



POPP Hosted Microsoft VoIP Phone System User Portal User Guide

This abbreviated user guide highlights some of the most common steps in the User Portal. For a more comprehensive manual for all aspects of the User Portal, refer to the User Portal Reference Manual.

Table of Contents

- 1 Logging In**

- 2 Change Settings**
 - 2.1 Change Password
 - 2.2 Change Account Email
 - 2.3 Change Voicemail PIN

- 3 Click to Dial**

- 4 Telephone Configuration**

- 5 Login/Logout of a Multi Line Hunt Group (MLHG)**

- 6 E-mail Address (for Voicemail to E-mail and/or Fax to E-mail)**
 - 6.1 Delete E-mail Address
 - 6.2 Edit E-mail Address
 - 6.3 Add E-mail Address
 - 6.4 Forward Voicemails and/or Faxes to E-Mail
 - 6.5 Leave Original in Inbox
 - 6.6 Include Action Links in Emails

- 7 Download Call Logs**

- 8 Call Forwarding**
 - 8.1 Forward All Calls
 - 8.2 Forward Calls on No Answer or Busy

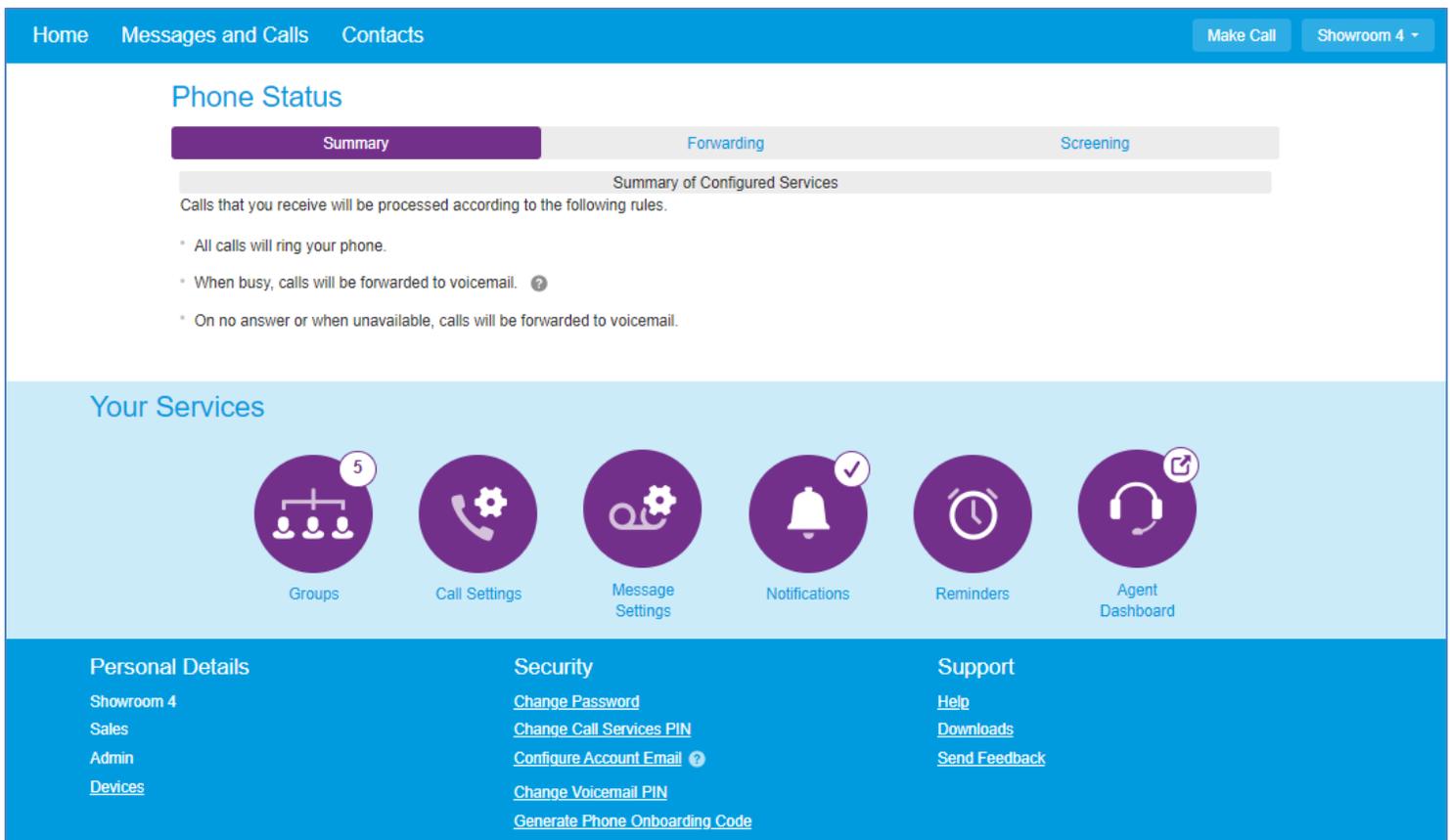
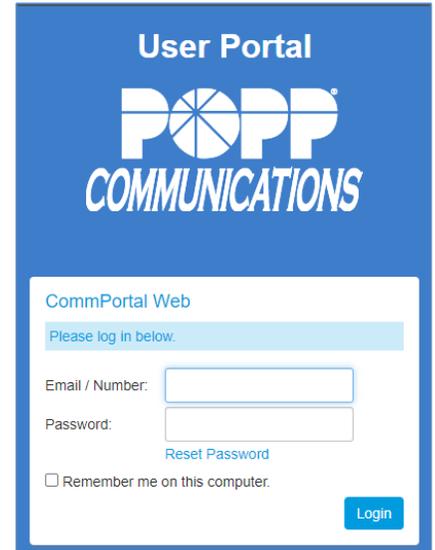
1 Logging In

