

CIC TUI Options

Features always available:

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

During message playback, you can:

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

†

Some options require Interaction Media Server enabled for Advanced Operations. Contact your CIC administrator if you have questions.

Enter the CIC TUI system:

Dial voicemail system number:

Dial access code (i.e. 99 + extension + password): _____

Enter # to complete the access code.

Main CIC TUI Options

- Manage Voice Messages 1
- Manage Faxes 2
- Manage Email 3
- Send Voicemail 4
- Manage Personal Options 5
- Access Company Directory 6
- Initiate Office-wide Alert 7
- Access Mailbox Subfolders 8
- Access Outlook Options 9

Manage Voice Messages 1

- Listen to All New Messages... 1
- Listen to Saved Messages... 2
- Listen to Today's New Messages 3
 - 1 Save current voice mail
 - 2 Forward message to extension
 - 3 Skip to next message
 - 4 Replay current message
 - 5 Reply to current message
 - 6 Play envelope information
 - 7 Delete this message, play next
 - 1 Delete all with this subject
 - 2 Delete all addressed to this recipient list
 - 8 Play text in message body

Manage Faxes 2

- Listen to All New Faxes... 1
- Listen to Saved Faxes... 2
- Listen to Today's New Faxes 3
 - 1 Save current fax
 - 2 Forward fax to extension
 - 3 Skip to next fax
 - 4 Receive fax (enter destination number followed by #)
 - 6 Play envelope information
 - 7 Delete current fax and play next
 - 1 Delete all faxes with this subject
 - 2 Delete all faxes from this sender
 - 8 Hear text of fax message body

Manage Email 3

- Listen to All New Email 1
- Listen to Saved Email 2
- Listen to Today's New Email 3
 - 1 Save current email
 - 2 Forward email to extension
 - 3 Skip to next email
 - 4 Replay current email
 - 5 Reply to local email with voicemail
 - 6 Play envelope information

- 7 Delete current email, play next
 - 1 Delete all others with this subject
 - 2 Delete all others addressed to this recipient list
- 8 Play text in email body

Send Voicemail 4

- Dial by name (optional) 2
- Play list of workgroups (optional) 3
- Enter one or more extensions (separated by #, end list with ##).
- Record message...
 - 2 Review message
 - 3 Rerecord message
 - 4 Send Message and return to Main Menu
 - 5 Cancel message and return to Main Menu
- 6 Set Priority *
 - 1 High
 - 2 Low
 - 3 Normal
- 7 Set Sensitivity
 - 1 Normal
 - 2 Personal
 - 3 Private
 - 4 Confidential

* This option is available only if configured by your CIC administrator.

Manage Personal Options 5

- Set User Status * 1
 - Optionally set date, time, or both, depending on status*
 - 1 Available
 - 2 At a forwarded number
 - 3 At a training session
 - 4 At lunch
 - 5 Do not disturb
 - 7 Gone home
 - 8 In a meeting
 - 9 Away from desk
 - 10 Available, No ACD
 - 11 On vacation
 - 12 Out of the office
 - 13 Out of town
 - 14 Working at home
 - 15 Available, follow me

- Set Forward Number [†] 2
 - 1 Enter remote phone number+#
 - 2 Enter call coverage settings
 - 1 Modify forward coverage options

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

† Your Access Control rights determine which types of phone numbers you can use as forwarding numbers; for example, whether you can use a long distance number.

Manage Personal Options 5

cont'd

- Set Forward Number 2 *
 - 2 Enter call coverage settings
 - 2 Modify DND coverage options
 - 3 Modify phone coverage options
 - 4 Modify "no answer" coverage
 - The first four options can be set to work with these calls:
 - 1 All 3 External
 - 2 Internal 4 Unknown
 - 5 Change coverage phone number: Enter an internal number or CIC extension followed by #.
 - 6 Modify voicemail destination
 - 1 Set my voicemail box
 - 2 Specify call coverage mailbox #

- Change CIC Password * 3
 - Enter 1 to 10 character password followed by #.

