VoiceMail

USERGUIDE

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Shortcuts

In addition to the keys you press to navigate through each of the menus, you can use the following keys to help you when using VoiceMail.

Some of these keys work whenever they are pressed during the call, and some work only during playback of messages. The following tables explain the behavior of these keys.

Note: *If you press a key or a combination of keys that is not used on that menu, you will hear the following error message: "That selection is invalid. Please try again".*

Common Shortcut Codes

▷ Shortcut Codes to use at any point

These shortcut behave in the same way whichever menu you are listening to.

Key	Function
8	**Wait a while -** Pauses all activity for 30 seconds, and then returns you to the beginning of the section you are listening to. While the activity is paused, you can also press any key to return to the beginning of the section without having to wait for 30 seconds.
*	**Back up -** This key performs one of two functions, depending on what you are doing at the time. When recording a message or entering numbers, it cancels the current input, and you are prompted to enter the input again. Otherwise, it takes you up a level of the menu system. Pressing * repeatedly is one way to cancel operations by working your way back up through the menus until you reach the Main menu.

#	**Move on -** This key performs one of two functions, depending on what you are doing at the time.
	When recording a message or entering numbers, # is used to indicate the end of your input.
	Otherwise, it is used to move forward in a list of options.
0	**Get Help -** This key plays helpful hints about the VoiceMail system.

⊳ Shortcut Codes while listening to messages

The playback keys, listed below, are only active during the playback of a message. They are designed to help you listen to your messages, for example by skipping back a few seconds to repeat an important detail.

Key	Function
6	Increases the volume of the message. You can press this several times to incrementally increase the volume. You can also use this key to control the volume of video messages.
	However, you should not press 6 repeatedly in quick succession, otherwise rather than increase the volume you will hear details of the date and time of the message - as for 66 described in Message options .
7	Slows the playback of an audio message. You can press this several times to incrementally reduce the speed of the message. However, you should not press 7 repeatedly in quick succession, otherwise you will skip back 5 seconds - as for 77 described below.
8	Pauses the playback of the message for up to 20 seconds. A recurring "ping" sound informs you that the message is paused. Pressing 8 again resumes playback. You can also use this key to pause video messages.
9	Speeds the playback of an audio message. You can press this several times to incrementally increase the speed of the message. However, you should not press 9 repeatedly in quick succession, otherwise you will skip forwards 5 seconds - as for 99 described below.

77	Skips back 5 seconds.
99	Skips forwards 5 seconds.
#	If you press # during the playback of a message header (details of the date and time of the message, and the caller's name or number), you will skip straight to the message body. If you press # during the playback of the message body, you will skip to the next message.

Setting up your VoiceMail

The first time you log in to your mailbox from the telephone number that has the VoiceMail Feature, you will receive a self-guided tutorial that will help you through the set up process. Here you will change your PIN, record your greeting and your name. The greeting and recorded name are played each time a caller accesses your mailbox to leave a message. You can also end the setup process at any point by ending the call. If you do so, you are asked to complete the remaining setup steps the next time you enter your mailbox.

▷ Initial set up MUST BE DONE FROM phone THAT HAS VOICEMAIL FEATURE:
- Dial the VoiceMail access number: 541-(Your Prefix)-1222 or dial [*95].

Follow the self guided VoiceMail system to set up your VoiceMail.

▷ Changing your PIN
First, to secure your account, you must set up a new PIN. A prompt asks you to enter a new PIN.
1. Enter a new PIN, pressing # when finished.
   - If the new PIN you have chosen fails any of the checks that may be imposed, you will hear an error message explaining why this PIN cannot be allowed. You will then be returned to the menu that will prompt you to enter a different PIN.

⊳ PIN Requirements:

- Between 6-20 numbers/letters (for letters or words they need to be converted to numbers on telephone key pad)
- No more then 2 repeated letters/numbers/special characters in order. Example will not work: 1222576
- Complete PIN can not be sequential, forward or backward. Example will not work: 123456 or 654321
- Can not use telephone number or portion of phone number

2. Confirm the new PIN by re-entering it and pressing [#] when finished.

⊳ Recording your name

Next, you are prompted to record your name.