- Go to: <http://portal.popp.com>
- **Number:** end user's 10-digit phone number
- **Password:**
 - First time login - click [Reset Password] and follow the instructions sent via e-mail to establish your password. You will be prompted to enter an Account Email (password reset e-mail address) if you do not have one set. You may also opt to login using your e-mail address instead of your phone number.

Password Requirements:

- 8-20 characters and must include 1 number, 1 letter, and one special character
- Cannot contain the same character more than 2x in a row
- Cannot contain more than 2 characters in a sequence (e.g, 1234, or abcd)
- Cannot contain 4 or more digits of the phone number (e.g., if phone number ends in 7900, the password cannot contain "7900" anywhere in the password)

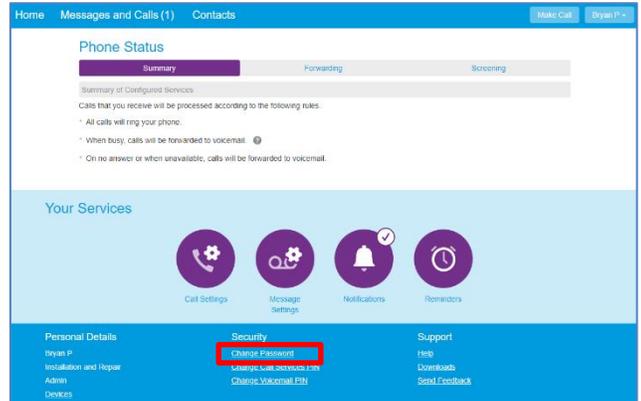
- Enter the password and click [Login]



2 Change Settings

2.1 Change Password

- Under Security, click [Change Password]
- Click [change] next to Account Password



- Current Password: enter your current password
- New Password: enter your new password (must contain one letter, one number, and one special character)
- Confirm New Password: enter your new password
- Click [Confirm] to save

Change Password

Current password:

New password:

Confirm new password:

2.2 Change Account Email

- Under Security, click [Configure Account Email]
- Email Address: enter the email address where an email should be sent if the user clicks the “Reset Password” link on the login screen.
- Allow email login: check this box to login using the email address instead of the phone number
- Click [Confirm] to save

Configure Account Email

The account email may be used to reset the password or to log in using your email address instead of your phone number.

