
Messaging Interaction Center User Guide

Version 3.0

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This document may describe Interaction Center (IC) features that are not available or licensed in your IC product. Multiple products are based on the Interaction Center Platform, and some features are disabled or unavailable in some products.

Products based on the Interaction Center Platform include:

- Interactive Intelligence Customer Interaction Center® (CIC™)
- Messaging Interaction Center™ (MIC™)

Since these products share some common features, this document is intended for use with all IC products, unless specifically stated otherwise on the title page or in the context of the document.

How I know if I have a documented feature?

Here are some indications that the documented feature is not currently licensed or available in your version:

- The menu, menu item, or button that accesses the feature appears grayed-out.
- One or more options or fields in a dialog box appear grayed-out or do not appear at all.
- The feature is not selectable from a list of options.

If you have questions about feature availability, contact your vendor regarding the feature set and licenses available in your version of this product.

Messaging Interaction Center and Communité

Messaging Interaction Center and Communité are the same product. Communité is simply the name used for most of version 2.4 development and previous releases. Messaging Interaction Center (MIC) is the name used for the later stages of the version 2.4 release cycle and is the name used for version 3.0.

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Introduction

Messaging Interaction Center (MIC) is a comprehensive, large-scale solution for unified communications, enabling users to retrieve email, voicemail, and faxes through an email client (e.g., Microsoft Outlook), the MIC Web Access interface, or a touch-tone phone. Advanced features include Follow Me, presence management, call screening, rule-based call routing, and message notification.

As an MIC user, you can customize the system to meet your specific needs by creating rules to handle telephone calls, faxes, and voice messages.

You can set rules based on certain conditions, such as the originating phone number, time of day, or your availability status.

For example, you can create a “spouse” rule for calls that come from your home telephone number. You can configure this rule to use Follow Me, which could call you on your cell phone first

and then dial any other phone numbers you define in your Follow Me rules.

Each rule can have its own set of actions that MIC processes, such as sending a call to voicemail, forwarding a call to another number, or even playing back a custom message using text-to-speech (TTS) to the caller.

A key feature of MIC is the telephone user interface (TUI). The interface lets you dial in and retrieve messages from any touchtone phone (see the **MIC Quick Reference Guide**).

You can use the telephone to play back voicemail messages, listen to email (using text-to-speech), and manage telephone interface options.

You may also have access to MIC through your email system and/or the MIC Web Access interface. Ask your administrator if these features are available to you.

In this guide, each MIC feature is described in detail as you step through the MIC menus, prompts,

and options. You will also learn commands and shortcuts available to you as you navigate through the system.

All MIC users have access to the telephone user interface (TUI); therefore, we describe these access methods first. If available, we describe MIC Web Access, which you can access from the from any supported web browser. Your system administrator must provide you with the link to the MIC Web Access home page.

MIC 3.0 TUI

MIC 3.0 introduces a simplified and completely redesigned Telephone User Interface (TUI). This easy-to-use TUI features improved verbose, brief and expert modes.

Two new Main Menu selections, Retrieve Messages and Outbound Interactions, simplify message management — particularly message playback and the handling of deleted messages. The consistent menu structure within these two main TUI branches makes it easier to access any selected function. Also, note that the Change Status option has been moved forward in the TUI and appears on the Main

Accessing the User Tutorial

Menu to make it easier to change your status by phone.

All of the prompts have been reworked and re-recorded to improve the flow of the interface and ensure the same voice quality throughout. Be sure to review the *MIC Quick Reference Card* for a full view of the changes.

Accessing the User Tutorial

Before you use MIC, you must first set up your mailbox by phone or via the MIC Web Access pages. MIC provides a user tutorial to help you set it up.

This tutorial steps you through recording your name and personal greeting, and setting up a passcode. If you don't record a name prompt, the text to speech engine plays your name back to the caller. These steps outline the tutorial:

- ☒ Access your mailbox:
 - Dial the voicemail system number.
 - Enter your mailbox number followed by #.
 - Enter your passcode followed by #. MIC plays a prompt, welcoming you to the tutorial.
- MIC prompts you to change your passcode. You must enter the passcode a second time for verification. Use a passcode only you know. A valid passcode is normally 3 to 10 numeric characters, depending on the requirements set by your system administrator.
- Ž After you set your passcode, you can change it at any time from the MIC TUI main menu by pressing **4**, and then **2**.

If you forget your passcode, your administrator can reset it. After a certain number of unsuccessful login attempts, MIC may lock your mailbox until your system administrator unlocks it.

- Next, MIC asks you to record your name prompt. This recording plays when callers dial your extension through MIC or forward a message to your mailbox.
- Finally, MIC asks you to record a personalized greeting, which callers hear when you are unavailable to accept calls. If you do not record a greeting, or if you deactivate it, MIC plays a standard system greeting.

*You can listen to or change your recorded name or greeting at any time from the MIC TUI main menu by pressing **4**, then **1** and then selecting from the list of options.*

Setting Up and Accessing Your MIC Mailbox

Before you can use MIC, you must set up your mailbox by phone or via the MIC Web Access page. Record your name and a personal greeting, and change your passcode from the default one assigned by your administrator.

To access your mailbox, dial the voicemail system number, enter your mailbox number followed by #, and then enter your passcode followed by #. You can also access your mailbox by dialing your phone number, then entering *, your passcode, and #.

Use a passcode only you know. Your passcode tells the system who you are, and prevents others from accessing your messages.

A valid passcode must be numeric (0-9) and is typically limited to ten digits. Minimum passcode length is

determined by your MIC Administrator.

Setting up your mailbox

- ☒ Access your mailbox by dialing the voicemail system number.
 - When the system greets you, enter your mailbox number followed by #, then enter your passcode followed by #.
- Ž Change your passcode from the default passcode.
 - Record your name prompt and voicemail greeting.
 - Set up other personal options, such as forwarding and notification options.
- ' After you change the passcode, disconnect. Then reconnect, record your name and complete personal options setup.

Accessing your mailbox from inside the organization

☒ Dial the voicemail system number:
_____.

- When the system greets you, enter your mailbox number followed by #, then enter your passcode followed by #.
Example: 8007 (voicemail system), 2222 (extension), #, passcode, and #.

Accessing your mailbox from outside the organization

☒ Dial the voicemail system number.
_____.

- When the system greets you, enter your mailbox number followed by #, then enter your passcode followed by # to complete the access code.
Example: 715-8007 (voicemail system), 2222 (extension), passcode, and #.

Accessing your mailbox through the computer

After you set up your mailbox by phone, you can also begin using the MIC Web Access interface. Your MIC administrator should provide you with the MIC Web Access login web page address. Example: <https://servername/MIC/>

If your administrator did not already give you an icon or shortcut to the web page, create a link or icon to easily access the MIC Web Access page in the future.

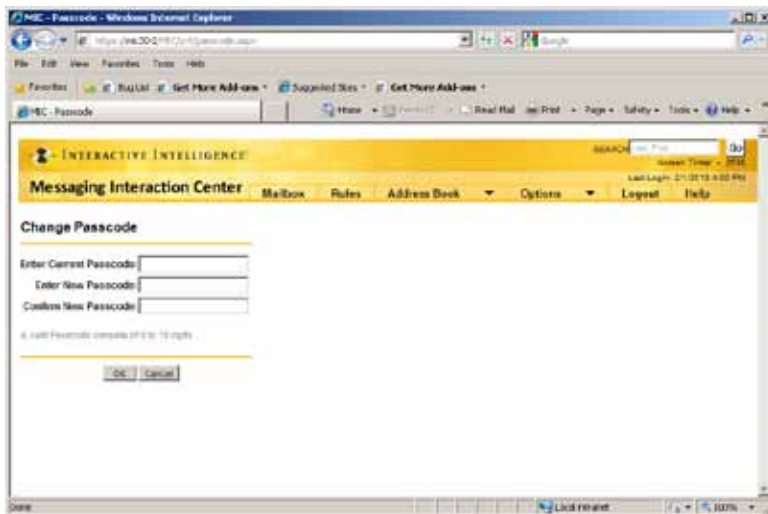
You also need the appropriate login credentials. Depending on how your MIC administrator decided to authenticate users, you login to MIC Web Access using your MIC user name and **passcode** or your network user id and **password**.

The MIC login screen prompts you for your passcode or password, as required for MIC access on your system.

Change Passcode

The MIC passcode is used for TUI access. Your MIC administrator determines if you also use it for MIC Web Access.

If you have not changed your passcode from the default one assigned by your administrator, the Change Passcode page appears when you log in. It prompts you to change your passcode. The page describes how many digits your passcode must contain. Select a number that you can remember and that is easy to enter on a telephone keypad.



The Change Passcode screen requires you to create or change your MIC passcode. You cannot use the default passcode.

Managing Voice Messages

This section describes many features, including listening to, saving, forwarding, replying to, and deleting voicemail. You can access these features through your telephone, or from MIC Web Access.

You can listen to voicemail through computer speakers, a local telephone handset, or a remote phone number. If your phone has a message waiting indicator, you may receive visual or audio signs, such as a flashing or solid light or a stutter tone when you lift the receiver, to let you know you have new messages. These indicators will not stop until you listen to all messages.

See the **MIC Quick Reference Guide** for a visual summary of the MIC TUI menus. You may not have certain options, depending on the features available in your version.[†]

Managing voicemail by telephone

On the MIC Main Menu, press **1** to Retrieve Messages. Press **1** again to select Voicemail, and then select Listen to New (**1**) or Saved (**2**) Messages.

Commands and features available at all times †

During voicemail message playback, press any of these keys:

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

Access your voicemail messages

- ☒ Dial the MIC system number.
- Enter your mailbox number, then **#**.
- Ž Enter your passcode, then **#**.
- Press **1 twice** to manage voicemail.
 - Press **1** to listen to new messages, or press **2** to listen to saved messages.

You can always return to the previous menu by pressing the U (star) key.

† *The availability of these options is determined by your company's configuration and specifications. To determine your options, 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.*

Managing Voice Messages

Save a voicemail message

Access your mailbox, press **1** **twice** to enter the Manage Voicemail menu. Press **1** to listen to new messages, or press **2** for saved messages.

- To save the message, press **9** while listening to it, or after the system finishes playing it.

Forward a voicemail to an MIC extension

☒ Access your mailbox, press **1** **twice** to enter the Manage Voicemail menu. Press **1** to listen to new messages, or press **2** to listen to saved messages.

- To forward the message, press **2**.
- Ž Enter the MIC extension(s) to which you want to forward the message.

- When you finish entering recipients, press **#**.
- To send the message, press **1**. Or to record a voice comment and attach it to the original, press **2**.

Forward a voicemail using dial by name

☒ Access your mailbox, press **1** **twice** to enter the Manage Voicemail menu. Press **1** to listen to new messages, or press **2** to listen to saved messages.

- To forward the message, press **2**.
- Ž To dial the forwarding extension by name, press **2**.
- To search for your party, enter the first four characters of the party's last name.

If the system finds an exact match for your entry, you are connected to that party immediately. If the system finds more than three parties match your entry, you may be prompted to enter the first three characters of your party's first name.

- When you finish entering recipients, press **#**.
- ' To send the message, press **1**. Or to record a voice comment and attach it to the original, press **2**.

Forward a voicemail and attach a voice comment

☒ Access your mailbox, press **1 twice** to enter the Manage Voicemail menu. Press **1** to listen to new messages, or press **2** to listen to saved messages.

- To forward the message, press **2**.

☒ Enter the extension, or dial by name.

- When you finish entering recipients, press **#**.
- To record a voice comment and attach it to the original voicemail, press **2**.

Forward a voicemail and set the priority

☒ Access your mailbox, press **1 twice** to enter the Manage Voicemail menu. Press **1** to listen to new messages, or press **2** to listen to saved messages.

- To forward the message, press **2**.

☒ Enter the extension or dial by name.

- When you finish entering recipients, press **#**.
- To accept the extension, press **1**.

' To set the level of priority you wish to attach to this message (the system defaults to Normal priority):

- For High priority, press **1**
- For Low priority, press **2**
- For Normal priority, press **3**

Forward a voicemail using dial by personal group

Personal groups are groups of contacts you create on the MIC Web Access page. You must have at least one group defined first.

☒ Access your mailbox, press **1 twice** to enter the Manage Voicemail menu. Press **1** to listen to new messages, or press **2** for saved messages.

- To forward the message press **2**.

☒ To dial by personal group, press **3**.

- Enter the personal group number.

Or to dial by group name, press **2**, and enter the first four characters of your group's name.

- When you finish entering recipients, press **#**.

' To send the message, press **1**. Or, to record a voice comment and attach it to the original, press **2**.

Forward a voicemail using dial by personal contact

☞ Access your mailbox, press **1 twice** to enter the Manage Voicemail menu. Press **1** to listen to new messages, or press **2** to listen to saved messages.

- To forward the message, press **2**.

