Thank you for choosing Pioneer Home Phone service. Included with Pioneer's Residential Home Phone service is access to three (3) different web portals to help you manage your service and view usage.

1. **e-911 Emergency Routing Service portal:** This portal is used to update the subscribers 911 address associated with their VoIP Home Phone service. The subscriber is responsible for registering and updating the 911 address of where you are currently using Pioneer's VoIP Home Phone service. An accurate 911 address is necessary in the event 911 services are needed. Pioneer is not liable for ensuring the validity or accuracy of any 911 address registered. When using the VoIP Home Phone mobile app (Pioneer Smart Office), the cellular device coordinates are used when dialing for 911 service. To access the 911 Emergency Routing portal, visit https://e911.gopioneer.com

2. **Voice mail Messaging Portal:** This portal is used to access Voice mail messages and manage all aspects of your Voice mail service. From this portal the subscriber will be able to listen to messages, change greetings, add contacts and more. The Residential Home Phone service does not allow the Fax, Attendant, or Lists options. To access the Voice mail Messaging Web Portal, visit https://hostedvm.gopioneer.com

3. **End-User Portal:** This portal is used to manage your home phone options. You will have the options to view call logs, customize routing of calls and manage contact lists. If you choose to not customize your options, default options will apply. To access the End User Portal, visit https://eup.gopioneer.com

911 Emergency Routing Portal Quick Reference Guide

The 911 address provided by the VoIP Home Phone subscriber at the time of installation will remain constant unless updated by the subscriber through the portal provided below. Pioneer is not liable for ensuring the validity or accuracy of the 911 address after the initial activation of the VoIP Home Phone service.

To update the 911 location of your Residential Home Phone, visit:
https://e911.gopioneer.com

Once the Residential Home Phone is activated, the subscriber will receive an email from "Intrado" with a link to the 911 Emergency Routing Service website so that the subscriber can set up a Password.

1. At the portal login screen, enter your email provided to Pioneer and the password that was set up via the link from Intrado.
2. For your convenience, please make note of the login credential below.

   a. Username (email address) _____

   b. Password _____

**Pioneer**

911 Emergency Routing Service

Username *
_____

Password *
_____

SIGN IN

Forgot your password?

3. To manage the 911 service address, click on the **Provisioning** tab. There will be fields within this tab and portal that will not pertain to your service. Not all functions are enabled for Pioneer's Residential VoIP Home Phone service. Unnecessary changes made by you could affect your phone service.
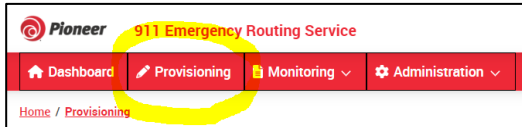
4. On the **Provisioning** tab, you can view and manage your personal 911 Service Address (ERL INFORMATION). Click on the Edit tool to manage the provisioning.

Showing 1 to 1 of 1 entries

EDIT	SUBSCRIBER ID	ERL INFORMATION	ERL NAME	ADDRESS STATUS	ACCOUNT NAME	LAST UPDATED
	(405) 375-0951	303 5TH ST, KINGFISHER, OK 73750 BUILDING K	DONNA GORE TEST	Pending - Civic	Donna Gore Test	2022-06-07 @ 01:19:02

Records per page 10 ⌄   Previous **1** Next

5. After you click on the Edit tool, the window below will open. In this window you can update your 911 Service Address and Notification information.

Subscriber ID: is your VoIP Home Phone number and can't be modified.

ERL Name: Subscriber Name

Update the House Number, Street/Rd, City, Country, State and Zip to the new 911 service address.

Location: can provide greater detail such as a Building # or Unit #, etc.

Use the **Notifications** box to update the email address of who is to receive an email when Provisioning information is updated.

Don't forget to click on SAVE, once you have made updates.

6. **Administration tab –** This tab is used to manage multiple users on an account. However, with our Residential VoIP Home Phone service, there is only one user assigned per account. **DO NOT change the user information, including NAME, EMAIL, PASSWORD or PHONE NUMBER** or your VoIP service will no longer be active.

How to check your Voice Mail

Subscribers also have the option of checking messages and changing greeting through a more traditional method, simply by using a telephone.

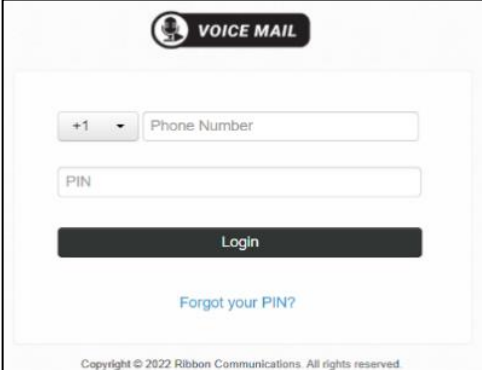**To retrieve Voice mail messages from your telephone:**
1. Dial 405.375.8441
2. Follow the prompts for Subscribers by pressing #.
   a. Enter your phone number, then press #
   b. The default Voice mail PIN is 1357. It is strongly recommended that users change the PIN for added security.

