# Interaction Mail™ User Guide

## Voice, Fax,
## and E-mail Messaging

**Interactive Intelligence Customer Interaction Center® 3.0 (CIC™)**

INTERACTIVE INTELLIGENCE

Deliberately Innovative

# Copyright and Trademark Information

## Table of Contents

**Notes**

## Using the Interaction Voicemail Player

When someone leaves a voicemail for you, IC sends an email message to you with the voicemail .wav file attached to it. This message appears in your email client (e.g., Microsoft Outlook, Microsoft Outlook Express, Lotus Notes, etc.) with an attached .wav file. The Microsoft Outlook form is shown here:
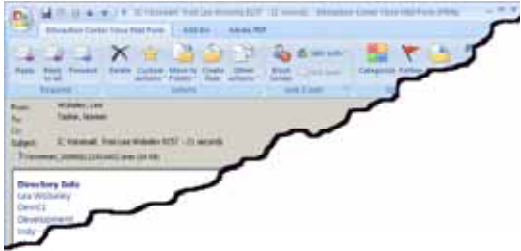


To play the attached file, double-click or download it and then open it. The voicemail message plays in either the Interaction Voicemail Player or your selected media player, depending on your configuration settings in the Voicemail Player Options dialog box. If you are using the Interaction Message Store, just double-click on the voicemail .wav and the Interaction Voicemail Player, shown in the following image, plays the message.



By default, voicemail messages begin to play automatically through your computer's speakers. If you want the voicemail messages to play only when you click on the Play button, in the Interaction Voicemail form, from the **Tools** menu, select **Options** and clear the **Play voicemail automatically on open** checkbox**.**

### Configure the Interaction Voicemail Player

The Interaction Voicemail Player not only plays voicemail messages but also allows you to control the playback of the message and your message indicator light. You can also configure Interaction Voicemail Player to play voicemail messages back to devices such as PC speakers, a station phone on your desk or to a remote telephone number.

You can play, replay, rewind, fast forward, save, and change the volume of the message by opening your voicemail message in your email Inbox. You can forward the message to another person, just as you would any other email message. In addition, you can configure the alerts you receive for new voicemail messages.  You can also listen to and manage your voicemail messages by using the voicemail features on your telephone. See the Interaction Voicemail Player online help for details on these settings.

To configure voicemail playback, open the **Tools** menu, choose **Options**, and then determine your startup options for the voicemail player. You choose the playback device from the **Play To:** dropdown list when you open Interaction Voicemail Player.

## Notes

## Using Interaction Fax Viewer

Receiving and sending faxes in the Interaction Fax Viewer is as easy as opening an email message or printing a document. When you receive a fax, it appears as an attachment to an email message in your Inbox. The Unified Messaging Client must be installed on your workstation before you can use Interaction Fax Viewer. Contact your IC administrator if you do not have the Unified Messaging Client.
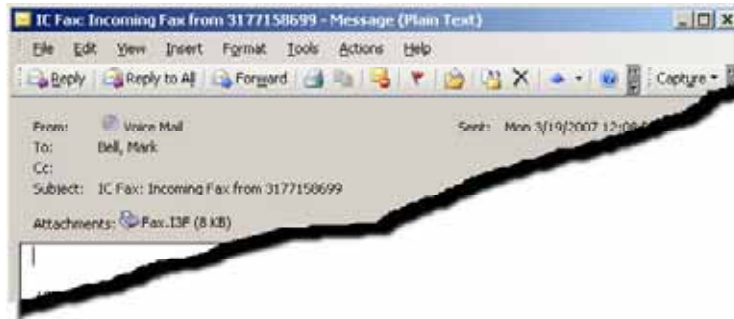


Double-click the fax attachment to launch Interaction Fax Viewer. From there you can view, export, email, or direct the fax any way you like.  Interaction Fax Viewer has its own Help system that includes instructions for all of these operations.
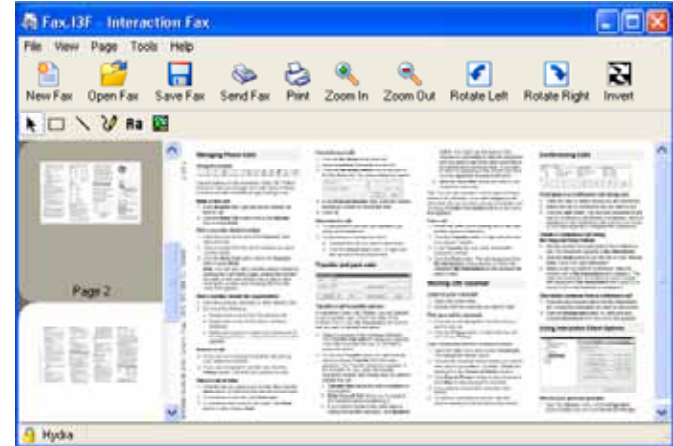


### To send a fax from any Windows application that allows printing:

1. Open the Windows application and create the fax.
2. From the **File** menu, click **Print**, and in the Printer Name list box, select **Interaction Fax**.
3. Click **OK**. Interaction Client .NET Edition converts the document to a fax and displays it in Interaction Fax Viewer.
4. From the Interaction Fax Viewer, from the **File** menu, click **Send Fax.**
5. In the Send Fax dialog box, fill in the appropriate fields and click **OK**, and after sending the fax click Exit.

## Notes

## Managing remote messages

Interaction Mail lets you access and manage voicemails, faxes, and emails from any phone in the world. To start:

1. Dial the main IC (corporate) phone number from a remote telephone.  <u>802-828-6601</u>

   Or dial **\*** from a station connected directly to IC.

2. Immediately dial (without waiting for prompts):
   **9** + *your extension* + *your password* + **#**
   (e.g.,  9 6748 \*\*\*\* #). <u> </u>

Interaction Mail prompts you with input selections. You do not have to wait for prompts to enter commands.

Many Interaction Mail features described in this manual assume a text-to-speech (TTS) engine is properly installed and available to the xIC server.  If no TTS engine is installed, you may hear silence in certain areas in the system where a TTS engine would normally read information.

Such areas include, but are not limited to, email and email folder access features, calendar access, envelope information and body text of a voicemail or fax, listening to Interaction Attendant schedule names when activating schedules, hearing custom status names that have not been recorded, and user names that have not been recorded. See your administrator if you have questions about whether or not you have a properly installed TTS engine.

### Common shortcuts:

| | |
|---|---|
| Listen to new voicemail: | **1** + **1** |
| Listen to saved voicemail: | **1** + **2** |

**After listening to new or saved voicemail, you can:**

| | |
|---|---|
| Forward to an extension: | **2** + *extension*[1] + **1** |
| Reply to an outside caller: | **5** + **4** + *number* + *#* |
| Check the arrival of new faxes: | **2** + **1** |
| Check the arrival of saved faxes: | **2** + **2** |
| Listen to new (or saved) email | **3** + **1** (or **2**) |
| Set status to "Out of the office": | **5** + **1** + **12** |
| Set phone to forwarded number\*: | **5** + **2** + **1** + *number#* + **1** |

  \* for first time access

| | |
|---|---|
| Record an "Out of office" greeting: | **5** + **5** + **1** |
| Activate "Out of office" greeting: | **5** + **5** + **7** |

[1]*To forward voicemail to multiple extensions, separate the extensions with # and end the list with ##.*

**Notes**

# Enter the main voicemail menu

## Enter the system

Dial * **9** followed by:
Your **extension** _____
Your **password** _____
**#** (to complete password)
IC will not prompt for extension and password.