☞ To dial by personal contact, press **4**.

- Enter the first four characters of your party's name.

If the system finds an exact match for your entry, you are connected to that party immediately. If the system finds more than three parties match your entry, you may be prompted to enter the first three characters of your party's first name.

- When you finish entering recipients, press **#**.

' To send the message, press **1**. Or, to record a voice comment and attach it to the original, press **2**.

Forward a voicemail using dial by System Distribution List

☞ Access your mailbox, press **1 twice** to enter the Manage Voicemail menu. Press **1** to listen to new messages, or press **2** to listen to saved messages.

- To forward the message, press **2**.

☞ To dial by System Distribution List, press **5**.

- Enter the System Distribution List number and then press **#**. Or, to hear all System Distribution Lists, press **0**.

- To confirm your choice, press **1**. To cancel it, press **2**.

' When you finish entering recipients, press **#**.

' To send the message, press **1**.

Skip to the next voicemail

☞ Access your mailbox, press **1 twice** to enter the Manage Voicemail menu. Press **1** to listen to new messages, or press **2** to listen to saved messages.

- To skip to the next voicemail, press **8**.

Replay the voicemail

☞ Access your mailbox, press **1 twice** to enter the Manage Voicemail menu. Press **1** to listen to new messages, or press **2** to listen to saved messages.

- To replay the current voicemail, press **1**.

Optionally, the MIC system may be configured by the MIC administrator so that pressing 1 at this point rewinds the voicemail 6 seconds.

Reply to the voicemail sender

☞ Access your mailbox, press **1 twice** to enter the Manage Voicemail menu. Press **1** to listen to new messages, or press **2** to listen to saved messages.

- To reply to the sender of this voicemail, press **5**.

☞ To call back to the sender's number, press **1**.

Reply to the voicemail using voicemail

☞ Access your mailbox, press **1 twice** to enter the Manage Voicemail menu. Press **1** to listen to new messages, or press **2** to listen to saved messages.

- To reply to the sender of this voicemail, press **5**.

☞ To reply to the sender using voicemail, press **2**.

- Enter the extension of the recipient and press **#** to continue.
- To add another user, press **1**. To continue without adding a user, press **2**.

Record your message, then hang up or press **1** to hear these special options:

- To send the message, hang up.
- To review the message, press **2**.
- To rerecord the message, press **3**.
- To send the message and return to the main menu, press **4**.
- To cancel the message and return to the main menu, press **5**.
- To set the priority of the message, press **6**.
- To schedule future delivery of the message, press **7** and then to set the time press **1**, to set the date press **2**, or

to finish or skip, press **3**.

Enter the time in military format. For example, 0800 or 1330.

- To mark the message as private, press **8**.
- To cancel the reply and return to the previous menu, press **U**.

Play text in the message body of the voicemail

☞ Access your mailbox, press **1 twice** to enter the Manage Voicemail menu. Press **1** to listen to new messages, or press **2** to listen to saved messages.

- To listen to the text portion of the voicemail message, press **6**. The system cannot read graphics or attachments.

Optionally, the MIC system may be configured by the MIC administrator so that pressing 6 at this point speeds up voicemail playback.

Delete current voicemail and play next message

- ☞ Access your mailbox, press **1** **twice** to enter the Manage Voicemail menu. Press **1** to listen to new messages, or press **2** to listen to saved messages.
- To delete the current voicemail and begin playing the next message, press **7**.

Play the envelope information

- ☞ Access your mailbox, press **1** **twice** to enter the Manage Voicemail menu. Press **1** to listen to new messages, or press **2** to listen to saved messages.
- To play detailed information about the current voicemail, such as when the voicemail was sent, who sent the voicemail, and the subject of the voicemail, press **3**.
Optionally, the MIC system may be configured by the MIC administrator so that pressing 3 at this point fast forwards the voicemail playback.

Managing deleted messages

The Deleted Items submenu enables you to manage deleted voicemail, faxes, and email.

The features on this sub-menu work much in the same way as working with new or saved messages. Some of these options include, but are not limited to, saving, forwarding, skipping, replaying, and replying to deleted voicemail, faxes, and email,

You can also restore all deleted messages, or you can erase all deleted messages.

- ☞ Access your mailbox, press **1** to enter the Retrieve Messages menu.
- Press **5** to manage Deleted Items.

For a detailed reference list of all available options within the **Deleted Items** sub-menu, see the *MIC Quick Reference Guide*.

Managing voicemail from your MIC Inbox

In addition to the Telephone User Interface (TUI), you can access your voicemail messages via the MIC Web Access interface.

If you access your voicemail from your MIC Web Access Inbox, you can use the integrated voicemail form to listen to, reply to, forward, reply to, or delete voicemail messages.

Using the voicemail form

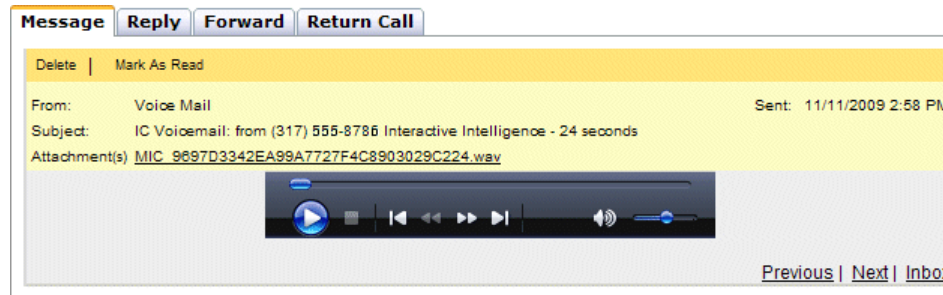
When you use the MIC Web Access voicemail form, you can:

- Use the player controls to Play, Pause, Stop, Rewind, Fast Forward, and adjust volume during message playback.
- Click **Previous** or **Next** to play the previous or next message in your Inbox.
- Click the **Reply** tab to reply to a Message.

- Click the **Forward** tab to forward a Message (if enabled).
- Click the **Return Call** tab to return a Call.
- Click **Inbox** to return to the Inbox.

In the Inbox, you can:

- Click **Delete** to remove the current message from your Inbox.
- Mark messages as **Read** or **Unread**. Unread messages appear in bold text and Read messages are in regular text in the Inbox.



The MIC Web Access voicemail form provides a full range of controls for managing voicemail messages.

Managing Voice Messages

Reply to a Message

MIC enables you to reply to a message left in your Inbox by a caller, and you can send the recorded reply back to them.

Note: Message reply works only for replies made to and by MIC users.

☒ While logged into your Inbox, click the Subject line of the message to which you want to reply.

The Message tab of the voicemail form appears and the attached message plays.

- Click the **Reply** tab.

☒ If necessary, in the **To:** textbox, type the number of an MIC user and click **Validate**.

If the message was from an MIC user, the reply is already addressed.

- Optionally, select the **Mark Message Private** checkbox to prevent the reply recipient from forwarding the message.

- Choose the number at which the system should call you to record your reply.

' Click Record/Send.

' When the system calls your telephone number, pick up the telephone and record your reply.

You have the option to re-record your reply if necessary. When you confirm the recording of your reply, the system sends the reply to the caller.

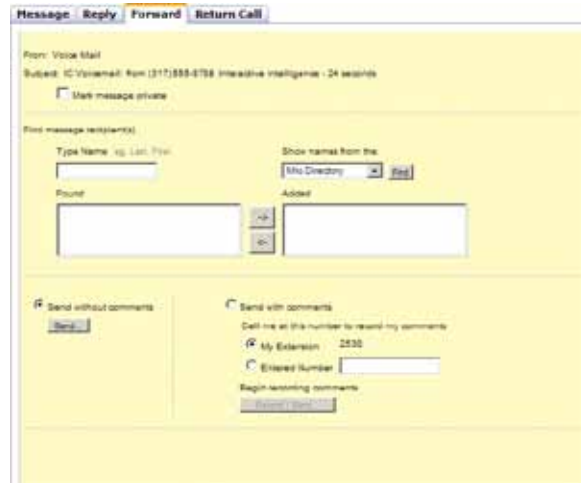
Use the MIC Web Access voicemail form to send a voicemail reply.

The screenshot shows a web interface for replying to a voicemail message. At the top, there are four tabs: "Message", "Reply" (which is highlighted), "Forward", and "Return Call". Below the tabs, the form has a yellow background. The "To:" field contains a text input box and a "validate" button. Below this is a small instruction: "enter a valid MIC user phone number.". The "Subject:" line reads "IC Voicemail: from (317) 555-8786 Interactive Intelligence - 24 seconds". Below the subject is a checkbox labeled "Mark message private". A section titled "Call me at this number to record my reply" contains two radio button options: "My Extension 2530" (which is selected) and "Entered Number" followed by a text input box. At the bottom, there is a section titled "Begin recording reply" with a "Record / Send..." button.

Forward a Message

If your MIC Administrator enables Message Forwarding, you can forward messages to other MIC Users, Personal Contacts or Personal Groups.

While logged into your Inbox, click the Subject line of the message you want to forward.



You can forward voicemail messages to other MIC users, personal contacts or personal groups.

- Click the **Forward** tab.
- Optionally, select the **Mark message private** check box to prevent the message recipient(s) from forwarding the message.
- In the **Type Name** text box, type all or part of the name of the person to whom you want to forward a message.
- From the **Show names from the** drop-down list, select MIC Directory, Personal Groups, or Personal Contacts. Click **Find**.
- In the **Found** list, choose the recipients of the forwarded message by highlighting the name then clicking the right arrow (->) button.
- Choose one of the following Send options:
 - To forward the message without comments, click the **Send without comments** radio button, then click **Send**.
 - To forward the message with comments, click the **Send with comments** radio button. Choose the number at which the system should call you to record your comments or enter any number. Click **Record/Send**. When the system calls the telephone number, pick up the telephone and record your comments. You can re-record your comments if necessary.

Managing Voice Messages

Return a Call

You can easily return a call to someone who left you a message in your Inbox.

☒ While logged into your Inbox, click the Subject line of the message from the person you want to call back.

The Message View page appears, and the attached message plays on the Message tab.

- Click the **Return Call** tab.

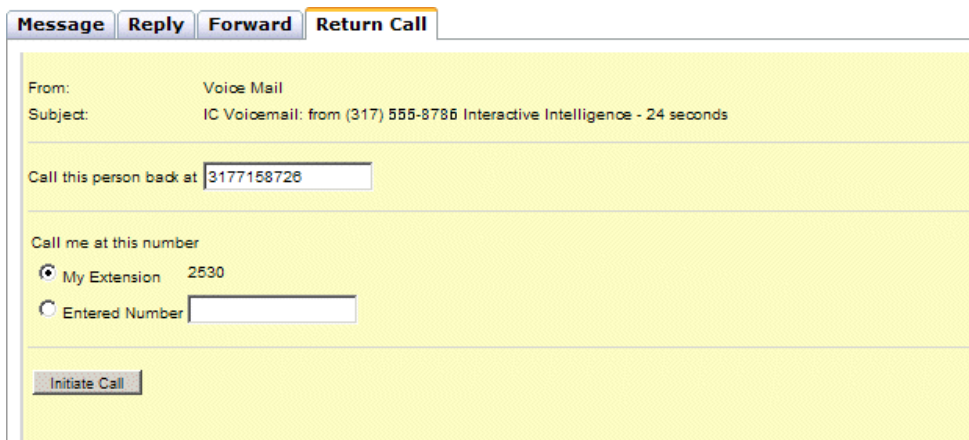
☒ In the **Call this person back at** text box, type the number you want to call.

- Choose the number at which the system should call you for the return call.

You can choose your extension, or you can enter any other number.

- Click **Initiate Call**.

When the system calls your telephone number, pick up the telephone. You will be prompted to wait while the system calls the other party, and then connects you to the called party.



The screenshot shows a web interface for returning a call. At the top, there are four tabs: 'Message', 'Reply', 'Forward', and 'Return Call'. The 'Return Call' tab is selected and highlighted. Below the tabs, the message details are displayed on a yellow background. The 'From:' field shows 'Voice Mail' and the 'Subject:' field shows 'IC Voicemail: from (317) 555-8786 Interactive Intelligence - 24 seconds'. Below this, there are two main sections. The first section is titled 'Call this person back at' and contains a text input field with the number '3177158728'. The second section is titled 'Call me at this number' and contains two radio button options: 'My Extension' (selected) with the number '2530', and 'Entered Number' with an empty text input field. At the bottom of the form, there is a button labeled 'Initiate Call'.

Return missed calls easily.

Managing voicemail from Microsoft Outlook

If your MIC administrator has configured Outlook to work as an MIC message store, your MIC voicemail messages appear in your Outlook Inbox as e-mail attachments.

From inside Outlook, you use Interaction Voicemail Player to play the voicemail file attached to an e-mail message.

You can listen to a message with the computer's speakers, your telephone handset, or via a remote phone number.