Voice Mail Messaging Portal Quick Reference Guide

Manage call logs and access Voice mail messages. Voice mail messages can be played from this portal or a telephone.
1. Visit https://hostedvm.gopioneer.com

2. Enter your 10-digit phone number and the **default PIN, 1357**, to login.

   **NOTE: If you have a new voice mail message, the subscriber will hear a stuttered dial tone when the phone receiver is lifted.


After successfully logging in to the Voice mail Messaging portal, the **Home** tab
will allow several options. This Reference Guide is to help you with the basic functions.

1. The top navigation tab provides quick access to **Messages**, **Contacts**, and **Options** menus.

2. Manage your Messages, Contacts and Options from the icons located on the **Home** page.

3. Access your Account settings and options by clicking **My Account** option on the top right of the top navigation bar

4. You can also access **Voice Mail Messages, System Greetings** and notifications settings located in the panel located on the right side of the **Home** page.
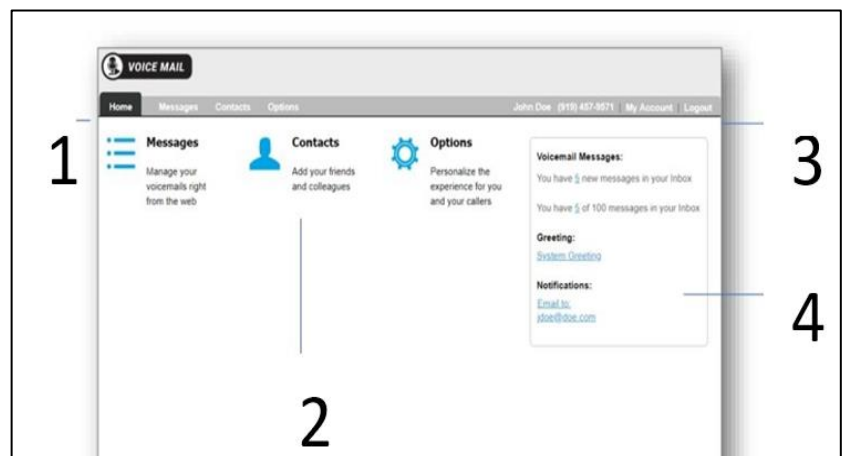
Messaging Portal - Messages
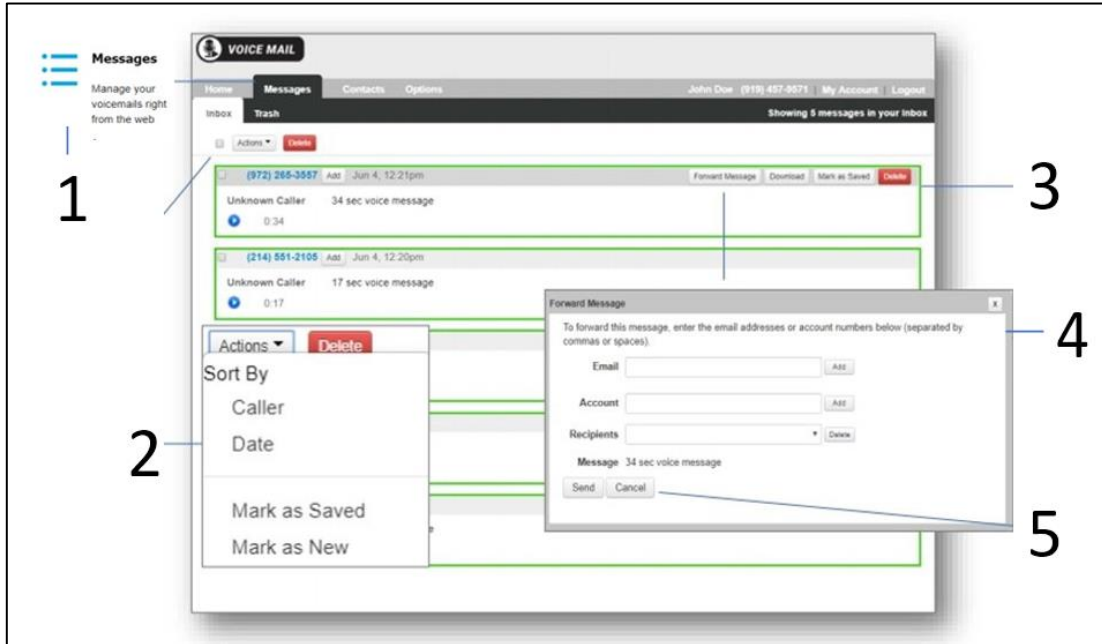
1. Navigate to the **Messages** menu by clicking the **Messages** icon on the home page or by selecting the **Messages** tab on the top navigation bar.

2. To manage multiple messages, check the box next to the desired message or select the box located at the top of the menu. Next click the **down arrow** on the **Action** tab and select the action of choice.

3. When a message is selected menu options will be presented. Select an option by clicking the box of choice.

4. Forwarding: If selected, a forward message wizard will appear with necessary steps required to forward the message selected.

