



User Manual
C3000 2.1
Telephone User Interface

Edition: 1.0
01/13/2011

**© 2011 Avaya Inc.
All Rights Reserved.**

Notice

While reasonable efforts were made to ensure that the information in this document was complete and accurate at the time of printing, Avaya Inc. can assume no liability for any errors. Changes and corrections to the information in this document may be incorporated in future releases.

Documentation disclaimer

Avaya Inc. is not responsible for any modifications, additions, or deletions to the original published version of this documentation unless such modifications, additions, or deletions were performed by Avaya. Customer and/or End User agree to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation to the extent made by the Customer or End User.

Link disclaimer

Avaya Inc. is not responsible for the contents or reliability of any linked Web sites referenced elsewhere within this documentation, and Avaya does not necessarily endorse the products, services, or information described or offered within them. We cannot guarantee that these links will work all of the time and we have no control over the availability of the linked pages.

Warranty

Avaya Inc. provides a limited warranty on this product. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this product, while under warranty, is available through the following Web site:
<http://www.avaya.com/support>

Copyright

Except where expressly stated otherwise, the Product is protected by copyright and other laws respecting proprietary rights. Unauthorized reproduction, transfer, and or use can be a criminal, as well as a civil, offense under the applicable law.

Avaya support

Avaya provides a telephone number for you to use to report problems or to ask questions about your product. The support telephone number is 1-800-242-2121 in the United States. For additional support telephone numbers, see the Avaya Web site:
<http://www.avaya.com/support>

Contents

Using the TUI	11
C3000 Telephone User Interface (TUI).	11
What is TUI?	11
In what languages is the telephone user interface (TUI) available?	11
How is the C3000 TUI structured?	11
Restriction	12
Notes on use	12
TUI Wizard	13
Telephone menu setup (TUI diagram 1)	13
Example: Run through telephone menu setup	13
Directly enter PIN number (TUI diagram 2 and TUI diagram 3)	14
TUI main menu	15
TUI main menu (TUI diagram 4)	15
Message type menu (context sensitive)	15
TUI main menu: Navigation	16
Play back new/old messages (TUI diagram 5 and TUI diagram 6)	16
Context sensitive messages menu (old/new messages).	17
New/old messages: Navigation	18
Configure fax output number (TUI diagram 13)	19
Forward message to a destination mailbox (with comment) (TUI diagram 6)	19
Forward message to a destination mailbox (with comment) (TUI diagram 6)	19
Configure voice mailbox greetings/announcements (TUI diagram 7)	21
Configure name greeting (TUI diagram 8)	22
Configure internal greeting (TUI diagram 10)	22
Configure info announcement (TUI diagram 11)	22
Record name, internal greeting and info announcement.	24
Configure personalized external greetings (TUI diagram 9)	24
Configure PIN (TUI diagram 12)	25
Configure FAX output number (TUI diagram 13).	26
Record private message (TUI diagram 15).	26
Make private message accessible with PIN (TUI diagram 15).	28
Activating backup / stand-in menu (TUI diagram 16).	28
Deactivating backup / stand-in menu (TUI diagram 16)	28
Deactivate existing backup number mmmmmmm (TUI diagram 16).	30
Delete all messages (TUI diagram 17)	30
Auto Attendant (TUI diagram 18).	30
Voice control (TUI diagram 20).	32
Requirements	32
Languages	32
Voice commands	32
Example for sequence with voice control	34
Index	37

Index 35

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.

Information	Explanation
Created on	01/13/2011
Basis	C3000 2.1
Author	Andreas Marquardt, Claudia Handel
Available as	PDF (Acrobat Reader) file

What has changed? ?

The following table shows the history of this document.

Version	Date	Change
2.0	12/15/2009	New release
2.1	01/13/2011	New release

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 Telephone **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

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 or setting backup PIN **5**
- Switch language **6**
- Configuring Mobility Service **7**
- Configuring backup number **8**
- Delete all messages **9**

Restriction

Maximum number of messages

For each voice mailbox a maximum number of messages is configured. If the maximum number of messages reached, no new messages can be received.

