


**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](http://portal.popp.com)** (for first-time login - click "Reset Password" and follow the instructions sent via e-mail)

## Accessing Your Voicemail Box


### Visual Voicemail on Your Desk Phone:

Press the  button to view a list of messages on your phone display. Play and manage your messages using your phone's softkey options, without the need to call into the message system.

### To call into the message system from your desk phone:

- Dial [\*] [1] [5]
  - If telephone has multiple lines, press  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  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](http://www.popp.com) or call POPP Communications at 763-797-7900