C3000
TUI
User Manual

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AVAYA
TENOVIS

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Useful Information About this User Guide

Questions About the User Guide

Before reading the User Guide, you may have some questions. In this section we answer several questions about the User Guide.

Who is the Guide intended for?

This User Guide is intended for users wishing to use the **C3000** telephone user interface (TUI). It doesn't matter whether you use the User Guide in printed form or online.

What information is available in the User Guide?

This User Guide provides information necessary to use the **C3000** telephone user interface (TUI).

What information is not in the User Guide?

This User Guide does not contain any information about connecting **C3000** to telecommunication systems or configuration of ISDN cards.

This User Guide does not contain any information about installation, configuration or administration of **C3000**.

This User Guide does not contain any information on use of **C3000** with Outlook, GroupWise or Lotus Notes.

How is the User Guide Structured?

This User Guide describes use of the **C3000** with the telephone user interface (TUI).

Which issue of the User Guide is this?

The following table contains information about this issue of the User Guide.

	Explanation
Created on	8.11.2005
Basis	C3000 *Rel. 1.7*
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What has changed? ?

The following table shows the history of this document.

Version	**Date**	**Change**
1.5 SP1	-	TUI diagram 3: Private message: Section "TUI diagram 4: Main menu" on page 29
1.5 SP1	-	Corrections and revisions
1.6	-	Corrections and revisions in the whole manual: Diesis (double dagger) replaced by hash symbol.
1.6	-	Corrections and revisions
1.7	-	Title sheet: New AVAYA TENOVIS logo
1.7	-	New topic: "TUI diagram 1: Telephone menu setup (TUI Wizard)" on page 26
1.7	-	New topic: "TUI diagram 20: Voice control" on page 45
1.7	-	Notes on voice control: Section "How is the C3000 TUI structured?" on page 8
1.7	-	New topic: "Message type menu (context sensitive)" on page 12
1.7	-	New topic: "Context sensitive messages menu (old/new messages)" on page 14
1.7	-	New topic: "Context sensitive greetings menu" on page 16
1.7	-	New topic: Section "In what languages is the telephone user interface (TUI) available?" on page 8
1.7	-	New topic: "TUI diagram 20: Voice control" on page 45
1.7	20.7.2005	TUI diagram numbers changed Corrections in TUI diagram 4 Insertion of cross-references to the TUI diagrams Changes to the layout

Version	Date	Change
1.7	1.8.2005	Corrections to the TUI diagrams: New messages Old messages Private message menu
1.7	5.9.2005	Flemish has become Dutch
		Restriction: Maximum of 60 messages
1.7	20.10.2005	Corrections in TUI diagram 20
1.7	8.11.2005	Changes backup

Where can you find more information?

This User Guide describes installation of the UMS' telephone user interface (TUI).

Additional information on the UMS is available in the following manuals:

- C3000 Installation Manual (installation, configuring ISDN cards, connecting to telecommunication systems)
- C3000 Administrator Manual
- C3000 Lotus Notes User Guide
- C3000 Microsoft Outlook User Guide
- C3000 Novell GroupWise User Guide
- TTrace Installation and Configuration Manual
- TTraceConsole Instruction Manual

Using the TUI

C3000 Telephone User Interface (TUI)

What is TUI?

TUI stands for **T**elephone **U**ser **I**nterface.

A TUI is an acoustic user interface for controlling telephones. The C3000 system TUI enables system users to configure outgoing voice mailbox greetings and to play back and edit incoming messages. Voice messages can be played back directly. Non-voice messages (faxes, e-mails, SMS messages) can be redirected to any fax machine by inputting a fax output number.

In what languages is the telephone user interface (TUI) available?

The following languages are available:

- German
- English
- French
- Spanish
- Italian
- Dutch

How is the C3000 TUI structured?

The TUI consists of a Caller section in which messages are left in the voice mailbox and a User section for playing back and editing the incoming messages and for configuring voice mailbox settings.

This section is accessed by means of a PIN-protected login. It comprises a main menu with the following seven submenus:

- Message navigation for new messages [1]
- Message navigation for old messages [2]
- Configuring voice mailbox greetings [3]
- PIN configuration [4]
- Configuring fax output number [5]
- Configuring private messages [7]
- Configuring backup number [8]
- Delete all messages [9]

Restriction

A maximum of 60 messages are announced or read out in TUI.

Notes on use

Delete all messages [9]

When messages are stored in the mail system with an IMAP4 connection that means: ALL messages (both read and unread) in the Outlook inbox folder are irrevocably deleted.

Control

The user interface is controlled by pressing the number keys on the telephone.

- Press the asterisk key [*] to return to the main menu.
- Press the hash key [#] to quit the TUI session.

Additional information

The following sections only cover the most important user actions by describing the steps to take. The headings refer to the corresponding TUI diagram (1-20).

If the system administrator has given you the necessary permissions, you can also operate part of the telephone user interface by means of voice controls (TUI diagram 20).

The complete overview of all TUI diagrams is given in the Appendix in the section "Telephone user interface (TUI) flow diagrams" on page 25.

TUI Wizard

Telephone menu setup (TUI diagram 1)

When you call up your mailbox for the first time, the telephone menu setup appears.

The telephone menu setup helps you to set up your mailbox:

- Set the PIN for access to your mailbox.
- Record the name greeting (announcement) for internal calls and save it.
- Record a user-defined greeting for external calls and save it.

When you have successfully run through the telephone menu setup it is saved. The next time you open your mailbox the telephone menu setup no longer appears.

Contact your system administrator if, after successfully running through the telephone menu setup, you would like to renew it later.

See also:

"TUI diagram 1: Telephone menu setup (TUI Wizard)" on page 26

Example: Run through telephone menu setup

You have been set up by your system administrator as a new user with the extension 742.

1. Phone your mailbox from your telephone (742). You are greeted by the telephone menu setup.
2. Follow the telephone menu setup instructions to set your new PIN. You also record your name for internal calls and a personalised greeting for external calls.
3. If you now call your mailbox from your telephone a second time you are asked to enter your PIN and then land back in the usual telephone menu.

Directly enter PIN number (TUI diagram 2 and TUI diagram 3)

If no PIN has yet been set up, or if you want to enter the PIN immediately on accessing the TUI:

1. Call your own voice mailbox number.
   – If you are calling from an internal extension corresponding to the voice mailbox number you are immediately prompted to enter a PIN.
   – If you are calling from any other external or internal telephone you are first connected to your own voice mailbox.
2. While the greeting message is running (before the tone) press the [*] key. You hear the PIN prompt.
3. Enter the PIN assigned to you by your system administrator. For security reasons, you are allowed about 10 seconds to complete your input. If you make three unsuccessful attempts to enter a PIN the connection is cut. You will then need to dial in again. Press the [#] key.

Default PIN setting

The default PIN for a new C3000 user is empty. Press the keypad [#] key to access the TUI.

See also:

"TUI diagram 2: Overview" on page 27

"TUI diagram 3: Caller section" on page 28

TUI main menu

TUI main menu (TUI diagram 4)

At the main menu level you first hear how many new messages there are. These are divided according to the following message types.

- Voice messages
- E-mails
- SMS
- FAX

See also:

"TUI diagram 4: Main menu" on page 29

Message type menu (context sensitive)

Your system administrator can switch on a so-called message type menu for you:

If messages of more than one type exist, a message type menu follows the menu items **New Messages** and **Old Messages**. There you can select all messages of a certain message type to play back.

The message type menu is **context sensitive**, i.e. only those message types which actually exist can be selected.

The following message types are announced (if available):

- Voice messages
- E-mails
- SMS
- Fax

If messages of one type only exist, the message type menu is skipped and the existing messages are directly played.

Your system administrator can set the system for you so that all message types are always announced: The message type menu is then not used.

Example 1: You have two new voice messages and three new e-mails.

You hear a corresponding announcement in the telephone user interface. The main menu begins as follows: "Press [1] to play back your new messages ...". When you press [1], you hear the following announcement: "Press [1] to play back your voice messages ...". "Press [3] to play back your e-mails". If you press [1] or [3], the respective messages are played.

Example 2: You have two new voice messages.

You hear a corresponding announcement in the telephone user interface. The main menu begins as follows: "Press [1] to play back your new messages ...". If you press [1]the messages are played one after the other.

TUI main menu: Navigation

Press the relevant key to access the menu you want:

- Message navigation for new messages [1]
- Message navigation for old messages [2]
- Configuring voice mailbox greetings/announcements [3]
- PIN configuration [4]
- Configuring fax output number [5]
- Configuring private messages [7]
- Activating/deactivating the backup/stand-in menu [8]
- Delete all messages [9]
- Quit system [#]
- Repeat greetings [*]

Note From all submenus:

pressing the [*] key returns you come back to the top of the current menu.

Play back new/old messages (TUI diagram 5 and TUI diagram 6)

The navigation process is identical for both new and old messages.

- First the total number of messages to which you have access is announced.
- Then the messages are listed in chronological order, the oldest first, with the sender ID, date and time. In the case of non-voice messages of the type FAX, e-mail and SMS, only the sender's phone number is given, and the *Send to fax number* function is added to the menu.
- You can also forward a voice message to a destination mailbox. You can add a spoken comment to the voice message, and forward the voice message with or without the comment.

See also:

"TUI diagram 5: New messages" on page 30

Context sensitive messages menu (old/new messages)

Your system administrator can set up for you that the message menu is context sensitive with respect to:

- Old messages
- New messages

In this case context sensitive means:

- If there are no new messages, the **New Messages** menu item is not announced in the telephone user interface.
- If there are no old messages, the **Old Messages** menu item is not announced in the telephone user interface.

Example: You call your mailbox.

	Messages	The main menu begins as follows:
1	There are no new messages.	"Press [2] to play back your old messages ...".
	There are old messages.	Menu item [1] with the new messages is hidden.
2	There are new messages and they are announced.	"Press [1] to play back your new messages". Press [3] ...".
	There are no old messages.	Menu item [2] with the old messages is hidden.
3	There are no new messages.	"Press [3] ...".
	There are no old messages.	Menu items [1] and [2] are hidden.

New/old messages: Navigation

- Delete message [0]
- Play back next message [1]
- Repeat current message [2]
- Play back previous message [3]
- Return to main menu [*]
- Forward current message to different mailbox [8] or
- Send current message to fax output number [8]

Note Played-back new messages are classified as read and (as soon as you quit the "New messages" folder) are moved to the "Old messages" folder, and so are no longer available in the current "New messages" folder.

Configure fax output number (TUI diagram 13)

Complete the following steps:

1. On the main menu under option [5] (Configure fax output number) or in the relevant user-specific directory service (ADS, eDirectory) enter a fax number.
2. The number is stored and from then on is used for every fax output.

See also:

"TUI diagram 13: Fax configuration" on page 38

Forward message to a destination mailbox (with comment) (TUI diagram 6)

1. On the main menu press [1] (New messages) or [2] (Old messages). You hear the new or old messages.
2. Press [8] to forward a voice message to any destination mailbox.
3. Press [1].
4. Enter a spoken comment after the tone.
5. Press [#].
6. To use the comment, press [1].
7. After the tone enter the extension number of the destination mailbox.
8. Press [#]. The entered extension number is played back.
9. Press [1] to forward the message. The message is forwarded.

