VoiceMail Subscriber Guide

Introduction:

Thank you for choosing PriorityONE VoiceMail!

The VoiceMail service includes many features that allow you to more effectively handle your voice communications.

Feature:	*Benefit:*
• **No extra equipment to purchase, maintain or set the time and date.** • **VoiceMail takes messages automatically** • **VoiceMail works when your power is out or your phone is not working** • **VoiceMail can take more than one call at a time.** • **VoiceMail can be accessed from any phone.** • **VoiceMail can be delivered to your email.**	• **Less cost and time required to manage the equipment; including connecting to your phone line, setting the time, finding a power outlet and a place to put an answering machine.** • **Calls to your phone are answered if you are busy, on another call or not available to take a call.** • **Consistent and reliable service day and night; no machine to get unplugged.** • **If you are really busy, you will not miss a message due to a busy signal.** • **Easy access to your voice mail messages at your desk or on the road.** • **VoiceMail records the spoken message and delivers all of the call details to your email for easy access and archiving.**

To reach customer service please call:
- 611 from your home phone, or
- 541-975-5600 or 1-877-975-5600

Getting Started and Advanced Usage.

Normally, you can setup your personal greeting and be ready to get your messages in less than 5 minutes.

If you pick up your home phone and **dial * 98** you can listen to the options and customize your VoiceMail.

The following sections provide more details:

Getting Started:

1.1   Recording your personal greeting

The telephone number that is subscribed to VoiceMail is referred to as the "home phone".

From your home phone
dial: * 98

You will hear the VoiceMail system speak the status of your VoiceMail box,
PRESS: 0

Do not need to record a busy message. To record your unavailable message,
PRESS 1

After the tone, clearly speak the voice mail greeting message you want callers to hear
For example: "This is Jane, sorry I missed your call, please leave a message." when finished
PRESS #

To make sure the greeting is what you want, listen to the greeting you just recorded:
PRESS 2

If you want **to re-record your greeting PRESS 3** or **to accept your greeting PRESS 1**

You can now hang up your phone.

1.2   Accessing your messages from your home phone

The telephone number that is subscribed to VoiceMail is referred to as the "home phone".

From your home phone
dial: * 98

The VoiceMail system will tell you if you have any messages.

To begin listening to new voice mail messages **PRESS 1**

Additional options will be spoken to you as you listen to your messages.

Any message older than 21 days will be permanently erased automatically.
Messages less than 3 seconds are not recorded.
Maximum message length is 3 minutes.
Message recording will stop after 5 seconds of continuous silence.

You can be notified that you have a new message using several options:
- When you pick up your home phone and hear your dial tone stutter, this may be used to indicate you have a message.
- You can have your phone ring once after the first new message has been received.
- Your telephone equipment on your home phone may have a "visual message waiting indicator" feature that turns on a light or displays a message on a caller ID display.
- Your email system may notify you when a new email message arrives if you chose to have your VoiceMail delivered to your email.

Please see the front of this guide for information on how to contact customer service.

1.3   Accessing your messages in your email

The telephone number that is subscribed to VoiceMail is referred to as the "home phone".

Access your email account provided to PriorityONE to receive VoiceMail messages.

Be sure you have set your email account to trust email sent to you from: **voicemail@p1tel.com** so that your VoiceMail messages sent to your email are not misdirected to a spam folder, quarantine or other area out of your email In box.

When a new VoiceMail message is recorded for your home phone, the message should be delivered to your email account. Attached to the message will be a file you should be able to double-click to hear the recorded audio message. If your computer can play other sounds you should be able to play the attached "WAV" file.

1.4   Accessing your messages away from home

The telephone number that is subscribed to VoiceMail is referred to as the "home phone".

Dial your home phone.

While your VoiceMail greeting is playing **PRESS ***

When prompted you should **enter your personal identification number**

You can press # or just wait a few seconds, and then you will have access to your VoiceMail service options just like at your home phone.

1.5   Recording your temporary greeting

Normally, your "unavailable" greeting is played to callers. However, if you are going to be away from your phone for a temporary period, such as on vacation or you are having different office hours, you can record a "temporary greeting" that is played instead of your "unavailable" greeting. When you return, you can delete the temporary greeting which will cause your unavailable greeting to be played without the need to re-record the unavailable greeting.

To activate a temporary greeting:

Access your VoiceMail service by dialing * 98 from your home phone or see section 1.4 above if you are away from your home phone.

For mail box options
Press 0

To record the temporary greeting or if you want to delete an existing temporary greeting
Press 4