5. Once all fields are entered, click the **Send** button.
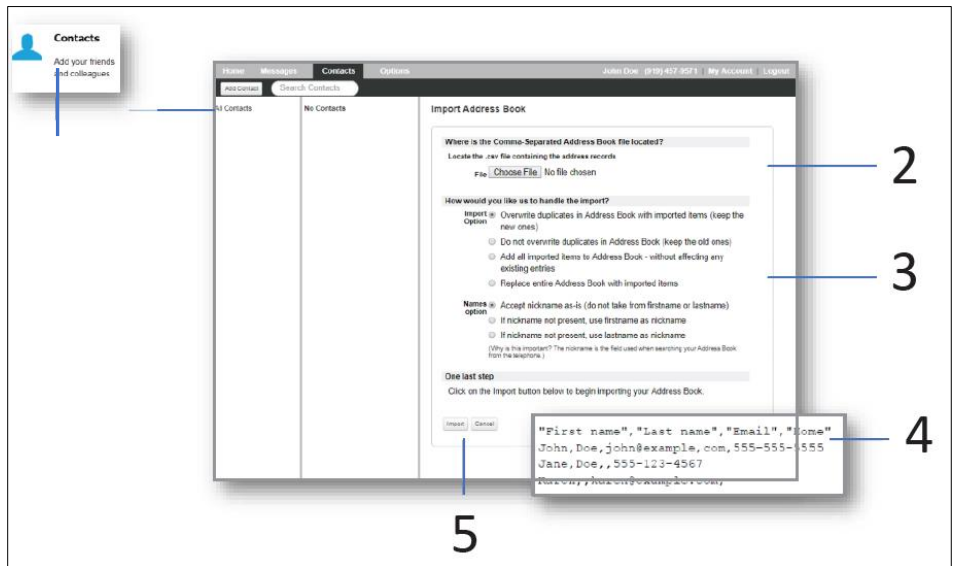
Messaging Portal - Contacts
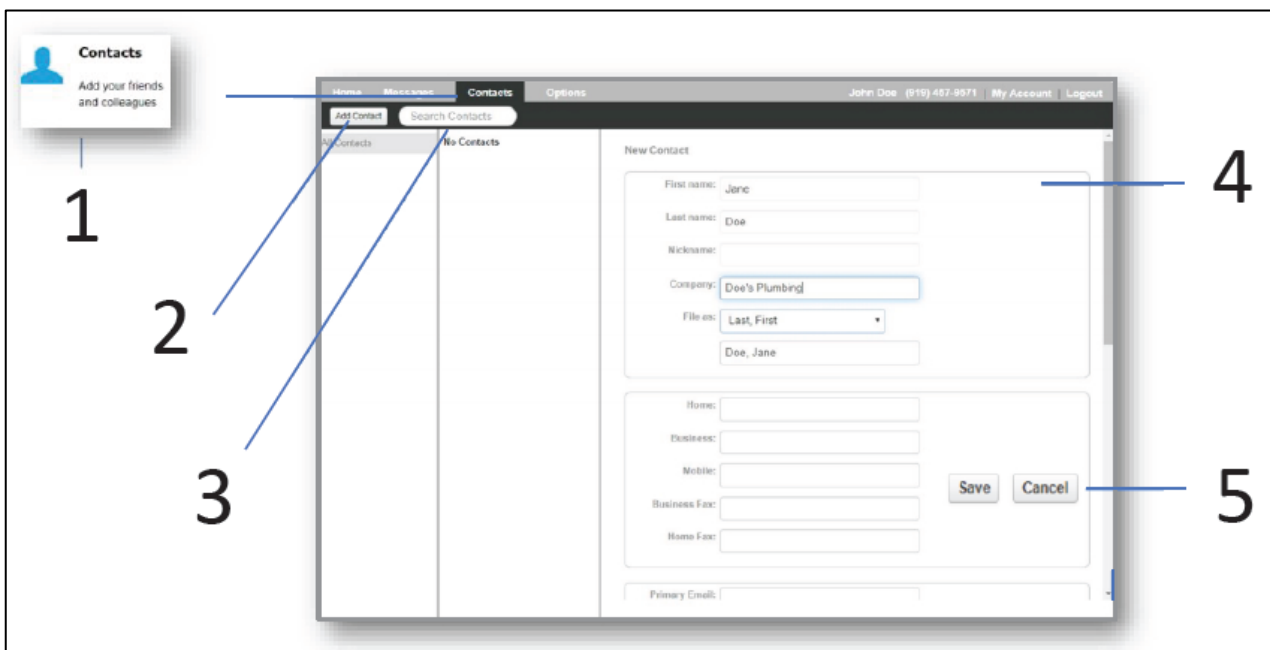
1. Navigate to the **Contacts** page by using the **Contacts** icon located on the **Home** page or by selecting the **Contacts** tab from the top navigation bar.

