

# Messaging Interaction Center™ Menus: At-A-Glance

## Addressing, Sending and Forwarding Message Options

The map below lists instructions for forwarding messages using your telephone. More complete, detailed tasks you can perform over the phone are listed on the reverse side of this document. If you have any questions regarding your forwarding options, please see your administrator.

**Enter the system**

Dial voicemail system number: \_\_\_\_\_

Enter mailbox number followed by # \_\_\_\_\_

Enter passcode followed by # \_\_\_\_\_

### Main Menu

#### 1 Retrieve Messages

#### Manage Voicemail

#### Manage Faxes

#### Manage Email

#### 5 Manage Deleted Items

#### During message playback, you can use these options:

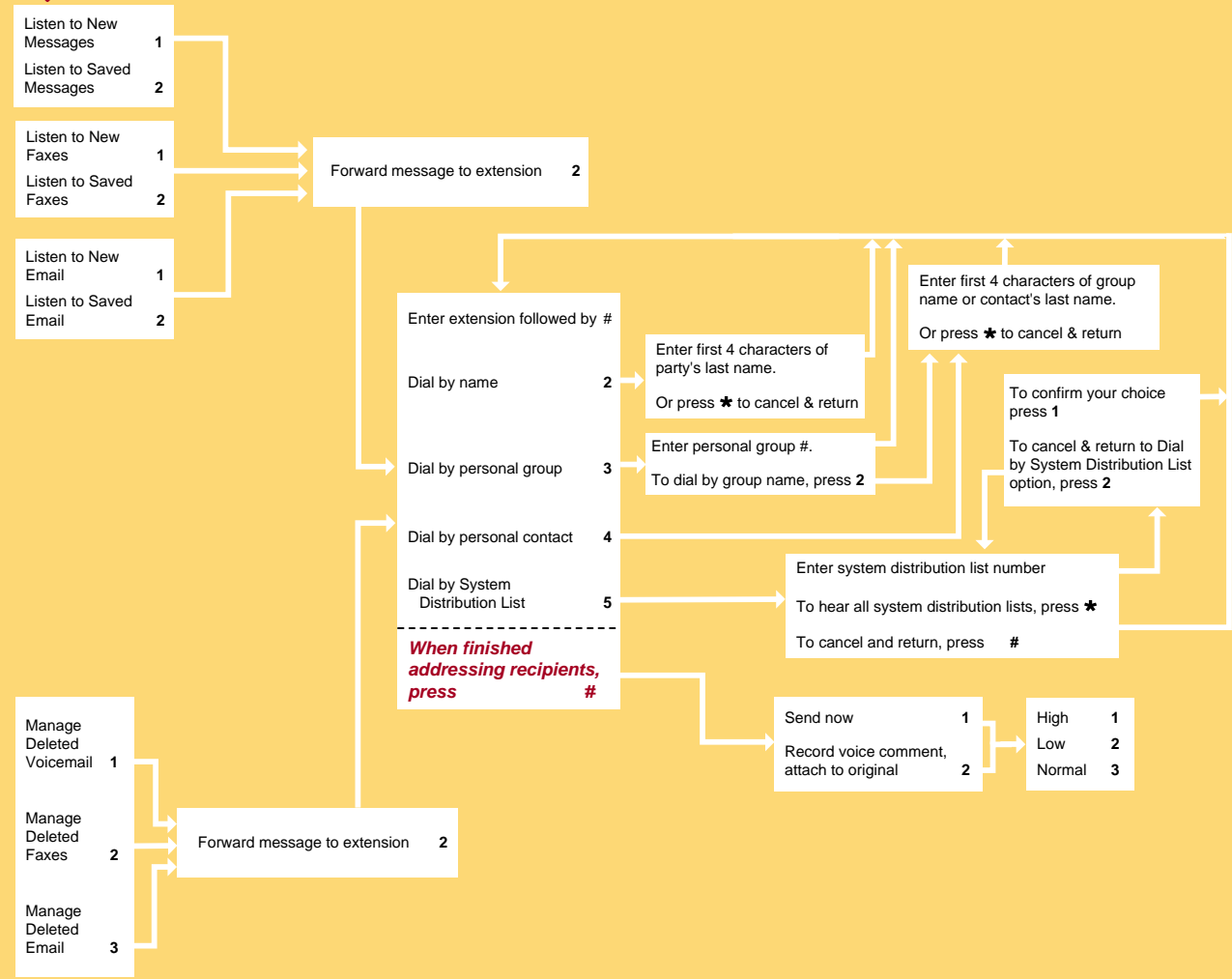
Hear more options or Repeat short list of options <sup>†</sup>	0	Play envelope information or Fast Forward voicemail <sup>†</sup>	3	Delete current message, play next message	7
Replay voice or e-mail message or Rewind 6 seconds <sup>†</sup>	1	Slow down voicemail playback <sup>†</sup>	4	Skip to next message, keep current message as New	8
or Receive fax		Reply to voice or e-mail message	5	Save current message	9
Forward message to extension	2	Read message body or Speed up voicemail playback <sup>†</sup>	6	Go to end of message	#