## Main Menu

**1**    **Manage Voice Messages**

**2**    **Manage Fax Messages**

**3**    **Manage Email Messages**

**4**    **Send Voicemail**

**5**    **Manage Personal Options (and Deleted Messages)**

**6**    **Access the Private Company Directory**

**7**    **Initiate an Office-Wide Alert**

**8**    **Access Another Mailbox Folder**

**9**    **Access Outlook Options**

### During message playback, you can:

| | | | |
|---|---|---|---|
| Save current message | 1 | Fast forward 6 seconds | 6 |
| Forward message to extension | 2 | Delete current message | 7 |
| Skip to next message | 3 | Slow down voicemail playback | 8[†] |
| Replay current message | 4 | Speed up voicemail playback | 9[†] |
| Rewind 6 seconds | 5 | | |

### Commands always available:

| | |
|---|---|
| Return to previous menu | * |
| Finish a key entry | # |

To forward voicemail, faxes, or email to multiple extensions, separate the extension with # and end the list with ##.

[†] Some options require Interaction Media Server enabled for Advanced Operations.
Contact your IC Administrator if you have questions.

**11**

# Manage voice messages

## Enter the system

Dial * **9** followed by:
Your **extension** _____
Your **password** _____
**#** (to complete password)
IC will not prompt for extension and password.

## Main Menu

**1  Manage Voice Messages**

**2  Manage Fax Messages**

**3  Manage Email Messages**

**4  Send Voicemail**

**5  Manage Personal Options (and Deleted Messages)**

**6  Access the Private Company Directory**

**7  Initiate an Office-Wide Alert**

**8  Access Another Mailbox Folder**

**9  Access Outlook Options**

### During message playback, you can:

| | | | |
|---|---|---|---|
| Save current message | 1 | Fast forward 6 seconds | 6 |
| Forward message to extension | 2 | Delete current message | 7 |
| Skip to next message | 3 | Slow down voicemail playback | 8[†] |
| Replay current message | 4 | Speed up voicemail playback | 9[†] |
| Rewind 6 seconds | 5 | | |

### Commands always available:

| | |
|---|---|
| Return to previous menu | * |
| Finish a key entry | # |

To forward voicemail, faxes, or email to multiple extensions, separate the extension with # and end the list with ##.

[†]  Some options require Interaction Media Server enabled for Advanced Operations.
Contact your IC Administrator if you have questions.

# Manage voice messages - press 1

Enter the voicemail system and **press 1** to manage voice messages.

| | |
|---|---|
| Listen to New Messages | **1** |
| Listen to Saved Messages | **2** |
| Listen to Today's Unread Messages | **3** |

| | |
|---|---|
| Save current voicemail | **1** |
| Forward message to extension | **2** |
| Skip to next message | **3** |
| Replay current message | **4** |
| Reply to current message | **5** |
| Play text in message body | **6** |
| Delete message, play next† | **7** |
| Play envelope | **8** |

| | |
|---|---|
| Enter extension followed by | **#** |
| Dial by name | **2** |
| Play list of workgroups | **3** |

| | |
|---|---|
| Send now | **1** |
| Record voice comment, attach to original | **2** |

| | |
|---|---|
| Send message | **1** |
| Review message | **2** |
| Rerecord message | **3** |
| Set priority | **4** |
| Cancel and return | **\*** |

| | |
|---|---|
| Call back to this number | **1** |
| Reply using voicemail | **2** |
| Listen to this number again | **3** |
| Call a different number | **4** |

| *Priority* | |
|---|---|
| High | **1** |
| Low | **2** |
| Normal | **3** |

| | |
|---|---|
| Enter destination number, then #. | |

| | |
|---|---|
| Delete current and all other messages with this subject line* | **1** |
| Delete current and all other messages from the same sender* | **2** |

† *To undo the last message (or group of messages) you deleted during this call, press 77 at any time while managing voice messages.*

\* *These prompts are not played but the commands are functional.*

# Manage fax messages

## Enter the system

Dial * **9** followed by:
Your **extension** _____
Your **password** _____
**#** (to complete password)
IC will not prompt for extension and password.

## Main Menu

**1**  **Manage Voice Messages**

**2**  **Manage Fax Messages**

**3**  **Manage Email Messages**

**4**  **Send Voicemail**

**5**  **Manage Personal Options (and Deleted Messages)**

**6**  **Access the Private Company Directory**

**7**  **Initiate an Office-Wide Alert**

**8**  **Access Another Mailbox Folder**

**9**  **Access Outlook Options**

### During message playback, you can:

| | | | |
|---|---|---|---|
| Save current message | 1 | Fast forward 6 seconds | 6 |
| Forward message to extension | 2 | Delete current message | 7 |
| Skip to next message | 3 | Slow down voicemail playback | 8[†] |
| Replay current message | 4 | Speed up voicemail playback | 9[†] |
| Rewind 6 seconds | 5 | | |

### Commands always available:

| | |
|---|---|
| Return to previous menu | * |
| Finish a key entry | # |

To forward voicemail, faxes, or email to multiple extensions, separate the extension with # and end the list with ##.

[†] Some options require Interaction Media Server enabled for Advanced Operations.
  Contact your IC Administrator if you have questions.

# Manage fax messages - press 2

Enter the voicemail system and **press 2** to manage faxes.

| | |
|---|---|
| Listen to New Faxes | **1** |
| Listen to Saved Faxes | **2** |
| Listen to Today's Unread Faxes | **3** |

| | |
|---|---|
| Save current fax | **1** |
| Forward fax to extension | **2** |
| Skip to next fax | **3** |
| Receive current fax | **4** |
| Play envelope | **6** |
| Delete this fax† | **7** |
| Listen to text of fax message | **8** |

| | |
|---|---|
| Enter extension followed by | **#** |
| Dial by name | **2** |
| Play list of workgroups | **3** |

| | |
|---|---|
| Send now | **1** |
| Record voice comment, attach to original | **2** |

| | |
|---|---|
| Send message | **1** |
| Review message | **2** |
| Rerecord message | **3** |
| Set priority | **4** |
| Cancel and return | ***** |

| *Priority* | |
|---|---|
| High | **1** |
| Low | **2** |
| Normal | **3** |

| | |
|---|---|
| Enter destination number followed by # | |

| | |
|---|---|
| Delete current and all other messages with this subject line * | **1** |
| Delete current and all other messages from this sender * | **2** |

† *To undo the last message (or group of messages) you deleted during this call, press 77 at any time while managing fax messages.*

\* *These prompts are not played but the commands are functional.*

# Manage email messages

## Enter the system

Dial * **9** followed by:
Your **extension** _____
Your **password** _____
**#** (to complete password)
IC will not prompt for extension and password.