2. Select the Add Contact box to add new Contact details.

3. Type into the **Search Contact** window to search and update an existing contact.

4. Update **New Contact** information in the fields provided.

5. Select the **Save** button to save your new contact details.

Messaging Portal – More about Contacts

1. Navigate to the Contacts page by using the **Contacts** tab located on the **Home** page or by selection the Contacts tab from the top of the navigation bar.

2. Click the **Choose File** button to select a file to be uploaded.

3. Click the radio button for the **Import Option** you wild like to apply to your imported list.

4. Note: The import file should be a .csv format and the first row of your .csv file should identify the contact fields (for example, "First name", "Last name", "Home") with each contact entry on a new row.
   NOTE: Each contact entry must have either a first name or a last name entry.

5. Click the **Import** button to begin the import process.

## Messaging Portal - Options - Voicemail

1. Navigate to **Options** tab on the top navigation bar and select the **Voicemail** sub-menu tab.

2. Select the **Message Ordering** preference from the options provided.

3. Determine the **Message Header Size** preferred and click the appropriate radio button.

4. Select the desired **Prompt Level** option.

5. Set-up an **Auto login** option by entering the phone number that you will be calling from to check messages.
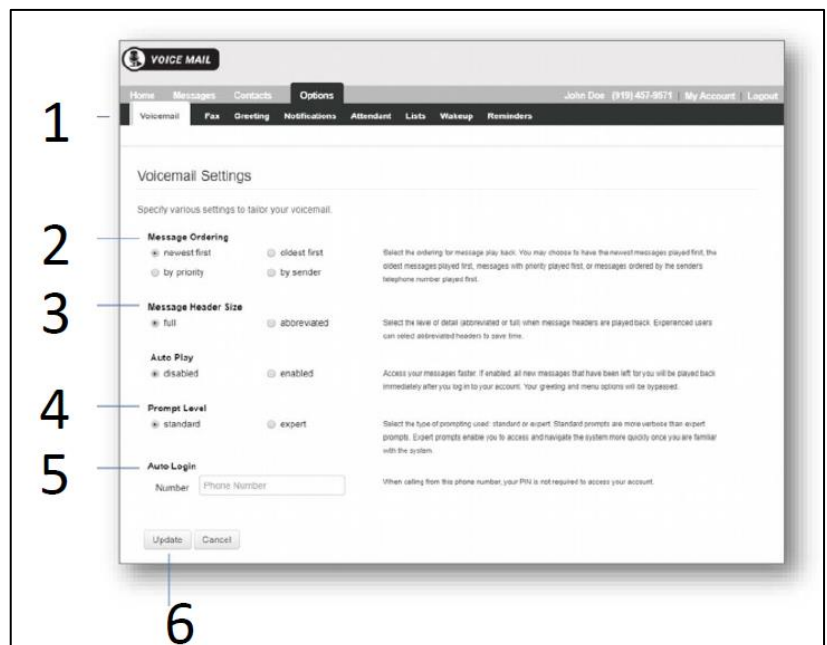
6. Once selections are complete, click the **Update** button to save your settings.

Messaging Portal – Options - Greetings

1. Navigate to the **Greetings** menu by using the quick link on the **Home** page or tab by selecting the **Options** tab from the top navigation bar and the **Greetings** tab from the sub-menu tab

2. Select the type of Greeting from those provided by clicking the radio button or check box on the left side of each option.

3. Click the **Record** or **Import** button and follow the steps provided in the greeting wizard.
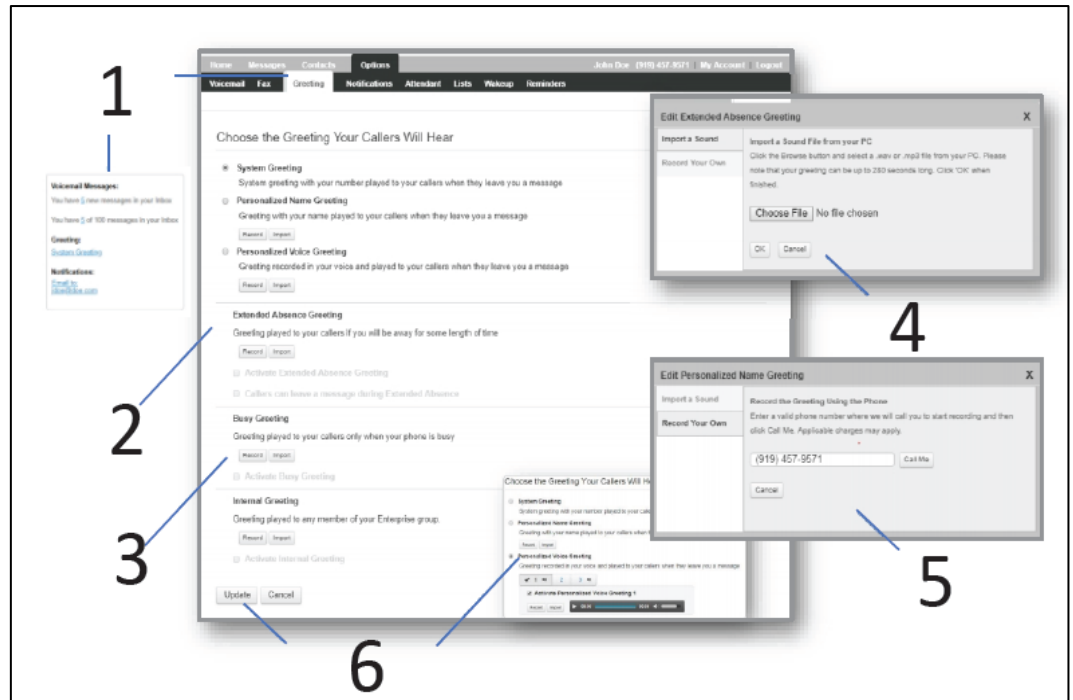
4. To record a greeting, click the **Record your Own** option on the left tab and enter the phone number where you would like to be called and click the **Call Me** button. The system will call you and record your greeting, select the **#** key on your phone to save the recording.