Note *Your recording should be less than 1 minute long. If it is too long, you will be asked to re-record a shorter version.*

1. Record your name and press [#] when finished.
2. An announcement plays your recording back to you.
   - If you want to re-record it, press [1].
   - If you want to keep it, press [#].

⊳ Choosing a greeting

Once you have successfully recorded your name, you are prompted to select a greeting. You can use a number of different types of greeting.

- To record your own personal greeting, press [1]. Then record your personal greeting, pressing [#] when finished.
- To use a system-generated greeting that announces your recorded name, press [2].
- To use a system-generated greeting that reads out your phone number, press [3].
- To use a system-generated greeting that neither announces your name nor reads out your phone number, press [4].

An announcement plays back your selected greeting.
- To record or select a different greeting, press [1].
- To save it and use it as your greeting, press [#].

This is the last step in setting up your mailbox. Once you have finished, you are transferred to the main menu.

Notes:
Greeting Length : 3 min
Message Length: 4 min
Inbox Message Retention: 30 days
Trash folder read and unread messages delete after 5 days

How to access the VoiceMail System

▷ Logging into your account
- Option 1: Dial [*95] from your home or office telephone line to be directly connected to your VoiceMail box. You will be asked to enter your PIN.
- Option 2:Dial the VoiceMail access number at 541-(your prefix)-1222. Enter your 10-digit home or office telephone number followed by your PIN.

You will need to enter your PIN when requested, unless you have enabled PIN skipping (see Using the Skip PIN).

When you sign in to your mailbox, you are directed to one of two places.
- If you have activated the Autoplay feature from your Mailbox Settings menu (as described in Changing your autoplay settings for messages), you go straight to your messages.
- Otherwise you go to the Main menu.

Main Menu

The Main menu is the starting point for using your mailbox. When you enter the Main menu, you will hear a welcome message, then a summary of the VoiceMail messages in your mailbox. Depending on the type of account you have, you may hear whether there are any unheard messages in other mailboxes associated with your account - for example, mailboxes belonging to other family members.

▷ To Get to your messages Press [1]

To hear any new messages, followed by your old messages, press [1] from the main menu.

- A message left for you can be up to 4 minutes.
- Urgent new messages will be played first, followed by non-urgent new messages that are played in First In First Out order, and then old messages in First In Last Out order

Getting Message(s) options

Note You cannot use these message options if you have turned on Autoplay, so that your messages are automatically read out when you dial in. To change your Autoplay settings, see Changing your autoplay settings for messages.

After each message has played, VoiceMail announces the following options. You can also, with two exceptions as described below, select these options at any time during the playback of the message; VoiceMail will carry out the action selected immediately.

- To **play** the message again from the beginning, press [1].
- To **save** the message and go to the next message, press [2]. This will store the message and mark it as a saved message.
  - If you are reviewing a message that you had previously saved, pressing [2] will instead mark the message as a new message.
- To **erase** the message, press [3]. If you change your mind, you can still get the message back until the end of this call. See Managing erased messages.
- To **reply** to the message, press [4]. See Replying to messages.
- To **forward** the message to another VoiceMail subscriber that has Pioneer VoiceMail, press [5]. See Forwarding a message to someone else.

- To **return** to the previous message, press [11].
- To **leave** the message as new and go to the next message, press [#]. This will still keep the message in your in box, and it will be played back with other new messages if you listen to your messages again later.
  - If you are reviewing a message that you had previously saved, pressing [#] will leave the message as saved.
- To **hear details** of the date and time of the message, and the caller's name or number, press [66]. This option is useful primarily if you have turned off the automatic playback of these details, as described in Changing the play back of message headers and bodies. If you use this option during message playback, you should press [66] in quick succession. If you leave too long a gap between the digits, you will instead increase the volume of the message being played.
- To **go back** to the Main menu, press [*].

After selecting an option, the next message in your in box is then played (unless you chose to go back to the Main menu).

▷ Sending a message Press [2]

When you are logged into VoiceMail, you can send messages to other Pioneer VoiceMail subscribers . Sending messages while logged on gives you access to advanced features, which are not available if you simply call the recipient's line.

- As well as sending a normal VoiceMail, you can record one message and send it to several subscribers at the same time.
- If you regularly need to send messages to a number of people, you can create a group list to avoid entering the numbers each time.