## Main Menu

**1**  **Manage Voice Messages**

**2**  **Manage Fax Messages**

**3**  **Manage Email Messages**

**4**  **Send Voicemail**

**5**  **Manage Personal Options (and Deleted Messages)**

**6**  **Access the Private Company Directory**

**7**  **Initiate an Office-Wide Alert**

**8**  **Access Another Mailbox Folder**

**9**  **Access Outlook Options**

### During message playback, you can:

| | | | |
|---|---|---|---|
| Save current message | 1 | Fast forward 6 seconds | 6 |
| Forward message to extension | 2 | Delete current message | 7 |
| Skip to next message | 3 | Slow down voicemail playback | 8[†] |
| Replay current message | 4 | Speed up voicemail playback | 9[†] |
| Rewind 6 seconds | 5 | | |

### Commands always available:

| | |
|---|---|
| Return to previous menu | * |
| Finish a key entry | # |

To forward voicemail, faxes, or email to multiple extensions, separate the extension with # and end the list with ##.

[†]  Some options require Interaction Media Server enabled for Advanced Operations.
  Contact your IC Administrator if you have questions.

# Manage email messages - press 3

Enter the voicemail system and **press 3** to manage email.

| | |
|---|---|
| Listen to New Email | **1** |
| Listen to Saved Email | **2** |
| Listen to Today's Unread Email | **3** |

| | |
|---|---|
| Save current email message | **1** |
| Forward message to extension | **2** |
| Skip to next message | **3** |
| Replay current message | **4** |
| Reply to local email with voice | **5** |
| Play text in message body | **6** |
| Delete this message, play next† | **7** |
| Play envelope | **8** |

| | |
|---|---|
| Enter extension followed by | **#** |
| Dial by name | **2** |
| Play list of workgroups | **3** |

| | |
|---|---|
| Send now | **1** |
| Record voice comment, attach to original | **2** |

| | |
|---|---|
| Send message | **1** |
| Review message | **2** |
| Rerecord message | **3** |
| Set priority | **4** |
| Cancel reply and return | **\*** |

| *Priority* | |
|---|---|
| High | **1** |
| Low | **2** |
| Normal | **3** |

Record message and press **1**

| | |
|---|---|
| Delete current and all other messages with this subject line* | **1** |
| Delete current and all other messages from the same sender* | **2** |

† *To undo the last message (or group of messages) you deleted during this call, press 77 at any time while managing email messages.*

\* *These prompts are not played but the commands are functional.*

# Send voicemail

## Enter the system

Dial * **9** followed by:
Your **extension** _____
Your **password** _____
**#** (to complete password)
IC will not prompt for extension and password.

## Main Menu

**1**  **Manage Voice Messages**

**2**  **Manage Fax Messages**

**3**  **Manage Email Messages**

**4**  **Send Voicemail**

**5**  **Manage Personal Options (and Deleted Messages)**

**6**  **Access the Private Company Directory**

**7**  **Initiate an Office-Wide Alert**

**8**  **Access Another Mailbox Folder**

**9**  **Access Outlook Options**

### During message playback, you can:

| | | | |
|---|---|---|---|
| Save current message | 1 | Fast forward 6 seconds | 6 |
| Forward message to extension | 2 | Delete current message | 7 |
| Skip to next message | 3 | Slow down voicemail playback | 8[†] |
| Replay current message | 4 | Speed up voicemail playback | 9[†] |
| Rewind 6 seconds | 5 | | |

### Commands always available:

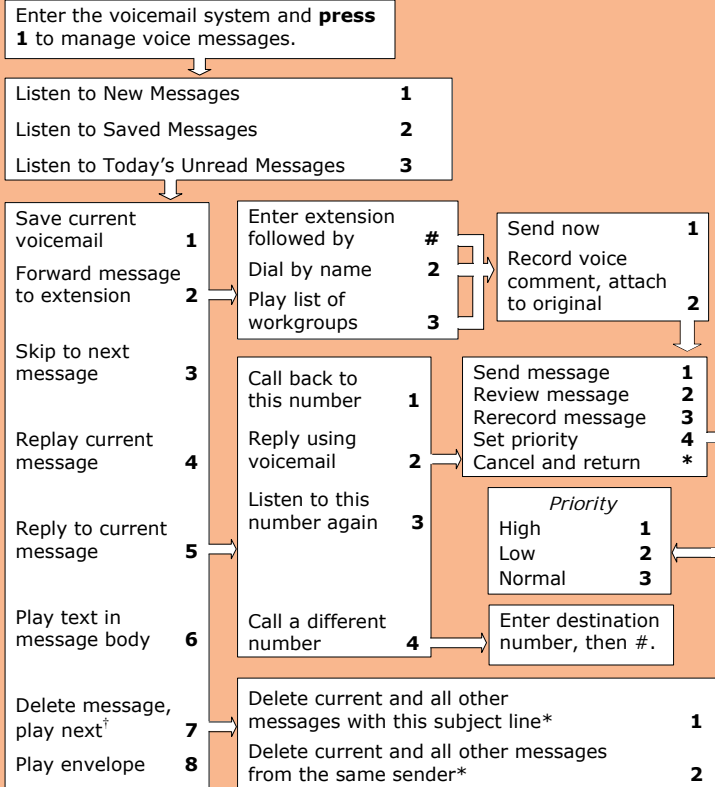| | |
|---|---|
| Return to previous menu | * |
| Finish a key entry | # |

To forward voicemail, faxes, or email to multiple extensions, separate the extension with # and end the list with ##.

[†]  Some options require Interaction Media Server enabled for Advanced Operations.
   Contact your IC Administrator if you have questions.

# Send voicemail - press 4

Enter the voicemail system and
**press 4** to send a voicemail.

Enter an extension, or enter multiple extensions
separated  by a # and end the list with          **##**

Optionally dial by name                          **2**

Optionally play list of workgroups               **3**

Record the message...

| | |
|---|---|
| Send message | **1** |
| Review message | **2** |
| Rerecord message | **3** |
| Set priority | **4** |
| Cancel reply and return | ***** |

| *Priority* | |
|---|---|
| High | **1** |
| Low | **2** |
| Normal | **3** |

## Manage personal options (and deleted messages) *Options 1 through 3*

### Enter the system

Dial **\* 9** followed by:
Your **extension** _____
Your **password** _____
**#** (to complete password)
IC will not prompt for extension and password.

