## Accessing Voicemail

*From your landline phone, dial the voicemail access number, xxx-xxx-8311.*

The first time you access the new voicemail system, you will enter the default PIN which is 0000. Once the PIN is accepted, you can choose Option 8 to change your PIN.

Once your PIN is accepted you'll be presented with three options to choose from with your keypad

**1** **Message Center** – to listen to new and saved messages, compose a message or recover deleted messages

**6** **Administer your account - to configure and record greetings,** mailbox preferences and attendant features

**\*** **Exit the system -** this can also be achieved by just hanging up the call

Keep in mind that **✳** also takes you back to the previous menu while navigating the voicemail user interface

## Compose a Message

The Voicemail system lets you record messages and deliver them to one or more recipients. To do that, get to the message center (option 1 on the main menu) and select option 4: Compose a message. The system will ask you to record your voice message and press # when finished. After the message is recorded, you can select the following options:
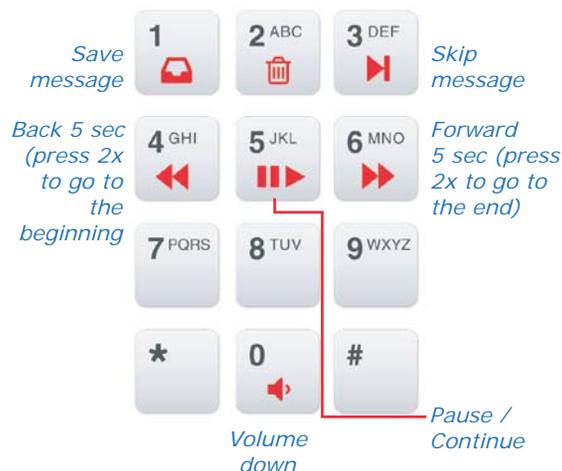
*2* Playback Recorded Message
*3* Re-record Message
*4* Mark Message as Private or High Priority
*5* Select Recipients for Message
*6* Schedule Future Delivery of Message
*\** Return to the Message Center Menu

Composing a message is a very useful feature when you want to leave a reminder to a colleague that needs to complete a task. You can set a future delivery date and a new voicemail will appear on his/her voicemail inbox on the designated date and time.

## Message Center

Here you can listen to new, saved or all messages (options 1, 2 and 3), compose a message (4) and recover messages deleted during this call (5).

During message playback, you can perform multiple actions using you phone keypad:



*Save message* — 1
*Skip message* — 3 DEF
*Back 5 sec (press 2x to go to the beginning)* — 4 GHI
*Forward 5 sec (press 2x to go to the end)* — 6 MNO
*Pause / Continue*
*Volume down*

After listening to a message you have the following options:

1 Save Message
2 Delete Message
3 Skip Message
4 Listen Again
# More Options

3 Forward *(see compose a message)*
5 Message Timestamp
6 Message Envelope

# More Options

## Wakeup and Reminders (7)

Pioneer Voicemail lets you setup wakeup calls and reminders. You can ring your own phone or another number. The Wakeup and Reminder menu has the following options:

**1** **Wakeup**– enable and disable wakeup calls Schedule a weekday and/or weekend wakeup call

**2** **Reminder** – Schedule a one time, daily, weekday and/or weekend reminder. You can decide if you want the reminder to ring your own phone or another phone or if you just want a voicemail message to be deposited in a mailbox at a designated time

# *Voicemail*
## *Quick Reference Guide*

⊚ **Pioneer**

## Administer Account

This menu branch lets you manage all your mailbox account options including:

**2** greetings

**4** mailbox preferences (including notifications)

**6** attendant options (if you want to enable someone to manage your messages)

**7** wakeup and reminder options

**8** additional options (PIN change, groups, auto-login and prompt levels)

**\*** You can press "star" to return to the main menu

## Administer Greetings (2)

Selecting greetings will present you with a new menu:

PRESS

**1** **To administer Primary Greeting** – choose a standard system greeting, a system greeting personalized with your name or a custom greeting recorded by you

## Mailbox Preferences (4)

**1** **Message Ordering** – choose the order in which messages are played back. The options are: newest first, oldest first, by priority or by sender.

**2** **Autoplay** – If enabled, the system will play messages immediately after logging in, rather than presenting menu options

**3** **Envelope** – choose the level of information to be presented on the message envelope

**4** **Sub Mailboxes** – Configure optional multiple mailboxes

**5** **Notifications** – enable/disable notifications via Message Waiting Indicator (MWI) light, SMS/Text message, Phone Call, Missed Call, Email or Callback

## Additional Options (8)

Here you have the following options:

**1** **Change PIN** – change your voicemail PIN. The system will ask you to enter a new PIN from 4 to 8 digits and then re-enter it again for confirmation.

**2** **Group List** – This option lets you create groups of users that you can later use to deliver recorded messages. The system assigns a 2-digit number from 11 to 25 to the group, you are then allowed to record a name and add phone numbers to the group.

**5** **Launguage**

### Options for Caller

When you are the one calling and you get sent to voicemail, you also have options.

## After Message Deposit

Once the recording is complete, you can do the following:

**#** **Send Message** deposit in mailbox and exit

**2** **Add to your message** add more information to the recording

**3** **Delete** – to discard the recording

**4** **Message Priority** mark the message as high or normal priority

**5** **Listen** to listen to your recording

**7** **Delivery Options** – to mark the message for private or normal delivery

**9** **Exit** to leave the voicemail system