5. To upload a pre-recorded greeting, select the **Import a Sound** option on the left column and click the **Choose File** button and elect **OK** to save.

6. Listen to each recording and activate by clicking the **Update** button.

Messaging Portal – Options - Notifications

The system will notify you with an email or a phone call when a message is left in your mailbox. Remember, by default you will hear a stuttered dial tone when you pick up your phone receiver if you have a Voice mail message.

1. Navigate to the **Options** tab and select the **Notifications** option.

2. Select *how* you would like to be notified by checking the appropriate box and entering your **Email** address and/or **Phone** number.

3. Select *when* you would like to be notified by checking the appropriate **Days** box and entering the time of day using the scheduling tools provided.
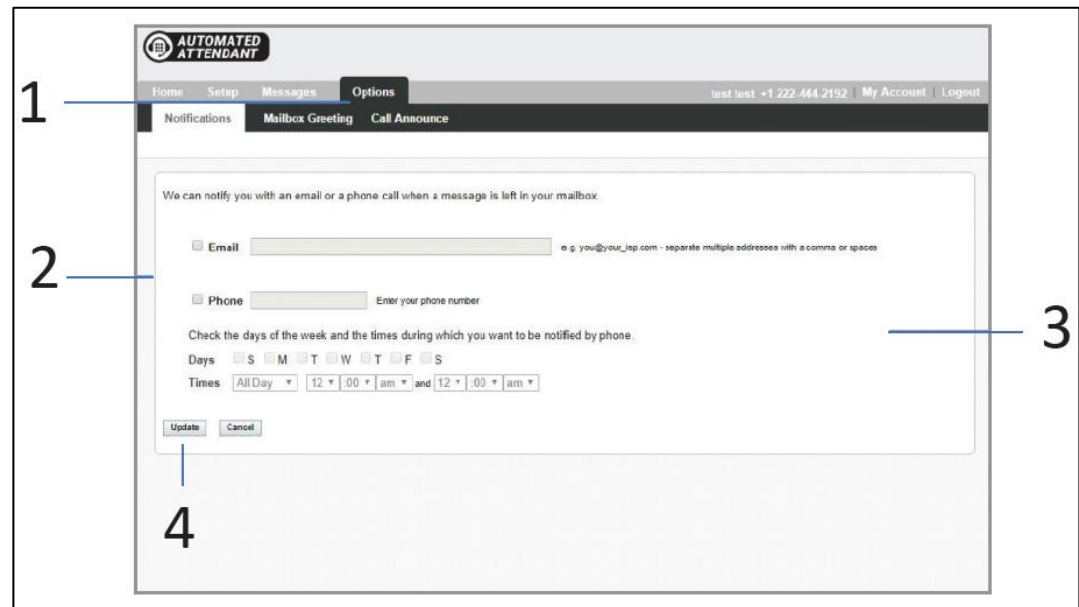
4. Click the **Update** button to save the **Notifications Schedule**.

Messaging Portal – Options – Wakeup

Stay organized and on time with a wakeup call whenever you need one. Create a wakeup call by clicking the Schedule Wakeup Call button, or click a wakeup call in the list to edit.