- Fax will be connected to busy tone.
- Callers will be connected to the announcement: "Unfortunately no message can be left." The caller will be disconnected after this announcement.

Blocking initial digits

Some non permitted initial digits can be blocked.

If a user sends a document, e.g. a Fax, the initial digits will be checked by the system.

If a send order cannot be executed because of blocked initial digits, the user is prompted by a negative receipt.

Example: Blocked digits

Blocked digits	Explanation
00	All the outgoing international calls are blocked.
0049	All the outgoing calls for Germany are blocked.

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.

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.

You will find a quick guide at the end of this manual.

Priority and confidentiality

Priority and confidentiality

At the end of every message you can add a priority and a confidentiality feature. When listening to your messages, the messages marked as important will be read out first. All the other messages will be read out afterwards. The messages marked as confidential cannot be listened by a backup.

Marking a message as confidential

To mark a message as confidential complete the following steps:

1. Make a call. The person you call is temporarily not available.
2. Leave a message after the tone.
3. Mark the message as confidential with the key **4**.

Marking a message as important

To mark a message as important complete the following steps:

1. Make a call. The person you call is temporarily not available.
2. Leave a message after the tone.
3. Mark the message as important with the key **5**.

Marking a message as confidential and important

To mark a message as confidential and important complete the following steps:

1. Make a call. The person you call is temporarily not available.
2. Leave a message after the tone.
3. Mark the message as confidential with the key **4**.
4. Mark the message as important with the key **5**.

TUI Wizard

Telephone menu setup

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.

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 entering PIN number

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. See also: PIN lock

Default PIN setting

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

PIN lock

A PIN is locked after entering a wrong code 3 times (default value) on telephone. After this, the call is disconnected and the voice mailbox is blocked.

Wrong PIN entries are stored over several calls. Furthermore, the caller's number is traced.

PIN is reseted by the system. voice mailbox's user is sent an e-mail with a new PIN and the caller's number.

Now you can call your voice mailbox number and enter the PIN you have been sent by the system.

Enter a new PIN afterwards.

The e-mail text is:

Voice mailbox is blocked: A wrong PIN has been entered repeatedly

Hello <*user's name*>

your voice mailbox is blocked because a wrong PIN has been entered repeatedly.

The erroneous PIN have been entered by the following caller number(s): <*numbers*>

To unblock your voice mailbox use this PIN: <*new PIN*>

If you have any problems or questions, please contact your administrator.

Regards

Your Voice System.

TUI main menu

TUI main menu

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

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**
- Configure fax output number **5**
or configure backup PIN **5**
- Switch language **6**
- Configuring Mobility Service **7**
- Configuring backup number **8**
- Delete all messages **9**
- Quit system **#**
- Repeat greetings *****

Note

From all submenus:

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

Play back new/old messages

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 start a callback.
- 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.

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.

Possibility	Messages	The main menu begins as follows:
1	There are no new messages. There are old messages.	"Press 2 to play back your old messages ...". Menu item 1 with the new messages is hidden.
2	There are new messages and they are announced. There are no old messages.	"Press 1 to play back your new messages". Press 3 ...". Menu item 2 with the old messages is hidden.
3	There are no new messages. There are no old messages.	"Press 3 ...". 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**
- Start a callback **5**
- 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.

Starting a callback

After you have listened to a message you can start a callback. The sender number has to be available. The callback requires a second trunk line.

Complete the following steps:

1. Press **5** , while listening to the message or after having listened to the message.
2. The callback will be executed.
3. You can talk now.

After the end of the conversation the next message will be played back.

Forward message to a destination mailbox (with comment)

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.

Forward message to a destination mailbox (without comment)

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.

Configure voice mailbox greetings/announcements

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 **5** 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 *****

Configure name greeting

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.

Configure internal greeting

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

Configure info announcement

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.

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

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.

Configure PIN

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.

Configure backup PIN

In this menu you can set the backup PIN for TUI access.

Complete the following steps:

1. On the main menu press **5**.
You are prompted to enter a new backup PIN after the tone.
2. Enter a new backup PIN using the number keys.
3. Press the hash key **#** to end your input.
The new backup PIN is played back as a check.
4. Press **1** to store the new backup PIN.
or
Press **2** to discard the new backup PIN number and reinstate the old configuration.