Note *Throughout the process of sending a message, until the point when you have finished recording, you may return to the Main menu by pressing [*]. You can also press * to cancel a message if you make a mistake.*

To send a message to one or more numbers, press [2] from the main menu.

1. When prompted, enter a group list number (see Creating and managing your group lists) or the telephone number of the person you wish to receive the message. Press [#] when finished.
2. An announcement plays back the number of the recipient, or the recipient's name if it is available.
   - If you have entered the telephone number of a group mailbox, you will next be prompted to select the mailbox to which you want to send your message.
   - If you made a mistake and need to re-enter the number, press [*] to cancel and start again.
   - If you want to add a further recipient, enter their number followed by [#]. You are then returned to the start of step 2 above.
   - If you have finished entering numbers and want to continue with sending a message, just press [#].
3. After the tone, record your message and press [#] when finished.
4. An announcement states that the message has been recorded.
   - To hear delivery options (see Delivery options for messages), press [1].
   - To send the message without changing delivery options, press [#].
5. When your message has been sent, you return to the Main menu.

Delivery options for sending messages
There are a number of delivery options available to you once you have added recipients and finished
recording a message.
- To review the message again, press [1]. Your recording is then played back.
  - To re-record the message, press [1].
  - To keep the current recording and add to it with a further recording, press [2]. This feature allows you to add more information to your message without having to re-record it entirely.

- If you are happy with the recording as is, press [#].
- To switch whether or not the message is marked as urgent, press [2]. Marking your message urgent ensures the recipient hears that message before any other non-urgent messages - even if your message was sent after those non-urgent messages.
- To switch whether the message is marked as private or not, press [3]. Marking your message private will prevent the recipient from forwarding your message to anyone else.
- To re-record the message, press [4]. The original message is discarded and you start recording a new message.
- To switch whether or not you request a delivery report, press [5]. If you request a delivery report, you will receive a notification in your mailbox when your message is successfully delivered and available for the recipient to pick up.
- To switch whether or not you request a report when the message has been read, press [6]. If you request a read report, you will receive a notification in your mailbox when the recipient listens to your message.
- To add a further recipient, press [7].
  1. Enter a telephone number or group list number, followed by [#].
  2. The number or, where available, the recipient's name is then played back.
     » If you made a mistake and need to re-enter the number, press [*] to cancel and start again.
     » If you want to add additional recipients, enter the additional number followed by [#].
     » If you want to continue with sending a message, just press [#].
     » To send the message as is, press [#].
     » To cancel your message after or during recording it, press [*]. This will return you to the announcement asking you to make a recording.

Pressing [*] again will move you up the menu. You can then hang up to end the call, select another option from the menu, or keep pressing [*] until you exit the system.

When your message has been sent, you return to the Main menu.

➤ To work with your Greetings Press [3]

Your greeting is the message played to callers when they reach your VoiceMail. You can choose from a selection of different audio greetings.

Whenever VoiceMail asks you to re-record a greeting, you will hear the following prompts.

1. An announcement asks you to record the new greeting and to press [#] when you are finished.
   - On some versions of VoiceMail, you will hear a warning (either a beep or a system announcement) as you approach the maximum length for a greeting.
2. Your recording is then played back for you to review. You will hear a warning if you are about to replace an existing video greeting with an audio greeting.
   - To accept the new greeting, press [1].
   - To re-record it, press [2].
   - To exit without saving, press [3]. This will leave you using the greeting message that was in place before you attempted to re-record it.

Managing your personal greeting

Your personal greeting is a message that you will have recorded when you set up your account. It is played to callers when they reach your VoiceMail.

To change your personal greeting, press [1] from the greetings menu. Your greeting message can be up to 3 minutes.
- An announcement plays back your current personal greeting.
- To re-record your personal greeting, press [1]. See Changing a greeting for details about recording a new greeting message.

- If you haven't yet recorded an internal greeting, you are immediately prompted to do so as described in Recording a greeting for the first time.
- If you have already recorded an internal greeting, you are presented with the following options.
  - To re-record your internal greeting, press [1]. See Changing a greeting for details about recording a new internal greeting message.
  - To switch your internal greeting message on or off, press [2].
- To exit without making any changes, press [*].

Managing your system-generated greetings and name recording

Rather than using a personal greeting, you can use one of VoiceMail 's system-generated greetings. Optionally, to help callers determine that they have reached the right account, the system generated greetings can include a recording of your name.

