**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

**Specifying addressing options before sending**
- Return receipt
- Enter additional addresses
- Private
- Future delivery
- Urgent

**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