CALL PILOT VOICE MAIL
QUICK REFERENCE GUIDE
SYRACUSE STATE OFFICE BUILDING

INITIALIZING YOUR VOICE MAIL

LOG IN

Dial 4997 or Press **MESSAGE** key and
From your desk – Press **# sign** or
 From another desk **– YOUR extension and # sign** or
Outside the building **– Dial 428-4997**
Extension number and # sign

ESTABLISHING NEW PASSWORD

Your Starter Password is Your "0" Extension and # sign
Password can be 4 – 16 digits long
Cannot be your extension
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
Press **76** to delete and then, re-record

FUTURE LOGINS

LOG IN

Dial 4997 or Press **MESSAGE** key and
From your desk – Press **# sign**
From another desk – **YOUR extension and # sign**
Outside the building – **Dial 428-4997**
              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
 72 -To Play Envelope
 21 – To Play Message Slower
 23 – To 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   **79**- to send
2 – to playback   **76**- to delete

EXPRESS MESSAGING

Sends a message to another mailbox without logging in
Dial **4982** or **428-4982** (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   **6 -** Timed Delivery
4 – Private   **79-** to Send
5 – Acknowledge

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 custom operator's number
Press **#**