POPP COMMUNICATIONS

SIP Trunk
Features, Descriptions and Instructions

Features	Key Codes		Per Call Activation Yes/No	Descriptions
	Activate	Deactivate		
Anonymous Call Rejection	*77	*87	N	While activated, this feature automatically rejects all calls from callers with withheld phone numbers. You receive no notification of the call; the call is routed to a rejection message and terminated.
Call Blocking	N/A	N/A	N	Allows you to specify certain outgoing call types that users are blocked and therefore not permitted to call. (e.g. Long Distance, International). *Programmed by a POPP Representative.*
Call Forward Busy	N/A	N/A	N	If all voice channels are busy, this service forwards all calls to a local, long distance (long distance charges apply), or toll free number you designate. *Programmed by a POPP Representative.*
Call Forward No Answer	N/A	N/A	N	If calls are not answered within a specific number of rings (you choose), this service forwards all calls to a local, long distance (long distance charges apply), or toll free number you designate. *Programmed by a POPP Representative.*
Call Forward Unavailable	automatic	automatic	N	If the client's phone system or CPE is unreachable or if a call is rejected by the client's phone system, POPP's switch will forward calls for the specified Telephone Number(s) to the specified Unavailable Call Forward to Number. *The phone number to forward must be configured by POPP.*
Call Forward Variable with Courtesy Call	*72	*73	N	Allows you to forward all calls to a local, long distance (long distance charges apply), or Toll Free number. 1. To activate, dial "*72" and then enter the number to forward calls to (calls forwarded to a long distance or Toll Free number can be programmed with or without a "1"). 2. User will hear an immediate tone indicating the calls are now forwarding. 3. A courtesy call will be made to the forwarding number. It is recommended that user makes a test call to verify the line has been forwarded. Once activated, each incoming call will ring once at your location before forwarding. *If calls are forwarded to a Custom Ringing number, the distinctive ring tone will be heard.*
Call Forward Variable without Courtesy Call	*72	*73	N	Allows you to forward all calls to a local, long distance (long distance charges apply), or Toll Free number. 1. To activate, dial "*72" and then enter the number to forward calls to (calls forwarded to a long distance or Toll free number can be programmed with or without a "1"). 2. A confirmation tone will sound after you have dialed the number you want your calls forwarded to. After the tone is heard, hang up. Once activated, each incoming call will ring once at your location before forwarding. *If calls are forwarded to a Custom Ringing number, the distinctive ring tone will be heard.*

Non-Chargeable Features	Descriptions
Selective Call Forwarding	Allows you to forward incoming calls from a list of up to 10 numbers to the same pre-determined number. All other callers are not forwarded. 1. Dial ✶63 or ✶83 to access the Selective Call Forwarding menu. 2. To add an entry, dial #, then the number, then # again (#nnn-nnn-nnnn#). Continue this pattern until all phone numbers have been added. Numbers can be entered with 10-digits or 7-digits (if the number added has the same area code as your phone line); numbers cannot be added with a "1" before the 10-digit number. ▪ <u>Deactivate or reactivate</u> Selective Call Forwarding: Dial 3 while in the menu ▪ <u>Add the last number that called you:</u> Dial #01# (may not work on all types of phones) ▪ <u>Delete an entry:</u> Dial ✶, then the number, then ✶ again (*nnn-nnn-nnnn*) ▪ <u>To delete all numbers:</u> Dial 08 ▪ <u>To hear instructions:</u> Dial 0 ▪ <u>To hear current entries:</u> Dial 1
Selective Call Rejection	Allows you to reject incoming calls from a list of up to 100 numbers (callers hear a rejection message, and the call is terminated). 1. Dial ✶60 or ✶80 to access the Selective Call Rejection menu. 2. To add an entry, dial #, then the number, then # again (#nnn-nnn-nnnn#). Continue this pattern until all phone numbers have been added. Numbers can be entered with 10-digits or 7-digits (if the number added has the same area code as your phone line); numbers cannot be added with a "1" before the 10-digit number. ▪ <u>Deactivate or reactivate</u> Selective Call Rejection: Dial 3 while in the menu ▪ <u>Add the last number that called you:</u> Dial #01# (may not work on all types of phones) ▪ <u>Delete an entry:</u> Dial ✶, then the number, then ✶ again (*nnn-nnn-nnnn*) ▪ <u>To delete all numbers:</u> Dial 08 ▪ <u>To hear instructions:</u> Dial 0 ▪ <u>To hear current entries:</u> Dial 1
Speed Dial 8	Allows you to create and edit a list of up to 8 numbers that can be quickly dialed using the one-digit key code you assign. Dial *74 ▪ <u>Add an entry</u>: Dial the speed dial digit (2-9) you'd like to program, followed by the 10-digit phone number. Once you hear a tone, hang up. ▪ <u>Make a speed dial call:</u> Dial the speed dial digit (2-9) followed by "#".
Speed Dial 30	Allows you to create and edit a list of up to 30 numbers that can be quickly dialed using the two-digit key code you assign. Dial *75 ▪ <u>Add an entry</u>: Dial the speed dial digit (20-49) you'd like to program, followed by the 10-digit phone number. Once you hear a tone, hang up. ▪ <u>Make a speed dial call:</u> Dial the speed dial digit (20-49) followed by "#".