To set up your system-generated greetings and name recording, press [3] from the greetings menu.
- An announcement states the type of greeting you are currently using.
  - To select the type of and to activate system-generated greetings, press [1].
  - To review or re-record your recorded name, press [2].

To use a system-generated greeting

An announcement states the current greeting that you are using.
- • If you are currently using a personal greeting and want to use a system-generated greeting, you must first press [1] to confirm that you want to select a system-generated greeting instead. The system initially chooses a system-generated greeting that includes your recorded name.
- After confirming, or if you are already using a system-generated greeting, you are offered the following options.
  - To use a greeting that includes your recorded name, press [1].

- To use a greeting that includes your number, press [2].
- To use a greeting that includes neither your name, nor your number, press [3].
- To review or re-record your recorded name, press [4],
- In each case above, an announcement plays the new greeting.
- To select and use this greeting, press [1].
- To change your mind and select a different greeting, press [2].

To review or re-record your spoken name

An announcement plays your current recorded name.

- To re-record it, press [1].
    1. Record your new name, pressing [#] when finished.
    2. An announcement plays back your recording.
        - To accept it, press [1].
        - To re-record it, press [2].
        - To exit without saving your any changes, press [3].
- To exit to the previous menu, press [*].

Managing your busy greeting

Note *This is an advanced feature. Contact Pioneer Telephone for further information.*

If a caller attempts to contact you while your phone line is in use, you can set VoiceMail to play a different greeting to that used when you simply do not answer.

To manage your busy greeting, press [5] from the greetings menu.

- An announcement states whether your busy greeting is active or not.
- To change whether or not you use your busy greeting, press 1.
- ach time your press [1] in the Busy Greeting menu, the busy greeting is either activated or deactivated and you are returned to the start of the menu.
    - To review or re-record your busy greeting, press [2].
    - An announcement plays your current busy greeting.

- To re-record it, press [1]. See Changing a greeting for details about recording a new greeting message.
- To leave the busy greeting as it was played to you, press [2].
- To return to the previous menu without making any changes, press [*].

▷ Changing your mailbox Settings Press [4]

The Mailbox Settings menu allows you to change your mailbox settings, such as your PIN, and other options that help you save time while using VoiceMail.

You can reach the Mailbox Settings menu by pressing [4] from the Main menu. From this menu, you can:
- create and manage your group lists
- manage your hands free and time saver options
- change your security settings
- access additional settings

Creating and managing your group lists

If you regularly need to send messages to a group of contacts, rather than entering each number in turn every time, VoiceMail allows you to set up a group list that contains all these numbers. You can start a list, record a name for the list (for example "sales team", or "group leaders") and then add numbers to it. Then, when you want to send a message, you only need to enter the group list number.

You can even add existing group lists to a new group list - for example to include the sales team, engineering team and maintenance team in a single group list.

To manage your group lists, press [1] from the Mailbox Settings Menu. From the Group Lists menu, you can
- add a new group list
- edit an existing group list
- review existing group lists.

Adding new group lists

If you want to create a new group list, press [1] from the Group List menu.

1. Enter a number (from 1-99) for the new group list, followed by [#].
   - If you have entered an available number, you hear a message stating the number of the group list you have chosen.
     » To accept the number, press [1].
     » To select another number, press [2].
   - If the number is already in use, you hear a message telling you so, and you are prompted to enter a new number.
2. After the tone plays, record a name for the new group list, and then press [#]. The name you have recorded plays back to you.
   - To save the name, press [1].
   - To record a new name, press [2].
   - To continue without saving, press [3]. This will leave the group list without a recorded name and continue to the next step. You can record a name for this group list later.
3. You can now add members to your group list. Enter either a subscriber's telephone number, or the number of another group list, and then press [#].
   - If you chose a number of a group account (a single account with a number of members), you are asked to select which member of that group you want to add to your group list (the list of contact numbers).
   - The spoken name of the person or group list that you have chosen then plays. To add the person or group list to your new group list, press [1].
   - To cancel adding that person or list, press [*].
4. When you have added the group list or subscriber, you are then taken into the Edit Group List menu at the point where the options available are played. Refer to Editing existing group lists.