Email Address:

Allow email login:

2.3 Change Voicemail PIN

- Under Security, click [Change Voicemail PIN]
- In the Change PIN screen, enter the Current PIN (initial PIN provided by POPP), the New PIN, and Confirm the new PIN by entering it again
- Click [Confirm] to save

Change Voicemail PIN

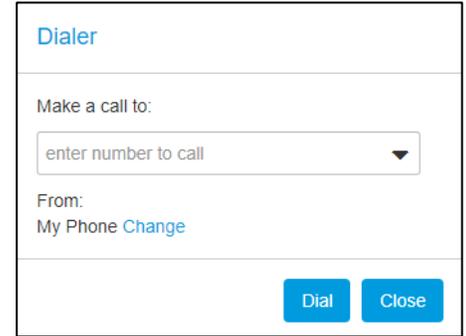
Current PIN:

New PIN:

Confirm new PIN:

3 Click to Dial

- Click the [Make Call] button in the upper-right corner of the screen (button will show “Start” instead of “Make Call” if User has MaX Meeting)
- Make a call to: enter the 10-digit phone number to call, type a name, or select from drop-down
- From: leave this field set to [My Phone] to call from your desk telephone or click [Change] and enter a [10-digit phone number] to place the call from (home phone, cell phone, etc.).
- Click [Dial] to initiate the call.
- The telephone you are calling from will ring (desk telephone, home phone, cell phone, etc.). Answer the telephone and the call will be placed to the destination phone number. Example: Use your home phone to make a call using your desk telephone phone number.

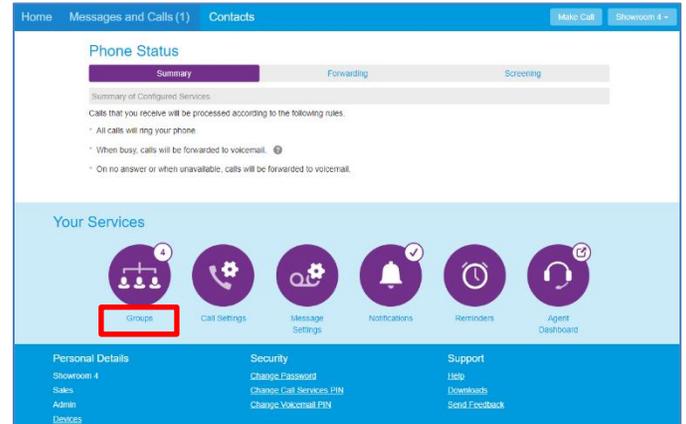


4 Telephone Configuration

- See Telephone Configuration user guides on popp.com/support > Portals

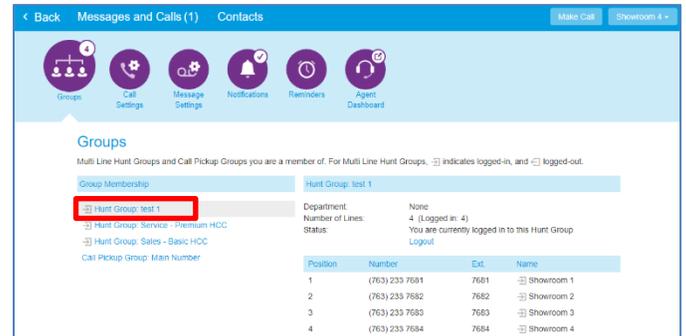
5 Log In/Out of a Multi Line Hunt Group (MLHG)

- Under Your Services, click on [Groups]