#### In any menu, you can press:

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

<sup>†</sup>The availability of these options is determined by your company's configuration and specifications. Please contact your system administrator.  
<sup>‡</sup>The number of options announced initially is controlled by whether you select Verbose or Brief as your TUI Playback Mode. See Personal Options > Playback Options > Prompt Level.

**Auto-Play**  
When you have new voicemail messages, they play automatically after you login.



## Managing Remote Messages

MIC enables you to access and manage voicemail, faxes, and email from any touch-tone phone. To start:

- 1 Dial your main MIC phone number from a remote telephone.
- 2 When the system greets you, enter your mailbox number, then #.
- 3 Enter your passcode, then # to complete the access code.

MIC prompts you with selections for all input. You do not have to wait for prompts to enter commands.

#### Common Shortcuts from Main Menu:

- Listen to new voicemail: **1 + 1 + 1**
- Listen to saved voicemail: **1 + 1 + 2**
- After listening, you can:
  - Save voicemail: **9**
  - Forward to an extension: **2 + 1 + extension + #**
  - Reply to a caller: **5 + 1 + 1**
  - Reply to an outside caller: **5 + 1 + phone number + #**
- Listen to new email: **1 + 3 + 1**
- Listen to saved email: **1 + 3 + 2**
- Set status to "Out of the office": **3 + 7**
- Receive a new fax: **1 + 2 + 1 + fax number + #**
- Record standard greeting: **4 + 1 + 1**

For more detailed instructions on prompts and command options, refer to the reverse side of the page.

This document describes MIC features that may not be available in your version. If you have questions about feature availability, contact your vendor regarding the feature set available in your version of the product. Messaging Interaction Center™ (MIC™) was formerly known as Communité®. For more information on MIC, visit our website at [www.ININ.com](http://www.ININ.com).

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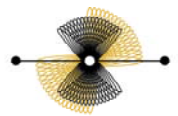
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## Quick Reference Card

Messaging Interaction Center (MIC)™

Version 3.0

# Messaging Interaction Center™ Menus



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## Enter the system

Dial voicemail system number: \_\_\_\_\_  
Enter mailbox number followed by # \_\_\_\_\_  
Enter passcode followed by # \_\_\_\_\_

## During message playback, you can use these options:

- |                                  |   |                                  |   |                                                   |   |
|----------------------------------|---|----------------------------------|---|---------------------------------------------------|---|
| Hear more options                | 0 | Play envelope information        | 3 | Delete current message, play next message         | 7 |
| or Repeat short list of options† |   | or Fast Forward voicemail †      |   | Skip to next message, keep current message as New | 8 |
| Replay voice or e-mail message   | 1 | Slow down voicemail playback†    | 4 | Save current message                              | 9 |
| or Rewind 6 seconds†             |   | Reply to voice or e-mail message | 5 | Go to end of message                              | # |
| or Receive fax                   |   | Read message body                | 6 |                                                   |   |
| Forward message to extension     | 2 | or Speed up voicemail playback†  |   |                                                   |   |

## In any menu, you can press these keys:

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

## Main Menu

### Auto-Play

When you have new voicemail messages, they play automatically after you login.

