

RECORDING AND SENDING

Creating a voice message

- ▶ From Ready **6**
- ▶ Record message
- ▶ When finished **#**
- ▶ Enter up to 10 addresses (individual addresses and/or personal distribution lists)
- ▶ When finished **#**
- ▶ Specify addressing options (see below)
- ▶ Send **#**

TIPS:

- Erase message while recording **3**
- Erase message after pressing # to finish *** ***
- If you don't know the mailbox number, spell last name (Q = 7, Z = 9) **0 0**
- Cancel the last address you entered *****

Specifying addressing options before sending

- Return receipt (get notification when your message is received) **1**
- Enter additional addresses (enter up to 10 addresses) **3**
- Private (private messages can't be forwarded) **4**
- Future delivery (send up to 31 days in advance of delivery) **5**
- Urgent (urgent messages are first in the recipient's queue) **6**

Listening to messages marked for future delivery

- ▶ From Ready **1 9 3**
- ▶ Listen **5**

LISTENING AND RESPONDING

Reviewing voice messages

- ▶ From Ready **5**
- Listen **5**
- Skip to next **1 5**
- Listen to previous **1 9 2**
- Saved messages **1 9 2**

TIPS:

- Hear the message's time and date received **8**
- Turn up the playback volume **1 8**
- Speed up the playback *** 8**
- Slow down the playback *** 3**

Replying to a message

- ▶ During or at end of message **1 7**
- ▶ Record reply **#**
- ▶ When finished **#**
- ▶ Send **#**

Forwarding a message

- ▶ During or at end of message **1 3**
- ▶ Record cover comments
- ▶ When finished recording or if you choose not to record comments **#**
- ▶ Enter address **#**
- ▶ Send **#**

MANAGING YOUR MAILBOX

Changing your security code

- ▶ From Ready **1 6 2**
- Always make your code 6 characters long

Recording personal greeting

- ▶ From Ready **4 6**
- Heard by callers who reach your voice mailbox

Recording extended-absence greeting

- ▶ From Ready **4 7**
- Blocks messages from callers, but not from other USC mailboxes

Using personal distribution lists (PDLs)

- ▶ From Ready **1 6 6**
- Add list or list entry **1**
- Delete list or list entry **2**
- Review list **3**
- Modify list name **4**

Forwarding calls to a personal assistant

If you have a personal assistant defined, in your greeting tell callers to press 0 to be connected with your personal assistant.

Checking status of messages sent

Find out if someone has received a message you sent. You'll be told if the recipient's mailbox contains any messages from you. (This works only on messages sent to someone on your voice mail system.)

- ▶ From Ready **1 2**
- ▶ Enter recipient's mailbox address

GENERAL TIPS

Exiting your mailbox

- ▶ Immediate exit **9 9**
- or
- ▶ To hear exit choices **9**
- Erase deleted messages and listen to new **#**
- End the session **9**
- Cancel exit and return to Ready *****

Not sure which key to press?

- Listen to help on current feature **0**
- Hear list of features **0 0**

Want to save time?

- Bypass a call answering greeting **#**



QUICK REFERENCE GUIDE
FOR USC VOICE MESSAGING

SERENADE

HELP DESK 213 740-7300

ACCESSING YOUR MAILBOX

From Your Desk Phone

Call system access number (5 digit #)

Press # #

Enter your security number

From Another User's Desk or Any Phone

Call system access number (5 or 10 digit #)

Press # and enter your mailbox number

Enter your security number

USC VOICE MESSAGING AT-A-GLANCE

