RECORDING AND SENDING

Creating a voice message

- From Ready
- 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
- Erase message after pressing # to finish
- If you don’t know the mailbox number, spell last name (Q = 7, Z = 9)
- Cancel the last address you entered

Entering up to 10 addresses

- Enter up to 10 addresses
- When finished
- Specify addressing options (see below)
- Send

TIPS:
- Erase message while recording
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- If you don’t know the mailbox number, spell last name (Q = 7, Z = 9)
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Specifying addressing options before sending

- Return receipt
- Enter additional addresses
- Private (private messages can’t be forwarded)
- Future delivery (send up to 31 days in advance of delivery)
- Urgent (urgent messages are first in the recipient’s queue)

Listening to messages marked for future delivery

- From Ready
- Listen

LISTENING AND RESPONDING

Reviewing voice messages

- From Ready
- Listen
- Skip to next
- Listen to previous
- Saved messages

TIPS:
- Hear the message’s time and date received
- Turn up the playback volume
- Speed up the playback
- Slow down the playback

Replying to a message

- During or at end of message
- Record reply
- When finished
- Send

Forwarding a message

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

TIPS:
- Turn up the playback volume
- Speed up the playback
- Slow down the playback

MANAGING YOUR MAILBOX

Changing your security code

- From Ready
- Always make your code 6 characters long

Recording personal greeting

- From Ready
- Heard by callers who reach your voice mailbox

Recording extended-absence greeting

- From Ready
- Blocks messages from callers, but not from other USC mailboxes

Using personal distribution lists (PDLs)

- From Ready
- Add list or list entry
- Delete list or list entry
- Review list
- Modify list name

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
- Enter recipient’s mailbox address

GENERAL TIPS

Exiting your mailbox

- Immediate exit
- To hear exit choices
- Erase deleted messages and listen to new
- End the session
- Cancel exit and return to Ready

Not sure which key to press?

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

Want to save time?

- Bypass a call answering greeting