See also:

"TUI diagram 6: Old messages" on page 31

Forward message to a destination mailbox (with comment) (TUI diagram 6)

1. Press [8] to forward a voice message to any destination mailbox.
2. Press [2].
3. After the tone enter the extension number of the destination mailbox.
4. Press [#]. The entered extension number is played back.
5. Press [1] to forward the message. The message is forwarded.

See also:

"TUI diagram 6: Old messages" on page 31

Configure voice mailbox greetings/announcements (TUI diagram 7)

Press [3] on the main menu to access this menu.

In this menu you can create, change and activate greetings/announcements for your C3000 voice mailbox (answering machine). The voice mailbox features three different types of greeting for external calls and two for internal calls; the INFO announcement is identical for both external and internal calls.

You can record up to 10 different external greetings (coded 0-9). Using the number codes, you can select a greeting and activate or deactivate it for specific purposes.

External greeting types

- NAME type: Here an embedded greeting (company greeting) is used, in which the respective user name is inserted.
- USER type: These 10 greetings can be recorded as required by the user.
- INFO type: This greeting type can also be recorded as required by the user, although there is no incoming message recording.

Internal greeting types

- INTERNAL type: This greeting type can be recorded as required by the user, and is used for internal calls only.
- INFO type: Here the same announcement is used as for external calls (without recording of incoming messages).

Context sensitive greetings menu

Your system administrator can set up for you that the greetings menu is context sensitive with respect to:

- Internal greeting
- Name greeting
- Information announcement

In this case context sensitive means:

- If one of these greetings has not yet been activated, only the menu item for activating the greeting is offered.
- If a greeting has been activated, only the menu item for deactivating is offered.

Example: You call your mailbox and enter the name greeting via the main and greetings menu.

You hear the following menu: "Press [1] to activate this greeting for external calls. Press [5] to record a new greeting. Press [6] to deactivate the greeting for internal calls. Press the asterisk [*] to return to the start of the current menu."

As soon as the name greeting for external calls has been activated, menu item [1] disappears. Menu item [7] is now played: "Press [7] to deactivate this greeting for external calls."

Voice mailbox greetings navigation

When selecting this menu, first choose the greeting type you want to edit:

- NAME, external only [1]
- Personalised user greeting (USER, external only) [2]
- Internal greeting (INTERNAL, internal only) [3]
- INFO, external and internal [4]
- Main menu [*]

See also:

"TUI diagram 7: Greeting configuration" on page 32

Configure name greeting (TUI diagram 8)

The following options are available:

- Activate as greeting during normal business hours [1]
- Activate as greeting for outside normal business hours [2]
- Activate as greeting for public holidays [3]
- Record a new greeting [5]
- Back to top of current menu [*]

The name greeting is deactivated when the personalized user greeting is activated.

See also:

"TUI diagram 8: Name greeting" on page 32

Configure internal greeting (TUI diagram 10)

- Activate as greeting for internal calls [4]
- Record a new greeting [5]
- Deactivate greeting for internal calls [6]
- Return to top of current menu [*]

See also:

"TUI diagram 10: Internal greeting" on page 35

Configure info announcement (TUI diagram 11)

The following options are available:

- Activate as greeting during normal business hours [1]
- Activate as greeting for outside normal business hours [2]
- Activate as greeting for public holidays [3]
- Activate as greeting for internal calls [4]
- Record a new greeting [5]
- Deactivate greeting for internal calls [6]
- Back to top of current menu [*]

The info announcement is deactivated when the personalized user greeting is activated, depending on the company's hours of business.

See also:

"TUI diagram 11: Information announcement" on page 36

Record name, internal greeting and info announcement

Menu sequence:

1. Press [5]. You are prompted to record a new greeting of the previously selected type after the tone.
2. Record the greeting and end your recording by pressing the hash key [#]. The greeting is played back for you to check.
3. Press [1] to store the new greeting.

   or

   Press [2] to discard the new greeting and restore the old one.
4. You are automatically returned to the menu from which you can activate the new greeting.

Note If the old greeting was already active, the message is merely exchanged, and so is automatically activated.

Configure personalized external greetings (TUI diagram 9)

The following options are available:

- Configure as greeting for within normal business hours [1]
- Configure as greeting for outside normal business hours [2]
- Activate as greeting for public holidays [3]
- Manage greetings (10 messages) [4]
- Back to top of current menu [*]

When you select [1] - [3] the greeting activated in accordance with the business hours setting is played back depending on the time.

Then the following options are available:

- Listen to the available greetings [1]
- Activate a greeting by means of its code number [2]
- Listen to the activated greeting [3]
- Deactivate the greeting for this time according to the preset business hours [4]
- Back to top of current menu [*]

After selecting [4] (Manage greetings) you can record 10 greetings:

Complete the following steps:

1. Press one of the code numbers [0] - [9].

   You are prompted to record a new greeting of the previously selected type after the tone.
2. Record the greeting and end your recording by pressing the hash key [#]. The greeting is played back for you to check.

3. Press [1] to store the new greeting.

   or

   Press [2] to discard the new greeting and restore the old one.

4. You are automatically returned to the menu from which you can activate the new greeting.

Note If the old greeting was already active, the message is merely exchanged, and so is automatically activated.

See also:

"TUI diagram 9: Personalised greeting" on page 34

Configure PIN (TUI diagram 12)

Complete the following steps:

1. On the main menu press [4].

   On this menu the PIN for accessing the TUI is set. First the old PIN is played back, if one is set. Then you have the following options:
   – Enter new PIN [1]
   – Main menu [*]

2. Press [1].

   You are prompted to enter a new PIN after the tone.

3. Enter a new PIN using the number keys.

4. Press the hash key [#] to end your input.

   The new PIN is played back as a check.

5. Press [1] to store the new PIN.

   or

   Press [2] to discard the new PIN number and reinstate the old configuration.

See also:

"TUI diagram 12: PIN configuration" on page 37

Configure FAX output number (TUI diagram 13)

Complete the following steps:

1. On the main menu press [5]. On this menu the number for a fax machine used to output non-voice messages (fax, e-mail and SMS) is programmed. First the old fax output number is played back, if one is set. Then you have the following options:
   – Enter new number [1]
   – Main menu [*]
2. Press [1]. You are prompted to enter a new fax output number after the tone (just as you would normally dial a number on your telephone - that is, including the external line seizure prefix as necessary).
3. Enter a new FAX output number using the number keys. To enter an in-house number first press the star key [*] to identify the following number as internal.
4. Press the hash key [#] to end your input. The new FAX output number is played back as a check.
5. Press [1] to store the new FAX output number. Press [2] to discard the new FAX output number and restore the old configuration.

See also:

"TUI diagram 13: Fax configuration" on page 38

Record private message (TUI diagram 15)

Complete the following steps:

1. On the main menu press [7].

   You access the Private message menu.
2. Press [1].
3. Record your private message after the tone.
4. Press [#].

   The private message is played back for you to check.
5. Press [1] to store the private message.
6. The private message is stored and you are returned to the top of the Private message menu.
7. Delete the private message (press [0]).

   or

   Make the private message accessible by means of a PIN (press [2]).

See also:

"TUI diagram 15: Private message menu" on page 40

Make private message accessible with PIN (TUI diagram 15)

Once you have recorded and stored a private message you are automatically returned to the top of the Private message menu.

Complete the following steps:

1. Press [2].
2. After the tone key in the PIN on your telephone keypad.
3. Press [#].

   The PIN is played back for you to check.
4. Press [1] to store the PIN.

   You are automatically returned to the top of the Private message menu.
5. Press [*] to return to the main menu.

See also:

"TUI diagram 15: Private message menu" on page 40

Activating backup / stand-in menu (TUI diagram 16)

If you are unable to accept calls (e.g. vacation, business trip), you can activate a backup (stand-in) menu, which automatically accepts all incoming calls and makes the stand-in selection available.

Complete the following steps:

1. On the main menu press [8].
2. The backup menu is activated. You hear the announcement: "Backup activated".
3. You are then back in the main menu and the whole main menu is played. The announcement for key [8] has changed to "Press 8 to deactivate the backup".

Deactivating backup / stand-in menu (TUI diagram 16)

If you are able to take your calls again (on returning from vacation or your business trip), deactivate the backup menu.

Complete the following steps:

1. On the main menu press [8].
2. You hear the announcement: "Backup deactivated".
3. You are then back in the main menu and the whole main menu is played. The announcement for key [8] has changed to "Press 8 to activate the backup".

See also:

"TUI diagram 16: Backup menu" on page 41

Deactivate existing backup number (TUI diagram 16)

When you are able to take your calls again (on returning from vacation or your business trip), deactivate any backup number you programmed.

Complete the following steps:

1. On the main menu press [8]. Your current backup number is played back.
2. Press [2] to deactivate the backup number. The backup number is deactivated. You are automatically returned to the top of the Backup menu.
3. Press [*] to return to the main menu.

See also:

"TUI diagram 16: Backup menu" on page 41

Delete all messages (TUI diagram 17)

To delete all existing messages from your mailbox:

1. On the main menu press [9].
2. You hear a security confirmation prompt.
3. Press [1] to delete all messages. All messages are deleted from your mailbox. You are returned automatically to the main menu.

See also:

"TUI diagram 17: Delete all messages" on page 42

Auto Attendant (TUI diagram 18)

This function is programmed in WebAdmin. From there, you can either set a preset default destination or program up to four fixed preset destinations which can then be selected directly for the greeting message from the telephone user interface by pressing keys [1] to [4].

To connect to the default destination or one of the four preset destinations:

1. Open the TUI.

   You hear either:
   "Welcome. We will take your call in a few moments. One moment please."
   or
   You hear a preset announcement.
2. Wait 5 seconds
   or
   press one of the number keys [1] - [4].

   You are connected to the default destination or to the destination you selected.

See also:

"TUI diagram 18: Auto Attendant" on page 43

Voice control (TUI diagram 20)

You can also use voice control to operate the telephone user interface instead of number keys.

See also:

"TUI diagram 20: Voice control" on page 45

Requirements

In order to use the voice control, your system administrator must have set up voice control for you.

Languages

Ask your administrator, which languages they have installed for you.

The following languages are supported.

- German
- English
- French
- Spanish
- Italian
- Dutch

Voice commands

A range of voice commands are available to you in the voice control. These replace pressing the number keys. If you are not yet familiar with voice controls, you can listen to a brief introduction while your messages are being played back by giving the voice command ***Help***.

The following voice commands are available for the voice control feature:

- Voice messages
- E-mails
- SMS
- Old
- New
- Help
- Next
- Previous
- Forwards
- Back
- Delete
- Confirm
- Cancel
- Change language

In addition, all digits are available via voice input (for entering the PIN).

The respective voice commands available will be announced to you.

Example for sequence with voice control

The following is an example of a sequence with voice control. The voice commands used are given in **blue and bold** text.

1. You call your mailbox and are asked to enter your PIN.
2. Say your PIN. You are told how many messages you have by type: voice messages, e-mails and SMS. If more than one type of messages exist (new and old), you have to choose the message type.
3. Say: **Voice Messages** (or **E-mails** or **SMS**). If new and old messages of this type exist, you must choose between new and old messages.
4. Say: **New** (or **Old**)

   You messages are now played.
   - To skip to the next message, say **Next**.
   - To skip to the previous message, say **Previous**.
   - To skip 5 seconds forwards in the same message, say **Forwards**.
   - To skip 5 seconds backwards in the same message, say **Back**.
   - To delete a message, say **Delete**. You will be asked to confirm the delete command. Say **Confirm**. The message is deleted.
5. While the messages are being played back you can say Cancel at any time to stop the reading out of the messages. You can also say **Help** at any time, to hear an explanation of the voice commands.
6. Special feature for reading out of **e-mails** or **SMS**. While they are being read out you can say **Change language** to switch to the next language in your configuration. This switching facility only applies to the reading out of **e-mail** or **SMS** messages. The voice commands remain in your language.
7. If you press a DTMF key within the voice controlled menu, you are asked whether you wish to switch to the dual-tome multi-frequency menu. If you do, say **Yes**. You are then in the dual-tone multi-frequency menu. This is the standard menu in the C3000.