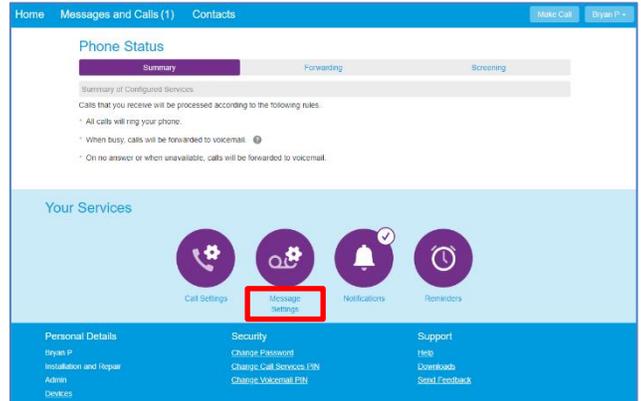
- Under Group Membership, click on the MLHG you wish to log in/out of
- Information for the group displays, including the total number of lines in the group, and your line's current status. To change status, select the [Login] or [Logout] link.

Note: Line must be enabled for Log In/Out by the business group administrator



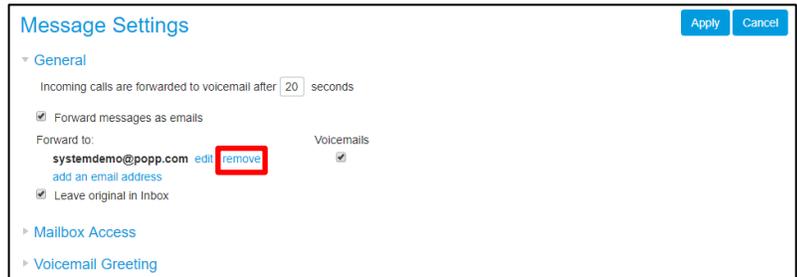
6 E-mail Address (for Voicemail to E-mail and/or Fax to E-mail)

- Click [Message Settings]



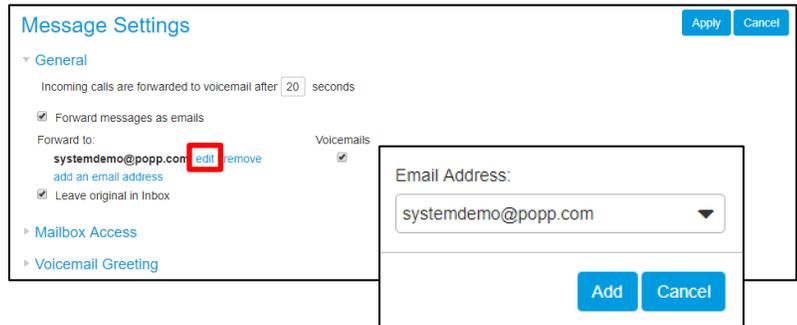
6.1 Delete E-mail Address

- Click [remove]
- Click [Apply] to save



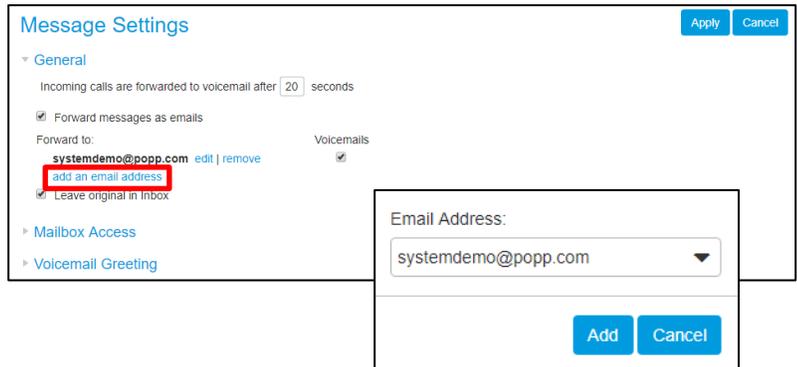
6.2 Edit E-mail Address:

- Click [edit]
- Enter e-mail address
- Click [Add]
- Click [Apply] to save



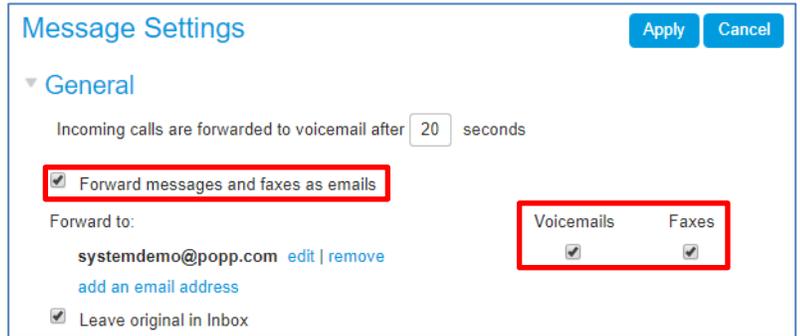
6.3 Add E-mail Address:

- Click [add an email address] (maximum 20 e-mails)
- Enter e-mail address
- Click [Add] to save
- Click [Apply] to save



6.4 Forward Voicemails and/or Faxes to E-mail:

- Forward messages and faxes as emails: check the [Forward messages as emails] check box
- Click on the [Voicemails] or [Faxes] check box next to the desired e-mail
- Click [Apply] to save



Message Settings Apply Cancel

▼ **General**

Incoming calls are forwarded to voicemail after seconds

Forward messages and faxes as emails

Forward to: Voicemails Faxes

systemdemo@popp.com [edit](#) | [remove](#)

[add an email address](#)

Leave original in Inbox

6.5 Leave Original in Inbox:

- When box is checked, a copy of each voicemail and fax (if applicable) is saved in messages
Note: Delete copies of faxes periodically to avoid exceeding the maximum number of messages.
- When box is not checked, voicemails and faxes are not saved in messages and are delivered via e-mail only



Message Settings Apply Cancel

▼ **General**

Incoming calls are forwarded to voicemail after seconds

Forward messages as emails

Forward to: Voicemails

systemdemo@popp.com [edit](#) | [remove](#)

[add an email address](#)

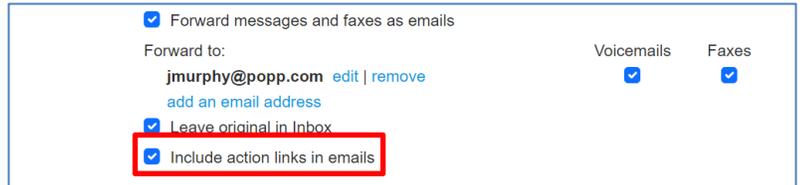
Leave original in Inbox

▶ [Mailbox Access](#)

▶ [Voicemail Greeting](#)

6.6 Include Action Links in Emails:

- If messages are forwarded as e-mails, check this box to enable links to the following options to appear within the e-mail notification:
 - Delete this message
 - Mark this message as read
 - Mark all messages as read
 - Log in to your voicemail account



Forward messages and faxes as emails

Forward to: Voicemails Faxes

jmurphy@popp.com [edit](#) | [remove](#)

[add an email address](#)