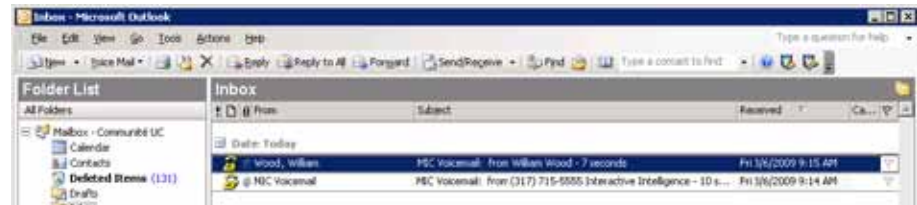
See the *Using Interaction Voicemail Player* section to learn how to use Interaction Voicemail Player.

See also *MIC Web Access shortcut in Outlook* on page 56 for information on using MIC Web Access from inside Outlook.

Identifying voicemail in your Outlook Inbox

In Outlook, a telephone icon (📞) and an attachment icon (📎) appear next to an email message that contains voicemail. To listen to the voicemail, double-click it or right-click the message and choose Open.

MIC includes details about the message, such as the name, phone number, subject, length of the message, and the time sent.



Voicemail and fax messages are displayed in an Outlook Inbox.

Using Interaction Voicemail Player

If Interaction Voicemail Player is installed on your workstation, when you open an e-mail message in Outlook that has a voicemail attachment, Interaction Voicemail Player begins playing your voicemail message.

Note: Outlook 2003 and 2007 users can use the Interaction Voicemail Player to manage MIC voicemail. It is installed by the MIC User Applications setup wizard.

The Interaction Voicemail Player not only plays voicemail messages but also allows you control the playback of the message. You can select the device where the voicemail messages are played back (PC speakers, a station phone on your desk or to a remote telephone number).

Interaction Voicemail Player controls

The player controls make up the application window, below the menu bar. They act like MP3 or tape player controls for voicemail playback.

Select the device to play your voicemail from the **Play To** dropdown list.

Online Help

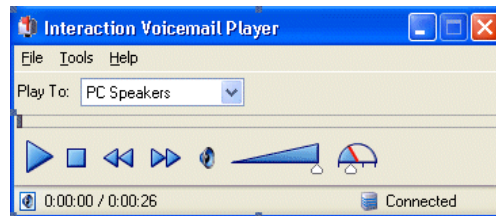
See the Interaction Voicemail Player online help for a full explanation on the player controls and menu commands.

Configure Interaction Voicemail Player

To automatically play a voicemail attachment every time you open a voicemail message in Outlook and to always use the Interaction Voicemail Player, set Voicemail Options.

☒ From the Outlook **Tools** menu, select Options.

- In the Options dialog box, select the **Interaction Messaging** tab.
- ☒ Select the **Automatically play voicemails** check box to automatically play voicemail attachments when you open a voicemail message.
- Select the **Always use the Interaction Voicemail Player** check box to always use Interaction Voicemail Player to playback voicemail messages.
- Click **OK** to save the settings.



Managing Faxes

This section describes many fax management features including receiving, saving, and deleting faxes. You can access these fax features from your telephone, or from the MIC Web Access page.

You may not have certain options, depending on the features available in your version. See your administrator if you have questions about certain options.

Managing faxes by telephone

On the MIC Main Menu, press **1** to Retrieve Messages. Press **2** to select **Faxes**. Then select Receive New (**1**) or Saved (**2**) Faxes.

Commands and features available at all times

During fax message playback, press any of these keys:

Hear more options or Repeat short list of options ‡	0
Receive fax	1
Forward fax to extension	2
Play envelope information	3
Play text in fax message body	6
Delete this fax, play next	7
Skip to next fax, keep current fax as New	8
Save current fax	9
Go to end of message	#

‡ *The number of options announced initially is controlled by whether you select **Verbose** or **Brief** as your TUI Playback Mode.*

Access your faxes

☒ Dial the MIC system number.

- Enter your mailbox number, then **#**.

☒ Enter your passcode, then **#**.

- Press **1** and then press **2** to manage faxes.
- Press **1** to listen to new faxes, or press **2** to listen to saved faxes.

*You can always return to the previous menu by pressing the **U** (star) key.*

Save a fax

☒ Access your mailbox, press **1** and then press **2** to enter the Manage Faxes menu. Press **1** to listen to new faxes, or press **2** to listen to saved faxes.

- To save the fax, press **9**.

Forward the fax to an MIC extension

☒ Access your mailbox, press **1** and then press **2** to enter the Manage Faxes menu. Press **1** to listen to new faxes, or press **2** to listen to saved faxes.

- To forward the current fax to another MIC user, press **2**.

☒ Enter the MIC extension(s) to which you want to forward the message.

- When you finish entering recipients, press **#**.
- To send the message, press **1**. To record a voice comment to send with the fax, press **2**.

Forward a fax using dial by name

☒ Access your mailbox, press **1** and then press **2** to enter the Manage Faxes menu. Press **1** to listen to new faxes, or press **2** to listen to saved faxes.

- To forward the fax, press **2**.

☒ To dial the forwarding extension by name, press **2**.

- To search for your party, enter the first four characters of the party's last name.

If the system finds an exact match for your entry, the recipient is selected automatically. If the system finds more than three parties match the entry, you may be prompted to enter the first three characters of your party's first name.

- When you finish entering recipients, press **#**.
- To send the message, press **1**. Or, to record a voice comment to send with the fax, press **2**.

Forward a fax and set the priority

- ☒ Access your mailbox, press **1** and then press **2** to enter the Manage Faxes menu. Press **1** to listen to new faxes, or press **2** to listen to saved faxes.
- To forward the fax, press **2**.
- Ž Enter the extension or dial by name.
- When you finish entering recipients, press **#**.
 - To accept the extension, press **1**.
- ' To set the level of priority you wish to attach to this fax (the system defaults to Normal priority):
- For High priority, press **1**
 - For Low priority, press **2**
 - For Normal priority, press **3**

Forward a fax using dial by personal group

Personal groups are groups of contacts you create on the MIC Web Access page. You must have at least one group defined first.

- ☒ Access your mailbox, press **1** and then press **2** to enter the Manage Faxes menu. Press **1** to listen to new faxes, or press **2** to listen to saved faxes.
- To forward the fax, press **2**.
- Ž To dial by personal group, press **3**.
- Enter the personal group number.

Or to dial by group name, press **2**, and enter the first four characters of your group's name.

- When you finish entering recipients, press **#**.
- ' To send the message, press **1**. Or, to record a voice comment to send with the fax, press **2**.

Forward a fax using dial by personal contact

- ☒ Access your mailbox, press **1** and then press **2** to enter the Manage Faxes menu. Press **1** to listen to new faxes, or press **2** to listen to saved faxes.
- To forward the fax, press **2**.
- Ž To dial by personal contact, press **4**.
- Enter the first four characters of your party's name.
- If the system finds an exact match for your entry, the contact is selected. If the system finds more than three parties that match your entry, you may be prompted to enter the first three characters of the party's first name.*

- When you finish entering recipients, press **#**.
- ' To send the fax, press **1**. Or, to record a voice comment to send with the fax, press **2**.

Forward a fax using dial by System Distribution List

- ☒ Access your mailbox, press **1** and then press **2** to enter the Manage Faxes menu. Press **1** to listen to new faxes, or press **2** to listen to saved faxes.
- To forward the fax, press **2**.
- Ž To dial by System Distribution List, press **5**.
- Enter the System Distribution List number and then press **#**. Or, to hear all System Distribution Lists, press **0**.
- To confirm your choice, press **1**. To cancel it, press **2**.

' When you finish entering recipients, press **#**.

- ' To send the message press **1**. Or, to record a voice comment to send with the fax, press **2**.

Skip to the next fax

- ☒ Access your mailbox, press **1** and then press **2** to enter the Manage Faxes menu. Press **1** to listen to new faxes, or press **2** to listen to saved faxes.
- To skip to next fax, press **8**.

Receive the current fax

- ☒ Access your mailbox, press **1** and then press **2** to enter the Manage Faxes menu. Press **1** to listen to new faxes, or press **2** to listen to saved faxes.
- To receive the current fax, press **1**.
- Ž Enter the phone number of the fax machine at which you want to receive the fax, followed by **#**.

Delete a fax

- ☒ Access your mailbox, press **1** and then press **2** to enter the Manage Faxes menu. Press **1** to listen to new faxes, or press **2** to listen to saved faxes.
- To delete the current fax and beginning playing the envelope information for the next fax, press **7**.

Play envelope information

- ☒ Access your mailbox, press **1** and then press **2** to enter the Manage Faxes menu. Press **1** to listen to new faxes, or press **2** to listen to saved faxes.
- To play detailed information about the current fax message, such as when the fax was sent, who sent the fax, and the subject of the fax, press **3**.

Using Interaction Fax

If you use the MIC User Applications setup wizard to install Interaction Fax on your workstation, you can open a fax from your e-mail program Inbox. You can forward the fax to another person, just as you would any other e-mail message. You can also set alerts for new faxes.

Fax Format

By default, Interaction Fax is associated with .i3f files. If you receive faxes as .tif files and you want to use Interaction Fax to view the files, you need to use Windows to associate Interaction Fax with the .tif file type. See your Windows online help for details.

A Quick Time Player Image setting can prevent the Fax Viewer from displaying faxes sent as .tif files. As a result of this interference, users may open a fax in their Inbox and see only a small version of the fax in their browser. If you experience this problem, check your Quick Time Player settings.

☒ From the Quick Time Player **Edit** menu, choose **Preferences -> Quick Time Preferences**.

- In the Quick Time Preferences dialog box, select the **Browser** tab.

☒ Click MIME Settings.

- In the MIME Types dialog box, expand the **Images** type.
- Clear the checkbox for **TIFF image**.

' In the MIME Types dialog box, click **OK**.

' In the Quick Time Preferences dialog box, click **Apply** and then click **OK**.

Online Help

You can use Interaction Fax to view, edit, export, annotate or print the fax. See the Interaction Fax online help for instructions for all of these operations.

Send a Fax

If Interaction Fax is installed on your workstation and you have the necessary IC user rights, you can send a fax from any Windows application that allows printing. For example, you need long distance user rights to send a long distance fax.

If you have questions regarding your user rights, contact the MIC administrator.

☒ Open the Windows application and create the fax.

- From the **File** menu, click **Print**.

☒ In the Printer Name list box, select **Interaction Fax**.

- Click **OK**.

The document is converted to a fax and appears in Interaction Fax.

Managing Faxes

- From the Interaction Fax Viewer, from the **File** menu, click **Send Fax**.

You may be prompted to login to MIC the first time you send a fax during each session. If so, just enter your login password and click OK.

- ' In the Send Fax dialog box, fill in the appropriate fields and click **Send**.

Consult the Interaction Fax online help which contains complete instructions for sending faxes.

- ' After sending the fax, from the **File** menu, click **Exit**.

Managing Email

This section describes many features including listening to, saving, forwarding, replying to, and deleting email. You can access these email features from the telephone, or from the MIC Web Access page.

On the MIC Main Menu, press **1** to Retrieve Messages. Press **3** to select **Email**. Then select Listen to New (**1**) or Saved (**2**) Email.

You may not have certain options, depending on the features available in your version and your email platform. See your system administrator if you have questions about certain options.

Commands and features available at all times

During email message playback, press any of these keys:

Hear more options	0
or Repeat short list of options ‡	
Replay email message	1
Forward email message to extension	2
Play envelope information	3
Reply to email with voicemail	5
Play text in email message	6
Delete this email, play next	7
Skip to next email, keep current email message as New	8
Save current email	9
Go to end of email message	#

‡ *The number of options announced initially is controlled by whether you select Verbose or Brief as your TUI Playback Mode.*

Access your email

- ☞ Dial the MIC system number.
- Enter your mailbox number, then #.
- ☞ Enter your passcode, then #.
- Press **1** and then press **3** to manage email.
 - Press **1** to listen to new email, or press **2** to listen to saved email.

Save an email message

- ☞ Access your mailbox, press **1** and then press **3** to enter the Manage Email menu. Press **1** to listen to new email, or press **2** to listen to saved email.
- To save the email, press **9** while listening to the email message or after the system finishes playing it.

Forward the email to a MIC extension

☞ Access your mailbox, press **1** and then press **3** to enter the Manage Email menu. Press **1** to listen to new email, or press **2** to listen to saved email.

- To forward the current email to another MIC user, press **2**.

↗ Enter the MIC extension(s) to which you want to forward the message.

- When you finish entering recipients, press **#**.
- To send the message, press **1**. To record a voice comment to send with the email, press **2**.

Forward an email using dial by name

☞ Access your mailbox, press **1** and then press **3** to enter the Manage Email menu. Press **1** to listen to new email, or press **2** to listen to saved email.