Note

Once you have changed to the dual-tone multi-frequency menu, you cannot switch back into the voice controlled menu.

Telephone user interface (TUI) flow diagrams

Overview

TUI (**T**elephone **U**ser **I**nterface) is the name given to user interfaces acoustically made available by telephones to control their features. The C3000 system TUI enables system users to configure outgoing voice mailbox greetings and to play back and edit incoming messages. Voice messages can be played back directly, non-voice messages (faxes, e-mail, SMS) can be redirected to any fax machine by inputting the relevant fax number.

The following section sets out flowchart diagrams for all the menus to be found on the TUI:

"TUI diagram 1: Telephone menu setup (TUI Wizard)" on page 26

"TUI diagram 2: Overview" on page 27

"TUI diagram 3: Caller section" on page 28

"TUI diagram 4: Main menu" on page 29

"TUI diagram 5: New messages" on page 30

"TUI diagram 6: Old messages" on page 31

"TUI diagram 7: Greetings configuration" on page 32

"TUI diagram 8: Name greeting" auf Seite33

"TUI diagram 9: Personalised greeting" on page 34

"TUI diagram 10: Internal greeting" on page 35

"TUI diagram 11: Information announcement" on page 36

"TUI diagram 12: PIN configuration" on page 37

"TUI diagram 13: Fax configuration" on page 38

"TUI diagram 14: Loop" on page 39

"TUI diagram 15: Private message menu" on page 40

"TUI diagram 16: Backup menu" on page 41

"TUI diagram 17: Delete all messages" on page 42

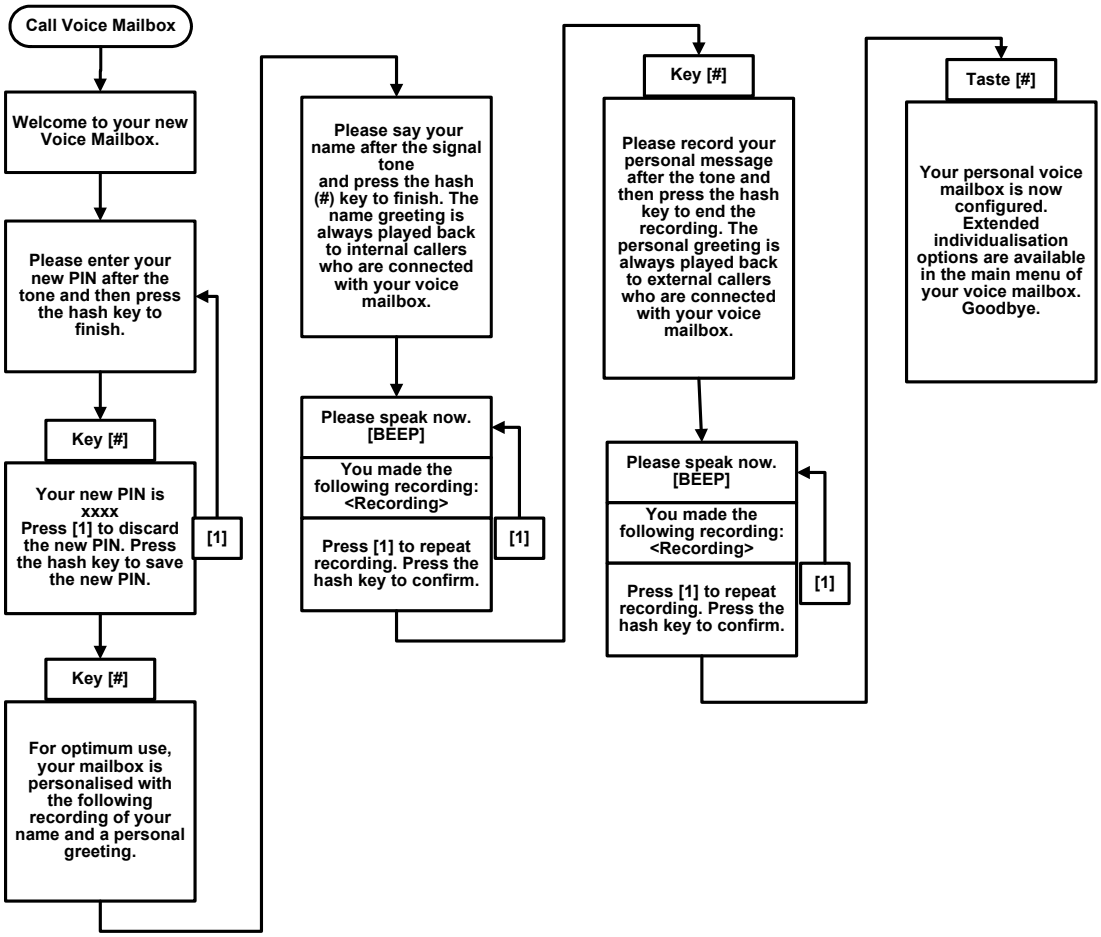
"TUI diagram 18: Auto Attendant" on page 43

"TUI diagram 19: Backup" on page 44

"TUI diagram 20: Voice control" on page 45

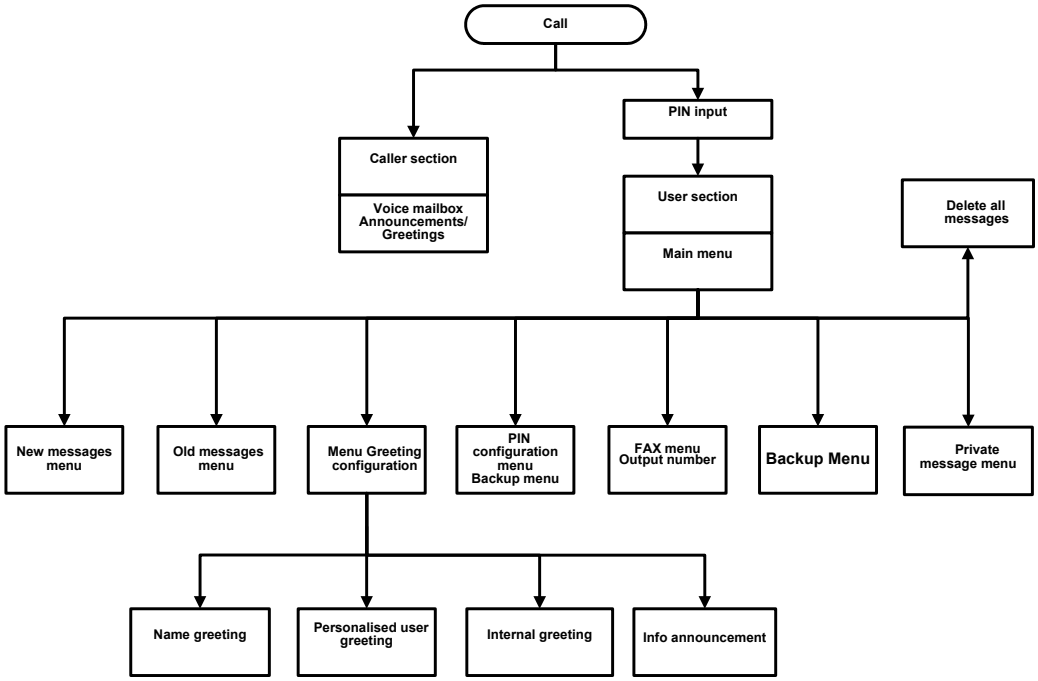
TUI diagram 1: Telephone menu setup (TUI Wizard)

The following diagram shows the sequence in the telephone menu setup.



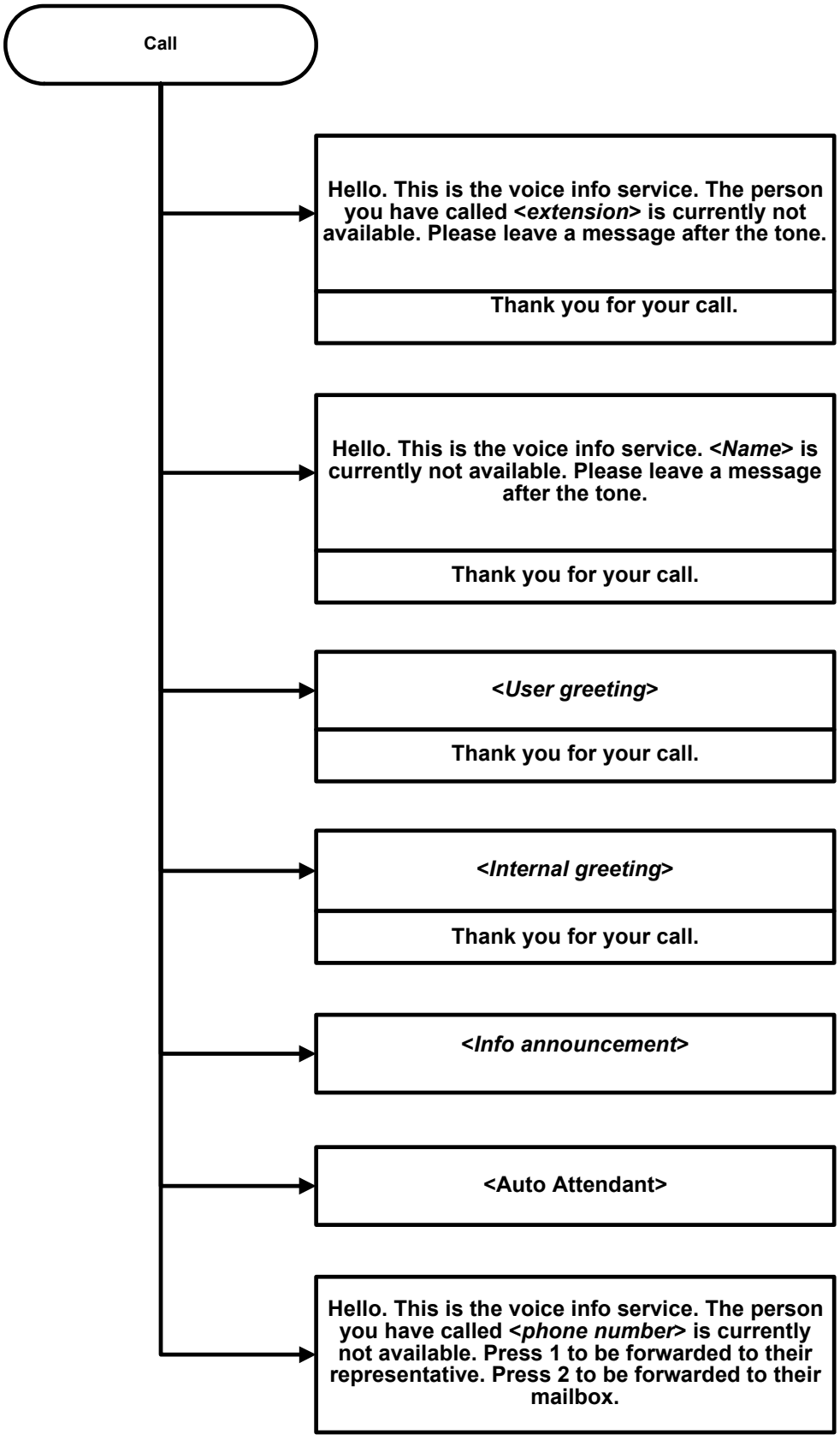
TUI diagram 2: Overview

The following diagram is an overview.