1. Navigate to the **Options** tab and select the **Wakeup** sub-menu tab.

2. Select how you would like to receive wakeup calls by clicking the Schedule Wakeup Call button.

3. Complete the Schedule Wakeup Call fields by providing a Phone Number.

4. Schedule your wakeup calls by providing the Phone Number, Dates, Time and Frequency in the fields provided.
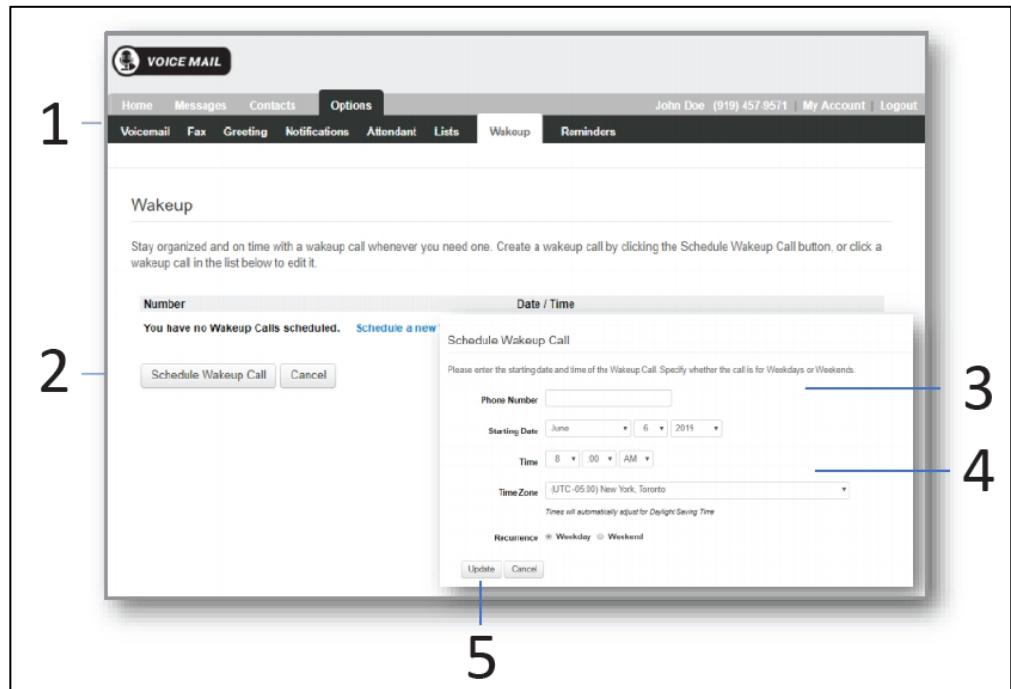
5. Once complete, select **Update** to save your settings.

Messaging Portal – Options - Reminders
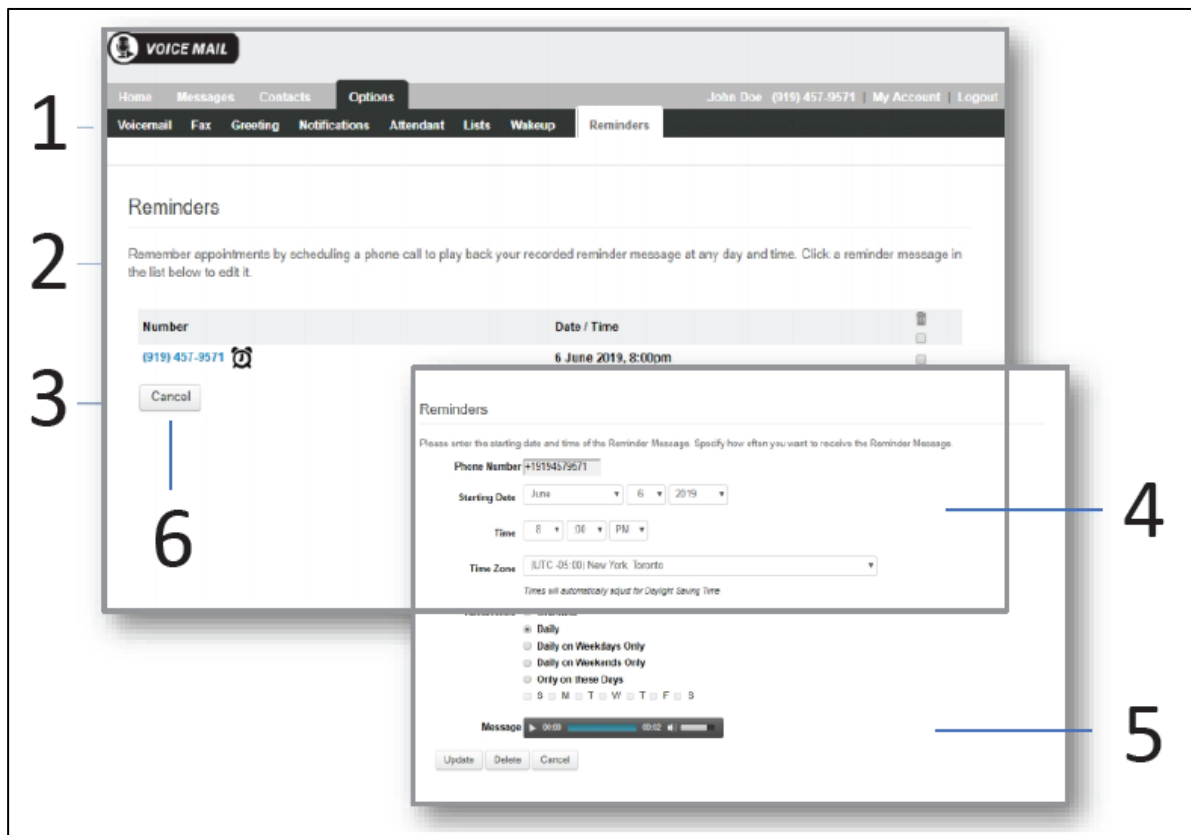
1. Navigate to the **Options** tab and select **Reminder** sub-menu tab.

