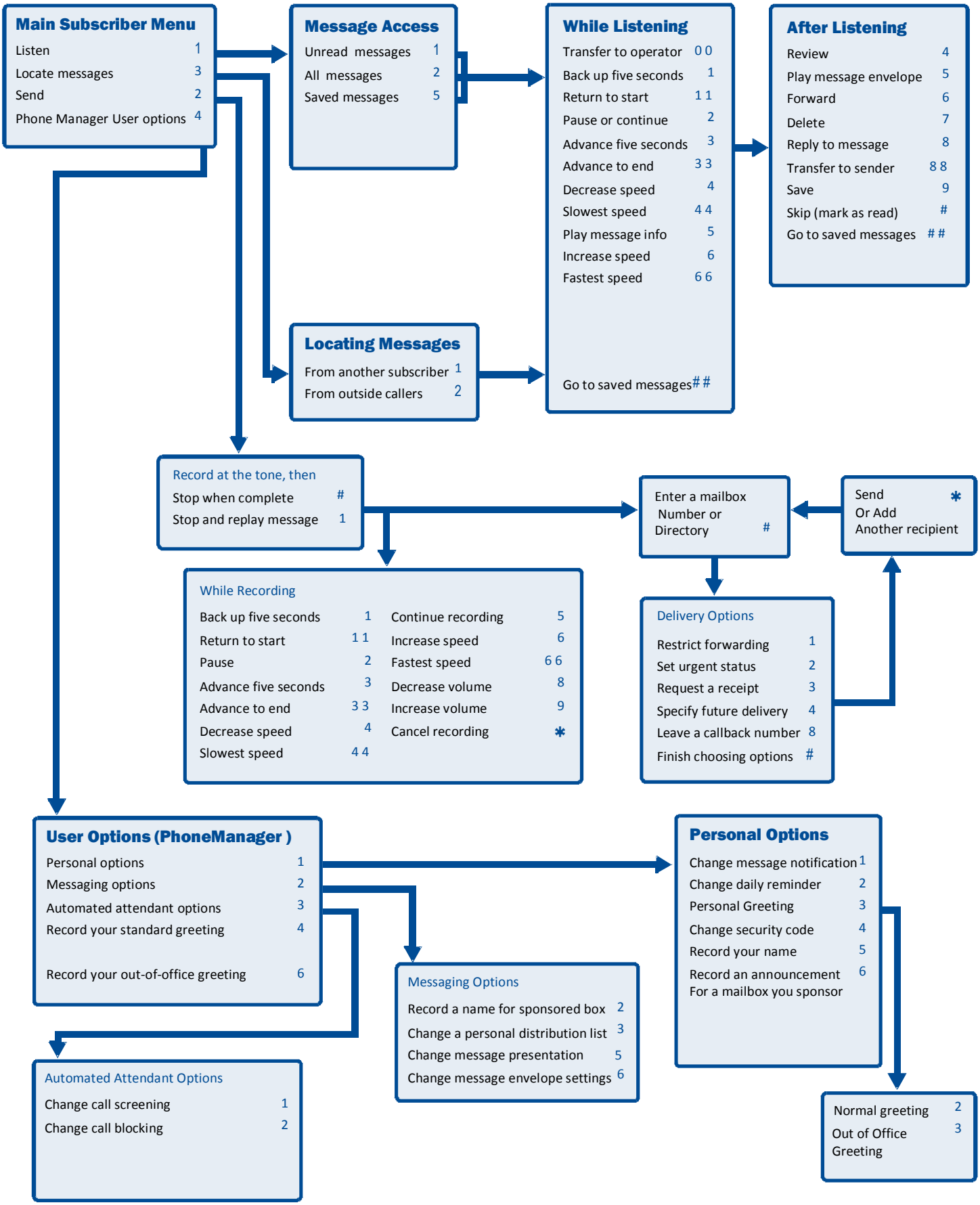SRU Voice Mail Quick Reference Card