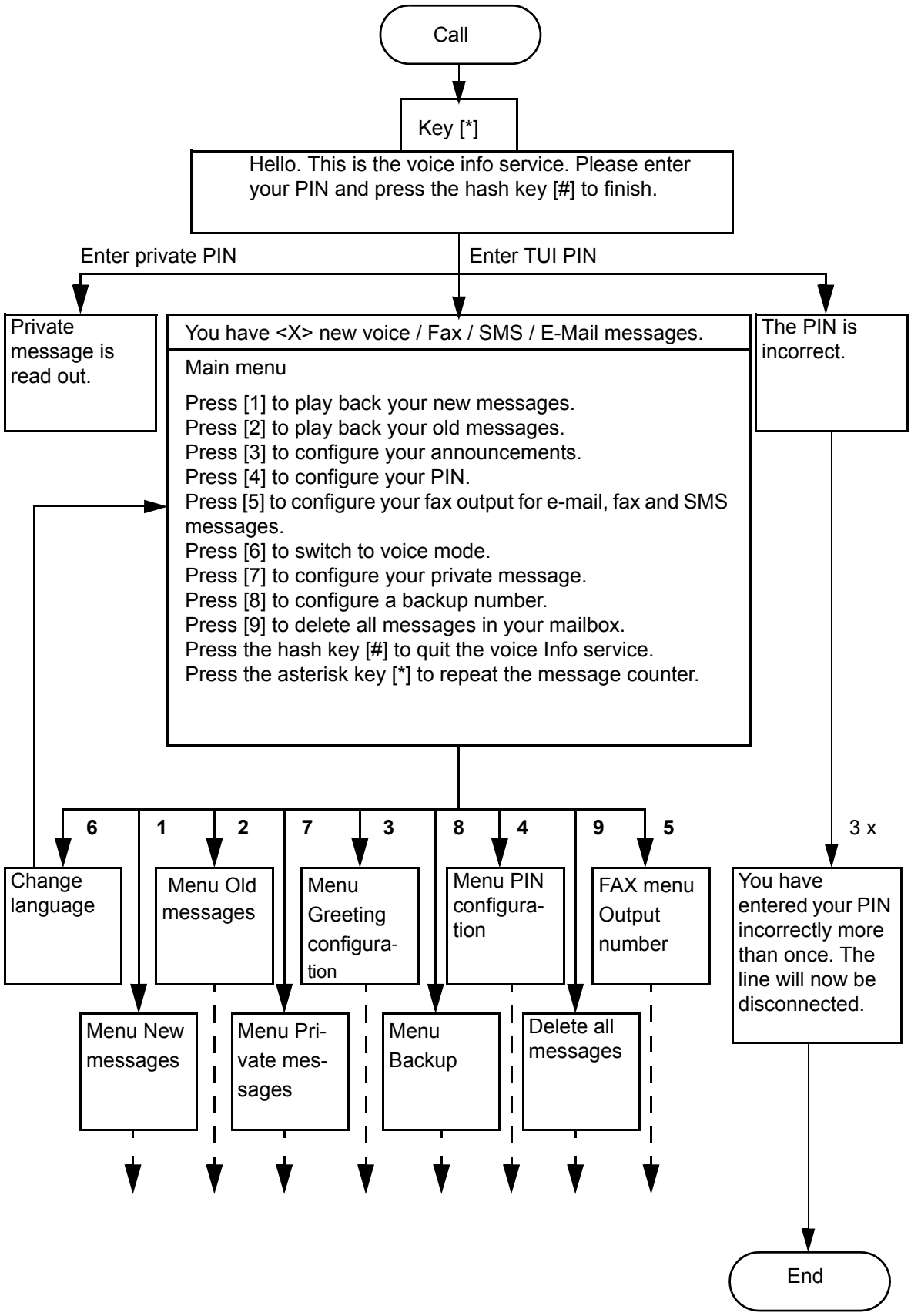
TUI diagram 3: Caller section

The following diagram shows the sequence in the call section.

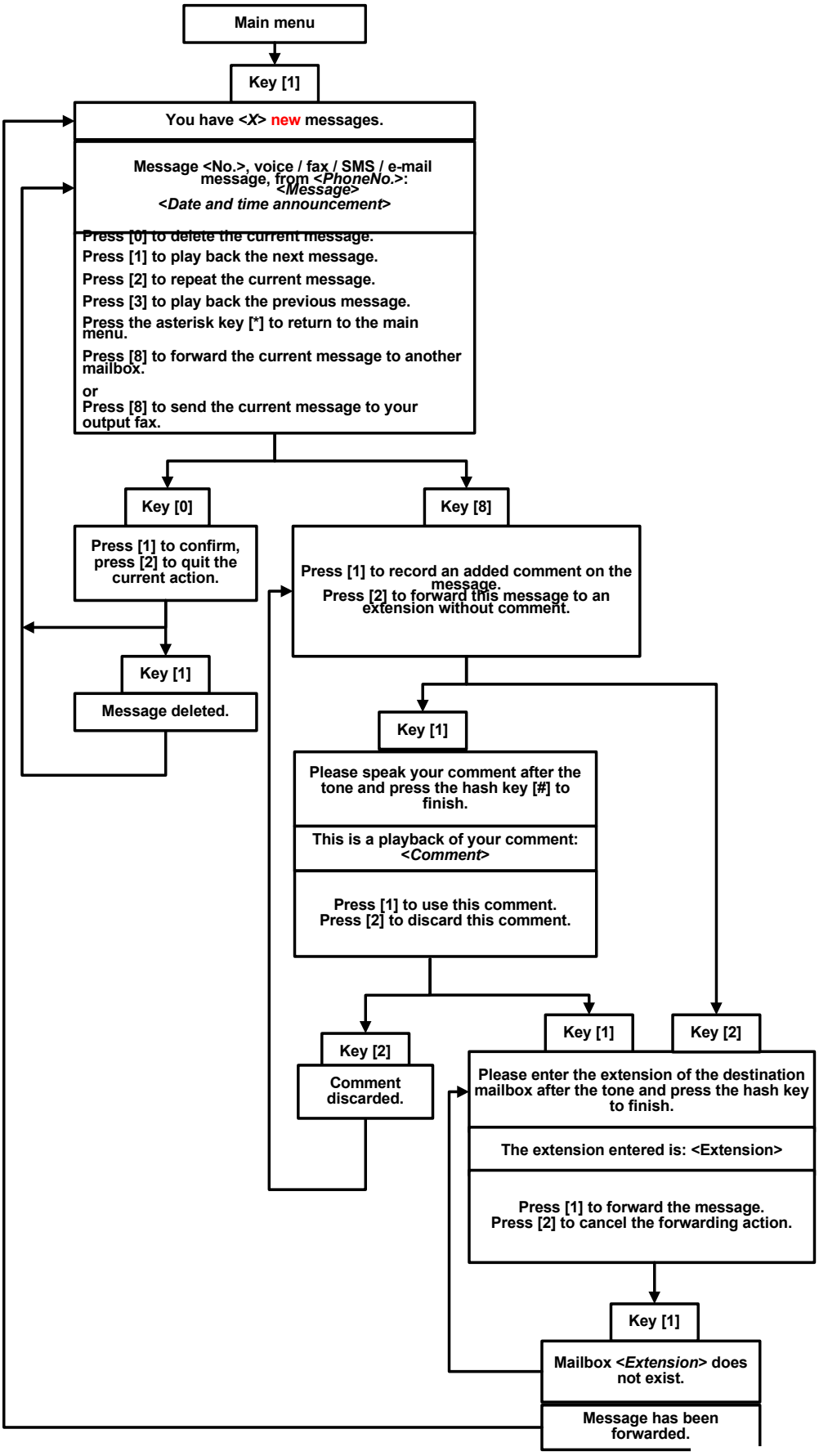


TUI diagram 4: Main menu

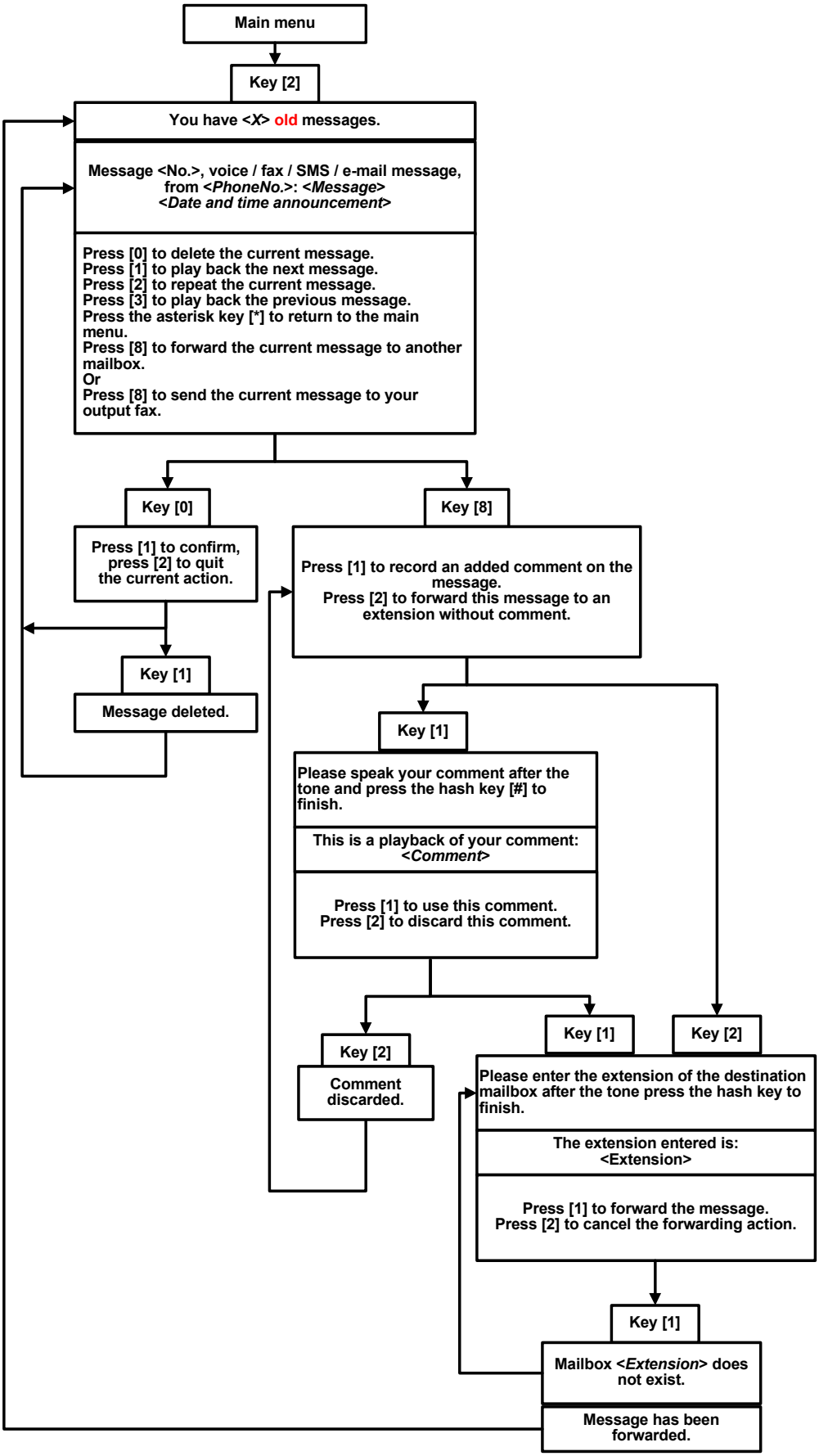
The following diagram shows the sequence in the main menu.