### Main Menu

**1**   **Manage Voice Messages**

**2**   **Manage Fax Messages**

**3**   **Manage Email Messages**

**4**   **Send Voicemail**

**5**   **Manage Personal Options (and Deleted Messages)**

**6**   **Access the Private Company Directory**

**7**   **Initiate an Office-Wide Alert**

**8**   **Access Another Mailbox Folder**

**9**   **Access Outlook Options**

### During message playback, you can:

| | | | |
|---|---|---|---|
| Save current message | 1 | Fast forward 6 seconds | 6 |
| Forward message to extension | 2 | Delete current message | 7 |
| Skip to next message | 3 | Slow down voicemail playback | 8[†] |
| Replay current message | 4 | Speed up voicemail playback | 9[†] |
| Rewind 6 seconds | 5 | | |

### Commands always available:

| | |
|---|---|
| Return to previous menu | \* |
| Finish a key entry | # |

To forward voicemail, faxes, or email to multiple extensions, separate the extension with # and end the list with ##.
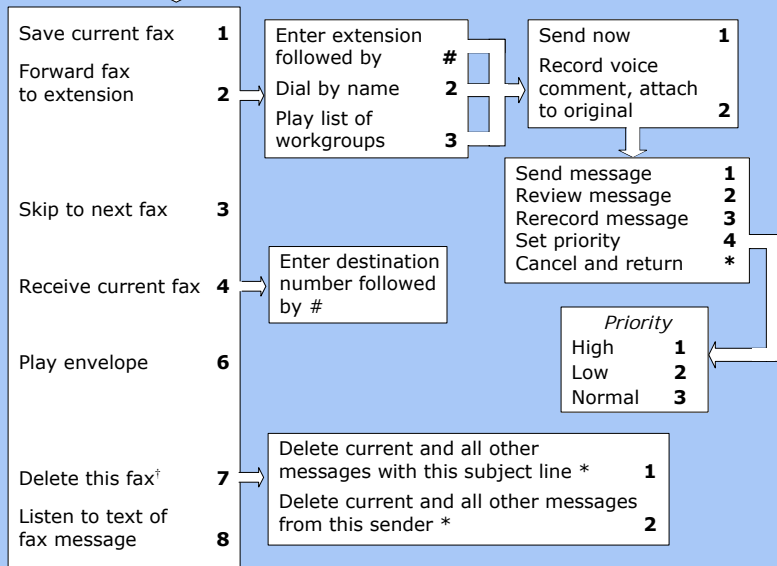
[†]   Some options require Interaction Media Server enabled for Advanced Operations.
Contact your IC Administrator if you have questions.

# Manage personal options (and deleted messages) *Options 1 through 3*

Enter the voicemail system and **press 5** to manage personal options.

Set Interaction Client Status **1**

| | | | |
|---|---|---|---|
| Available | **1** | Away from Desk | **9** |
| Available, Forward | **2** | Available, No ACD | **10** |
| At a Training Session | **3** | On Vacation | **11** |
| At Lunch | **4** | Out of the Office | **12** |
| Do Not Disturb | **5** | Out of Town | **13** |
| Gone Home | **7** | Working at Home | **14** |
| In a Meeting | **8** | Available, Follow Me | **15** |

*\* You may have status choices that do not appear in this list. If you have questions about available status options, contact your IC Administrator.*

Set date, time (military format), or both, depending on selected status

Set Forward Number **2**

Enter remote phone number **1**

Enter call coverage settings **2**

Modify forward coverage options **1**

Modify DND coverage options **2**

Modify phone coverage options **3**

Modify "no answer" coverage options **4**

Change coverage phone number **5**

Modify voicemail destination **6**

| | |
|---|---|
| All calls | **1** |
| Internal calls | **2** |
| External calls | **3** |
| Unknown calls | **4** |

Enter internal number or IC extension followed by #

Current number is . . .
Keep current number **1**
Change this number **2**

Change IC Password \* **3**

Enter 1 to 10 digit password followed by #.

*\* You can not change to or from a blank password.*

My voice mailbox **1**

Call coverage # mailbox **2**

# Manage personal options (and deleted messages) *Options 4 through 6*

## Enter the system

Dial * **9** followed by:
Your **extension** _____
Your **password** _____
**#** (to complete password)
IC will not prompt for extension and password.

## Main Menu

**1** **Manage Voice Messages**

**2** **Manage Fax Messages**

**3** **Manage Email Messages**

**4** **Send Voicemail**

**5** **Manage Personal Options (and Deleted Messages)**

**6** **Access the Private Company Directory**

**7** **Initiate an Office-Wide Alert**

**8** **Access Another Mailbox Folder**

**9** **Access Outlook Options**

### During message playback, you can:

| | | | |
|---|---|---|---|
| Save current message | 1 | Fast forward 6 seconds | 6 |
| Forward message to extension | 2 | Delete current message | 7 |
| Skip to next message | 3 | Slow down voicemail playback | 8[†] |
| Replay current message | 4 | Speed up voicemail playback | 9[†] |
| Rewind 6 seconds | 5 | | |

### Commands always available:

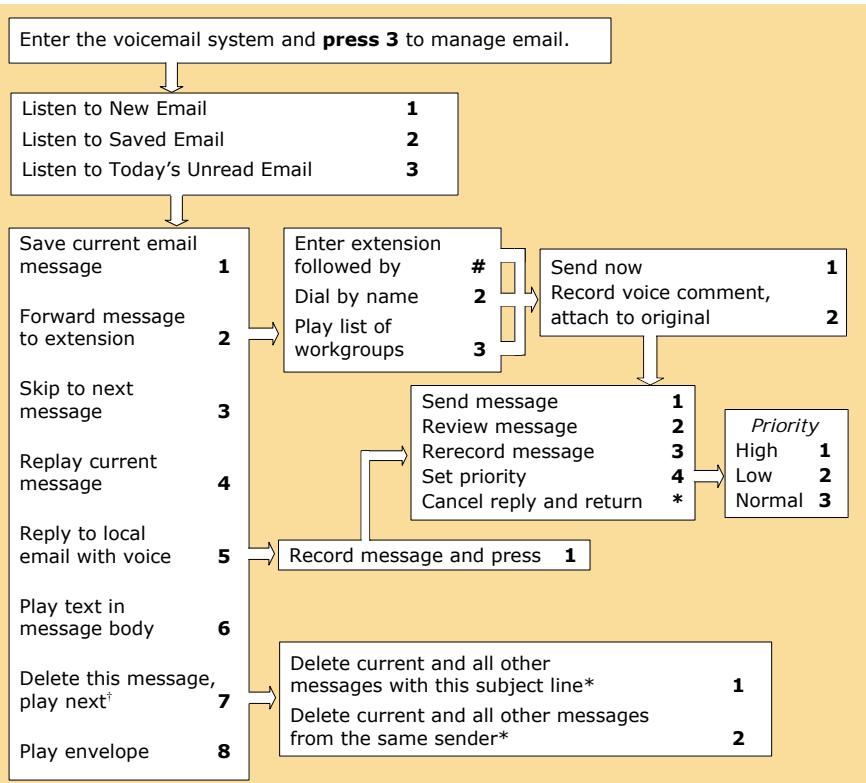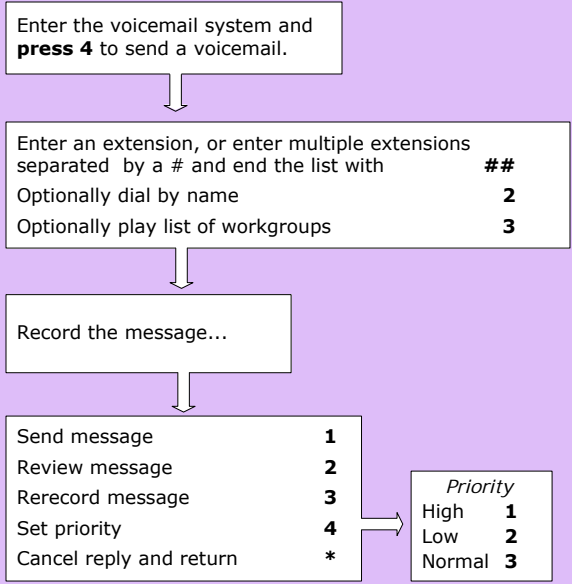| | |
|---|---|
| Return to previous menu | * |
| Finish a key entry | # |