Chargeable Features	Descriptions
Account Codes ($4.95 per month)	Enter a 3-8 digit numeric code in order to complete specific call types (e.g. Long Distance, International). Failure to enter a valid account code will cause the call not to complete. Account codes may be either: • Verified – user must enter an exact code specified. • Non-Verified – user may enter any code, as long as it matches the required number of digits. *Programmed by a POPP Representative.*

For service, call 763-797-7900 or visit www.popp.com 1/27/23

Chargeable Features	Descriptions
Remote Call Forward Activation with Courtesy Call ($4.95 per month)	Allows you to remotely program your Land Line to forward all calls to a local, long distance (long distance charges apply), or Toll Free number. **To Activate** 1. Dial 651-789-0185. 2. Enter the 10-digit phone number you are forwarding, then "#". 3. When prompted, enter your PIN (default PIN is 1234), then "#". 4. Dial "*72" when prompted to enter the access code for the call forwarding service. 5. Wait for a confirmation tone, then dial the number you want calls to forward to. 6. A courtesy call will be made to the forwarding number. Wait for the courtesy call to be answered. Once the courtesy call is answered (by a person or an automated system), hang up. If the courtesy call is not answered, hang up and immediately repeat steps 1 - 5. The second attempt will not require a courtesy call; once confirmation tone is heard, hang up. *If calls are forwarded to a Custom Ringing number, the distinctive ring tone will be heard.* **To Deactivate** 1. Dial 651-789-0185. 2. Enter the 10-digit phone number that forwarding should be removed from. 3. When prompted, enter your PIN (default PIN is 1234), then "#". 4. Dial "*73" when prompted to enter the access code for the call forwarding service. Once confirmation tone is heard, forwarding has been disabled.
Remote Call Forward Activation without Courtesy Call ($4.95 per month)	Allows you to remotely program your Land Line to forward all calls to a local, long distance (long distance charges apply), or Toll Free number. **To Activate** 1. Dial 651-789-0185. 2. Enter the 10-digit phone number you are forwarding, then "#". 3. When prompted, enter your PIN (default PIN is 1234), then "#". 4. Dial "*72" when prompted to enter the access code for the call forwarding service. 5. Wait for a confirmation tone, then dial the number you want calls to forward to. 6. A confirmation tone will sound after you have dialed the number you want your calls forwarded to. After the tone is heard, hang up. *If calls are forwarded to a Custom Ringing number, the distinctive ring tone will be heard.* **To Deactivate** 1. Dial 651-789-0185. 2. Enter the 10-digit phone number that forwarding should be removed from. 3. When prompted, enter your PIN (default PIN is 1234), then "#". 4. Dial "*73" when prompted to enter the access code for the call forwarding service. Once confirmation tone is heard, forwarding has been disabled.