxx-xxxx]
- 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

For Additional Training and Support

- Visit www.popp.com or call POPP Communications at 763-797-7900