Editing existing group lists

If you want to edit your existing group lists, press [2] from the Group List menu.

1. Enter the number of the group list you want to edit, and then press [#]. If you are not sure of the number of the group list you want to change, you can review your group lists as described in Reviewing existing group lists.

2. If you change your mind and you want to keep the group list as it is, press [*]. Otherwise, you can then select from the following options, each detailed in the following sections.

   • To add members to the group list, press [1].
   • To remove members from the group list, press [2].
   • To delete the group list, press [3].
   • To play the list of members, press [4].
   • To record a new name for the group list, press [5].
   • To exit, press [*]. This saves any changes you have made and finishes editing this group list.

Adding new members to the group list

To add members to the group list, press [1].

1. Enter the number of another group list or the subscriber's telephone number that you want to add to your new group list, and then press [#].

2. The spoken name of the person or group list that you have chosen plays.

   • To add the person or group list, press [1].
   • To change the number you entered, press [*]. You are prompted to enter a different number.
   • To cancel adding a new member altogether, press [**].

3. When you have finished, you are returned to the Editing Group Lists menu.

Removing members from the group list

To remove members from the group list, press [2].

1. The first member's spoken name plays.
   - To remove the member, press [1].
   - To keep the member and go on to the next member, press [#].
   - To finish removing members, press [*].
2. When you have finished removing members, you return to the Editing Group Lists menu.

Deleting the group list

To delete the group list, press [3].

- You are asked to confirm that you want to delete the group list.
- To permanently delete the group list, press [1].
   - The group is deleted, and you return to the Group List menu.
- To cancel this option and keep the group list, press [*].
- You return to the group list's options.

Hearing the members of the group list

To hear the members of the group list, press [4].

- The members' spoken names play in order, and you return to the Editing Group Lists menu.

Recording a name for the group list

To record a new name for the group list, press [5].

1. After the tone plays, record a name for the new group list, then press [#]. The name you have recorded plays back to you.
   - To save the name, press [1].
   - To cancel the recording and record a new name, press [2].
   - To cancel the recording, keep the old recorded name, and return to the Editing Group Lists menu, press [3].

Reviewing existing group lists

If you want to review your group lists, press [3] from the Group List menu.

1. A message tells you how many group lists you currently have set up.
2. Each group list is read out in turn.
   - To select this group list, press [1]. You are then taken to the Edit Group Lists menu (described in Editing existing group lists).
   - To move on to the next list, press [#].
   - To return to the Group Lists menu, press [*].

Changing your autoplay settings for messages

By default, your account is set to play the main menu after you log on.

Autoplay allows you instead to go directly to your messages as soon as you enter your mailbox. It is described as a hands-free feature, because you do not have to press any buttons to hear your messages.

From the Hands Free and Timesaver menu:
   - if you want to change the autoplay settings of your standard messages, press [1].
   - if you want to change the autoplay setting of your urgent messages, press [2].

In each of the cases above the following options are then played.

1. An announcement states whether or not your VoiceMail messages are automatically played when you log in.
   - To switch this setting for VoiceMails, press [1].
   - To exit without making any changes, press [*].
2. After you have chosen an option:
   - An announcement states the new autoplay setting.
     » To confirm the change, press [1].
     » To return to the Autoplay Settings menu without saving your changes, press [*].
3. Once you have made your changes, you are then returned to the Hands Free menu.

Changing the play back of message headers and bodies
The time and date of each message is always recorded when someone leaves a message for you. This information is called the message header. You can choose whether the message header is played before each message.

If you wish, you can also prevent the content of your messages from being played automatically. This content is called the message body.

From the Hands Free and Timesaver menu, to change whether or not the message headers or bodies are played for your VoiceMails, press [3].

An announcement states whether the message header or body are set to play.
  • To switch the playback of the message headers on or off, press [1].
    • An announcement asks you to confirm the change.
    • To confirm, press [1].
    • To change your mind, press [*].
  • To switch the playback of the message body on or off, press [2].
    • An announcement asks you to confirm the change.
    • To confirm, press [1].
    • To change your mind, press [*].
  • You are then returned to the Hands Free and Time Saver Settings menu.
Note You cannot turn off both the playback of message headers and message bodies. If you turn off the playback of one, VoiceMail will automatically enable the other.