- To forward the email, press **2**.

↗ To dial the forwarding extension by name, press **2**.

- To search for your party, enter the first four characters of the party's last name.

If the system finds an exact match for your entry, the recipient is selected automatically. If the system finds more than three parties match your entry, you may be prompted to enter the first three characters of your party's first name.

- When you finish entering recipients, press **#**.

' To send the message press **1**, or to record a voice comment to send with the email, press **2**.

Forward an email and set the priority

☞ Access your mailbox, press **1** and then press **3** to enter the Manage Email menu. Press **1** to listen to new email, or press **2** to listen to saved email.

- To forward the email, press **2**.

↗ Enter the extension or dial by name.

- When you finish entering recipients, press **#**.
- To accept the extension, press **1**.

To set the level of priority you wish to attach to this message (the system defaults to **Normal** priority):

- For High priority, press **1**
- For Low priority, press **2**
- For Normal priority, press **3**

Forward an email using dial by personal group

Personal groups are groups of contacts you create on the MIC Web Access page. You must have at least one group defined first.

☞ Access your mailbox, press **1** and then press **3** to enter the Manage Email menu. Press **1** to listen to new email, or press **2** to listen to saved email.

- To forward the email, press **2**.

☞ To dial by personal group, press **3**.

- Enter the personal group number.

Or, to dial by group name, press **2**, and enter the first four characters of your group's name.

- When you finish entering recipients, press **#**.

To forward the email, press **1**. Or, to record a voice comment to send with the email, press **2**.

Forward an email using dial by personal contact

☞ Access your mailbox, press **1** and then press **3** to enter the Manage Email menu. Press **1** to listen to new email, or press **2** to listen to saved email.

- To forward the email, press **2**.

☞ To dial by personal contact, press **4**.

- Enter the first four characters of your party's name.

If the system finds an exact match for your entry, the

contact is selected. If the system finds more than three parties match your entry, you may be prompted to enter the first three characters of your party's first name.

- When you finish entering recipients, press **#**.

To send the email message, press **1**. Or, to record a voice comment to send with the message, press **2**.

Forward an email using dial by System Distribution List

☞ Access your mailbox, press **1** and then press **3** to enter the Manage Email menu. Press **1** to listen to new email, or press **2** to listen to saved email.

- To forward the email, press **2**.

☞ To dial by System Distribution List, press **5**.

- Enter the System Distribution List number and then press **#**. Or, to hear all System Distribution Lists, press **0**.

Managing Email

- To confirm your choice, press **1**. To cancel it, press **2**.

When you finish entering recipients, press **#**.

To send the message, press **1**. Or, to record a voice comment to send with the email, press **2**.

Skip to the next email

☞ Access your mailbox, press **1** and then press **3** to enter the Manage Email menu. Press **1** to listen to new email, or press **2** to listen to saved email.

- To skip to the next email, press **8**.

Reply the current email

☞ Access your mailbox, press **1** and then press **3** to enter the Manage Email menu. Press **1** to listen to new email, or press **2** to listen to saved email.

- To replay this email, press **1**.

Reply to the current email using voicemail

☞ Access your mailbox, press **1** and then press **3** to enter the Manage Email menu. Press **1** to listen to new email, or press **2** to listen to saved email.

- To reply to the email sender with voicemail, press **5**.

☞ Record your message, then hang up or press **1** for these special options:

- To send the message, hang up.
- To review the message, press **2**.
- To rerecord the message, press **3**.
- To send the message and return to the main menu, press **4**.
- To cancel the message and return to the main menu, press **5**.

- To set the priority of the message, press **6**.
- To schedule future delivery of the message, press **7** and then to set the time press **1**, to set the date press **2**, or to finish or skip, press **3**.

Enter the time in military format. For example, 0800 or 1330.

- To mark the message as private, press **8**.
- To cancel the reply and return to the previous menu, press **U**.

Play text in the message body of the email

☞ Access your mailbox, press **1** and then press **3** to enter the Manage Email menu. Press **1** to listen to new email, or press **2** to listen to saved email.

- To listen to the text portion of the email message, press **6**.

The system cannot read graphics or attachments.

Delete the email and play the next message

- ☞ Access your mailbox, press **1** and then press **3** to enter the Manage Email menu. Press **1** to listen to new email, or press **2** to listen to saved email.
- To delete the current email and begin playing the next message, press **7**.

Play the envelope information

- ☞ Access your mailbox, press **1** and then press **3** to enter the Manage Email menu. Press **1** to listen to new email, or press **2** to listen to saved email.
- To play detailed information about the current email message, such as when the email was sent, who sent the email, and the subject of the email, press **3**.

Sending Voicemail

MIC lets you record voicemail messages for other MIC users or external callers. If you call a user's extension and the call is unanswered (the user is on the phone, or the extension is forwarded to voicemail), you can leave a voicemail. You can also leave a voicemail without speaking to the user.

MIC retrieves caller identification information, if it is available from the White Pages file, and includes it in the voicemail form. This allows you to see immediately who left a voicemail message.

Sending voicemail by telephone

The Send Voicemail feature is available from the MIC Main Menu. Press **2** for Outbound Interactions, then press **1** to send a voicemail.

You may not have certain options, depending on the features available in your version. See your administrator if you have questions about certain options.

Access the Send Voicemail menu

☞ Dial the MIC system number.

- Enter your mailbox number, then **#**.

☞ Enter your passcode, then **#**.

- Enter **2** for Outbound Interactions.
- Press **1** to send voicemail.

Create a voicemail and send to one or more extensions

☞ Access your mailbox, press **2** and then press **1** to enter the Create Message menu.

- Enter the MIC extension or extensions, each followed by **#**.

☞ When you finish entering recipients, press **#**.

- Record your message, then hang up or press **1** for these special options:

- To send the message, hang up.
- To review the message, press **2**.
- To rerecord the message, press **3**.
- To send the message and return to the main menu, press **4**.
- To cancel the message and return to the main menu, press **5**.
- To set message priority, press **6**.
- To schedule future delivery of the message, press **7**. To set time press **1**, to set date press **2**, or to finish or skip press **3**.
- To mark the message as private, press **8**.

Create a voicemail using dial by name

CE Access your mailbox, press **2** and then press **1** to enter the Create Message menu.

- To dial by name, press **2**.

Z To search for your party, enter the first four characters of the party's last name.
If the system finds an exact match for your entry, the recipient is selected automatically. If the system finds more than three parties match your entry, you may be prompted to enter the first three characters of your party's first name.

- When you finish entering recipients, press **#**.

- Choose your recipient, record your message, then hang up or press **1** for the following:
 - To send the message, hang up.
 - To review the message, press **2**.
 - To rerecord the message, press **3**.
 - To send the message and return to the main menu, press **4**.
 - To cancel the message and return to the main menu, press **5**.
 - To set message priority, press **6**.
 - To schedule future delivery of the message, press **7**. To set time press **1**, to set date press **2**, or to finish or skip press **3**.
Enter the time in military format. For example, 0800 or 1330.
 - To mark the message as private, press **8**.

Create a voicemail and send it to a personal group

CE Access your mailbox, press **2** and then press **1** to enter the Create Message menu.

- To dial by personal group, press **3**.

Z Enter the personal group extension followed by **#**. Or, to dial by group name, press **2**, and enter the first four characters of the party's last name.

- When you finish entering recipients, press **#**.
- Record your message, then hang up or press **1** for these special options:
 - To send the message, hang up.
 - To review the message, press **2**.
 - To rerecord the message, press **3**.
 - To send the message and return to the main menu, press **4**.
 - To cancel the message and return to the main menu, press **5**.
 - To set the priority of the message, press **6**.

Sending Voicemail

- To schedule future delivery of the message, press **7** and then to set the time press **1**, to set the date press **2**, or to finish or skip, press **3**.

Enter the time in military format. For example, 0800 or 1330.

- To mark the message as private, press **8**.

Create voicemail and send it to personal contacts

☞ Access your mailbox, press **2** and then press **1** to enter the Create Message menu.

- To dial by personal contact, press **4**. Or to search for your party, enter the first four characters of the party's last name.

If the system finds an exact match for your entry, the recipient is selected automatically.

If the system finds more than three parties match your entry, you may be prompted to enter the first three characters of your party's first name.

Ž When you finish entering recipients, press **#**.

- Record your message, then hang up or press **1** for these special options:
 - To send the message, hang up.
 - To review the message, press **2**.
 - To rerecord the message, press **3**.
 - To send the message and return to the main menu, press **4**.
 - To cancel the message and return to the main menu, press **5**.
 - To set message priority, press **6**.

- To schedule future delivery of the message, press **7**. To set time press **1**, to set date press **2**, or to finish or skip press **3**.

Enter the time in military format. For example, 0800 or 1330.

- To mark the message as private, press **8**.

Send a voicemail using dial by System Distribution List

☞ Access your mailbox, press **2** and then press **1** to enter the Create Message menu.

- To dial by System Distribution List, press **5**.

Ž Enter the System Distribution List number and then press **#**. Or, to hear all System Distribution Lists, press **0**.

- To confirm your choice, press **1**. To cancel it, press **2**.
- When you finish entering recipients, press **#**.

' Record your message, then hang up or press **1** to hear these special options:

- To send the message, hang up.
- To review the message, press **2**.
- To rerecord the message, press **3**.
- To send the message and return to the main menu, press **4**.
- To cancel the message and return to the main menu, press **5**.
- To set the priority of the message, press **6**.
- To schedule future delivery of the message, press **7** and then to set the time press **1**, to set the date press **2**, or to finish or skip, press **3**.

Enter the time in military format. For example, 0800 or 1330.

- To mark the message as private, press **8**.

Sending voicemail from your MIC Inbox

If you have access to MIC through the MIC Web Access interface, you can send voicemail from your computer.

For more information on available voicemail tasks you can perform from your MIC Inbox, see *Managing voicemail from your MIC Inbox* on page 19.

Changing Your Status

Your status controls the announcement of your availability to people who call you. When your status is one of the "do not disturb" statuses, callers hear your status, such as "Bob Jones is in a meeting." Then they are directed to your voice mail to leave a message. Other MIC users can view your status in the MIC Directory in the MIC Web Access interface.

Change Status menu

Change Status is one of the first level selections on the main menu. Press **3** at the main menu to set your status.

CE Access your mailbox and press **3** to change your status.

- Press the number that corresponds with your status. Choose from these statuses:

Available	1
Away from Desk	2
At Lunch	3
Do Not Disturb	4
Gone Home	5
In a Meeting	6
Out of the Office	7
Out of Town	8
On Vacation	9
Working at Home	10

Ž Depending on the status you choose, you may have the option to set the date, time or both. Some statuses also offer the Until Date. If the date and/or time exceeds the time you specify in the Until field, MIC will not play the date and time to the caller when it plays your status.

Enter the time in military format. For example, 0630 or 1530.

Managing Personal Options

This section describes many features including setting your user status, setting a forwarding fax number, changing your passcode, setting playback options, and managing many other options.

You can access all of these features from your telephone, and some of them from the MIC Web Access page.

Managing personal options by telephone

To Manage Personal Options from the main MIC menu, press **4**.

There are four personal options sub-menus:

Manage Prompts	1
Change Passcode	2
Playback Options	3
Enhanced Messaging	4

† For a quick reference list of the available options on the **Manage Deleted Item** sub-menu, see the *MIC Quick Reference Guide*.

Accessing the Personal Options menu

☞ Dial the MIC system number.

- Enter your mailbox number, then **#**.

⌘ Enter your passcode, then **#**.

- Press **4** to manage personal options.

Managing personal prompts

You can record your voicemail greeting and name prompt, and turn your prompt on or off in the Manage Prompts sub-menu.

☞ Access your mailbox, press **4** to enter the Personal Options menu, and press **1** to Manage Prompts.

- Choose from these features:

Record Standard greeting	1
Listen to Standard greeting †	2
Record Out of Office greeting	3
Listen to Out of Office greeting	4
Record your name	5
Listen to your name prompt †	6
Deactivate/Activate OOO message	7
Deactivate/Activate Standard greeting	9

† You hear Options 2, 6, and 9 only if the prompt already exists.

While you are in this sub-menu, you can jump between the options. For example, you may want to record your name (press **5**), and then listen to your name prompt (press **6**).

When recording greetings, you should include the options available to the caller, such as, "Press 6 to send a fax".

Change your MIC passcode

- ☒ Access your mailbox, press **4** to enter the Personal Options menu, and press **2** to Change Passcode.
- Enter your new passcode followed by **#**.
A valid passcode must be numeric (0-9) and is typically limited to ten digits. Minimum passcode length is determined by your MIC Administrator.
- ☒ Enter your new passcode once more to confirm.

Set message playback options

You can control the amount of prompting you receive from the MIC TUI system or turn off prompting associated with a specific message type. You can also sort your messages, play high priority messages first, play or turn off your mailbox greeting, and decide whether callers hear an announcement of your current status.

