

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

INITIALIZING YOUR VOICE MAIL

LOG IN

Dial 2500 or Press **MESSAGE** key and
From your desk – Press # **sign** or
From another desk – **YOUR extension and # sign** or
Outside the building – **Dial 793-2500, and then Extension number and # sign**

**ESTABLISHING
NEW PASSWORD**

Your default Password is “0” + 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** 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 2500 or Press **MESSAGE** key and
From your desk – Press # **sign**
From another desk – **YOUR extension and # sign**
Outside the building – **Dial 793-2500, Extension number and # sign.**
Then:
Enter **new 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)
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 **2503** or **793-2503** (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**
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 #