To forward voicemail, faxes, or email to multiple extensions, separate the extension with # and end the list with ##.

[†] Some options require Interaction Media Server enabled for Advanced Operations.
Contact your IC Administrator if you have questions.

# Manage personal options (and deleted messages) *Options 4 through 6*

Enter the voicemail system and **press 5** to manage personal options.

**Set Playback Options**    **4**

| Set verbose/brief playback mode | **1** |
| Sort by oldest/ newest messages | **2** |
| Play high priority messages first | **3** |
| Play mailbox extension greeting | **4** |
| Play current status greeting | **5** |
| Configure available messages | **6** |
| Configure available saved messages | **7** |

| Verbose | **1** |
| Brief | **2** |

| Oldest first | **1** |
| Newest first | **2** |

| Activate | **1** |
| Deactivate | **2** |

| Voicemail | **1** |
| Fax | **2** |
| Email | **3** |

| Activate | **1** |
| Deactivate | **2** |

**Manage Personal Prompts**    **5**

| Record Out of Office greeting | **1** |
| Hear Out of Office greeting | **2** |
| Record No Answer greeting | **3** |
| Hear No Answer greeting | **4** |
| Record your name | **5** |
| Hear your name prompt | **6** |
| Activate Out of Office greeting | **7** |
| Turn off Out of Office greeting | **8** |
| Turn off No Answer greeting | **9** |

**Manage One Number Follow Me**    **6**

| Turn Follow Me on or off | **1** | Edit a telephone number | **4** |
| Listen to current configuration options | **2** | Delete a telephone number | **5** |
| Add a telephone number | **3** | Previous Menu | **\*** |

# Manage personal options (and deleted messages) *Option 7*

## Enter the system

Dial **\* 9** followed by:
Your **extension** _____
Your **password** _____
**#** (to complete password)
IC will not prompt for extension and password.

## Main Menu

**1**  **Manage Voice Messages**

**2**  **Manage Fax Messages**

**3**  **Manage Email Messages**

**4**  **Send Voicemail**

**5**  **Manage Personal Options (and Deleted Messages)**

**6**  **Access the Private Company Directory**

**7**  **Initiate an Office-Wide Alert**

**8**  **Access Another Mailbox Folder**

**9**  **Access Outlook Options**

### During message playback, you can:

| | | | |
|---|---|---|---|
| Save current message | 1 | Fast forward 6 seconds | 6 |
| Forward message to extension | 2 | Delete current message | 7 |
| Skip to next message | 3 | Slow down voicemail playback | 8[†] |
| Replay current message | 4 | Speed up voicemail playback | 9[†] |
| Rewind 6 seconds | 5 | | |

### Commands always available:

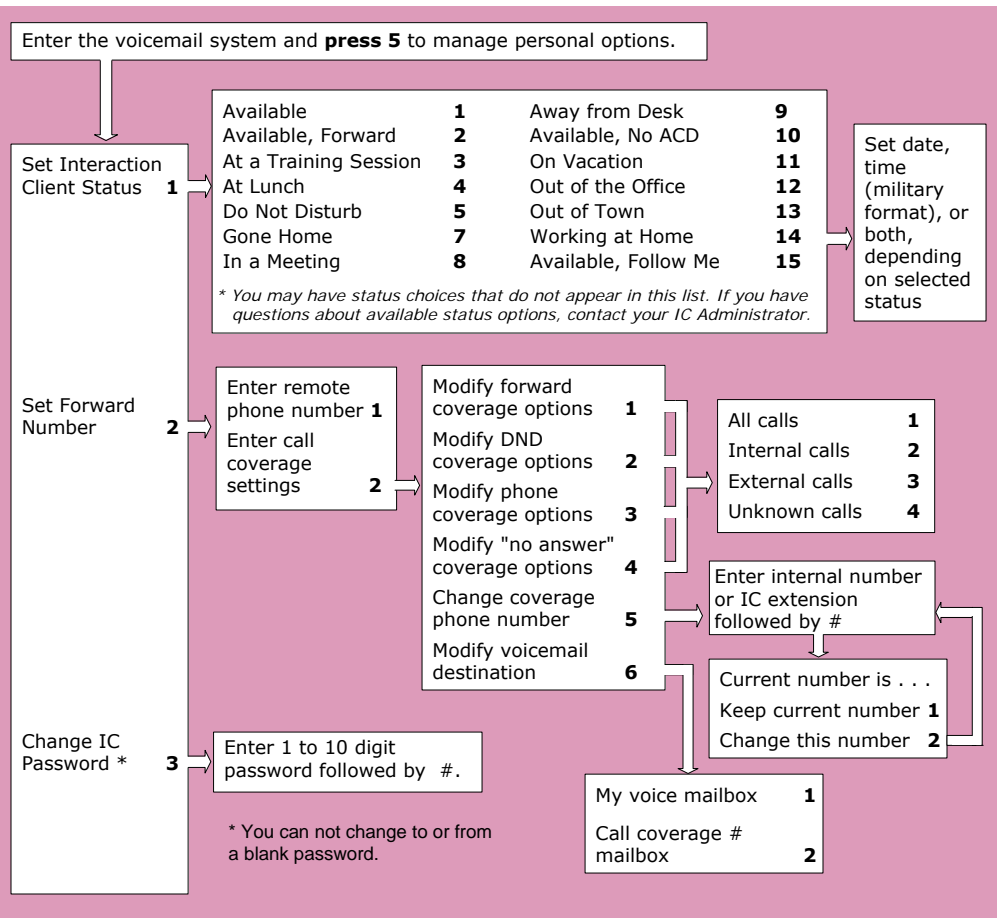| | |
|---|---|
| Return to previous menu | * |
| Finish a key entry | # |