TUI diagram 5: New messages

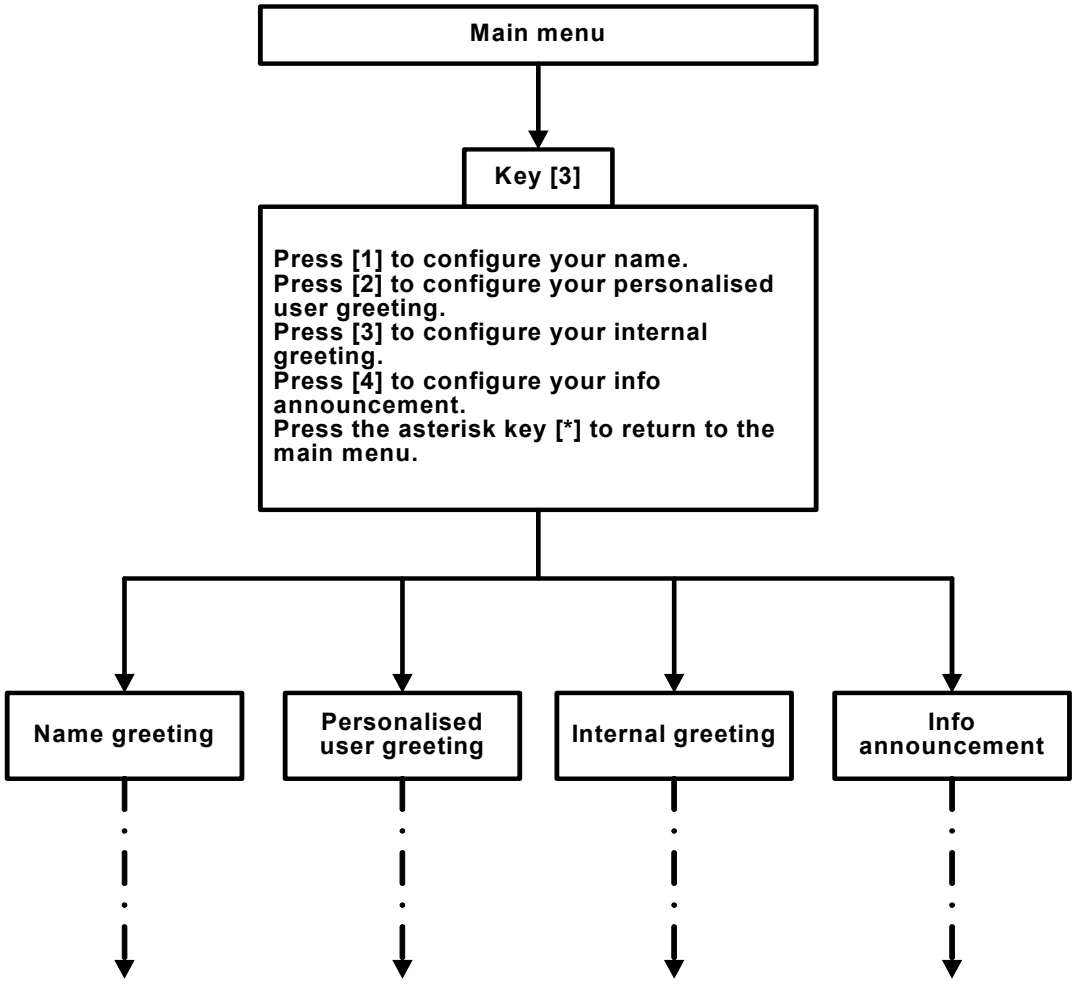


TUI diagram 6: Old messages



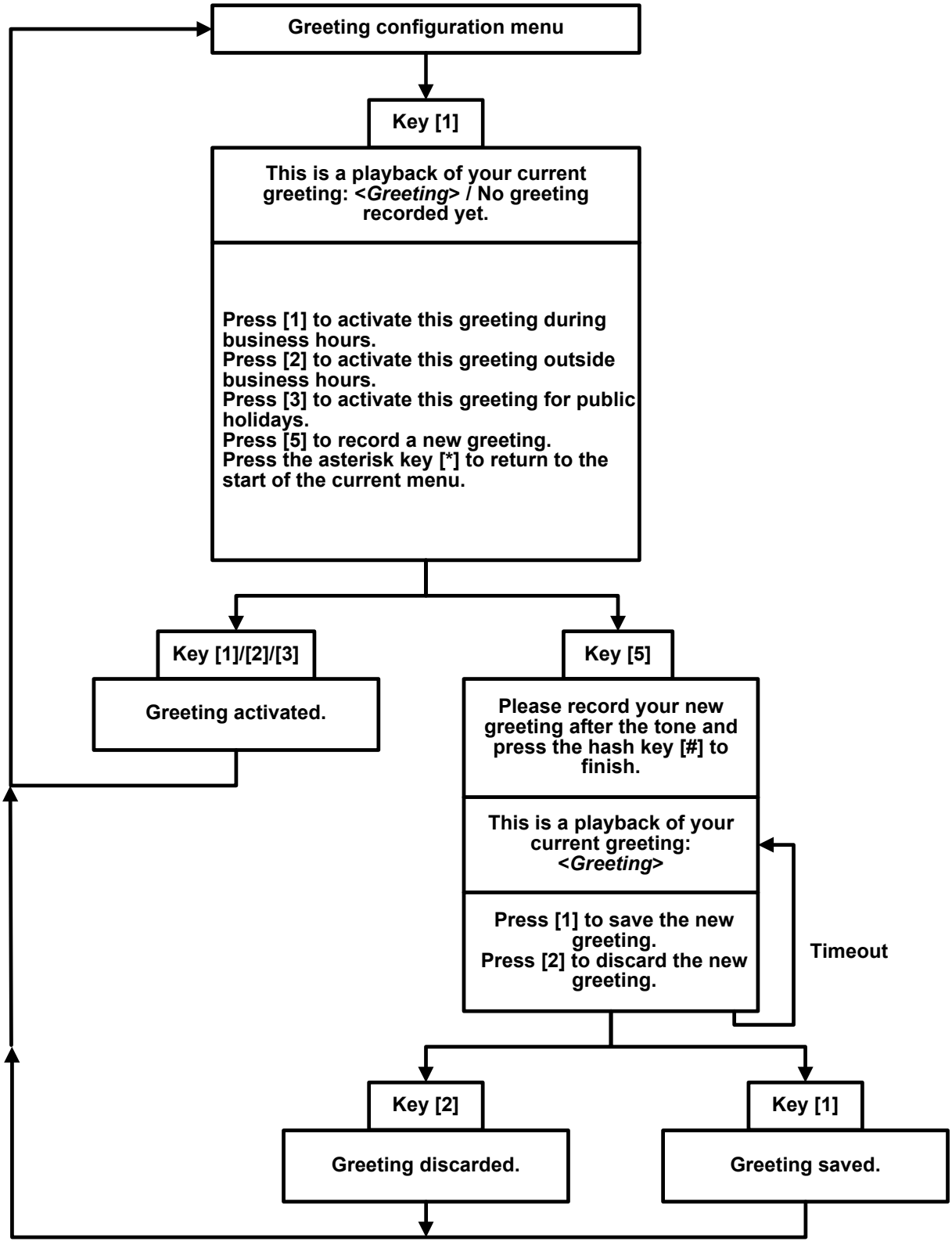
TUI diagram 7: Greeting configuration

The following diagram shows the sequence for configuring a greeting.

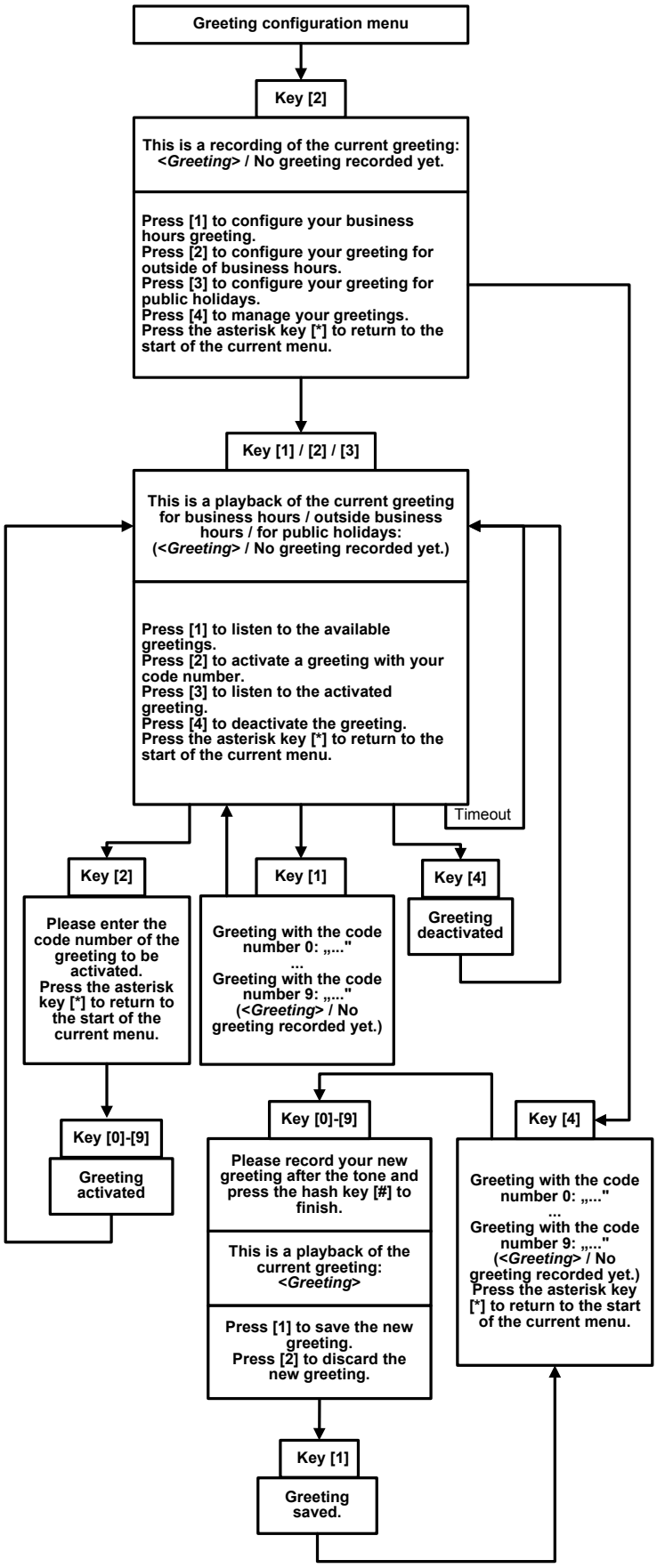


TUI diagram 8: Name greeting

The following diagram shows the sequence for a name greeting.

