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.

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 Voice Messaging Help Line at 213-740-7300.

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.
**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
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  (individual addresses and/or personal distribution lists)
- When finished
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- 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

Specifying addressing options before sending
- Return receipt
- Enter additional addresses
  (up to 10 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

**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
WELCOME TO USC VOICE MESSAGING

Voice messaging gives you the ability to communicate effectively from any touchtone phone 24 hours a day, with one person or many. We want you to be familiar with the Octel system as soon as possible, so you can put it to work for you. This guide explains a few of the system's important features.

YOUR USC VOICE MESSAGING NUMBERS

Local: __________________________
Campus Extension: __________________________

THE USC VOICE MESSAGING HELP LINE

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- Call USC Voice Messaging
- Press: #
- Enter your security code

From Another User's Desk Phone
- Call USC Voice Messaging
- Press: #
- Enter your mailbox number
- Enter your security code

From Any Other Phone
- Call USC Voice Messaging
- Press: #
- Enter your mailbox number
- Enter your security code