Managing your security options
To change the security features of your account, press [3] from the Mailbox Settings Menu. From the Security Options menu, you can
  • change your PIN
  • activate or deactivate the fast login feature
  • activate or deactivate PIN skipping.

Changing your PIN

    Step 1: Dial into VoiceMail system

    Step 2: From the Main Menu, Press (4) to Change Settings

    Step 3: Press (3) for Security Options

    Step 4: Press (1) to Change PIN

PIN Requirements

- Between 6-20 numbers/letters (for letters or words they need to be converted to numbers on telephone key pad)
- No more then 2 repeated letters/numbers/special characters in order. Example will not work: 1222576
- Complete PIN can not be sequential, forward or backward. Example will not work: 123456 or 654321
- Can not use telephone number or portion of phone number

If your new PIN fails one of these checks, you will hear an error message explaining why your PIN is being rejected.

Using the Fast Login feature

When you log into your account from another phone, such as a hotel phone or public payphone, you are asked to enter your telephone number and PIN. By default, if you are dialing in from the phone with which the account is associated, you do not have to enter the telephone number before entering your PIN. This feature is known as Fast Login.

If you prefer, you can set your account such that you must always enter the telephone number, no matter which phone you are using.

To change whether or not you use the Fast Login feature:

    Step 1: Dial into VoiceMail system

    Step 2: From the Main Menu, Press (4) to Change Settings

    Step 3: Press (3) for Security Options

    Step 4: Press (2) to Change Fast Login

    Step 5: Press (1) to change

Using the Skip PIN feature

Usually when entering your mailbox, you need to enter your PIN. However, it is possible to set up your mailbox so that you can enter it without using a PIN when calling from your own telephone. This feature is called Skip PIN.

Attention: *This feature saves time, but significantly reduces the security of your account. It means that any person with access to your phone will be able to listen to your VoiceMail messages, and to assume your identity when sending messages.*

If you want to change whether or not you need to enter your PIN at login:

Step 1: Dial into VoiceMail system
Step 2: From the Main Menu, Press (4) to Change Settings
Step 3: Press (3) for Security Options
Step 4: Press (3) to Change Skip PIN
Step 5: Press (1) to change

⟩ To work with Reminder messages Press [5]

Using the Reminders service, you can set VoiceMail to call your phone at a pre-arranged time. You can record a message to be played back during the reminder call, and you can set either a oneoff alarm call, or have them recur daily or just on weekdays.

Note *Reminder calls are delivered to the phone you use to set them up. If you want to deliver a Reminder to another phone associated with your account, log into your account from that phone and carry out the following instructions.*

To reach the Reminders menu, press [5] from the Main Menu.

The Reminders menu tells you whether you have any active Reminders and then presents a list of options. You can:

• switch whether or not Reminders are active
• add a new Reminder
• maintain your existing recurring Reminders
• maintain your existing one-off Reminders.

Each option is described in its own section below.

Activating and deactivating Reminders

If you wish, you can turn off the delivery of Reminders altogether. For example, you might do this is you are on vacation and do not wish to be disturbed with regular scheduled reminder calls.

1. Whenever you enter the Reminders menu, you will hear an announcement telling you whether Reminders are active or not.
2. To activate or de-activate your Reminders, press [1] from the Reminders menu.
3. You are then returned to the start of Reminders menu, which will announce the new state of your Reminders.

Adding a new Reminder

To set up a new Reminder, press [2] from the Reminders menu.

1. You are prompted to record your new Reminder and to press # when complete.
   - If you make a mistake, press [*] to cancel and start again.
   - On some versions of VoiceMail, you will hear a warning (either a sound or a system announcement) as you approach the maximum recording length for a reminder.
2. Once you press [#], the Reminder message will be played back to you for review.
   - If you are happy with the message, press [1].
   - If you want to re-record the message, press [2].
3. You are then asked whether you want to make this a recurring or one-time Reminder.
   - To make it a one-time Reminder, press [1].
   - To make it a recurring Reminder that is delivered every weekday, press [2].
   - To make it a recurring Reminder that is delivered every day, press [3].
4. If you have selected a one-time reminder, you must now select a date.
   - First enter the number of the month (from 1-12) during which you want the Reminder to be delivered.
     » After entering the month, wait for the next announcement, or press # to proceed immediately.