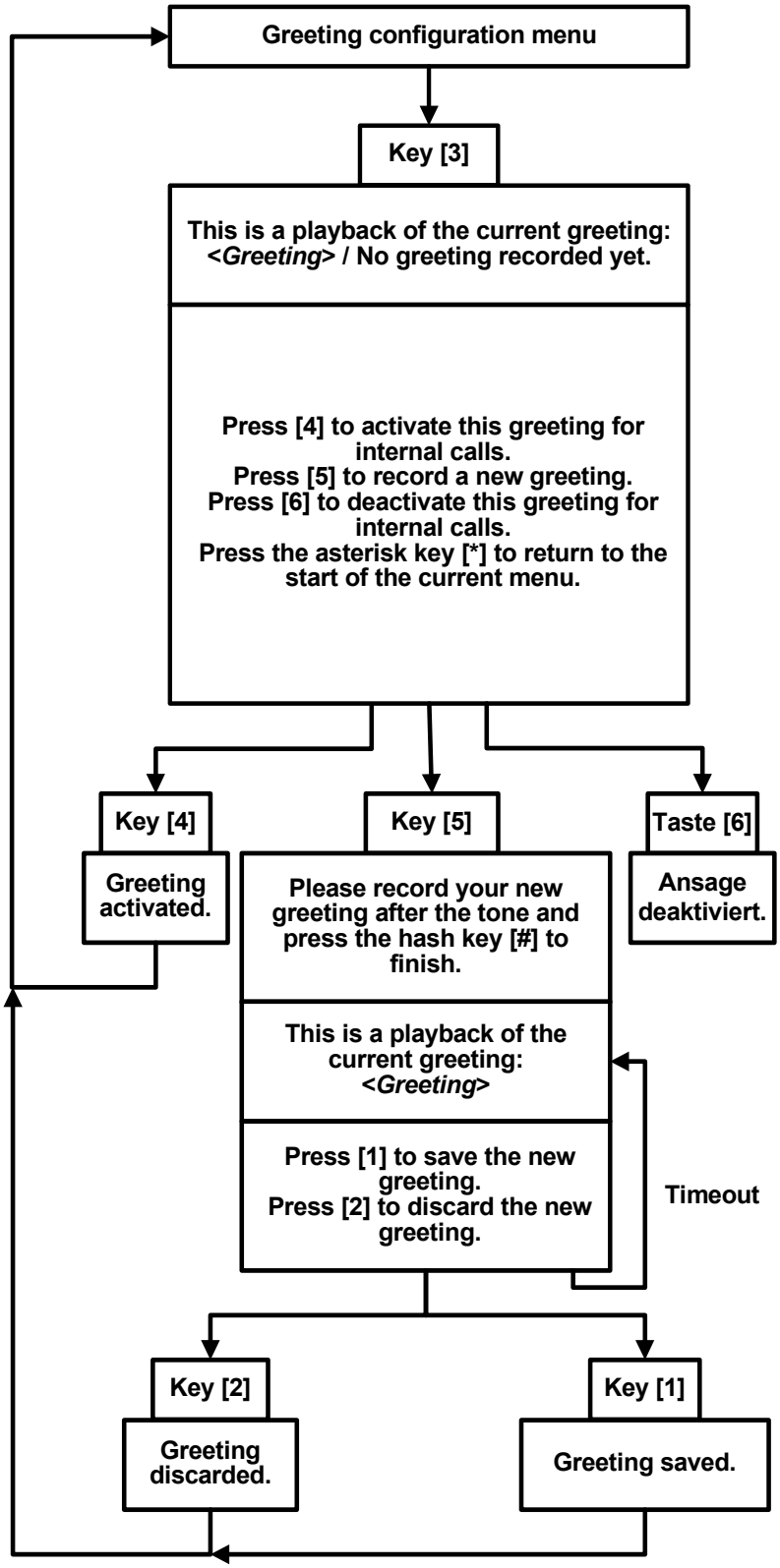


TUI diagram 9: Personalized greeting



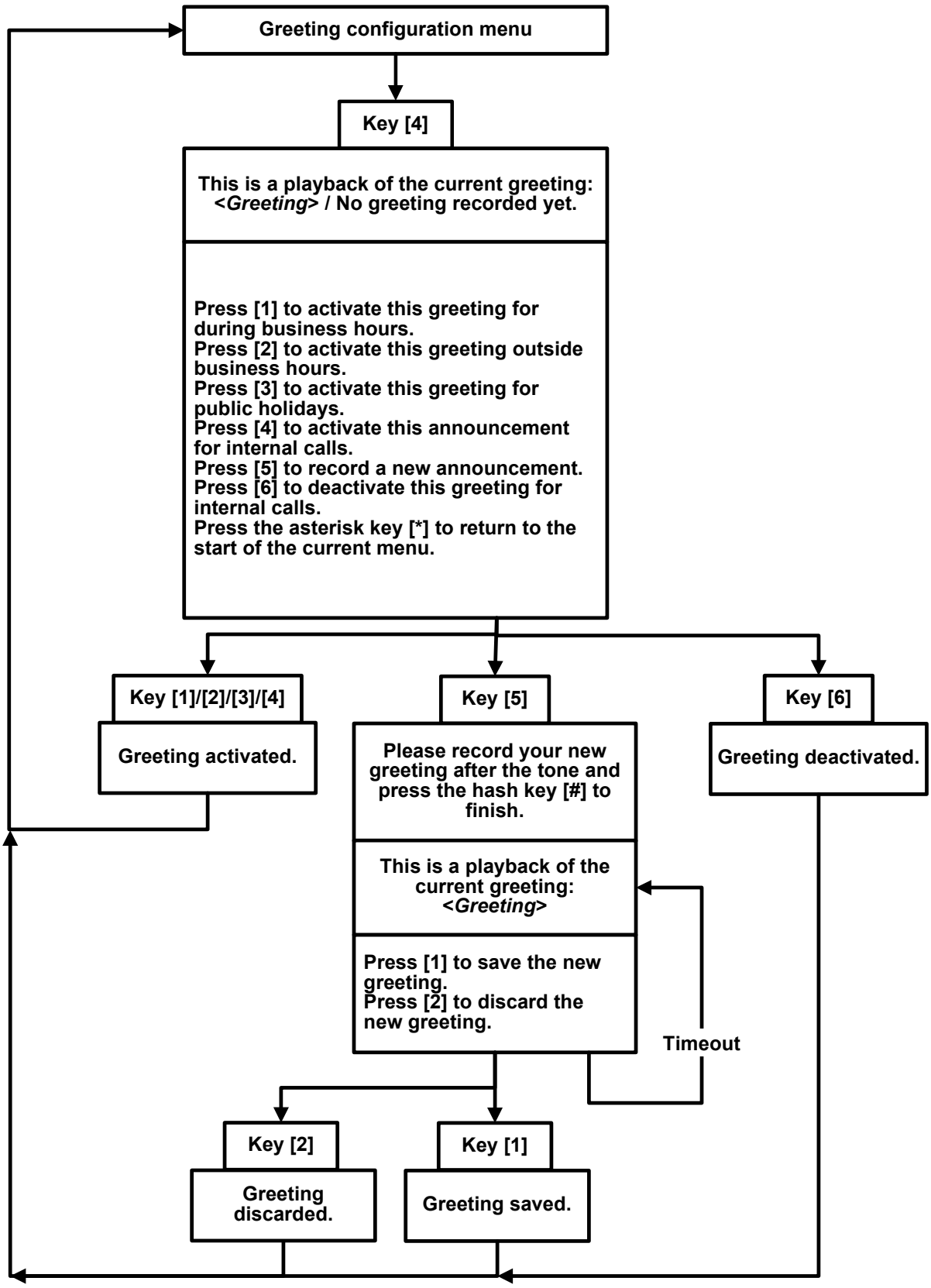
TUI diagram 10: Internal greeting

The following diagram shows the sequence for an internal greeting.



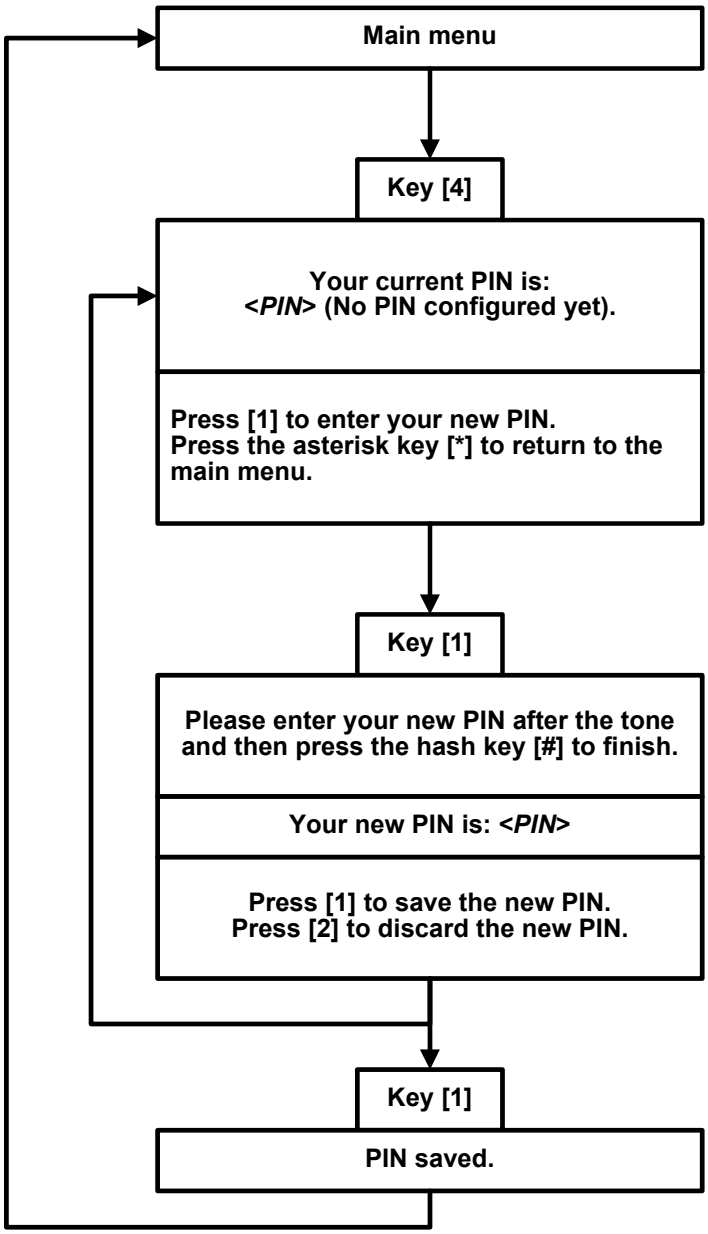
TUI diagram 11: Info announcement

The following diagram shows the sequence for an info announcement.