- ☒ Access your mailbox, press **4** to enter the Personal Options menu, and press **3** to manage Playback Options.

- Choose from these features:

Prompt Level	1
Message Sorting	2
Priority Message Playback	3
Mailbox Confirmation	4
Status Confirmation	5
Configure Message Types	6

Set Prompt Level

- ☒ Access your mailbox, press **4** to enter the Personal Options menu, and press **3** to manage Playback Options.

- To control the level of detail in the prompts played by the MIC TUI, press **1**.

- ☒ For verbose mode, press **1**, or for brief mode, press **2**.

In verbose mode, typically recommended for the inexperienced user or the user who doesn't use the telephone interface as often, you receive more spoken prompts from the system.

In brief mode, recommended for the user experienced with the telephone interface, you receive less prompting from the system.

Sort messages

☞ Access your mailbox, press **4** to enter the Personal Options menu, and press **3** to manage Playback Options.

- To sort messages, press **2**.

☞ To hear your oldest messages first, press **1**. Or, to hear your newest messages first, press **2**.

Play high priority messages

☞ Access your mailbox, press **4** to enter the Personal Options menu, and press **3** to manage Playback Options.

- To play high priority messages first, press **3**.

☞ To activate, press **1**. Or, to deactivate, press **2**.

Play mailbox confirmation

☞ Access your mailbox, press **4** to enter the Personal Options menu, and press **3** to manage Playback Options.

- To play the mailbox extension greeting, press **4**.
- To manage these settings for callers, press **1**. Or, to manage these settings for when you log into your mailbox, press **2**.
- To keep the settings, press **1**, or to change the settings, press **2**.

Play current status confirmation

☞ Access your mailbox, press **4** to enter the Personal Options menu, and press **3** to manage Playback Options.

- To play your current status for callers, press **5**.
- ☞ To manage these settings for callers, press **1**. Or, to manage these settings for when you log into your mailbox, press **2**.
- To keep the settings, press **1**, or to change the settings, press **2**.

Configure message type prompts

This option turns off the series of prompts associated with a message type such as email. This feature does not prevent you from listening to messages of that type, but it makes the listening experience much more efficient for those who are familiar with the system message prompts.

☞ Access your mailbox, press **4** to enter the Personal Options menu, and press **3** to manage Playback Options.

- To configure message type prompts, press **6**.

☞ For voicemail, press **1**; for fax, press **2**; or for email, press **3**.

- To configure for new and saved message types, press **1**. To configure for new messages only, press **2**. To skip, press **3**.

Enhanced Messaging

Enhanced messaging options enable you to configure whether you are notified of new voicemail or faxes and how you are notified. You can also turn follow-me on or off, manage personal rules, or prevent callers from leaving voicemail with the Announcement Only option.

Notifications

Setting these options defines the way the system notifies you when you receive a voicemail or fax.

☞ Access your mailbox, press **4** to enter the Personal Options menu, press **3** to manage Enhanced Messaging.

- To set personal notification options, and press **1**.

☞ Choose which notification option you want to define:

- To change notification methods, press **1**.
- To change notification reasons, press **2**.

- To change your notification schedule, press **3**.
- To set up your notification phone number, press **4**.

Change notification methods

☞ Access your mailbox, press **4** to enter the Personal Options menu, press **3** to manage Enhanced Messaging.

- To set personal notification options, and press **1**.
- ☞ To change the way you are notified, press **1**.
- To turn notifications off, press **1**; to be notified by pager, press **2**; to be notified by phone, press **3**. By default, the system leaves notifications off.

Change notification reasons

- ☒ Access your mailbox, press **4** to enter the Personal Options menu, press **3** to manage Enhanced Messaging.
- To set personal notification options, and press **1**.
- ☒ To change the reason you are notified, press **2**.
- To turn on notifications for new voicemail messages, press **1**. To turn on notifications for new faxes, press **2**.
- This is a toggle setting. The first time you select 1 or 2, it turns notifications on. The second time you select 1 or 2, it turns notifications off.*

Change notification schedule

- ☒ Access your mailbox, press **4** to enter the Personal Options menu, press **3** to manage Enhanced Messaging.
- To set personal notification options, and press **1**.
- ☒ To change your notification schedule, press **3**.
- To schedule notifications at all times, press **1**. Or to set a specific schedule for notifications, press **2**.
 - If you chose to set a specific schedule, enter the time to Begin Receiving Notifications, and then enter the time to Stop Receiving Notifications.
- Enter times in military format. For example, 0630 or 1530.*

Set your notification phone number

- ☒ Access your mailbox, press **4** to enter the Personal Options menu, press **3** to manage Enhanced Messaging.
- To set personal notification options, and press **1**.
- ☒ To change your notification telephone number, press **4**.
- Enter your remote telephone number.

Managing Follow Me

MIC uses the Follow Me feature to route your calls to you at a number or numbers that you specify.

Follow Me numbers are associated with your availability status. If you change your status, you can direct calls to follow you to a phone number or a series of phone numbers you specify in a Follow Me rule.

You create Follow Me rules in MIC Web Access. You manage Follow Me phone numbers over the telephone or through MIC Web Access.

This section shows you the options available to manage the Follow Me feature over the phone, and later you'll see how to manage these options from your browser.

Turn on and Set Up Follow Me Routing

☞ Access your mailbox, press **4** to enter the Personal Options menu, press **3** to manage Enhanced Messaging.

- To manage Follow Me routing, press **2**.

☞ To turn Follow Me Routing on, press **1**.

☞ Enter the Remote Telephone Number followed by **#**.

- To keep the current remote number, press **1**. Or to enter a different remote number, press **2** and enter the new number.

- Enter the number of seconds you want the system to call the number before it moves to the next number or stops.

' To turn password verification on, press **1**, or to turn it off, press **2**.

' To add another number to dial in consecutive order, press **1** to repeat the configuration steps. Or, to finish, press **2**.

Edit or Review Current Follow Me Settings

☞ Access your mailbox, press **4** to enter the Personal Options menu, press **3** to manage Enhanced Messaging.

- To manage Follow Me routing, press **2**.

☞ To listen to the current Follow Me configuration, press **2**.

- To activate or deactivate call screening, press **1**. Or, to skip this option, press **2**.
- To activate or deactivate caller ID, press **1**. Or, to skip this option, press **2**.

' The system confirms for you the first Follow Me number, the time out alert and pass-word verification for this number. Choose from these options:

- To edit the entry, press **1**.

- To delete the entry, press **2**.
- To add another Follow Me number, press **3**.
- To hear the next entry, press ***** or wait.

If you chose to edit the entry, choose from these options:

- To change alert time, press **1**.
- To change passcode verification, press **2**.
- To change telephone number, press **3**.

Activating and deactivating rules

The Manage Rules submenu enables you to listen to and turn on or off the call, fax, and voice interaction rules you have set up in the MIC Web Access page.

- ☞ Access your mailbox, press **4** to enter the Personal Options menu, press **3** to manage Enhanced Messaging.
- ☞ Press **3** to manage rules.
 - Press **1** while listening to a rule to turn it on or off.

Set announcement only option

The Announcement Only submenu enables you to direct the system to play only your outgoing voicemail announcement when you are out of the office. When this menu option is in effect, callers hear only your outgoing message and are unable to leave a voicemail message for you.

- ☞ Access your mailbox, press **4** to enter the Personal Options menu, press **3** to manage Enhanced Messaging.
 - Press **4** to manage announcements.
 - Press **1** to toggle the announcement on or off. Or, to keep the current setting, press **2**.

Managing Personal Groups

If you regularly send messages to the same group of MIC users and/or personal contacts, personal groups can save you time. In the TUI, you can use personal groups to broadcast voicemail messages or forward voicemail messages, faxes, and emails to the members of these personal groups.

You create the groups by assigning MIC users and/or personal contacts to a group extension. You use this group extension to select the personal group in the Telephone User Interface (TUI).

Manage Personal Groups

☞ Access your mailbox, press **5** to enter the Personal Groups menu.

- Choose from these features:
 - Add new Personal Group 1
 - Review Personal Groups 2
 - Delete Personal Groups 3
 - Return to previous menu U

Adding personal groups

☞ Access your mailbox, press **5** to enter the Personal Groups menu.

- Press **1** to add a personal group.
- ☞ Enter a new group number when you are prompted.
- Enter the extension(s) of the people you want to add to the group separated by the pound sign. Example: 8586# (name prompt is played), enter next number or press # if finished.

Reviewing personal groups

☞ Access your mailbox, press **5** to enter the Personal Groups menu.

- Press **2** to review personal groups. MIC then lists your groups and prompts you to identify the group you want to review. Example: To hear the members of group 1234 press **1**, to hear the members of group 5678 press **2**."

☞ After MIC lists all the members, press **1** to add members to this group or press **2** to remove members.

- If you are adding members, enter the extension(s) of the people you want to add to the group separated by the pound sign.

Or, if you are removing members, MIC lists each member of the group and prompts you to identify the ones you want to delete. Example: "To delete John Smith, press 1. To delete Mary White, press 2."

Deleting personal groups

- ☒ Access your mailbox, press **5** to enter the Personal Groups menu.
- Press **3** to delete a personal group.
 - MIC lists your groups and asks if you want to delete them. Example: "To delete group 1234 press 1, to delete group 4567 press 2."

Accessing Your Calendar

You can use MIC to gain access to your Microsoft Outlook Calendar on the Exchange server. This section describes how to retrieve a list of appointments you set in your email client (e.g. Outlook) calendar via the telephone.

On the MIC Main Menu, Calendar Access is Option 6. Next, you can choose to listen to appointments for the current date, or you can choose to listen to appointments for a specific date.

You may not have these options, depending on the features available in your version. Calendar access is limited to Exchange users. See your administrator if you have questions about certain options.

Listen to appointments

☒ Dial the MIC system number.

- Enter your mailbox number, then #.

☒ Enter your passcode, then #.

- To access your calendar, press **1** and then press **4**.
- To listen to today's appointments, press **1** followed by #.

Or, to listen to appointments for a specific date, enter the two-digit month, the two-digit date, and the two-digit year.

Placing a Call

This section describes how to use MIC to place telephone calls. MIC can dial a telephone number you specify, and can look up and dial a telephone number it retrieves from a list of MIC users or your personal contacts.

After selecting Place Call from the Outbound Interactions menu, you can enter the telephone number to call, or you can choose to dial by name or by personal contact.

You may not have certain options, depending on the features available in your version. See your administrator if you have questions about the availability of any feature.

Place a call

- ☒ Dial the MIC system number.
 - Enter your mailbox number, then #.
- ☒ Enter your passcode, then #.
 - Press **2** to access the Outbound Interactions menu.
 - To place a call, press **2**.
- ' Do one of the following:
 - Enter the telephone number you want to call, followed by #.
 - To dial by name, press **2**, and then follow the system instructions on how to enter your party's last name.
 - To dial by personal contact, press **4**, and then follow the system instructions on how to enter your party's last name.

Speech-enabled Menu Options

Depending on the settings granted by your system administrator, you may have access to the Interaction Mobile Office feature.

Interaction Mobile Office users have the ability to use voice-activated commands in place of touch tone dialing. You can respond aloud to options presented to you when navigating the system. The system relies on voice recognition to guide users through the menu options.

This option is especially if you use their cell phone while driving, and allows them to concentrate on driving, rather than being required to press numbers on a cell phone key pad to reach menu options.

In certain menus, Interaction Mobile Office users can press ## to switch between speech enabled mode and dual tone multi-

frequency (DTMF), or touchtone, modes.

In addition, if a user is currently in speech-enabled mode, he or she can say "**Change modes**" to return to exclusive touchtone operation.

If you have questions about your Interaction Mobile Office user status, or how to use this feature, see your administrator.

Your system administrator can provide a list of areas where you, as an Interaction Mobile Office User, can switch between these two modes, but by default, MIC allows this feature in the following areas:

From the Main Menu

Retrieve Messages	1
Outbound Interactions	2
Change Status	3
Personal Options	4
Personal Groups	5

From the Retrieve Messages menu

Voicemails	1
Faxes	2
Email	3
Calendar Access	4
Deleted Items	5

From Voicemail, Faxes, and Email menus

Listen to New Messages	1
Listen to Saved Messages	2

While listening to New or Saved Messages

Replay current message or Rewind	1
Forward Message	2
Play Envelope Information	3
Slow Down Playback	4
Reply to Current Message	5
Play Text in Message Body	6
Delete the Message	7
Skip to Next Message	8
Save Current Message	9

Understanding Shared Phone Numbers

The shared phone number feature enables groups of MIC users to share a telephone number while each user still has a separate, private mailbox for voicemail, faxes, and email.

In MIC, up to 99 mailboxes can be associated with one phone number. However, if the shared phone number feature is not enabled, callers are not prompted to enter a shared phone number extension.