2. When reminders are set up the telephone interface, they appear in the **Reminder** options page.

3. To update a reminder, click the telephone number highlighted in blue.

4. Update the reminder details by updating the fields provided. Fields that can be updated are Phone Numbers, Dates, Times, and Recurrences.

5. To listen to the pre-recorded reminder Message, click the play arrow button.

6. To cancel a reminder, click the reminder check box and click the **Cancel** button.

NOTES:

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End-User Portal Quick Reference Guide

You will need the following to log in to the User Web Portal:

1. The web address for the User Portal is https://eup.gopioneer.com. From this portal you can manage your Residential Home Phone service. All setting will set at the default settings unless you change them in the End User Portal.

2. The User ID and Password for your Home Phone service provided to you during the initial installation of your service by a Pioneer Technician.
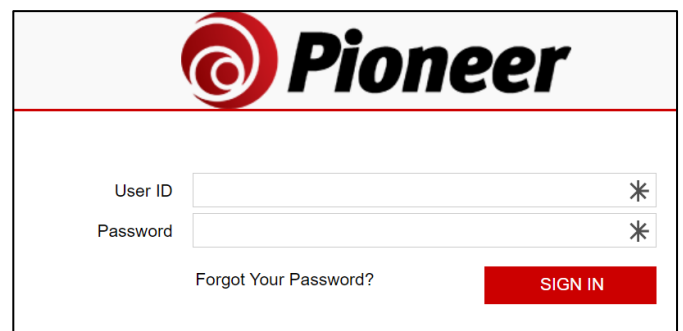
End-User Portal login:

1. Go to the Portal website, https://eup.gopioneer.com

2. Enter your User ID and Password the login screen and click **SIGN IN**. (Kandy is our Residential Home Phone provider.)

   NOTE: This login is the same login credentials as you will use with the GoPioneer Smart Office mobile app if you choose to use it.

   User ID _____

   Password _____

Call Logs and Voicemail Messages

Manage call logs and access voicemail messages. Voicemail messages can be played from this tab.

The **Event** column shows the type of event or call.

The **Contact/Number** column displays the name or number associated with the event.

The **Status** column displays the voicemail state or status.

The **Time** column displays the date and time an event. occurred.

One-click to listen to voicemail

Message playback controls

Enabling the check box selects items that will be deleted.

The **Duration** column displays the length of the event.

End-User Portal – Address Book Contacts

Add, manage, or edit your personal address book contacts. Your personal address book is completely under your control; simply add entries and then edit and organize as you see fit.

Sort contacts by name, SIP address, or by group

Click First Name to edit that contact's information

Easily export contact list to a .csv file

Search the address book for a specific contact

View/search the directory

Manage personal groups

Edit the personal information that shows up in the directory

Add a new personal contact

Import contacts from a .csv file

Enable the check box next to Contacts - Select Remove Contact to delete

Not all contacts have a SIP address

End-User Portal – Voicemail Settings

Update Voicemail settings, greeting and e-mail notifications. User can also update greetings when access voicemail box through voicemail number, 405.375.8441.

The phone number that is used to dial voicemail

Set PIN for accessing voicemail

Receive notification about new voicemails via email

Enter an e-mail address for notifications

Define voicemail message playback order (oldest or newest first)

The solution offers pre-recorded greetings as an alternative to a personal greeting. A busy signal can also be played (ideal for common areas, fax machines, etc).

Enabling personal greetings overrides the default generic greeting.

Once all changes are made select Save Settings

End-User Portal – Call Routing Rules

Create call routing rules to improve how calls are routed and managed; redirect calls based on simple filtering parameters. It's easy to ring multiple devices to increase your access to callers or conversely screen calls or send all calls to voicemail to preserve privacy.

Call Screening enhances privacy including the option to reject all anonymous calls or to send all calls directly to voicemail

Call Redirection enables you to redirect inbound calls to multiple devices and phone numbers

Simultaneous Mode
Simultaneous Mode enables you to add phone numbers (such as a mobile number or home number) that all ring at the same time (in parallel) if someone calls your office number.

You can define how many rings the caller hears before the call is transferred to your voicemail. (if voicemail is disabled the caller will hear a disconnect tone).

Sequential Mode
Sequential Mode enables you to add phone numbers (such as a mobile number or home number) that ring after your office number is unanswered.

You can define a string of numbers that ring in sequence to locate you. If no one answers, the call will be transferred to your voicemail (if voicemail is disabled the caller will hear a disconnect tone). Users should be attentive to the total number of rings they define as an extended period of ringing may not be acceptable to callers.

Presence Based Mode
This mode uses your Presence status to determine if a call should be redirected to another number. For example, if you are **not available** and someone calls, you can forward those calls to your mobile phone.

You can define the Number of Rings, the forwarding number and the Presence status that triggers call redirection.

