



# Fast Start Instructions

## What Can USC Exchange Unified Messaging (EUM) Do For You?

Your new voice mailbox is more than just an answering machine:

- Using EUM, you can access your voicemail from any telephone or from your USC email account using the Outlook Web App (OWA).
- Using EUM, you can send a voice message directly to another voicemail box, rather than calling that person's phone. When you send a message directly from your mailbox to another mailbox, the receiver can send you a reply immediately – even if the receiver is on the phone. No more phone tag or missed calls.

## Fax Messages

At this time, EUM does not support fax messaging.

## How to Access Your USC Exchange Unified Messaging Voicemail

Follow these steps whenever you need to access your EUM mailbox.

### *From Your Desk Phone*

- 1. Call your Outlook Voice Access Number.**  
Dial extension 11000.

### *From Another Voicemail User's Desk Phone*

- 1. Call your Outlook Voice Access Number.**  
On campus, dial extension 11000.  
From any touchtone phone, dial 213-821-1000.
- 2. Enter your mailbox number.**  
Your mailbox number matches your 11-digit phone number. (e.g., 1-213-555-5555).

### *From Any Other Phone*

- 1. Call Outlook Voice Access Number.**  
On campus, just dial extension 11000.  
From any touchtone phone, dial 213 821-1000.
- 2. Enter your mailbox number.**  
Your mailbox number matches your 11-digit phone number. (e.g., 1-213-555-5555).

## How to Set Up Your Mailbox the First Time You Call

The first time you access your EUM mailbox, you'll need to complete a brief setup process. Follow the voice prompts to:

- 1. Change your PIN.**  
You can find your temporary Personal Identification Number (PIN) in your **Welcome to Exchange Unified Messaging** email. As prompted, change your PIN to a new six-digit number.
- 2. Record your name on your mailbox.**  
Record your name.
- 3. Record a personalized greeting.**  
Record your greeting. A personal greeting can tell callers your schedule for the day, if you will be out of the office or able to return messages as well as other valuable information. Greetings can be changed as needed.

## Configuring Your EUM Options in the Outlook Web App (OWA)


With EUM, you will now receive all of your voicemails in your Office 365 email inbox. You will also be able to configure various voicemail options through the Outlook Web App (OWA) at <http://www.usc.edu/office365>.

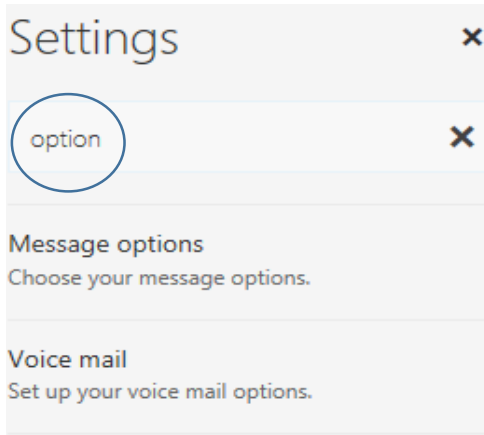
The instructions below show you how to configure OWA options for **Play on Phone**.

## How To Set Up Play on Phone

When you click a EUM message to listen to it from your email, by default, it will play through your computer's speakers. If you wish, you can configure EUM to play messages through a desk or mobile phone instead.

To configure your Play on phone options:

- 1. Log into the Outlook Web App (OWA) at <http://www.usc.edu/office365> and click the  symbol.**
- 2. Under Settings, in the Search all settings box, type *option*.**



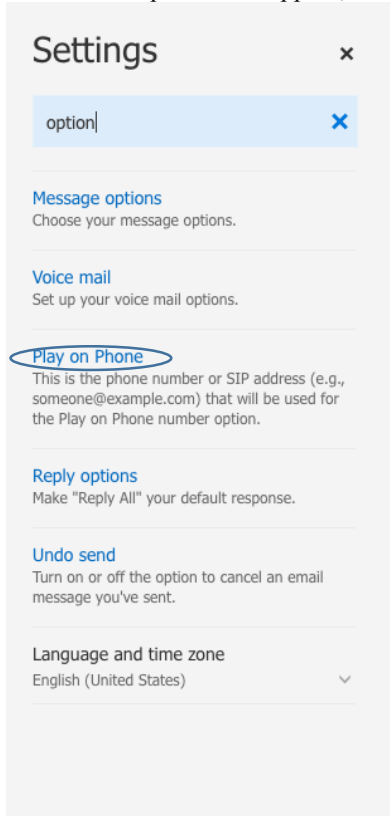
### Need Help?

For additional assistance, or to report a problem, call the 24-hour **USC Help Line at 213-740-4357**

Please be ready to provide the help line representative with your mailbox number, which matches your 10-digit phone number. If you're reporting an error in message delivery, please note the time the message was received and save the message, if possible.

USC7, 213-821-1000

3. From the options that appear, click **Play On phone**.



4. On the **Play on phone** screen, enter the telephone number from which you want to listen to your voicemails. **NOTE:** Enter the number as the 5-digit extension you would dial from your campus telephone, e.g., 55555.

5. Click **Save** to update your number.