- Then enter the day of the month (from 1-31 as applicable), on which you want the Reminder to be delivered.
  - » After entering the day, wait for the next announcement, or press [#] to proceed immediately.
- Your selection is then read back.
  - » If the date of delivery is correct, press [1].
  - » If you want to change the delivery date, press [2}.
5. Finally, enter the time of day when you want the Reminder delivered.
  - First enter the hour (from 1-12) during which you want the Reminder to be delivered.
    - » After entering the hour, wait for the next announcement, or press [#] to proceed immediately.
  - Next enter the minute of that hour (from 0-59), on which you want the Reminder to be delivered.
    - » After entering the minute, wait for the next announcement, or press [#] to proceed immediately.
  - You are asked whether the time you selected is am or pm.
    - » To select am, press [1].
    - » To select pm, press [2].
  - Your selection is then read back.
    - » If you are happy with the time of delivery, press [1].
    - » If you would like to change the time of delivery, press [2].
6. The Reminder is now ready for delivery, and you are returned to the Reminders Menu.

Changing your Reminders

If you have already set up one or more Reminders, you can change them using the Reminders menu.

- To change your recurring Reminders, press [3] from the Reminders menu.
- To change your one-time Reminders, press [4] from the Reminders menu.

Whether you are working with recurring or one-time Reminders, the process is the same.

- The recording associated with each Reminder is played back, in sequence.
    » To change the Reminder, press [2].
    » To move on to the next Reminder in the list, press [#].
    » To return to the start of the list of Reminders, press [1].

Once you have selected a Reminder to change, you can choose from the following options.

- To delete the Reminder, press [1].
    » The details of the Reminder are played again.
        » To confirm the deletion, press [1].
        » To return to the previous menu, press [2].
- To change the date or time of the Reminder, press [2].
    » The details of the Reminder are repeated.
        » To change the date of the Reminder (for one-time reminders only), press [1].
        » To change the time of the Reminder, press [2].
    » You are then taken to the relevant step in Adding a new Reminder.
- To re-record the message associated with the Reminder, press [3].
    » The details of the Reminder are played again.
        » To re-record the message, press [1].
        » To return to the previous menu, press [2].
- You are then taken to the relevant step in Adding a new Reminder.

⊳ Managing erased messages Press [6]

After you have erased a message, you can still play, restore, reply to, and forward it until you disconnect from your mailbox.

To manage your erased messages, press [6] from the main menu.

At any time while listening to your erased messages, you can press [#] to skip to the next erased
message. You can also press [*] to return to the Main menu.

1. The erased messages play in order. Remember that you can alter the playback of your messages - for example you can rewind and play back an important point, or pause playback if you are interrupted using the playback keys as described in Playback keys.

2. Once the message has played, you can chose similar message options to those available to new and saved messages, as described in Message options section. There are the following differences.

   • Pressing [2] restores the erased message. The message is returned to your mailbox as a saved message.

   • Pressing [3] will permanently delete the message. The message is removed from your account completely.

Notes:

Greeting Length : 3 min
Message Length: 4 min
Inbox Message Retention: 30 days
Trash folder read and unread messages delete after 5 days

▷ Logging on as a different subscriber Press [7]

You may have a number of VoiceMail accounts (for example, separate home and business accounts), or you may have a group account used by a number of people, but accessed from the same number (for example in a family home). If this applies to you, VoiceMail allows you to log into another account without the need to hang up and dial in again.

To do this, take the following steps.

1. Press [7] while you are at the Main menu.
2. Depending on the type of account you have, you will hear one of the following options.
   - Either you can select another mailbox in your group account, in which case you have the following options.
   - You can transfer straight to the primary mailbox by pressing [1].
   - There is no need to enter a PIN in this case.
   - You can select a mailbox that has unheard messages by pressing the number associated with that mailbox. (You cannot transfer straight to mailboxes without any unheard messages.)

You will then be asked to enter the PIN for that mailbox followed by [#].

   - You can select another mailbox by pressing [#]. You must then enter the full number as described below.
     » Or, you cannot select a mailbox and must enter the telephone number or extension instead.
     » You must enter the telephone number, followed by [#], of the subscriber account you wish to use.
   - Enter the PIN for that account, followed by [#].
3. You are then transferred to that account and presented with the main menu, announcing any new messages as normal.