Residential Home Phone Mobile App

Digital Phone Mobile App Set Up

To set up your Pioneer Smart Office* mobility app:

1. Download the Pioneer Smart Office app. Simply point your mobile device camera at the QR Code or search your app store, then install the app.
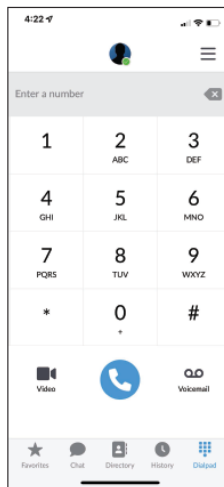
2. Follow the instructions on the app. Must enter the **entire** Username and Password provided by Pioneer when your service was activated.
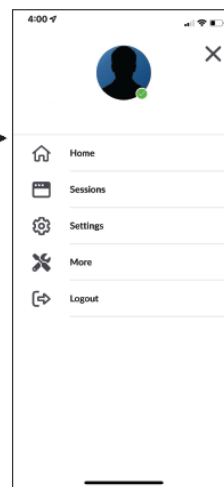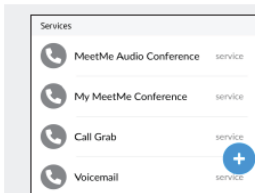
Username

_____

Password

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*Username and Password cannot be changed. Residential digital phone subscribers access mobility through the Pioneer Smart Office mobile app.

Home Screen – Dialpad Tab

Navigation Screen

Pioneer

GoPioneer.com
888.782.2667

Move an Active Call to Your Mobile Phone

While on an active call, it may be desirable to move the call to your mobile phone. The app's Call Grabber feature lets you seamlessly move an active call from your home phone to your mobile.
1. Navigate to the **Favorites** tab on the app home screen during an active call.
2. Select **Call Grab** will pull the active call on to your mobile phone – the other end *will not* be placed on hold or hear any clicks or noises –it's seamless!

| ☰ **Main Menu** Select to access Sessions, Settings, More & Logout	🕐 **History** Access incoming, outgoing and missed calls.	▦ **Dialpad** Make audio calls and call voicemail	👤 **Directory** Access mobile contacts. Click to call.	⭐ **Favorites** Easy access to frequently used contacts and services, add new contacts

Creating Favorites

Adding favorites creates a quick way call your most frequent contacts.
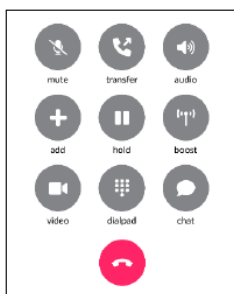
To add a favorite:
1. Any user can be added to your Favorites by selecting them from the Directory and then accessing their Profile
2. Once the user's Profile is open, Click ADD.
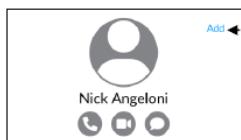
Click Add to Add to Favorites

Nick Angeloni

Settings

Calling Modes (WiFi and Cellular Data)

The app allows a user to choose the default WiFi or Cellular network for outgoing calls. Users will likely want to select Internet Connection for both WiFi and Cellular Data. However, if Cellular data services tend to be poor in your area, it may be advantageous to select Native Mobile Call to use your mobile voice services.

Other settings for setting default sort options, language, your mobile number Services to enable.

Choose Theme as Light or Dark. System Default will use your mobile settings.

Cellular Data charges will apply if not using WiFi.

Calling Mode - WiFi	Cancel
Blocked	
Internet Connection	✓
Native Mobile Call	
Call Me Back	
Ask on every call	

Preferred Theme	Cancel
System Default	✓
Dark	
Light	

Call Control

Easily manage an active call including features such as hold, transfer and conference.

mute | transfer | audio
add | hold | boost
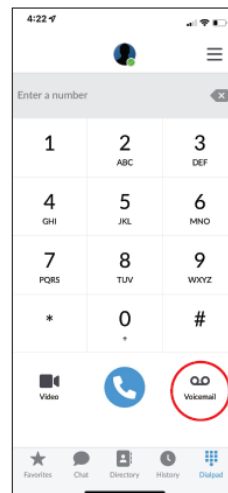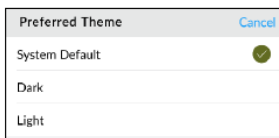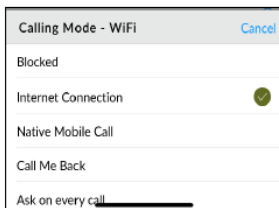video | dialpad | chat

Voice Mail

1. From the dialpad select voicemail at the bottom right of the screen.

2. When prompted, enter the temporary default PIN 1357, followed by #.

3. When prompted, enter a new PIN, which will then be your personal PIN to use when accessing your voicemails.

Transfer a Call

1. Select Transfer while on an active call.
2. Choose a Favorite, Directory Entry or Use the Dialpad to dial another number.
3. The call will transfer once the second party answers.
4. If you need to go back to the ongoing call, click the green bar at the top of the screen.

NOTES:

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All Support information provided in this document are also on the GoPioneer.com Support site, click here.

888.782.2667

GoPioneer.com