Leave original in Inbox

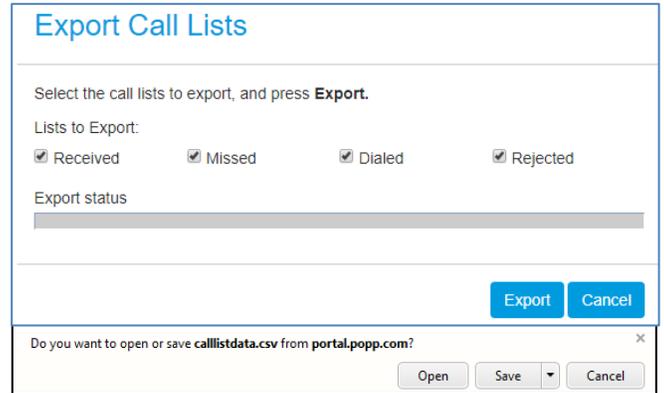
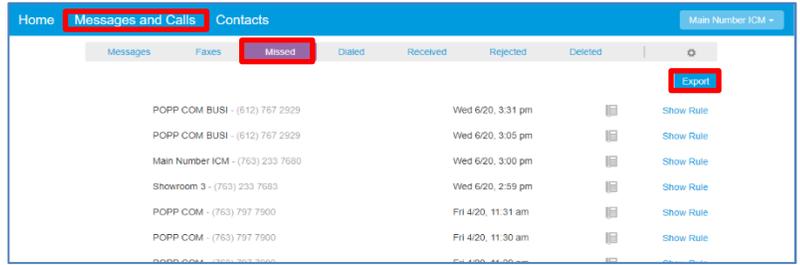
Include action links in emails

7 Download Call Logs

- At the top of the screen click [Messages and Calls]
- Click [Missed]
- Click [Export]

- Check/Uncheck the boxes next to [Received], [Missed], [Dialed], and [Rejected] so that only the Lists that you want to export are selected
- Click [Export] to download the .csv file

- Click [Open] to view the call log file in MS Excel or [Save] to save

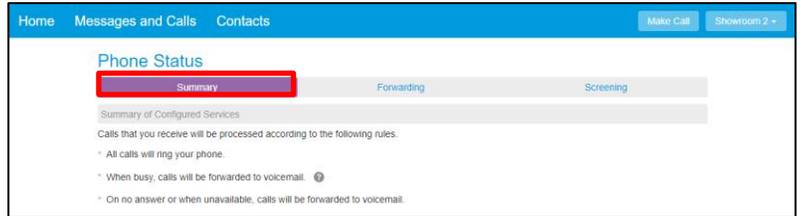


Note: For dialed calls, only records of the last 10 calls are available for export. For missed, received and rejected calls, records of the last 60 days of calls (up to a maximum of 500 calls across all types) are available for export.

8 Call Forwarding

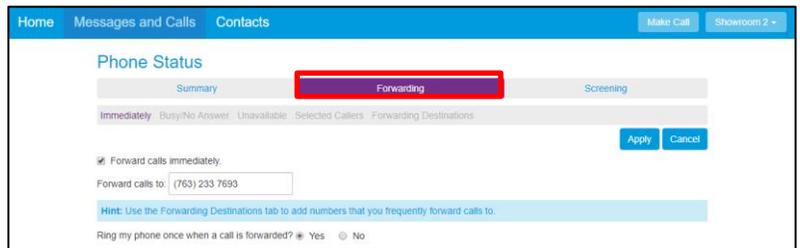
View and Change Call Forwarding Settings

- Summary: View current settings



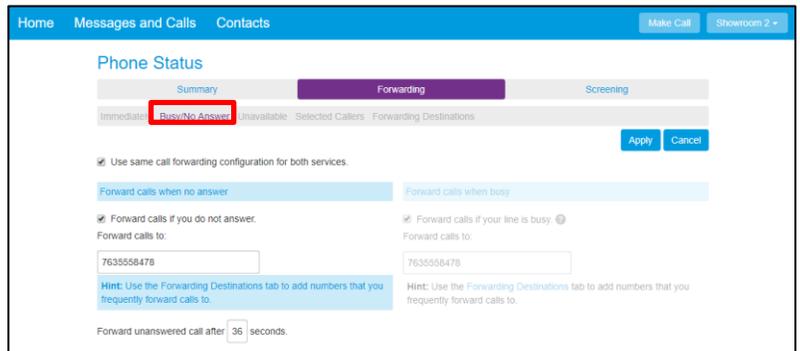
8.1 Forward All Calls

- Click [Forwarding]
- Check [Forward Calls Immediately] box
- Forward calls to: enter [10-digit phone number] to forward all calls to
- Ring my phone once when a call is forwarded: select [Yes] or [No]
- Click [Apply] to save