Within a Message

▷ Replying to messages Press [4]

When another VoiceMail subscriber leaves you a message, you can reply to it - either by leaving a VoiceMail, or by having VoiceMail call the person directly.

> **Note** *If the person leaving the message is not a Pioneer VoiceMail subscriber, you cannot reply by sending a VoiceMail. However, you can still call the sender directly.*

> *You cannot call the sender directly if they withheld their telephone number, unless you know their number by other means and you are permitted to enter out-dial telephone numbers when using this service.*

> *If, because of these restrictions, only one of the following reply options is available to you, it is selected automatically and the menu does not play.*

To reply to a message that someone else has left for you, take the following steps.

1. After listening to the message, press [4].
2. Then:
   - To call the sender directly, press [1]. If the sender withheld their number, you will be given the option of entering a telephone number.
   - Once the call is up and running, you can cancel a Live Reply call by pressing [*], and you will then return to the VoiceMail menu.
   - To record a VoiceMail message to send back in reply, press [2].
   - If the VoiceMail message was originally sent to multiple recipients, to record a VoiceMail message to send back to the sender and all the original recipients of the message, press [3].
   - To forward the message to someone else, press [4].
   - To send an entirely new voice message - for example, if the original VoiceMail reminds you to call someone else - press [5]. See Sending messages for detailed instructions.

⟫ Forwarding a message to someone else Press [5]

You can forward a message that someone else has left for you to a someone else, as long as the person who left the message did not mark the message private and the person you're forwarding to has Pioneer VoiceMail.

1. After listening to the message, press [5].
2. Enter the telephone number of the person you are forwarding the message to, and then press [#].
3. You hear the person's number or recorded name if available.
   - If you made a mistake and need to re-enter or erase the number you just entered, press [*] to cancel and start again.
   - If you want to add additional recipients, enter the additional number followed by [#]. You can do this as many times as required.
   - If you want to finish entering numbers and move to the next step, just press [#].
4. You then have the option to record an introductory message, which will be played to the recipient before the forwarded message.
   - If you want to record an introduction, speak after the tone. When you have finished recording your introduction, press [#].
   - If you do not want to record an introduction, press [1].
5. Press [#] to send the message immediately. Alternatively, for more delivery options (as described in Delivery options for messages) press [1].

   When you have finished choosing the delivery options, press [#] to send your message. You can also press [#] to send your message without changing any options.
6. When your message has been sent, you return to the original message.

Helpful Hints

The Helpful Hints menu tells you about many of the features of VoiceMail, and the keys you can use to move around within it.

The menu is broken up into a number of sections. You can move around the Helpful Hints menu in the following way:

1. Enter the Helpful Hints menu by pressing [0] from the Main menu or while retrieving your messages.
2. To step forward one hint, press [#].
3. To return to the first hint, press [1].
4. To return to the Mailbox Settings menu, press [*].

You can Press the following common keys at any point, in any menu.

- Press [8] to pause activity for 30 seconds Press any key to continue.
- Pressing [*] repeatedly to work you way back through the menus until you reach the main menu.
- Press [#] when recording will indicate the end of the input; otherwise it is used to move forward in list of options.
- Press [0] at any time to get help.

You can Press any of the following options while listening to your messages.

- Press and hold [6] to increase the volume of the message.
- Press [7] to slow the playback of the message.
- Press [8] to pause playback of the message for up to 20 seconds.
- Press [9] to speed up the playback of the message.
- Press [77] to skip back 5 seconds.
- Press [99] to skip forward 5 seconds.

Problems logging in

If you enter the wrong PIN, you will have three more attempts, before VoiceMail terminates the call. If this happens, you can then redial immediately and try again.

However, if you fail to log on six times in a row, VoiceMail will lock you out for a specified period, usually 24 hours. This is to protect the security of your account. You will hear a message informing you that you have been locked out and any attempts to sign in during this period will be rejected.

Contact Pioneer if you have difficulty signing in to VoiceMail. They may be able to unblock your account for you.

Pioneer
CONNECT

pioneer.net • 888-929-1014
Monday-Friday, 8:00am–4:30pm

Philomath
1304 Main St.
Philomath, OR 97370

Waldport
575 West Willow
Waldport, OR 97394