This feature is helpful for businesses or schools with an organizational structure that dictates employees or students share a common telephone number.

For example, let's assume the shared phone number feature is in place at a large university. Instead of assigning a different phone number to each student, the MIC administrator associates one phone number with each dorm room and then designates multiple extensions (mailboxes) for each phone number.

If someone calls the university and dials the dorm room's phone number, MIC prompts the caller to, "press 1 to leave a message for John Smith, press 2 to leave a message for Dave White, press 3 to leave a message for Bob Jones" and so on.

When a student dials in to check messages, the system asks the student to enter the appropriate phone number. The student enters the dorm room's phone number, even though other roommates share it, and then enters the extension number for his or her mailbox (1 for John Smith, 2 for Dave White, 3 for Bob Jones, and so on).

Next, MIC prompts the student to enter his or her password, and then replays his or her messages.

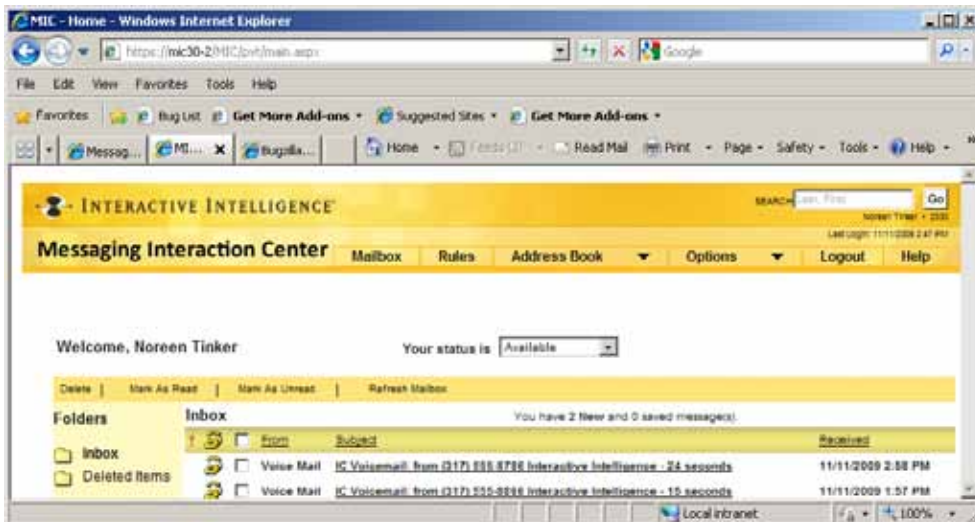
Your MIC administrator grants permissions and options to use the shared phone number feature. If you have questions, or need further information about shared mailboxes, see your administrator.

Using MIC Web Access

This section lists the features available to you through the MIC Web Access interface shown on the right.

From this interface, you can change your user status, change your personal options, create rules to manage incoming messages (calls, voicemail, and faxes), manage Follow Me settings, create and view personal groups, and change your passcode.

You can use the MIC Web Access Inbox to listen to, reply to, or forward voicemail messages. In addition, you can return calls, manage your Inbox, and retrieve faxes.



MIC Web Access enables you to manage your messages, change your status, create and modify rules, and configure options.

You can also configure and manage interaction rules that trigger when certain conditions are met, such as the identity of the caller, time of day, your current status. You can set personal options, such as fax forwarding, configuring TUI prompts, or changing your dial-in passcode.

The MIC Web Access interface also allows you to create an address book, which allows you to manage personal groups and personal contacts, as well as search for other MIC users.

The following tasks and instructions help guide you through the set up of most of these features, as well as provide simple instructions on how to perform the most basic tasks.

Note: Your MIC features and options may be specially configured by your system administrator. Some of the following options may not be available to you, or may be implemented in a manner that differs from the general tasks and instructions that follow. If you have specific questions regarding the behavior of your MIC configuration, please contact your system administrator.

Using Online Help

MIC Web Access offers many ways to assist you while managing your rules, address book, and personal options.

Web Access Help

On any page of the MIC Web Access interface, click the Help link in the menu bar to display help for the current page.

Within any displayed help topic, click the **Show** link to launch the entire MIC Web Access help system. From there you can access the Table of Contents or Index. You can also search the help system and print any displayed help topic.

In the Table of Contents, each section of the help system is represented by a book icon. Click an icon to open the section and display the associated help topics. Help is displayed in a separate browser window that remains open until you close it.

Quick Help

On certain pages, you may find immediate configuration assistance at the right of the window.

This information, or Quick Help, provides at-a-glance, step-by-step instructions on certain tasks, such as creating rules or performing directory searches, without performing a help search or opening the entire MIC Table of Contents or Index.

Quick Help, when available for a particular topic, appears in a grey box at the right of the respective task window.

MIC Web Access shortcut in Outlook

If you install the MIC User Applications on your workstation and you are a Microsoft Outlook user, a shortcut to MIC Web Access is automatically created in Outlook. You can use this shortcut to log into and use MIC Web Access from inside Outlook.

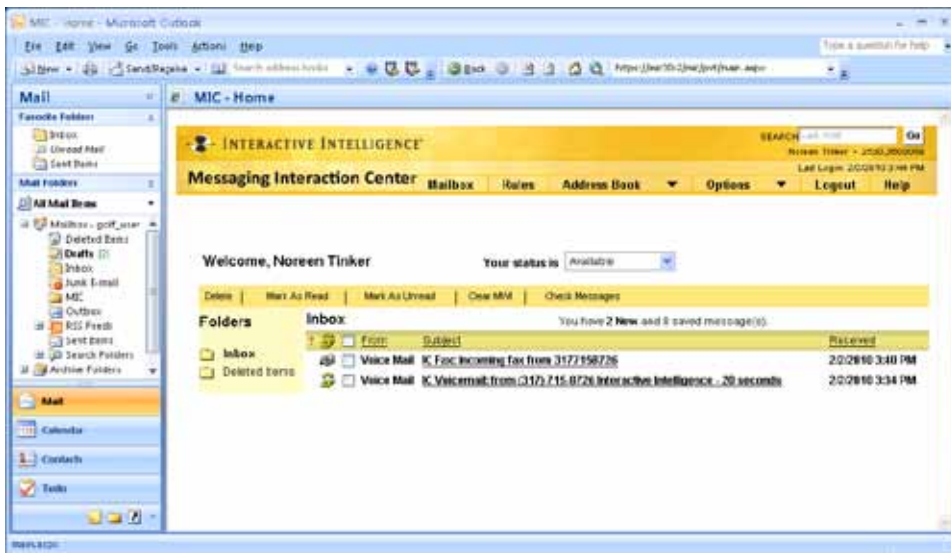
To use the MIC Web Access shortcut:

1 Click the **MIC folder** in the Outlook Mail Folders list.

- Login to MIC Web Access.

See *Accessing your mailbox through the computer* on page 12.

2 Use MIC Web Access from inside Outlook just as you would from a browser. See the following pages for instructions and tips on using MIC Web Access.



Use MIC Web Access from inside Microsoft Outlook to manage your messages, change your status, create and modify rules, and configure options.

Setting your status

Status controls the announcement of your availability to people who call you. It also enables you to control how MIC handles your calls. You can change your status from the main MIC Web Access page.

Set your status from the MIC Web Access page

To set your status without setting an end date and/or time for the status:

- ☒ Open the MIC Web Access page.
- Click the arrow at the end of the **Your status is** drop down menu and choose your status.

Configuring return dates and times for specific statuses

Some statuses let you specify an end date and/or time. The following table lists the status name and whether or not you can configure date, time, or both for each status:

Status	Date	Time
Available		
At Lunch		X
Away from desk		
Do Not Disturb		
Gone Home		
In a Meeting	X	X
On Vacation	X	
Out of the Office	X	X
Out of Town	X	X
Working at Home		

Table 1. Until statuses

When you choose a status that optionally allows you to set the date and time, you configure these settings in the **Status Until Settings** dialog box, shown below.



The Status Until Settings dialog box enables you to set end dates and times that are announced to callers.

Set your status and set a status end date or time

☒ Open the MIC Web Access page, click the arrow at the end of the **Your status is** drop down menu and choose the appropriate Until status from the list in Table 1. The **Until** button appears next to the **Your status is** menu.

- Click the **Until** button. The **Status Until Settings** dialog box opens.

☒ If available, place a check mark in the **Has Time** check box and type your return time in the **Has Time** field or use the drop down arrow to select your return time.

- If available, place a check mark in the **Has Date** check box and enter the date or use the calendar to select your return date.
- Click **Save** to save your settings and return to the home page.

Clear Your Message Waiting Indicator

The Message Waiting Indicator (MWI) on your phone alerts you to new voicemail or fax messages. If your MIC Administrator assigns you an MWI Phone Number, then you can use the Clear MWI option on your action bar to turn off the MWI light on your phone.

The Clear MWI feature is available only to users who are configured to use Interaction Message Store for voicemail and fax messages.

- In your Inbox or Deleted Items view, click **Clear MWI** on the action bar.

The MWI light on your phone is turned off.

Creating and managing interaction rules

Rules define MIC behavior in a way that lets you personalize your account and control the way you receive all interaction types.

You can manage MIC Rules from the MIC Web Access page. Here, you can create personalized rules to apply to incoming calls, voicemail and faxes based on caller, time of day, and your current MIC status.

The screenshot shows the 'Interaction Rules' window in a web browser. The window title is 'MIC - Interaction Rules - Windows Internet Explorer'. The address bar shows 'https://mic002.mic.gov/rules.aspx'. The browser's search bar contains 'Find: Mobile'. The page content is titled 'INTERACTIVE INTELLIGENCE' and 'Messaging Interaction Center'. Below the title bar, there are navigation links: Mailbox, Rules, Address Book, Options, Logout, and Help. The main content area is divided into three sections, each with a yellow header:

- My Inbound Call Rules**: Contains two rules.

Order	Enabled	Type	Name	Conditions	Actions	Edit	Delete
1	<input checked="" type="checkbox"/>	Forward	Forward	From [Name]	Forward To [Name]	Edit	Delete
2	<input checked="" type="checkbox"/>	Do Not Disturb	Do Not Disturb	When my status is [Name]	Send To Voicemail	Edit	Delete
- My Voicemail Message Rules**: Contains one rule.

Order	Enabled	Type	Name	Conditions	Actions	Edit	Delete
1	<input checked="" type="checkbox"/>	Notify Me	Notify Me	When my status is [Name]	Notify me by Email	Edit	Delete
- My Fax Message Rules**: Contains one rule.

Order	Enabled	Type	Name	Conditions	Actions	Edit	Delete
1	<input checked="" type="checkbox"/>	Notify Me	Notify Me	When my status is [Name]	Notify me by Email	Edit	Delete

Use the Interaction Rules window to create personalized rules to apply to incoming calls, voicemail, and faxes based on your MIC status.

Understanding Interaction Rules

You can create personalized rules for each interaction based on the type of interaction (e.g., call, voicemail, or fax) and the behavior you want based on the status you set in MIC.

MIC handles interactions based on the way you have set up rules, and the system applies the rules in the order in which they are listed on the rules page, for each type of interaction.

If you do not have a rule set up for handling a particular incoming call, the default for every status is to play your voicemail greeting, if you have recorded and activated one.

The name prompt will either play back using the text-to-speech (TTS) engine or in your voice.

When recording greetings, you should include the options available to the caller, such as to press 6 to send a fax, etc.

Creating Rules

The basic process for creating all rules:

- 1. Open the MIC Web Access page and click **Rules** or **Home** in the menu bar.

If you are not an Interaction Message Store user, the Rules page appears as your MIC Web Access home page instead of the Inbox.

- On the Interaction Rules page, click **Create New Rule**.
- 2. On the **Add Interaction Rule** page, select the radio button for the type of rule you want to create.
- Click **Continue** at the bottom of the page.
- In the **Rule Name** box, type a unique name for the new rule, such as "Spouse". To begin using the rule immediately, place a checkmark in the **Enabled** box.

' Specify the remaining conditions you want to define the rule. See the Quick Help on each page or the online help for details on defining a rule.

' Click **Save** to save the rule and return to the starting page.

Understanding Follow Me services

A Follow Me rules enables you to have all your calls routed to a specific list of phone numbers. You place these phone numbers in the order in which you want the system to call.

MIC dials these numbers to locate you if your Status setting or rule is configured to "Follow Me." You can set up a Follow Me rule for a variety of conditions. See the following for an example.

Example: Create a rule to have calls follow you when you don't answer during business hours this week

CE Open the MIC Web Access page and at the top of the screen, click **Rules**.

In the Interaction Rules area, click **Create New Rule**.

Ž On the Add Interaction Rule page, under **Inbound Call Rules** click the **Follow Me** radio button, and click **Continue**. This opens the Interaction Rule Follow Me page where you define the rule.