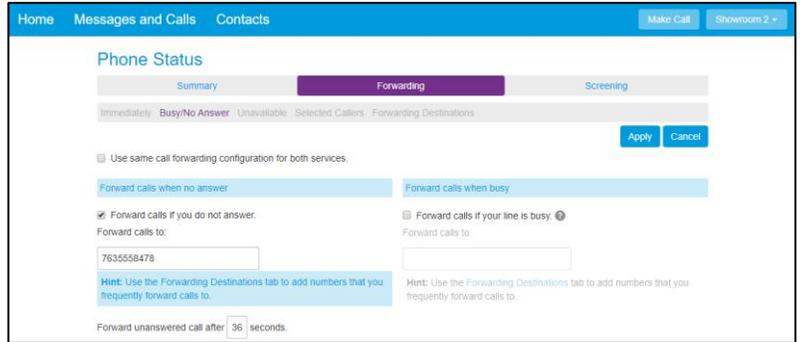


8.2 Forward Calls on No Answer or Busy

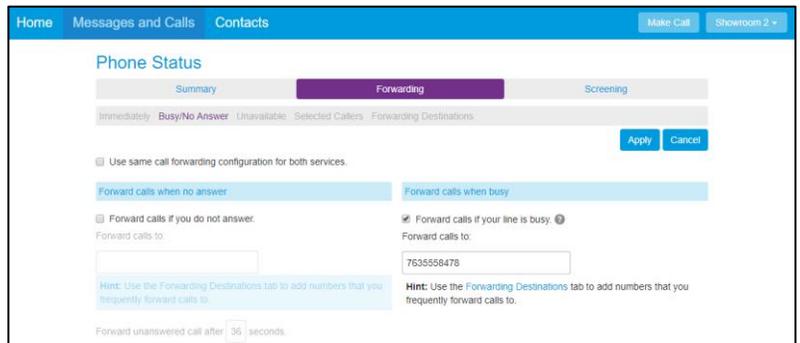
- Click [Busy/No Answer]
 - To forward calls to the same phone number when you do not answer and when your line is busy:
 - Leave the [Use same call forwarding configuration for both services] box checked
 - Check the [Forward calls if you do not answer] box
 - Forward calls to: enter [10-digit phone number] to forward calls to if you do not answer or if your line is busy
 - Forward unanswered call after: enter [# of seconds] you would like your line to ring before forwarding to the designated number (1 ring = approximately 6 seconds)
- Note: Number of seconds must be fewer than the number of seconds before incoming calls are forwarded to voicemail (see Messages tab for number of seconds before incoming calls are forwarded to voicemail)
- Click [Apply] to save



- To forward calls when you do not answer:
 - Uncheck the [Use same call forwarding configuration for both services] box
 - Check the [Forward calls if you do not answer] box
 - Forward calls to: enter [10-digit phone number] to forward calls to if you do not answer
 - Forward unanswered call after: enter [# of seconds] you would like your line to ring before forwarding to the designated number (1 ring = approximately 6 seconds)
Note: Number of seconds must be fewer than the number of seconds before incoming calls are forwarded to voicemail (see Messages tab for number of seconds before incoming calls are forwarded to voicemail)
 - Click [Apply] to save



- To forward calls when your line is busy:
 - Uncheck the [Use same call forwarding configuration for both services] box
 - Check the [Forward calls if your line is busy] box
 - Forward calls to: enter [10-digit phone number] to forward calls to if your line is busy
 - Click [Apply] to save



For additional training and support:

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