<b>Voicemail 1</b>	Listen to New Messages 1 Listen to Saved Messages 2	Hear more options or Repeat short list † 0 Replay current msg. or Rewind † 1 Forward 2 Play envelope or Fast Forward † 3 Slow down playback † 4 Reply 5 Read message body or Speed up † 6 Delete this, play next 7 Skip to next, keep as new msg. 8 Save 9 Go to end of msg. #	See "Addressing, Sending and Forwarding Message Options" on the reverse side of this document.
<b>Faxes 2</b>	Listen to New Faxes 1 Listen to Saved Faxes 2	Hear more options or Repeat short list † 0 Receive Fax 1 Forward 2 Play envelope 3 Read message body 6 Delete this, play next 7 Skip to next, keep as new msg. 8 Save 9 Go to end of msg. #	Enter destination number followed by # See "Addressing, Sending and Forwarding Message Options" on the reverse side of this document.
<b>E-mail 3</b>	Listen to New E-mail 1 Listen to Saved E-mail 2	Hear more options or Repeat short list † 0 Replay current msg. 1 Forward 2 Play envelope 3 Reply 5 Read message body 6 Delete this, play next 7 Skip to next, keep as new msg. 8 Save 9 Go to end of msg. #	See "Addressing, Sending and Forwarding Message Options" on the reverse side of this document.
<b>Calendar 4</b>	To listen to today's appointments, press 1 followed by #. To listen to appointments for a specific date, enter the two-digit month, the two-digit date, and the two-digit year.		
<b>Deleted Voicemail 1</b>	Hear more options or Repeat short list † 0 Replay current msg. or Rewind † 1 Forward 2 Play envelope or Fast Forward † 3 Slow down playback † 4 Reply 5 Read message body or Speed up † 6 Delete this, play next 7 Skip to next, keep as new msg. 8 Save 9 Go to end of msg. #	See "Addressing, Sending and Forwarding Message Options" on the reverse side of this document.	Call this person now 1 Reply using voicemail 2 Enter destination number, then # 1 Call using this number 1 Listen to this number again 3 Call a different number 4
<b>Deleted Faxes 2</b>	Hear more options or Repeat short list † 0 Receive Fax 1 Forward 2 Play envelope 3 Read message body 6 Delete this, play next 7 Skip to next, keep as new msg. 8 Save 9 Go to end of msg. #	Enter destination number followed by #	See "Addressing, Sending and Forwarding Message Options" on the reverse side of this document.
<b>Deleted E-mail 3</b>	Hear more options or Repeat short list † 0 Replay current msg. 1 Forward 2 Play envelope 3 Reply 5 Read message body 6 Delete this, play next 7 Skip to next, keep as new msg. 8 Save 9 Go to end of msg. #	See "Addressing, Sending and Forwarding Message Options" on the reverse side of this document.	Record message, then: Send message Hang up Hear special options Press 1 Send message Hang up Review message 2 Rerecord message 3 Send message, return to main menu 4 Cancel message, return to main menu 5 Set priority 6 Schedule future delivery 7 Mark the message as private 8 Cancel reply and return *
<b>Restore All 4</b>	Voicemail = 1, Fax = 2, Email = 3		
<b>Erase All 5</b>	To confirm, press 1. To cancel, press 2.		

