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| logo_black_white copy |  | **Fast Start Instructions** |
| **What Can USC Voice Messaging Do For You?**Your new voice mailbox does more than an answering machine. When live conversations are 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, 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 19000.***2 Enter your password followed by #***The first time you call your mailbox, enter the temporary security code "TROJAN#"* (876526#).***From Another Voice Mail User’s Desk Phone*****1 Call USC Voice Messaging:***On campus, just dial extension 19000.**From any touchtone phone, dial 213 821-9000.* **2 Press \* followed by #.** **3 Enter your mailbox number:***Your mailbox number matches your five-digit extension number.***4 Enter your password followed by #.*****From Any Other Phone*** **1 Call USC Voice Messaging:***On campus, just dial extension 19000.**From any touchtone phone, dial 213 821-9000.* **2 Press #.** **3 Enter your mailbox number:***Your mailbox number matches your five-digit extension number.***4 Enter your password followed by #.**Note: *If you share an extension with someone, for assis­tance in setting up your mailbox, contact USC Voice Messaging Help Line at 213 740-7300*.**How to Set Up Your Mailbox to receive incoming FAX messages.**Open your browser and type <https://aam.usc.edu/user>. When presented with the “Avaya aura messaging (AAM) user preferences screen” enter your five (5) digit extension in the Mailbox number box. Then enter the password you set during your first time login and press “Log In”. (see previous page)In the User Preferences General section, check the box in the Fax section followed by your USC email address. Press Save. You are now ready to receive faxes.\*\*Note that while all your voice calls will be left in your AAM box, faxes will be delivered to the email address you provide. You can also receive Voice and Fax messaging via your email client, e.g. Outlook, Thunderbird, etc. **How to Set Up Your email client to receive Voice and FAX messages.**This will vary depending on what version Outlook or Thunderbird, etc. you might be using. Contact the **USC Voice Messaging Help Line at 213-740-7300** to get an additional document to assist with this configuration. |  | **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 password.** Your temporary security code is "TROJAN" (876526). As prompted, change your code to a new six-character code. You cannot use 0 as the first digit or "trivial" codes such as 123456 or 111111.**2 Record your name on your mailbox.** Record your name and your department name. Now is a good time to record your personal 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. Greeting can be changed, as the need requires.**Recording a Personal Greeting\*****1 Press 1 to use the system greeting****2 Press** 2 **to record a greeting in your own voice.****NOTE: You can record an “Away” greeting and a “Busy” greeting.****\*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.USC6, 213-821-9000 |