To forward voicemail, faxes, or email to multiple extensions, separate the extension with # and end the list with ##.
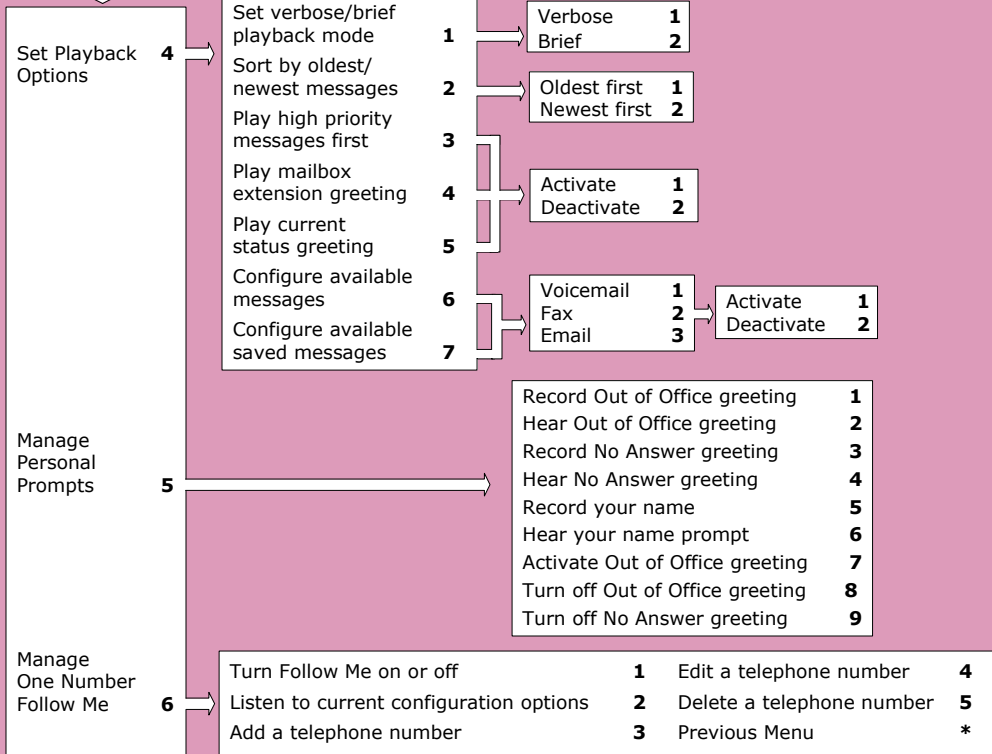
[†]  Some options require Interaction Media Server enabled for Advanced Operations.
   Contact your IC Administrator if you have questions.

# Manage personal options (and deleted messages) *Option 7*

Enter the voicemail system and **press 5** to manage personal options.

Manage Deleted Messages ‡ **7**

*(continued on next page)*

### Manage Deleted Voicemail †  **1**

Save current voicemail **1**
Forward to extension **2**
Skip current message **3**
Replay message **4**
Reply to message **5**
Play text in body **6**
Delete message (final) **7**
Play envelope **8**

Enter extension followed by **#**
Dial by name **2**
Play list of workgroups **3**

Call this number back **1**
Reply using voicemail **2**
Replay this number **3**
Call a different number **4**

Enter number, then #

Send now **1**
Record comment, attach to original **2**

Send message **1**
Review message **2**
Rerecord message **3**
Set priority **4**
Cancel and return **\***

*Priority*
High **1**
Low **2**
Normal **3**

### Manage Deleted Faxes †  **2**

Save current fax **1**
Forward fax to extension **2**
Skip to next fax **3**
Receive current fax **4**
Play envelope **6**
Delete this fax **7**
Listen to text of fax message **8**

Enter extension followed by **#**
Dial by name **2**
Play list of workgroups **3**

Enter destination number followed by #

Delete current and all other messages with this subject line **\*  1**
Delete current and all other messages from this sender **\*  2**

Send now **1**
Record voice comment, attach to original **2**

Send message **1**
Review message **2**
Rerecord message **3**
Set priority **4**
Cancel and return **\***

*Priority*
High **1**
Low **2**
Normal **3**

‡ Notes/Domino users cannot manage deleted messages via the TUI.

† A supplementary menu may appear between these commands and the next menu. Press **1** to listen to **new** (un-opened and deleted) voicemails or faxes. Press **2** to listen to **saved** (heard/read and deleted) voicemails or faxes.

\* These prompts are not played, but the commands are functional.

## Manage personal options (and deleted messages) *Option 8*

### Enter the system

Dial * **9** followed by:
Your **extension** _____
Your **password** _____
**#** (to complete password)
IC will not prompt for extension and password.

### Main Menu

**1**   **Manage Voice Messages**

**2**   **Manage Fax Messages**

**3**   **Manage Email Messages**

**4**   **Send Voicemail**

**5**   **Manage Personal Options (and Deleted Messages)**

**6**   **Access the Private Company Directory**

**7**   **Initiate an Office-Wide Alert**

**8**   **Access Another Mailbox Folder**

**9**   **Access Outlook Options**

### During message playback, you can:

| | | | |
|---|---|---|---|
| Save current message | 1 | Fast forward 6 seconds | 6 |
| Forward message to extension | 2 | Delete current message | 7 |
| Skip to next message | 3 | Slow down voicemail playback | 8[†] |
| Replay current message | 4 | Speed up voicemail playback | 9[†] |
| Rewind 6 seconds | 5 | | |

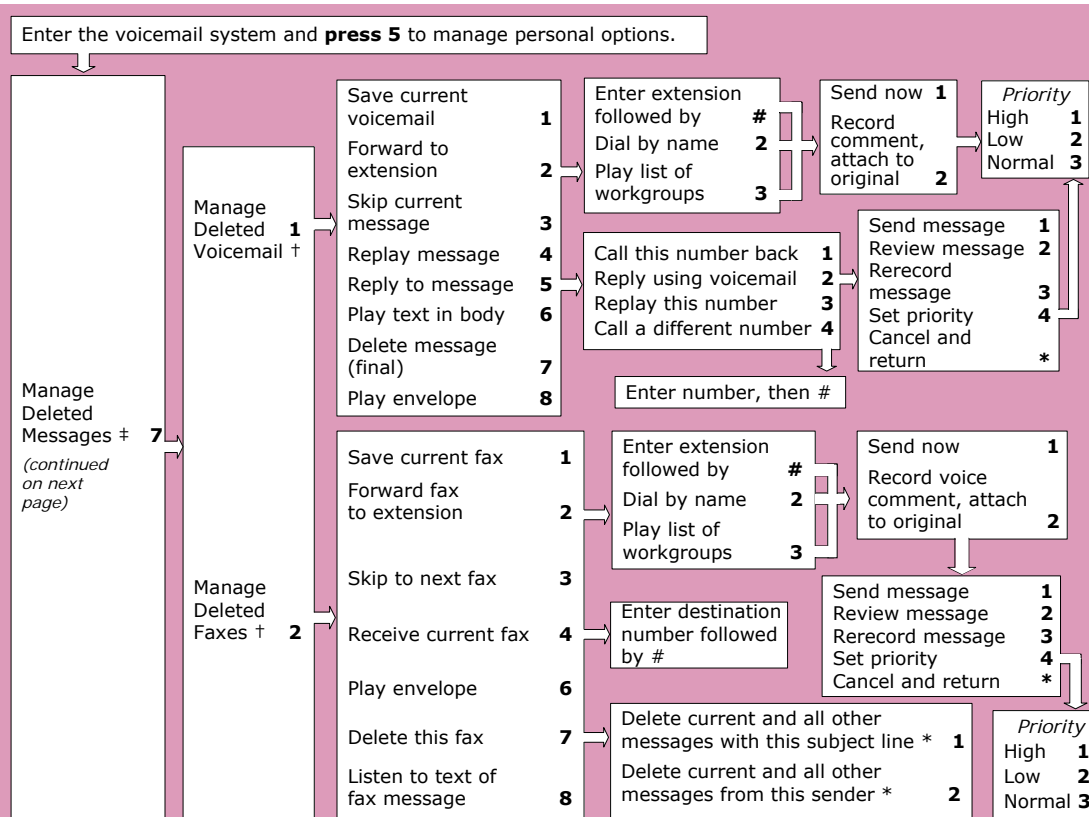### Commands always available:

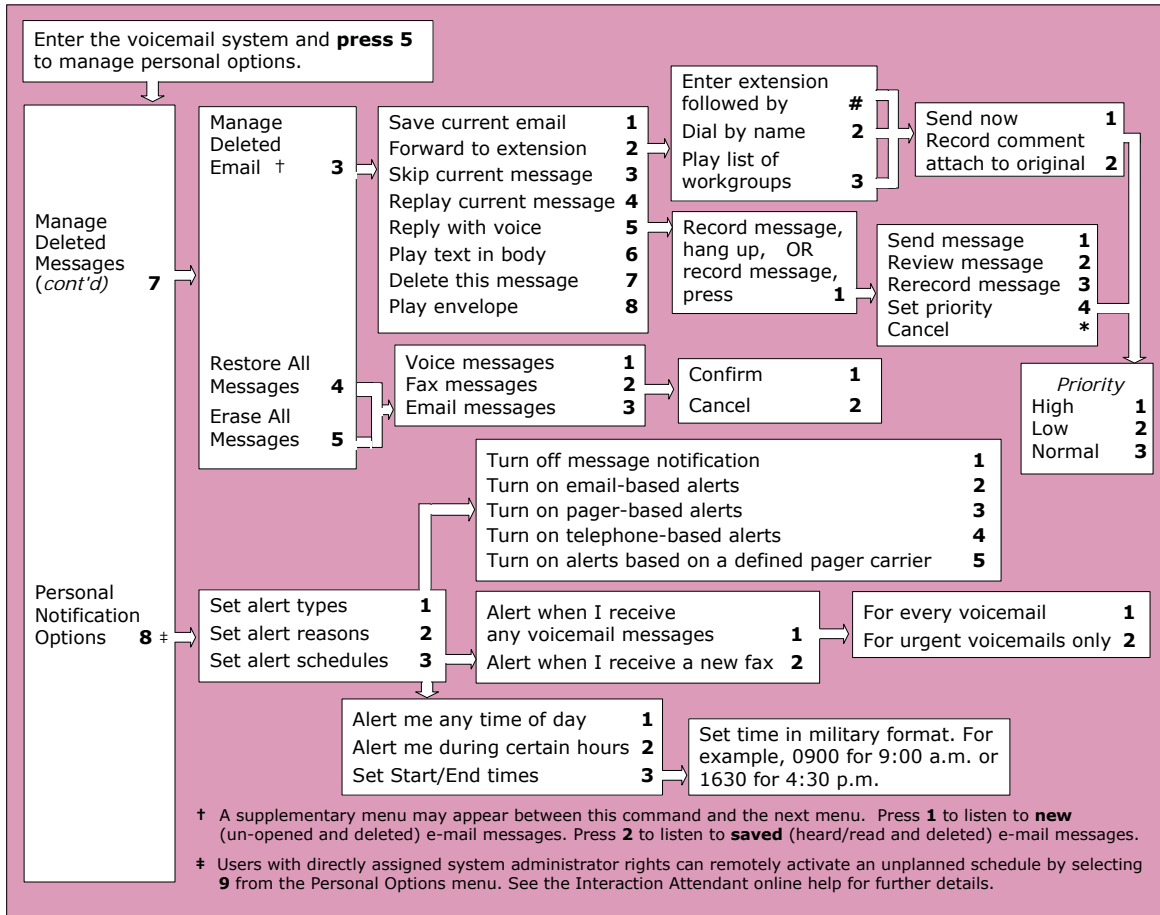| | |
|---|---|
| Return to previous menu | * |
| Finish a key entry | # |

To forward voicemail, faxes, or email to multiple extensions, separate the extension with # and end the list with ##.

[†]  Some options require Interaction Media Server enabled for Advanced Operations.
   Contact your IC Administrator if you have questions.

Enter the voicemail system and **press 5** to manage personal options.

Manage Deleted Messages (*cont'd*)  **7**

Manage Deleted Email †  **3**

Save current email  **1**
Forward to extension  **2**
Skip current message  **3**
Replay current message  **4**
Reply with voice  **5**
Play text in body  **6**
Delete this message  **7**
Play envelope  **8**

Enter extension followed by  **#**
Dial by name  **2**
Play list of workgroups  **3**

Send now  **1**
Record comment attach to original  **2**

Record message, hang up,  OR record message, press  **1**

Send message  **1**
Review message  **2**
Rerecord message  **3**
Set priority  **4**
Cancel  **\***

*Priority*
High  **1**
Low  **2**
Normal  **3**

Restore All Messages  **4**
Erase All Messages  **5**

Voice messages  **1**
Fax messages  **2**
Email messages  **3**

Confirm  **1**
Cancel  **2**

Turn off message notification  **1**
Turn on email-based alerts  **2**
Turn on pager-based alerts  **3**
Turn on telephone-based alerts  **4**
Turn on alerts based on a defined pager carrier  **5**

Personal Notification Options  **8** ‡

Set alert types  **1**
Set alert reasons  **2**
Set alert schedules  **3**

Alert when I receive any voicemail messages  **1**
Alert when I receive a new fax  **2**

For every voicemail  **1**
For urgent voicemails only  **2**

Alert me any time of day  **1**
Alert me during certain hours  **2**
Set Start/End times  **3**

Set time in military format. For example, 0900 for 9:00 a.m. or 1630 for 4:30 p.m.

† A supplementary menu may appear between this command and the next menu. Press **1** to listen to **new** (un-opened and deleted) e-mail messages. Press **2** to listen to **saved** (heard/read and deleted) e-mail messages.

‡ Users with directly assigned system administrator rights can remotely activate an unplanned schedule by selecting **9** from the Personal Options menu. See the Interaction Attendant online help for further details.

# Access the private company directory

## Enter the system

Dial **\* 9** followed by:
Your **extension** _____
Your **password** _____
**#** (to complete password)
IC will not prompt for extension and password.