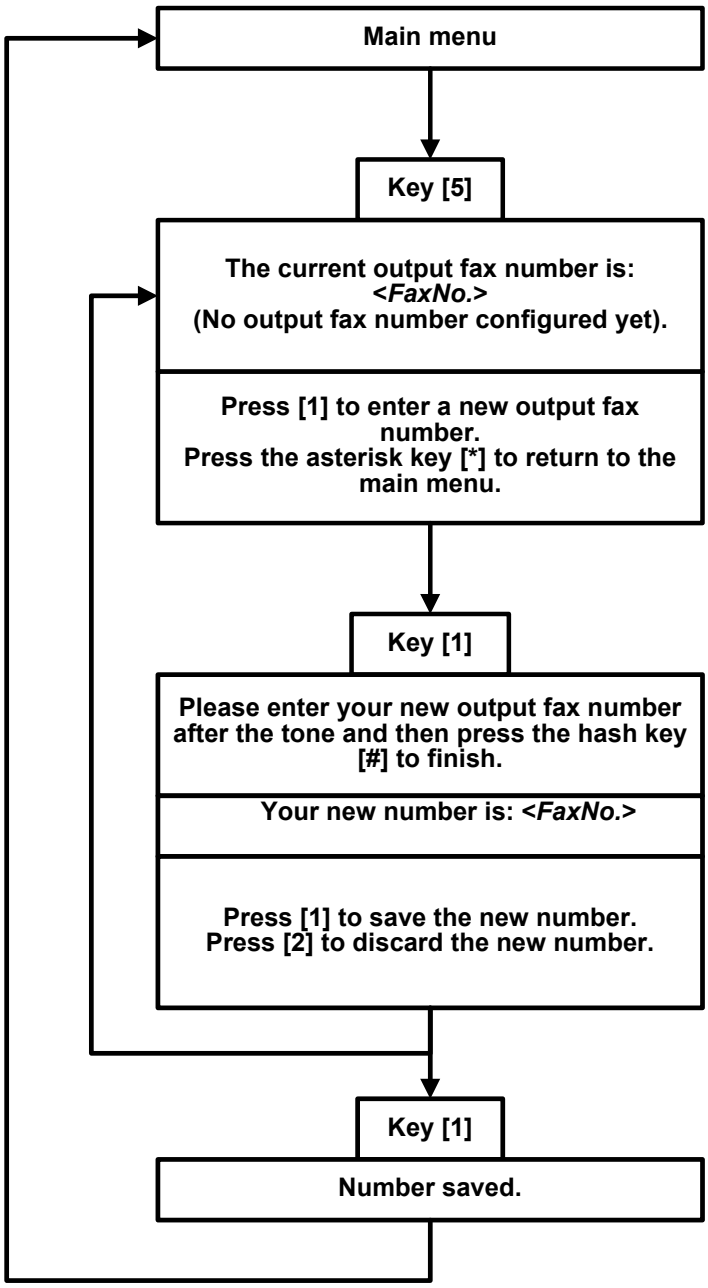
TUI diagram 12: PIN configuration

The following diagram shows the sequence for configuring the PIN.



TUI diagram 13: Fax configuration

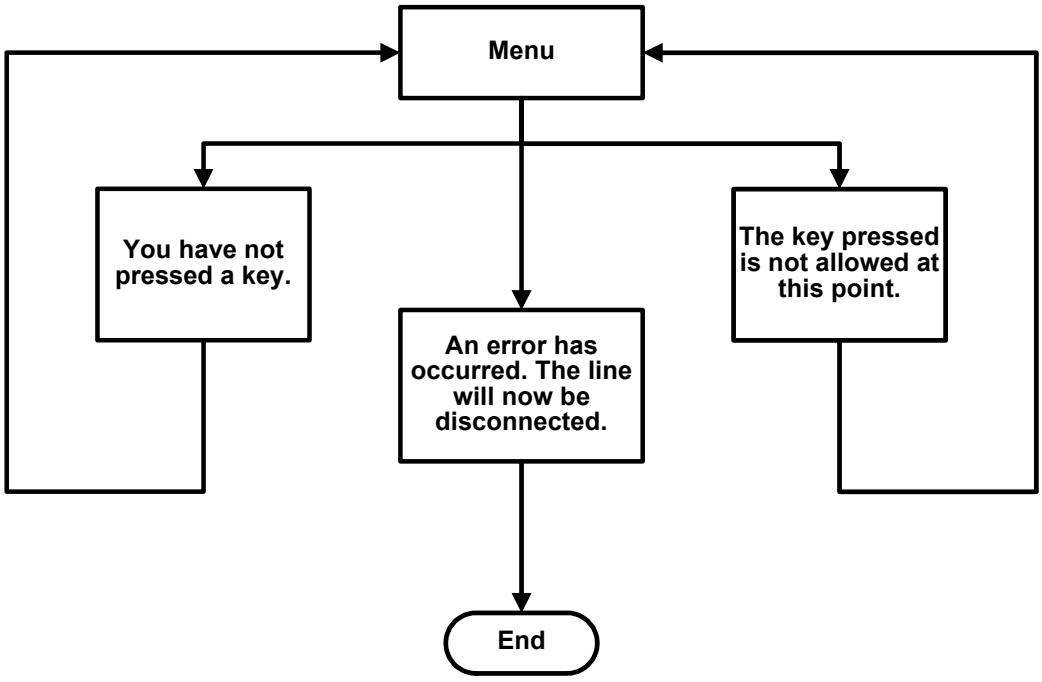
The following diagram shows the sequence for fax configuration.



TUI diagram 14: Loops

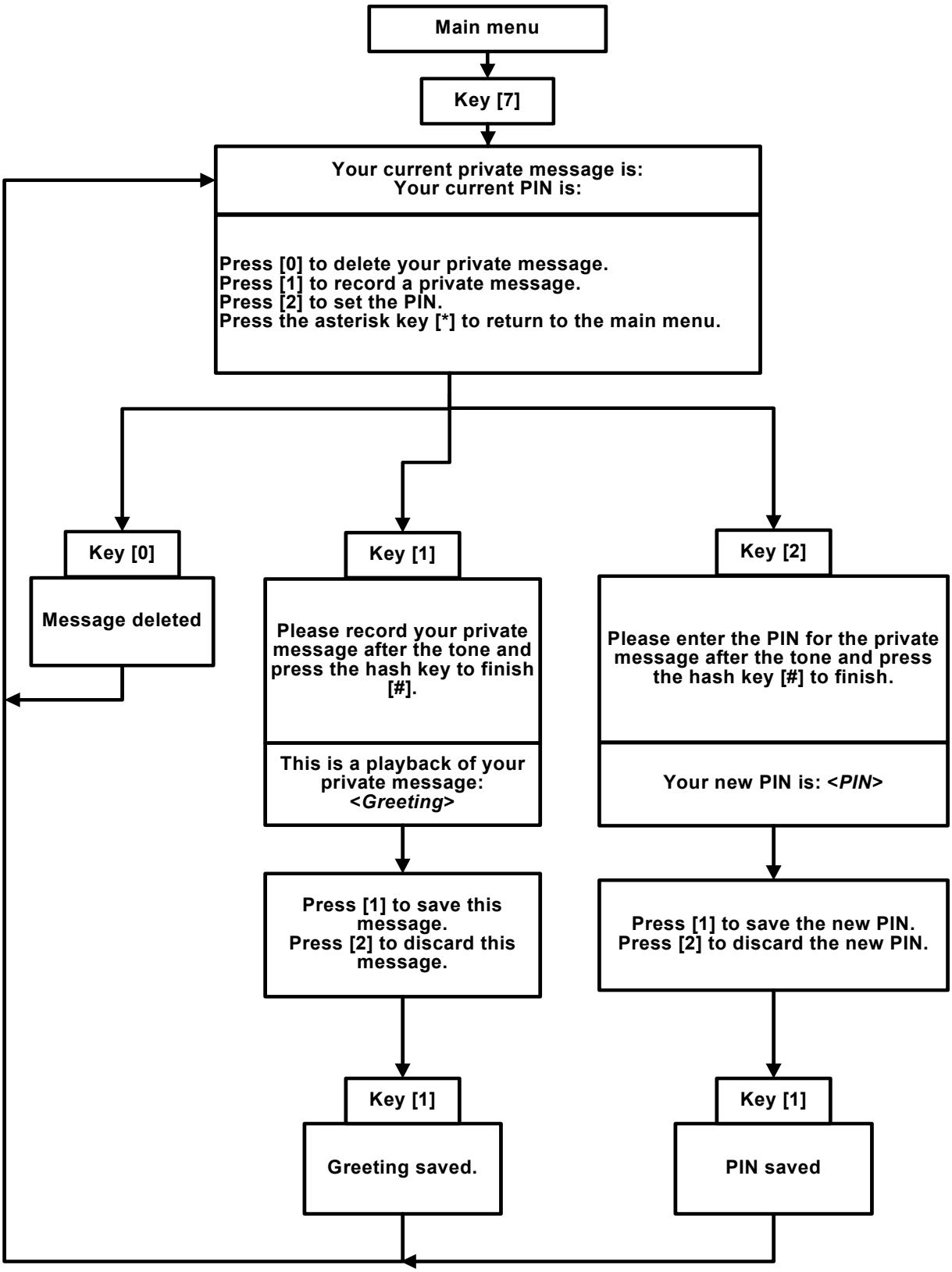
The following diagram shows the sequence in loops.

General loops in the menus



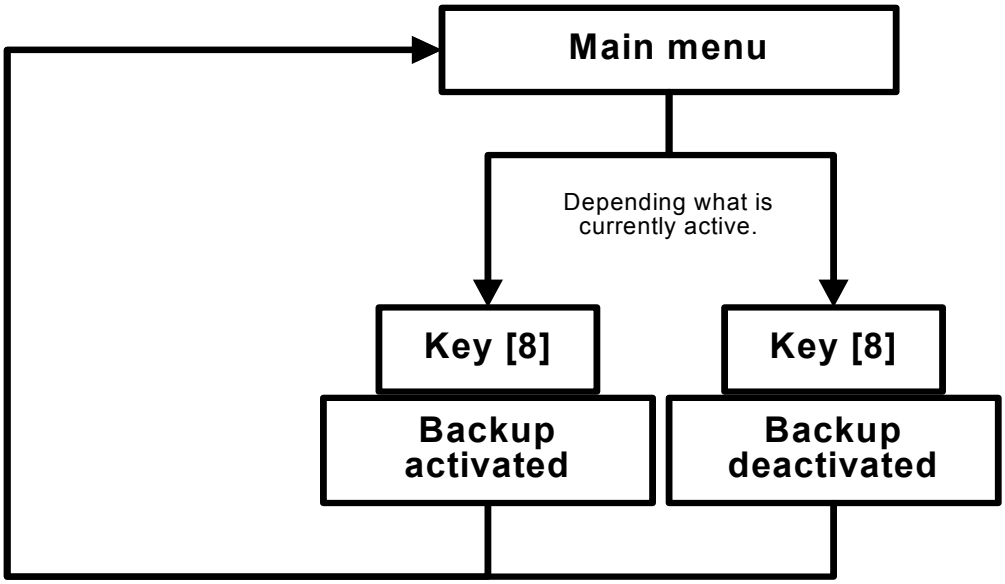
TUI diagram 15: Private message menu

The following diagram shows the sequence in the private message menu.