* If your company's CIC Password Policy requires that you use a minimum number of upper and lower case letters or special characters in your CIC password, you cannot use the TUI to change your CIC password.

Manage Personal Options 5 *cont'd*

Set Playback Options 4

- 1 Message playback mode...
1= Verbose or 2=Brief
- 2 Message sorting...
1=Oldest first or 2=Newest first
- 3 Play high priority messages first
1=Activate or 2=Deactivate
- 4 Play mailbox extension greeting
1=Activate or 2=Deactivate
- 5 Play current status greeting...
1=Activate or 2=Deactivate
- 6 Configure available message type
1=Voice mail, 2=Fax, 3=Email
- 7 Configure saved message type
1=Voice mail, 2=Fax, 3=Email

Manage Personal Prompts 5

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

Manage One Number Follow-me 6 *

- 1 Turn Follow Me on or off
- 2 Listen to current config. options
- 3 Add a telephone number
- 4 Edit a telephone number
- 5 Delete a telephone number

Manage Deleted Messages 7

- 1 Manage Deleted Voicemail...
 - 1 Save current voicemail
 - 2 Forward message to extension
 - 3 Skip to next message
 - 4 Replay current message
 - 5 Reply to current message
 - 6 Play text in message body
 - 7 Permanently remove message
 - 8 Play envelope information
- 2 Manage Deleted Faxes...
 - 1 Save current fax
 - 2 Forward fax to extension
 - 3 Skip to next fax
 - 4 Receive fax (enter destination number followed by #)
 - 6 Play envelope information
 - 7 Delete current fax & play next
 - 1>Delete all with this subject
 - 2>Delete all from this sender
 - 8 Play envelope information

* Your Security Rights determine if you can use Follow Me routing. Your Access Control rights determine which types of phone numbers you can use as follow-me numbers.

Manage Deleted Messages (cont'd) 7

- 3 Manage Deleted Email...
 - 1 Save current email
 - 2 Forward message to extension...
 - 3 Skip to next email
 - 4 Replay current email
 - 5 Reply to local email by voicemail
 - 6 Play text in email message
 - 7 Permanently remove this email
 - 8 Play envelope information
- 4 Restore all messages...
- 5 Erase all messages...

Personal Notification Options 8

- 1 Set alert types
 - 1 Turn notifications off
 - 2 Email-based alerts
 - 3 Pager-based alerts
 - 4 Telephone-based alerts
 - 5 Pager carrier-based alerts
- 2 Set alert reasons
 - 1 Voicemail arrives
 - 1 Any voicemail
 - 2 Urgent only
 - 2 Faxes

Personal Notification Options (cont'd) 8

- 3 Set alert schedule
 - 1 Alert any time of day
 - 2 Alert only during certain hours
 - 3 Set Start/End times

Access Company Directory 6

- Enter an extension followed by # 1
Dial by name 2 *
- 1 Dial this person's extension
 - 2 Dial this person's home phone
 - 3 Dial this person's mobile phone

Initiate Office-wide Alert 7

Route your call to each consecutive extension with an Available status.

Access Mailbox Subfolders 8

Follow the prompts to access your custom subfolders, your Sent Items folder, or your Deleted Items folder. Press 0 to return to your Inbox.

* Your Access Control rights determine which types of phone numbers you can dial; for example, whether you can dial a long distance number.

Access Outlook Options 9

- Access Outlook calendar 1
- 1 Hear today's meeting schedule
 - 2 Hear meetings for another day
(Enter 2-digit date, 2-digit month, 2-digit year)
- Out-of-Office Assistant Options 2
- 1 Turn Out-of-Office Assistant on
 - 2 Turn Out-of-Office Assistant off

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Telephone User Interface

Quick Reference Card



 | PureConnect