## Main Menu

**1**  **Manage Voice Messages**

**2**  **Manage Fax Messages**

**3**  **Manage Email Messages**

**4**  **Send Voicemail**

**5**  **Manage Personal Options (and Deleted Messages)**

**6**  **Access the Private Company Directory**

**7**  **Initiate an Office-Wide Alert**

**8**  **Access Another Mailbox Folder**

**9**  **Access Outlook Options**

### During message playback, you can:

| | | | |
|---|---|---|---|
| Save current message | 1 | Fast forward 6 seconds | 6 |
| Forward message to extension | 2 | Delete current message | 7 |
| Skip to next message | 3 | Slow down voicemail playback | 8[†] |
| Replay current message | 4 | Speed up voicemail playback | 9[†] |
| Rewind 6 seconds | 5 | | |

### Commands always available:

| | |
|---|---|
| Return to previous menu | \* |
| Finish a key entry | # |

To forward voicemail, faxes, or email to multiple extensions, separate the extension with # and end the list with ##.

[†]  Some options require Interaction Media Server enabled for Advanced Operations. Contact your IC Administrator if you have questions.

# Access the private company directory - press 6

Enter the voicemail system and **press 6** to access the company directory.

| | |
|---|---|
| Enter extension followed by | **#** |
| Optionally dial by name | **2** |

| | |
|---|---|
| Dial this person's extension | **1** |
| Dial this person's home telephone | **2** |
| Dial this person's mobile number | **3** |

# Initiate an office-wide alert

## Enter the system

Dial * **9** followed by:
Your **extension** _____
Your **password** _____
**#** (to complete password)
IC will not prompt for extension and password.

## Main Menu

**1**  **Manage Voice Messages**

**2**  **Manage Fax Messages**

**3**  **Manage Email Messages**

**4**  **Send Voicemail**

**5**  **Manage Personal Options (and Deleted Messages)**

**6**  **Access the Private Company Directory**

**7**  **Initiate an Office-Wide Alert**

**8**  **Access Another Mailbox Folder**

**9**  **Access Outlook Options**

### During message playback, you can:

| | | | |
|---|---|---|---|
| Save current message | 1 | Fast forward 6 seconds | 6 |
| Forward message to extension | 2 | Delete current message | 7 |
| Skip to next message | 3 | Slow down voicemail playback | 8[†] |
| Replay current message | 4 | Speed up voicemail playback | 9[†] |
| Rewind 6 seconds | 5 | | |

### Commands always available:

| | |
|---|---|
| Return to previous menu | * |
| Finish a key entry | # |

To forward voicemail, faxes, or email to multiple extensions, separate the extension with # and end the list with ##.

[†]  Some options require Interaction Media Server enabled for Advanced Operations. Contact your IC Administrator if you have questions.

# Initiate an office-wide alert - press 7

Enter the voicemail system and **press 7** to initiate an office-wide alert.

You can use this option to initiate an office-wide search for an available extension.

After you **press 7**, CIC or EIC will search all extensions with a status set to "Available" or "Available, No ACD", and will route your call to each extension consecutively until someone answers.

# Access another mailbox folder

## Enter the system

Dial * **9** followed by:
Your **extension** _____
Your **password** _____
**#** (to complete password)
IC will not prompt for extension and password.

## Main Menu

**1**   **Manage Voice Messages**

**2**   **Manage Fax Messages**

**3**   **Manage Email Messages**

**4**   **Send Voicemail**

**5**   **Manage Personal Options (and Deleted Messages)**

**6**   **Access the Private Company Directory**

**7**   **Initiate an Office-Wide Alert**

**8**   **Access Another Mailbox Folder**

**9**   **Access Outlook Options**

### During message playback, you can:

| | | | |
|---|---|---|---|
| Save current message | 1 | Fast forward 6 seconds | 6 |
| Forward message to extension | 2 | Delete current message | 7 |
| Skip to next message | 3 | Slow down voicemail playback | 8[†] |
| Replay current message | 4 | Speed up voicemail playback | 9[†] |
| Rewind 6 seconds | 5 | | |

### Commands always available:

| | |
|---|---|
| Return to previous menu | * |
| Finish a key entry | # |

To forward voicemail, faxes, or email to multiple extensions, separate the extension with # and end the list with ##.

[†]   Some options require Interaction Media Server enabled for Advanced Operations.
    Contact your IC Administrator if you have questions.

# Access another mailbox folder - press 8

Enter the voicemail system and **press 8** to access another mailbox folder.

You can use this feature to dial into the system and gain access to other Inbox subfolders*. By default, your Inbox is always opened upon entering the system. When you **press 8** from the main menu, the system queries all subfolders in your Inbox and creates a dynamic menu for these subfolders. The system also creates menu options to access Sent Items and Deleted Items.

> **Note**
>
> Your menu options may vary, depending on the number of subfolders created below your Inbox folder. Press 0 at any time to return to the Inbox.

For example, assume you have three subfolders beneath your Inbox: Administration, Personal, and Support. After you press 8 from the main menu, IC presents you with the following menu options:

| | | | | | |
|---|---|---|---|---|---|
| Administration | **1** | Personal | **3** | Deleted Items | **5** |
| Support | **2** | Sent Items | **4** | Return to Inbox | **0** |

Follow these prompts to access your custom subfolders, Sent Items folder, or Deleted Items folder.

* Subfolders must contain messages to be listed.

# Access Outlook options

## Enter the system

Dial * **9** followed by:
Your **extension** _____
Your **password** _____
**#** (to complete password)
IC will not prompt for extension and password.

## Main Menu

**1** **Manage Voice Messages**

**2** **Manage Fax Messages**

**3** **Manage Email Messages**

**4** **Send Voicemail**

**5** **Manage Personal Options (and Deleted Messages)**

**6** **Access the Private Company Directory**

**7** **Initiate an Office-Wide Alert**

**8** **Access Another Mailbox Folder**

**9** **Access Outlook Options**

### During message playback, you can:

| | | | |
|---|---|---|---|
| Save current message | 1 | Fast forward 6 seconds | 6 |
| Forward message to extension | 2 | Delete current message | 7 |
| Skip to next message | 3 | Slow down voicemail playback | 8[†] |
| Replay current message | 4 | Speed up voicemail playback | 9[†] |
| Rewind 6 seconds | 5 | | |

### Commands always available:

Return to previous menu          *
Finish a key entry          #
To forward voicemail, faxes, or email to multiple extensions, separate the extension with # and end the list with ##.

[†]  Some options require Interaction Media Server enabled for Advanced Operations. Contact your IC Administrator if you have questions.

# Access Outlook options - press 9

| Access Calendar | 1 |
| --- | --- |

| Hear a list of today's meetings | 1 |
| --- | --- |
| Hear a list of meetings for another date | 2 |

Enter the 2-digit month, 2-digit date, and 2-digit year

| Access Out-Of-Office Assistant Options | 2 |
| --- | --- |

| Turn Outlook out-of-office assistant **on** | 1 |
| --- | --- |
| Turn Outlook out-of-office assistant **off** | 2 |

## Notes