

**CALL PILOTVOICE MAIL
QUICK REFERENCE GUIDE
BINGHAMTON STATE OFFICE
BUILDING
OFT Help Desk 1-888-784-4647**

INITIALIZING YOUR VOICE MAIL

LOG IN

Dial **8558** or Press **MESSAGE** key and
From your desk – Press # **sign OR**
From another desk – **YOUR extension and # sign OR**
Outside the building – Dial **721-8558**
Extension number and # sign

**ESTABLISHING
NEW PASSWORD**

Your Starter Password is “0” +Your Extension and #
sign
Password can be 4 – 16 digits long
Cannot be your extension
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 press **76** and re-record

FUTURE LOGINS

LOG IN

Dial **8558** or Press **MESSAGE** key and
From your desk – Press # **sign**
From another desk – **YOUR extension and # sign**
Outside the building – Dial **721-8558**
Extension number and # sign
Your Password and # sign

PLAYING YOUR MESSAGES

Log on to Mail Box
Listen to Envelope
Press **2** to listen to message

END OF MESSAGE OPTIONS

76 – Delete (**76** is also used to undelete during current session)
72 – To Play Envelope
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

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, then # sign to approve or save
2 – to playback
79 - to send
76 - to delete
- to approve
4 – to exit (to go back to main menu)

EXPRESS MESSAGING

Sends a message to another mailbox without logging in

Dial **8559** or **721-8559** (outside the system)
Enter extension number and # sign
Say your message at tone
Hang up

TAGGING OPTIONS

After recording a message the user can tag the message
By pressing:
1 – Urgent
4 – Private
5 – Acknowledge
6 – Timed Delivery
79 - To send

DISTRIBUTION LIST

To Create List:
Log into Mailbox
Press **85**
Enter list number (1 to 9) and # sign
Press **5**
Enter Mailbox number, Press # after each Mailbox number
Press # sign when finished
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 #