CALL PILOT VOICE MAIL
QUICK REFERENCE GUIDE
BUFFALO STATE OFFICE BUILDINGS
OFT Help Desk 1-888-784-4647

INITIALIZING YOUR VOICE MAIL

LOG IN

Dial 3991 or Press **MESSAGE** key and
From your desk – Press **# sign or**
From another desk **– YOUR extension and # sign or**
Outside the building **– Dial 847-3991**
Extension number and # sign

ESTABLISHING NEW PASSWORD

Your Starter Password is "0" followed by your extension and # sign
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 again and **# sign**
Enter **New** Password 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 3991 or Press **MESSAGE** key and
From your desk – Press **# sign**
From another desk **– YOUR extension and # sign**
Outside the building **– Dial 847-3991**
Extension number and # sign
Your Password and # sign

PLAYING YOUR MESSAGES

Log on to Mail Box:
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
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 **3900** or **847-3900** outside the system)
Enter extension number and # sign
Say your message at the 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 (CUSTOM OPERATOR)

Log into your mailbox:
Press **80** for mailbox options
Press **1** to change options
Enter the new number, Press **#**