

**CALL PILOT VOICE MAIL  
QUICK REFERENCE GUIDE  
POUGHKEEPSIE STATE OFFICE  
BUILDING  
OFT Help Desk 1-888-784-4647**

**INITIALIZING YOUR VOICE MAIL**

**LOG IN**

**Dial 3361** or Press **MESSAGE** key and

From your desk – Press # **sign** or

From another desk – **YOUR extension and # sign** (or)

Outside the building – **Dial 437-3361, and then Extension number and # sign**

**ESTABLISHING  
NEW PASSWORD**

Your default Password is “0” + Your Extension and # sign

New Password can be 4 – 16 digits long

**Cannot be your extension, single digit repeated or consecutive digits**

Press **84**

Enter **Old Password** and # **sign**

Enter **New Password** and # **sign**

Enter **New Password** again and # **sign**

**RECORD  
YOUR NAME**

Press **82**, Then Press **9**

Press **5**, wait for tone

Record name, press # **sign**

Press **2** to listen to name

To delete and re-record press **76**

**FUTURE LOGINS**

**LOG IN**

**Dial 3361** or Press **MESSAGE** key and

From your desk – Press # **sign** (or)

From another desk – **YOUR extension and # sign** (or)

Outside the building – **Dial 437-3361, and then your Extension number and # sign.**

**Then:**

Enter **new password** and # **sign**

**PLAYING YOUR MESSAGES**

Log on to Mail Box

Message will be played automatically.

**END OF MESSAGE OPTIONS**

**76** – Delete (76 is also used to undelete during current session)

**6** – Next Message

**4** – Previous Message

**86** – Enter message number and # sign for specific Message

**9** – Call Sender

**71** – Reply to Sender

**73** – Forwarding a Message

**PLAY BACK CONTROLS**

**1** – Skip Back

**3** – Skip Forward

# - To Pause and

**2** – To Continue

**72** – To Play Envelope

**21** – Play message slower

**23** – Play message faster

**CREATING YOUR PERSONAL GREETING**

Log into your Mailbox

Press **82** and enter one of the following:

**1** – For **External Greeting**

**2** – For **Internal Greeting**

**3** – For **Temporary Greeting**

**9** – For **Personal Verification**

Press -

**5** – begin recording

**2** – to playback

**76** – to delete or

# - to approve

**4** – to exit

**Temporary Greeting**

**To set Expiring Date and Time:**

Press **9** – enter Month (2 Digits) and #, Date (2 Digits) and #, Time (Military) and #

**If you wish the greeting to expire sometime today:**

Press #, #, and expiry time today and #,

**If you wish no expiry date:**

Press #, #, #

Press **4** – to exit

**COMPOSING A MESSAGE**

Log into your Mailbox

Press **75**

Enter extension number(s) and # between each extension

Press # and Press:

**5** – to record

**2** – to playback

**79** - to send

**76** - to delete

**EXPRESS MESSAGING**

Sends a message to another mailbox without logging in

**Dial 3362** or **437-3362** (outside the system)

Enter extension number and # sign

Say your message at tone

Hang up

**TAGGING OPTIONS**

Indicates you wish a message handled in a special way.

Record message, Press **70**

Then press:

**1** – Urgent

**4** – Private

**5** – Acknowledge

**6** – Timed Delivery

**79** - to send

**DISTRIBUTION LIST**

**To Create List:**

Log into Mailbox

Press **85**

Press **5**

Enter list number (1 to 9) and # sign

Enter Mailbox number, Press # after each Mailbox number

Press # sign when finished

Press **9** to name list

Press **5**, **Record** list name, Press #

**To Delete List:**

Log into Mailbox

Press **85**

Enter List number (1 – 9) and # sign

Press **76** to delete (after hearing list number)

**TO CHANGE DIAL 0**

**Log into mailbox**

Press **80** for mailbox options

Press **1**, Enter **new number**, press #