## 1 Retrieve Messages

## 2 Outbound Interactions

## 3 Change Status

## 4 Personal Options

## 5 Personal Groups

<b>Create message 1</b>	Enter extension followed by # Dial by name 2 Dial by personal group 3 Dial by personal contact 4 Dial by System Distribution List 5	Enter first 4 characters of party's last name. Or press * to cancel & return. Enter personal group #. To dial by group name, press 2. Enter first 4 characters of group's or contact's last name. Or press * to cancel & return.	Confirm choice 1 Cancel, return to Dial by System Distribution List 2 Enter system distribution list number To hear all system distribution lists, press # To cancel and return, press #
<b>Place call 2</b>	Enter the telephone number you want to call, followed by #. Dial by name 2 Dial by personal contact 4	Enter the first 4 characters of your party's last name.	Send message Hang up Review message 2 Rerecord message 3 Send message and return to main menu 4 Cancel message and return to main menu 5 Set priority 6 Schedule future delivery 7 Mark message private 8
<b>Available 1</b>	Gone Home 5 Away from Desk 2 At Lunch 3 Do Not Disturb 4	On Vacation 9 In a Meeting 6 Out of the Office 7 Out of Town 8	High = 1, Low = 2, Normal = 3 Set time 1 Set date 2 Finish or skip 3 Enter time in military format. For example: 0800 or 1330.
<b>Manage Prompts 1</b>	Record Standard Greeting § 1 Listen to Standard Greeting 2 Record OOO Greeting § 3 Listen to OOO Greeting 4	Record Name § 5 Listen to Your Name Prompt 6 Deactivate/Activate OOO Greeting 7 Deactivate/Activate Standard Greeting 9	Save 1 Listen/Review 2 Record 3 Discard 4 § This submenu is available only after "Record..."
<b>Change Passcode 2</b>	Enter passcode, then press #.		
<b>Playback Options 3</b>	Prompt Level 1 Message Sorting 2 Priority Message Playback 3 Mailbox Confirmation 4 Status Confirmation 5 Configure Message Types 6	Verbose 1 Brief mode 2 Oldest first (FIFO) 1 Newest first (LIFO) 2 Priority first 1 No Priority Sort 2 Manage setting for callers into your mailbox 1 Manage setting for logging into your mailbox 2 Keep setting 1 Change setting 2	
<b>Notifications 1</b>	Change method 1 Reason 2 Schedule 3 Phone number 4	Notification off 1 Pager on 2 Phone on 3 Toggle voice mail 1 Toggle fax 2 All times 1 Set Schedule 2 Enter schedule begin and stop times in military format. Example: 0630 or 1530.	
<b>Enhanced Messaging 4</b>	Follow-Me 2 Keep current 2 Setting, if Follow Me is already on.	Turn Follow Me on or off 1 If Follow Me was off and you turned it on, enter Remote Telephone Number followed by #. Keep current remote number 1 Re-enter remote number 2 Activate or deactivate call screening 1 Skip this option 2 Activate or deactivate Caller ID 1 Skip this option 2	Enter number of seconds you want the system to call this remote number. Turn password 1 verification on Turn password 2 verification off Repeat configuration 1 to add another number to dial in consecutive order If finished, press 2 The first Follow Me number & the time out alert and password verification options for the number are confirmed. Edit the entry 1 Delete the entry 2 Add another follow me number 3 Hear the next entry, press * or wait.
<b>Manage Rules 3</b>	Toggle rule on/off 1 Announcement Only 4 Toggle announcement on/off 1 Keep current setting 2		Change Alert Time 1 Change Passcode Verification 2 Change Telephone # 3
<b>Add new personal groups 1</b>	Review personal groups 2 Delete personal groups 3	Enter group # Hear Members 1 Add members 1 Remove members 2	Enter extension, followed by # Dial by name 2 Dial by personal contact 4 When finished selecting members, press #

† The availability of these options is determined by your company's configuration and specifications. Please contact your system administrator.  
‡ The number of options announced initially is controlled by whether you select Verbose or Brief as your TUI Playback Mode. See Personal Options > Playback Options > Prompt Level.  
This document lists the default MIC telephone user interface settings as provided by Interactive Intelligence, Inc. Some features may not be available in your version, or may have been customized to reflect your company's specifications. For questions about feature availability or customized settings, contact your vendor regarding the available features in your product version. Messaging Interaction Center™ was formerly known as Communite®. For more information on MIC, visit our website at www.ININ.com.  
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