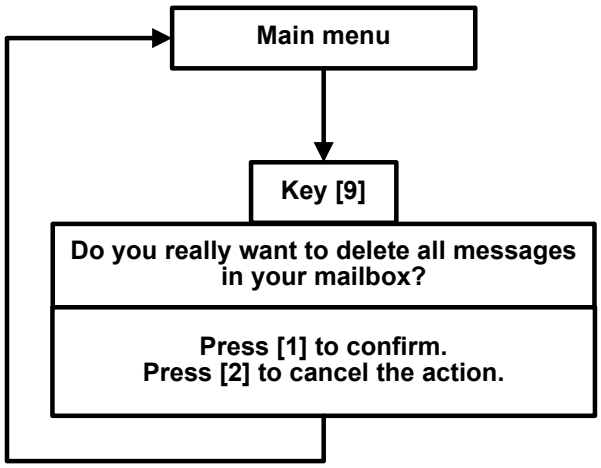
TUI diagram 16: Backup menu

The following diagram shows the sequence in the backup menu.



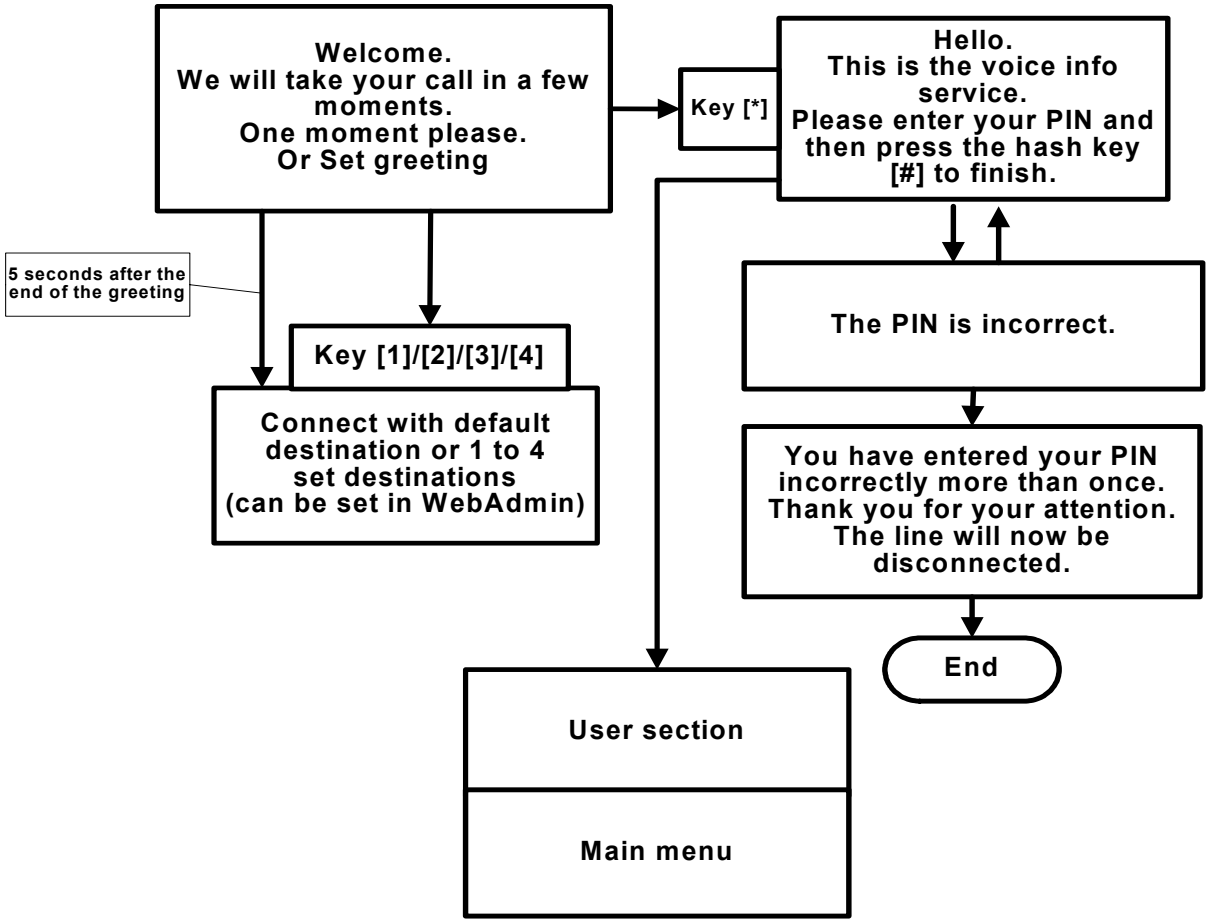
TUI diagram 17: Delete all messages

The following diagram shows the sequence for deleting all messages.



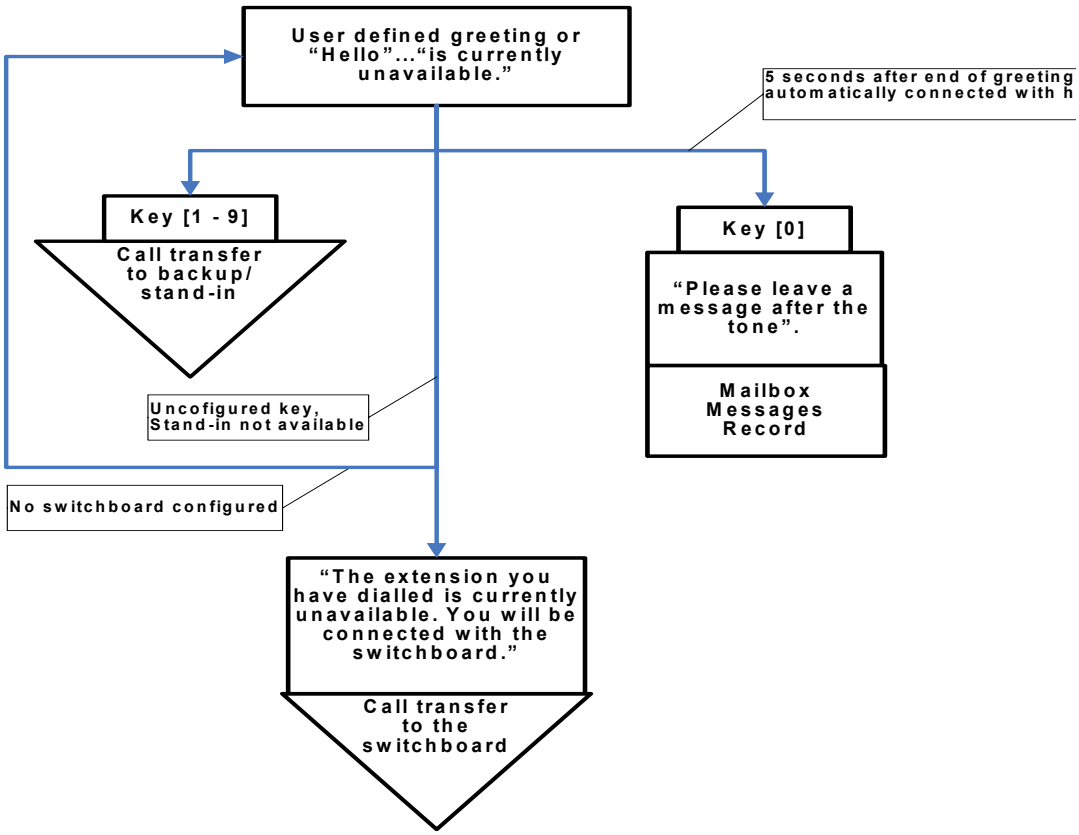
TUI diagram 18: Auto Attendant

The following diagram shows the sequence Auto Attendant.



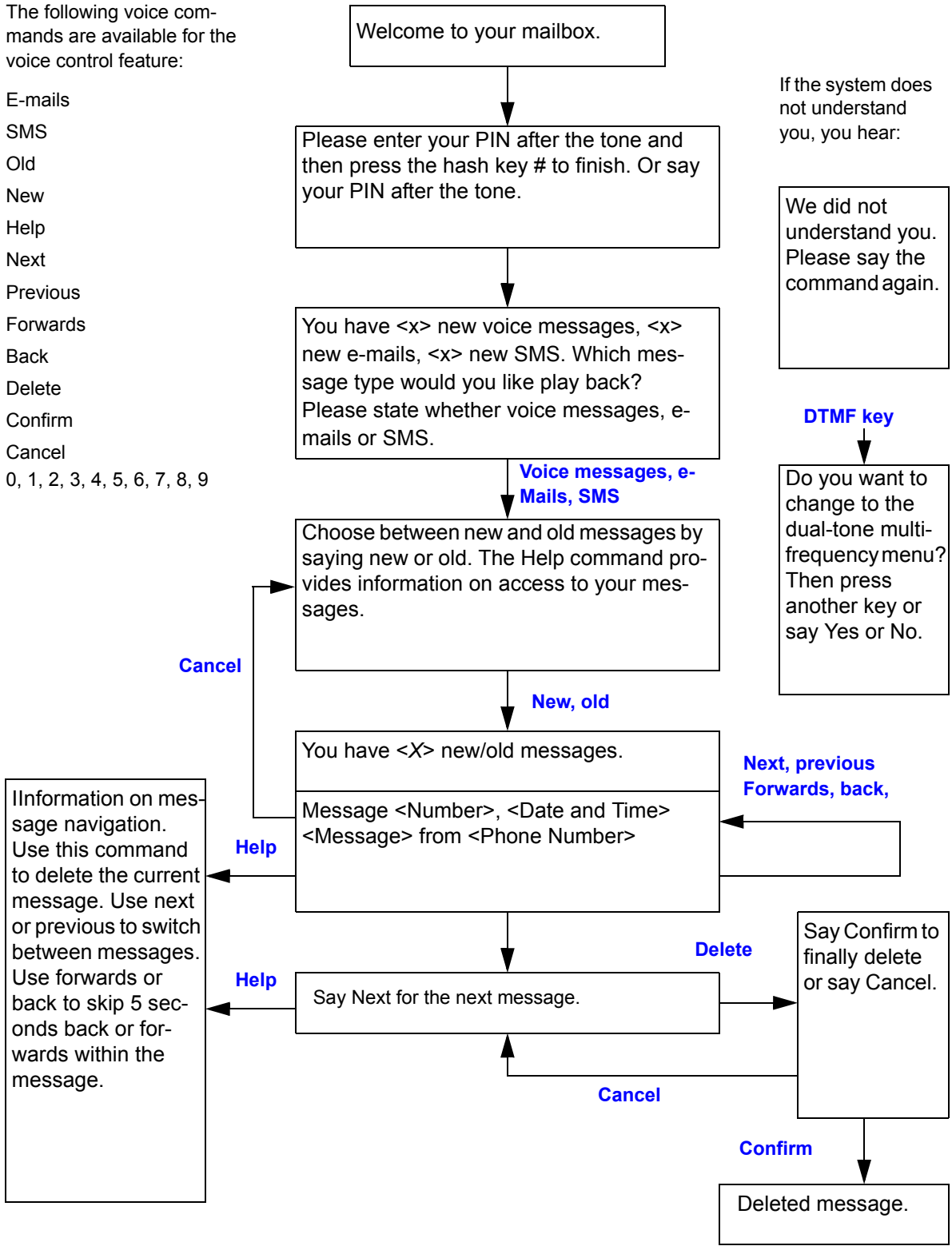
TUI diagram 19: Backup

The following diagram shows the sequence for choosing a backup.



TUI diagram 20: Language control

The following diagram shows the voice controls. The voice commands used are given in **blue** and **bold** text.



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