- In the **Rule Name** field, type a unique name for the new rule, such as "No Answer during work".
- To begin using the rule, place a checkmark in the **Enabled** box.
- In the **Apply Follow Me to:** section, click the **all callers** radio button to forward all calls. Or specify individual callers by phone number or MIC user or group name.
- In the **When My Status is** section, select **All Statuses** so no matter what your status, calls will follow you when you don't answer. You can optionally specify a specific status, such as "**Away from desk**".
- In the **Choose a Date Range** section, select **every day** to make the rule operate perpetually. You can optionally specify a date range.

A later step enables you to specify just weekdays.

- In the **Choose a Time Range** section, choose the all day (24 hours) radio button to make the rule operate continuously. You can also select **during specific time periods** and then enter the **Start Time** and **End Time** business hours.

No.	Name	Description	Phone	Time Out	Options
1	Home Office Phone		317-555-1848	30	<input type="checkbox"/>
2	Work Cell Phone		317-555-8750	30	<input type="checkbox"/>
3	Personal Cell Phone		317-555-5008	30	<input type="checkbox"/>
4	John's Phone		317-555-1800	30	<input type="checkbox"/>

- In the **Choose day(s) for this rule**, choose **every day of the week**, or choose **during specific days of the week** and then select the check box beside each work day.
- In the **Have Incoming Calls Follow Me** list, enter a description (e.g., "Work cell phone") and the first phone number you want MIC to call when you don't answer. In the second line, add a description (e.g., "Personal cell phone") and

the phone number MIC should use next, if you don't answer at the first number. You can enter up to 5 follow me telephone numbers.

- For each Follow me number entry, indicate in the **Time Out** column how many seconds the phone can ring before MIC tries the next number in the list.
- Optionally select the **Passcode** check box for each phone where the recipient will be prompted (before hearing anything else) to enter an MIC passcode in order to be connected to the call.
- Optionally select one or more **Follow me Options**, if desired. If multiple options are selected, the call recipient hears prompts in this order: Passcode -> Call Screening name -> Caller ID number -> TTS message. *For example, a TTS message can be read indicating the call was forwarded.*

Notify Me at

Notify Me at

Read the Following Text

Stop Processing Additional Rules

- In the **Notify Me at** section, you can optionally have MIC notify you via email, phone, or pager that a call attempted to follow you.
- In the **Read the Following Text** section, you can optionally play a message to callers before your Out Of Office greeting is played.
- Leave the **Stop Processing Additional Rules** option clear in case you define additional rules that might be used after this rule is processed and the call did not reach the intended party.
- Click **Save** to add the new rule.

Example: Create a rule to forward certain calls when you are on vacation

- ☒ Open the MIC Web Access page and at the top of the screen, click **Rules**.
- In the Interaction Rules area, click **Create New Rule**.
- ⌵ On the Add Interaction Rule page, under **Inbound Call Rules** click the **Forward** radio button and click **Continue**.

This opens the Interaction Rule Forward page, where you define the rule.

- In the **Rule Name** field, type a unique name for the new rule, such as "Vacation Calls".
- To begin using the rule, place a checkmark in the **Enabled** box.
- In the **Apply Forward to** section, click the **all callers** radio button to

forward every call you receive while this rule is in place.

- You may optionally choose to forward calls only from certain users and/or groups. If people from which you want to allow calls have complete contact information in your address book, click the **specific callers** radio button, then next to the **specific users and/or groups** click the **Address Book** button, and select the names from the appropriate directory.
- Alternatively, if the caller(s) information does not exist in your Address Book, in the **specific phone numbers** fields, enter phone numbers you want forwarded to you during vacation. Separate each phone number with a comma.
- In the **When My Status is** section, select the status **On Vacation**.

- In the **Choose a Date Range** section, select the **on specific dates** radio button and then enter the **Start Date** and **End Date** of the time you will be on vacation. These dates are inclusive, meaning you are considered on vacation on the start date and end date shown.
- In the **Choose a Time Range** section, leave the **all day (24 hrs)** radio button selected, unless you plan to return at a specific time of day.
- In the **Choose day(s) for this rule** section, leave the **every day of the week** radio button selected.
- In the **Forward Incoming Calls to** section, in the **Number** field enter the complete phone number you want the specified callers to reach when they are forwarded.
- In the **Notify Me at** section, optionally choose to have an email, phone call or pager message sent when you receive a call from one of the specified numbers and this rule is performed. For example, if you want to receive an email letting you know you received a call, enter your email address and select the Email check box.

- In the **Read the Following Text** section, optionally choose to have the system read a specific message to your caller before they hear your recorded Out of the Office message. For example, you may want to tell these specific callers to “Please stay on the line. You will be forwarded to my cell phone.” Enter this text and select the related check box.
- To direct MIC to not process any other rules, place a checkmark in the **Stop Processing Additional Rules** box. If you check this box, MIC will not process another rule, even if this interaction matches more than one rule you set.
- Click **Save** to add the new rule.

Change the order of your personalized rules

You can reorder inbound call rules, fax rules, and voicemail rules from the Rules (home) page.

- ☞ Open the MIC Web Access page and at the top of the screen click **Rules**. Rules are categorized by type: calls, voicemail and fax.
- Within a particular type of rules, under the **Order** column click the up arrow or down arrow beside the rule you want to move.

The order on this page is the order the rules will be engaged, unless you defined a rule to stop processing all other rules.

Edit or delete a personalized rule

- ☞ Open the MIC Web Access page and at the top of the screen click **Rules**.
- To delete a personalized rule, on the Interaction Rules page, click **Delete** next to the rule you want to delete.

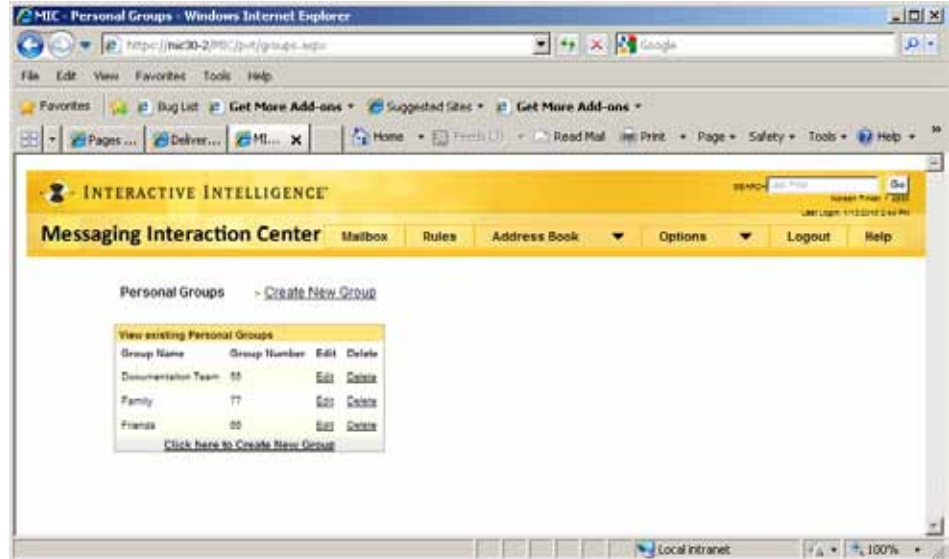
Or, to edit a personalized rule, on the Interaction Rules page click **Edit** next to the rule you want to modify, and make your changes. Click the **Save** button when you are finished making changes.

Creating and managing groups

If you send messages to the same group of MIC users and/or personal contacts regularly, personal groups can save time. In the TUI, you can use personal groups to broadcast voicemail messages, or forward voicemail messages, faxes, and emails to the members of these personal groups.

You create the groups by assigning as many MIC users and/or personal contacts as you desire to a group extension. MIC personal groups help you:

The figure on the right illustrates an example of personal groups displayed located on the Personal Groups page, under the Address Book menu.



Use Personal Groups to define related groups of people you can send messages to all at once.

Using Personal Groups

From the MIC Web Access page, you can create, edit, and remove your personal groups. From the telephone, you are able to broadcast a message to a group, where the message is sent to all members of the group.

The MIC Personal Groups page, accessible under the Address Book menu, provides a quick view of your personal groups.

☒ Open the MIC Web Access page.

- Click the **Address Book** menu and select **Personal Groups**.

If you have defined any groups, they appear on Personal Groups page.

☒ Click the **Edit** link beside a group to display the members of the group and to add or remove members.

Create a Personal Group

☒ Open the MIC Web Access page.

- Click the **Address Book** menu and select **Personal Groups**.

☒ Click the **Create New Group** link to display the Address Book dialog box:

The screenshot shows a web browser window titled "MIC - Address Book - Webpage Utility". The page has a yellow header with "Search & Print" and a "MIC Directory" dropdown. Below is a form for "Group Name / Number" with fields for "Group Name" (containing "NewestUsers") and "Group Number" (containing "11"). A "Search For" section has "Name" and "Phone" text boxes and a "Search" button. At the bottom, there are "Found" and "Members" sections, each with a list box and a "Find" button. "OK" and "Cancel" buttons are at the very bottom.

- From the **Search From** drop-down list, select **MIC Directory** to create a personal group of MIC users. Or, select **Personal Groups** to create a group of personal contacts.

You must create personal contacts before you can add them to a personal group.

- In the **Group Name** field, type a name for your personal group.

In the **Group Number** field, add a number for your personal group.

The Group Number is used from the telephone user interface to select personal groups. Providing a group number makes it easier to forward voicemails, faxes, and emails to personal groups.

In the **Search For** section, in the Name text box, type all or part of the last name of the person you want to find. Or, in the **Phone** text box, enter all or part of their extension number.

Click the **Search** button. The matching contacts appear in the **Found** list.

" In the **Found** list, select a name and click the -> button to move that name to the **Members** list.

- Click **OK** to add the contacts to your personal group.

Edit a Personal Group

☞ Open the MIC Web Access page.

- Click the **Address Book** menu and select **Personal Groups**.

⌘ In the Personal Groups area, click **Edit** next to the group you want to edit. The Address Book dialog box opens.

- Optionally edit the name, number, or members of the group.

' In the **Search For** section, in the Name text box, type all or part of the last name of the person you want to find. Or, in the **Phone** text box, enter all or part of their extension number.

' Click the **Search** button. The matching contacts appear in the **Found** list.

" In the **Found** list, select a name and click the -> button to move that name to the **Members** list.

" Click **OK** to add the contacts to your personal group.

- Click **OK** to save the changes.

Delete a Personal Group

☞ Open the MIC Web Access page.

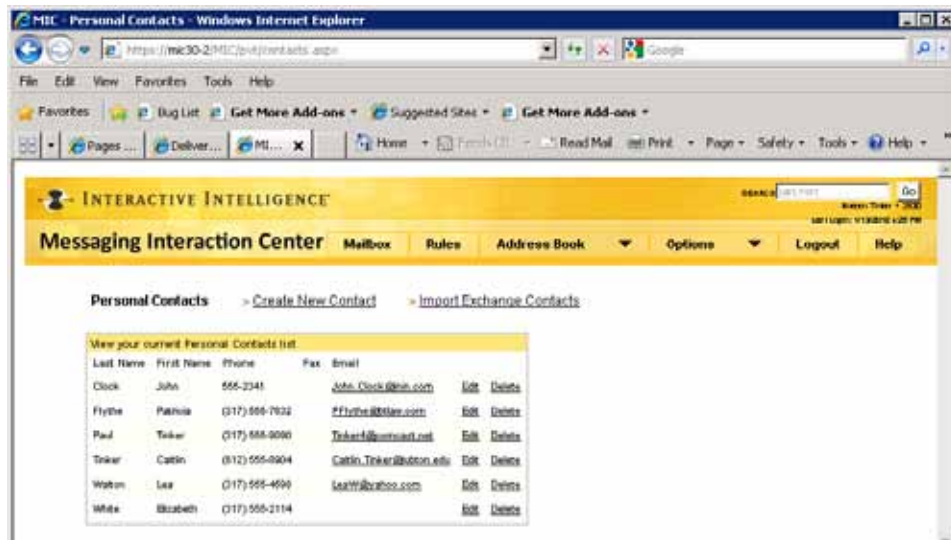
- Click the **Address Book** menu and select **Personal Groups**.

⌘ In the Personal Groups area, click **Delete** on the line containing the personal group you want to remove.

Creating and managing personal contacts

MIC Personal Contacts enable you to add non-MIC users to MIC. You can dial personal contacts and add them to personal groups. After you create personal contacts, you can add them to any of your MIC personal groups from the MIC Web Access page.

You can create personal contacts individually or, if you are using Microsoft Exchange, you can import selected contacts from your Exchange Contacts List.



Use Personal Contacts to add non-MIC users to your list so that you can dial them from MIC and, optionally, include them in personal groups.

Create a Personal Contact

- ☒ Open the MIC Web Access page.
- Click the **Address Book** menu and select **Personal Contacts**.
If you have defined any contacts, they appear on Personal Contacts page.
- ☞ On the Personal Contacts page, click **Create New Contact**.
- In the Personal Contact page, add the last, then first name of the contact. These are required fields.
 - Optionally, add the contact's Telephone Number, Email Address and Fax Number.
- ' Click **Save**.

