

# VoiceMail Á la Carte Quick Guide

VoiceMail from any touch-tone  
telephone in the world.



[www.pioneer.net](http://www.pioneer.net)

## USING THE VOICEMAIL SYSTEM

The VoiceMail system is menu driven. Listen to the voice prompts and then press the keys on your phone to select which option you would like. This guide is for VoiceMail À la Carte. For additional information on how to fully utilize the VoiceMail, please visit our website: [www.pioneer.net](http://www.pioneer.net).

## SETTING UP VOICEMAIL

See the enclosed sheet "Setting Up Your VoiceMail Mailbox"

## ACCESSING VOICEMAIL

1. Dial the VoiceMail access number 541-(Your Prefix)-1222.
  - Enter Telephone Number plus #
  - Enter PIN followed by #

If you have new messages, the messages will be identified.

After hearing any new messages, you will be presented with the VoiceMail Main Menu. The Main Menu options are listed below.

### Notes:

Greeting Length : 3 min

Message Length: 3 min

Message Retention: 30 days

## VOICEMAIL MAIN MENU

ACTION	KEY
Play Inbox Messages	1
Send Messages	2
Work with Greetings	3
Mail Box Settings	4
Reminder Messages	5
Access Deleted Messages	6
Log on as a different user	7
Help	0
Exit VoiceMail System	*

## MESSAGE PLAYBACK OPTIONS

While listening to your VoiceMail messages, the following options are available:

ACTION	BEFORE Message PRESS	DURING Message PRESS	AFTER Message PRESS
Skip Message	# (skips header, goes to message body)	# (skip to next message)	N/A
Reply to Message	n/a	4	4
Save Message and go to next	n/a	2	2
Delete	n/a	3	3
Play Inbox Messages	1	n/a	1
Send Messages	n/a	5	5
Work with Greetings	3 (from main menu)		
Mailbox Settings	4 (from main menu)		
Access Deleted Messages	6 (from main menu)	n/a	After playing a deleted message, 2 to save, 3 to permanently erase
Log on as a different user	7 (from main menu)		
Help	0	0	0
Return to Main Menu, Exit VoiceMail System	* (repeatedly, depending on how deep you are in the menu)	*	*

## REPLYING TO A MESSAGE—DIALING THE ORIGINATOR

- While listening to a message, you can call the person back by pressing 4 and selecting option 1.
- This capability will not work if the VoiceMail system was not able to identify the Caller ID information when the original VoiceMail was received or if your phone is configured with call restrictions which prevent you from calling the originator's number.

## CHANGING YOUR VOICEMAIL PIN

- See insert of setting up VoiceMail À la Carte Mailbox.

## FORWARDING A MESSAGE

While listening to messages, you can send a copy of the message to another recipient (only to numbers on Pioneer's VoiceMail system).

- To Forward the current message, press 5.
- Enter an phone number or Distribution Group Number.  
Repeat this step until you've entered all the desired destinations.
- Press # when finished entering destinations.
- You will be prompted to record an introduction.
- After the tone, record your introductory message and press # when finished.
- Press # to send or press 1 for delivery options, followed by # to send.  
Delivery options include the following:

## DELIVERY OPTIONS MENU

ACTION	Before Delivery
Review the message	1
Mark message as urgent	2
Mark message as private	3
Re-record your message	4
Request a delivery report	5
Request a read report	6
Add or remove recipients	7
Send the message as is	#
Exit or cancel	*

For additional information on how to fully utilize the VoiceMail, please visit our website: [www.pioneer.net](http://www.pioneer.net) or contact a Customer Service Representative at 541-929-3135 or 541-563-315.

## SETTING UP VOICEMAIL À LA CARTE MAILBOX

**IMPORTANT:** Your mailbox has been given a temporary PIN #. We recommend you change this immediately. If you do not know what your temporary PIN # is, please contact a Customer Service Representative. Your PIN # needs to be between 4-20 numbers/characters.

Below are **STEP-BY-STEP** instructions to set up your mailbox.

### **TO RECORD MAILBOX GREETING**

1. Dial the VoiceMail access number: 541-(Your Prefix)-1222
2. Enter Telephone Number plus #
3. Enter PIN followed by #

You will immediately be at the Main Menu. When listening to the VoiceMail prompts, follow these step-by-step instructions in order.

1. Press 3 to Work with Greetings
2. Press 1 to Set Up Personal Greeting
3. Record Personal Greeting
4. Press # when done
5. Press 1 to approve
6. Press \* to exit to Main Menu

### **TO CHANGE VOICEMAIL PIN**

1. Access your VoiceMail Box
2. From the Main Menu, Press 4 to change your settings
3. Press 3 For Security Options
4. Press 1 to Change PIN
5. Press \* to Exit to Main Menu