**What Can USC Voice Messaging Do For You?**

Everyone needs to exchange information quickly, but busy schedules, changing priorities and information overload can hinder productivity. With use Voice Messaging, you can easily send and receive voice messages to your department as well as to other departments, 24 hours a day.

Your new voice mailbox does more than an answering machine. When live conversations are unnecessary or inconvenient, exchange voice messages instead of calling someone's phone. When you send a message directly from your mailbox to another mailbox, the receiver can send you a reply immediately-without hanging up and calling you back. No more phone tag, incomplete messages, or missed calls.

**How to Access Your Voice Mailbox**

Follow these steps whenever you need to access your mailbox. ***From Your Desk Phone***

**1 Call USC Voice Messaging:**

*Dial extension 05600.*

**2 Press #-#.**

**3 Enter your security code (password).**

*The first time you call your mailbox, enter the temporary security code "TROJAN" (876526).*

***From Another User's Desk Phone Or***

***From Any Other Phone***

**1 Call USC Voice Messaging:**

*On campus, just dial extension 05600.*

*From any touchtone phone, dial 213 740-5600.*

**2 Press #.**

**3 Enter your mailbox number:**

*Your mailbox number matches your five-digit extension number.*

**4 Enter your security code.**

Note: *If you share an extension with someone, for assistance in setting up your mailbox, contact the* ***USC Help Line at 213-740-4357***.

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

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

**1 Change your security code**.

Your temporary security code is "TROJAN" (876526). As prompted, change your code to a new six-character code. You cannot use "trivial" codes such as 123456 or 111111.

**2 Record your name on your mailbox**

Record your name and or your department name.

**3 Record a greeting for callers.**

Refer to the sample greetings below for scripts you can use.

***Sample Greetings***

**Standard greeting:** "Hello, this is (your name and depart­ment name). I'm sorry I missed your call. Please leave your name and telephone number and a detailed message, and I'll get back to you as soon as possible."

**Daily greeting:** "Hello, this is (your name) in (department name). Today is Monday, October 5, and I'll be out of the office until two o'clock. I will be checking messages throughout the day, so please leave your name, telephone number and a detailed message, and I'll get back to you as soon as possible."

**If you have a Personal Assistant (press zero option),** add this to your greeting: "If you'd like to speak to someone now, press zero and you'll be connected to (your personal assistant's name)."

**Need Help?**

Hear online help in your mailbox anytime by pressing O. 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 extension. And if you're reporting an error in message delivery, please note the time the message was received and save the message, if possible.