Import Exchange Contacts

You can import selected contacts from your Exchange-type mailbox Contacts List if your MIC administrator permits it.

- ☒ Open the MIC Web Access page, click the **Address Book** menu and select **Personal Contacts**.
- On the Personal Contacts Page, click the **Import Exchange Contacts** link. This displays a complete tabular listing of the user's personal Contacts from Exchange.
- ☞ In the table of Exchange contacts, click the check box beside each contact entry you want to add to your Personal Contacts list in MIC.
- After you selected all of the contact entries you want to import, click the **Import** button at the bottom of the table. This should display the completed Personal Contacts

list. From there you can Edit or Delete contact entries.

View or Edit a Personal Contact

- ☒ Open the MIC Web Access page.
- Click the **Address Book** menu and select **Personal Contacts** to display your personal contacts list.
- ☞ Click the **Edit** button beside the name of the contact you want to edit.
- Change any of the contact information and click the **Save** button when you are finished.

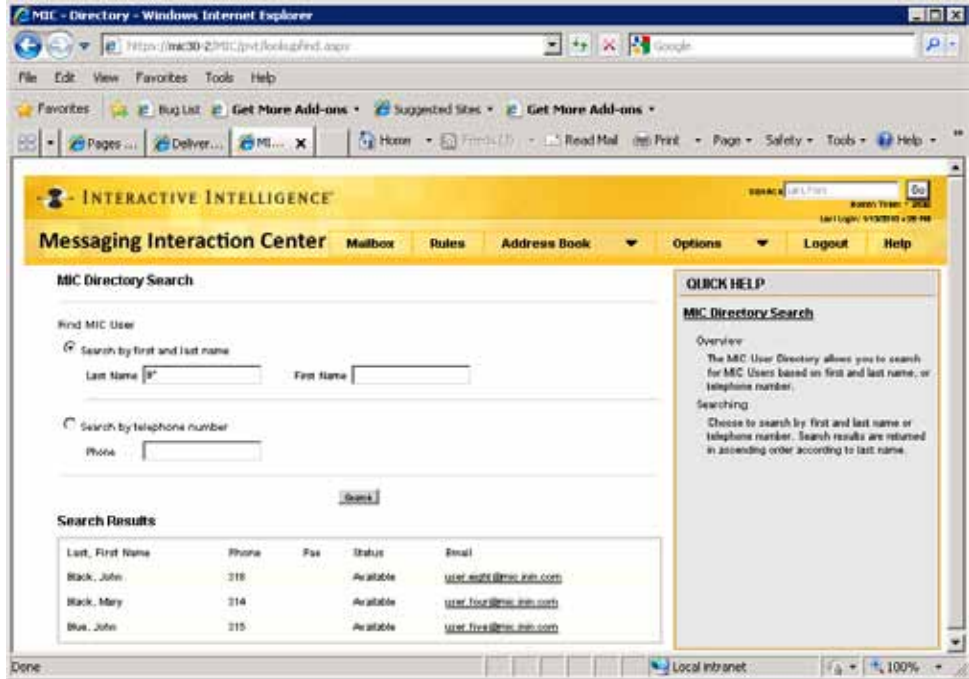
Delete a Personal Contact

- ☒ Open the MIC Web Access page.
- Click the **Address Book** menu and select **Personal Contacts** to display your personal contacts list.
- ☞ Click the **Delete** button beside the name of the contact you want to remove.
- At the "Are you sure you want to delete the contact [name]?" prompt, click **OK**.

Searching for users in the directory

The Directory page enables you to search for other MIC users, or users with a particular status. This is a useful tool to help locate phone numbers or e-mail addresses, and to view the statuses of other users.

The MIC administrator controls whether you can search for MIC users and also whether the search is limited to members of the organization or organizational group to which you belong or if it includes all MIC users.



Use the Directory Search page to search for and display contact information for other MIC users.

Search for a MIC User in the User Directory

- ☒ Open the MIC Web Access page.
- Click the **Address Book** menu and select **MIC Directory** to display the MIC Directory Search page.

- Ž To search for other MIC users, do one of the following:
- Type the user's last name in the **Last Name** field.
 - Or, type the user's first name in **the First Name** field.
 - Or, Type the user's phone number in the **Phone** field.

*Use * as the wildcard character to specify part of the name or extension number.*

Phone number search looks for matching entries in both the MIC extension number and fax number fields for users.

- Click **Search**.

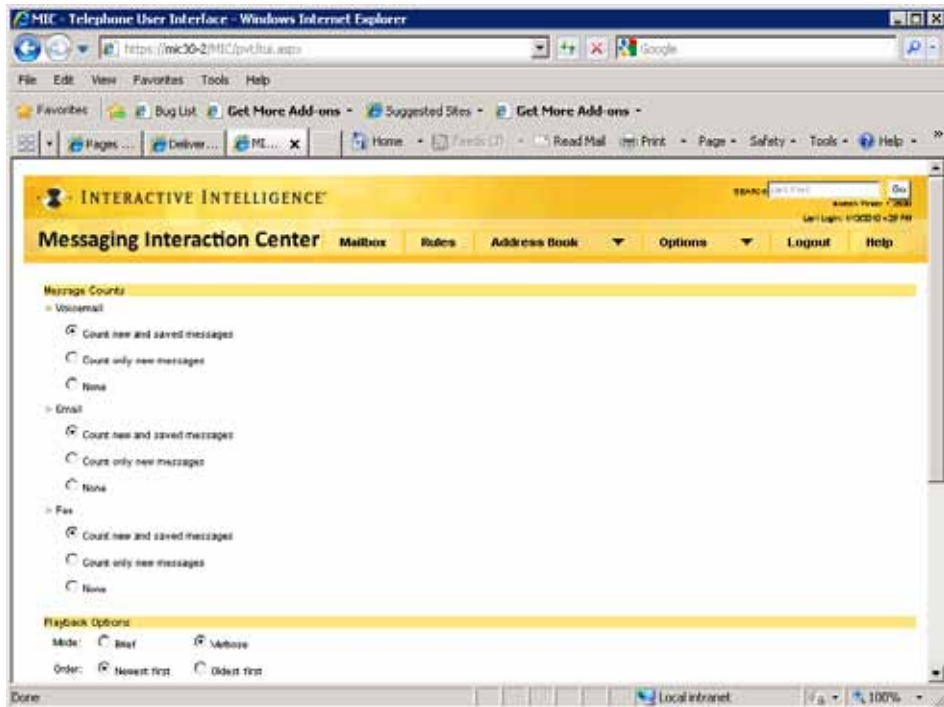
By default, MIC returns the first 30 matches, and provides the user's phone number, fax number, status, and email address. Only your administrator can change the default number of matches returned.

Configuring Personal Options

This section provides procedures for common user configuration tasks that you might need to perform using MIC.

From the Options menu, you can:

- Set up your Forward Fax number.
- Set up Telephone Interface options.
- Change your Passcode.



Use the Options menu to configure your fax forwarding number, telephone interface options, and MIC passcode.

Working with Forward Fax

Use this page to set up your forwarding options for faxes.

- ☒ Open the MIC Web Access page.
- Click the **Options** menu and select **Forward Fax**.
- ☞ In the Forward Fax page, to turn on fax forwarding place a checkmark in the **Enable Forward Fax** box.
- In the text box, enter the telephone number to which you want your faxes forwarded.
- Click **Save**.

Configuring options in the Telephone Interface

The Telephone Interface options enable you to control how MIC behaves when you call in to listen to your voicemail, email, faxes

Typically, when you call in to MIC, it tells you how many new and saved voicemail messages you have, how many new and saved emails, and how many new and saved faxes. If you are not interested in hearing that information, you can configure the MIC Telephone Interface to tell you only how many new messages you have, or to not announce it at all.

From the Telephone Interface Options page, you can control the prompts that play when you log in to voicemail, set the greetings for callers who reach your voicemail, prioritize your messages, and decide how much information is played back for each message.

After you become an experienced MIC user, you can use these options to minimize the time spent listening to system prompts.

Configure telephone interface prompts

- ☒ Open the MIC Web Access page.
- Click the **Options** menu and select **Telephone Interface**.
- ☞ In the **Message Counts** section, choose how you want MIC to tell you about new and saved voicemails, emails and faxes. By default, MIC announces how many new and saved voicemail, email, and fax messages are in your Inbox.
 - To play back the number of new and saved messages in your mailbox when you log in, select **Count new and saved messages**.
 - To hear only the number of new messages, select **Count only new messages**. If this is selected, MIC does not announce how many saved messages you have of this type.
 - To skip the announcement of new or saved messages of this type, select **None**. In this case, you also do not

Configuring Personal Options

- hear a prompt about how to play new or saved messages of this type.
- In the **Playback Options** section, specify the **playback mode** used when you retrieve your messages:
 - Select the **Brief** radio button to eliminate extra information and start the reading with the body of the message. In this mode voicemail plays without being prefaced by the date, time, and "From" information. Email is read starting with the body of the message. This is recommended more for experienced users.
 - Or, Select the **Verbose** radio button to play complete information about each message, including the date, time, and "From" information for each message. This is recommended for inexperienced users.
- In the **Playback Options** section, specify the order in which messages are played:
 - Select the **Newest first** radio button to play your new messages first.
 - Or, select the **Oldest first** radio button to play your old messages first.
- In the **Playback Options** section, select any or all of the following playback options:
 - To play urgent (high priority) messages before other messages, select the **Play urgent messages first** check box. This check box works in conjunction with the **Order** radio buttons, so that newest urgent or oldest urgent messages are played first.
 - To hear your name when you log into your mailbox, select the **Play my name when I login to my mailbox** check box. Use this to confirm that you logged in correctly.
 - To hear your current status when you log into your mailbox, select the **Play my status when I login to my mailbox** check box.
- In the **Greeting Options** section, you can turn your recorded greeting on or off. You can also enable the system to announce your name and status when you log into your mailbox or when callers reach your voicemail.
 - To announce your mailbox name (either your recorded name or extension number), select the **Play my name when callers reach my Voicemail** check box.
 - To announce your current status to callers, select the **Play my status when callers reach my Voicemail** check box.
 - To play a personal greeting when callers reach your voicemail, select the **Play my greeting when callers reach my Voicemail** check box. Clear this check box to deactivate your greeting.
 - To play your out of office greeting when your status is one of the appropriately configured "not available" statuses, select the **Play my out of office greeting to**

callers when my status enables it check box. Or, you can clear this check box to play your regular greeting.

Your MIC System Administrator controls which status codes can trigger an out of the office greeting. These can be OO (Out of the Office), OT (Out of Town), OV (On Vacation) or any other status configured by the administrator.

To prevent callers from leaving voice mail messages, select the **Disallow external callers from leaving messages** check box. Use this option to set up a "Greetings only mailbox."

When you select this option your greeting prompt is played but the caller is not allowed to leave a voicemail message. You could use this option if you are going to be absent for an extended period of time and do not want voice mail

to accumulate until your return.

Click the **Save** button when finished.

Change your dial-in passcode

You can change the Passcode you use for telephone access.

Open the MIC Web Access page.

Click the **Options** menu and choose **Change Passcode**.

In the **Enter Current Passcode** text box, type your current passcode.

In the **Enter New Passcode** text box, type your new passcode.

A valid passcode must be numeric (0-9) and is typically limited to ten digits. Minimum

passcode length is determined by your MIC Administrator.

- In the **Confirm New Passcode** text box, type your new passcode again.
- Click OK to save the new passcode.

Provide your e-mail system passcode

If your MIC system is set up for Unified Messaging and your organization uses an e-mail system other than Microsoft Exchange, you may need to supply your email system password so MIC can display your e-mail messages in your MIC Web Access Inbox and also make them available via the TUI.

If this is the case, your MIC System Administrator can include a section on the Change Passcode page that enables you to provide your e-mail system password for MIC use.

Open the MIC Web Access page.

Click the **Options** menu and choose **Change Passcode**.

Scroll down to the **Email Settings** section.

Configuring Personal Options

- In **Host name**, type the name of your e-mail system server.
- In **User name**, type your e-mail system user name.
- ' In **Enter Email Password**, type your e-mail system password.
- ' In **Confirm New Email Password**, type your e-mail system password again.
- " Click Save Password.

Set Your Operator Target Number

The Operator Target Number is the number that callers use to access your operator if they attempt to contact you and you are unavailable. You can use the default number set by the MIC administrator, or you can use this procedure to set your own Operator Target Number.

The MIC administrator controls whether this option is available.

- ⌘ Open the MIC Web Access page.
 - Click the Options menu and choose **Operator Target Number**.
- ⌘ Type the appropriate phone number in the **Number** text box.
 - Click **Save**.

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