Switch language

In this menu you can switch the language. You can set up to 3 different languages.

Complete the following steps:

1. On the main menu press **6**.
The system switches to a different language. You are then back in the main menu.
2. To switch to the next language press again the key **6**.

Mobility Service

In the Mobility Service menu you can do the following:

- enter the FollowMe number.
- deactivate the FollowMe number.
- activate a profile.
- deactivate a profile.
- deactivate the FollowMe number and the profile.

FollowMe(call diversion)

Call diversion means that you will be redirected to another number. To activate this number you must enter the FollowMe number.

If after a configured time (e.g.30 sec) nobody is reached, the system stops call diversion. It tries to reach the the activated profile, to transfer to the voice mailbox or it hangs up.

Entering the FollowMe number

Proceed as follows to enter the FollowMe number.

1. On the main menu press **7**.
2. Press **1**.
3. Enter your FollowMe number after the tone.
4. Press the hash key **#** to end your input.
5. Your new FollowMe number is played back as a check.
6. Press the key **1** to activate the FollowMe number.

Profile

The Mobility Service profiles can be configured within the User Administration in the WebAdmin module.

Each user can have up to 5 profiles. Each profile can have up to 3 priority levels.

Each priority level comprises at least 1 and maximum 3 telephone numbers.

The system tries to reach the telephone numbers of priority level 1 in parallel.

If the destinations of one priority level cannot be reached after a configured time (e.g. 15 sec), the dial attempts are cancelled and the system initiates a new call to reach destinations of the next priority level.

For each priority level there can be associated several caller numbers (VIP numbers). If there are VIP numbers associated to a level, the system verifies for every incoming call whether it is one of the VIP numbers associated to this level. If the incoming call is not a VIP number, the level will be skipped by the system. If there are no VIP numbers associated to a level, the level accepts every incoming call.

Only one profile can be activated at a time. If a scheduled activation is used, the normal, non-scheduled activation is overwritten.

If the destination is not reachable considering the priority levels, the system verifies whether to connect to the voice mailbox or to disconnect after the "The person you have called is temporarily not available" announcement.

If the destination is occupied the dial attempt is canceled and the call is transferred to the voice mailbox or it is cancelled too.

The callee is informed about who is calling. He can hang up to transfer the call to other numbers or to the voice mailbox or he can answer the call.

Profile activation

To activate a profile proceed as follows.

1. On the main menu press **7**.
2. Press **3**.
3. Enter the profile number.

Configure Fax output number

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.

Activating backup / stand-in menu

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

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".

Delete all messages

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.

Auto Attendant

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.

Voice control

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

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

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-tone 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.

Short Guide

The short guide contains all the most important TUI functions.

If you call from an in-house telephone corresponding to the voice mailbox number you will be directly asked to enter you PIN.

If you call from any external telephone you will reach your own voice mailbox. Press the ***** key while you hear the greeting (before you hear the tone). You will be asked to enter your PIN code.

Action Procedure

Control

Cancel or back to the top of current menu (e.g. return to the main menu) *****

Terminate or confirm the input of a PIN, an extension, a comment, a greeting, etc **#**.

Marking the message

Mark the message as confidential (Call) Record message **4**

Mark the message as important (Call) Record message **5**

Mark the message as confidential and important (Call) Record message **4 5**

Messages

Play back new message (Call) ***** PIN **# 1**

Play back old message (Call) ***** PIN **# 2**

Delete new message (Call) ***** PIN **# 1 0 1**

Delete old message (Call) ***** PIN **# 2 0 1**

Delete all message (Call) ***** PIN **# 9 1**

Start a callback (Call) ***** PIN **# 1 5**

Forward message to another voice mailbox or to a fax device. (Call) ***** PIN **# 1 8 2** Extension **# 1**

Forward message to another voice mailbox or to a fax device with comment (Call) ***** PIN **# 1 8 1** Comment **# 1** Extension **# 1**

Configure name greeting

Action

Procedure

Record name greeting (Call) * PIN # 3 1 5 Announcement # 1

Activate name greeting during bussines hours (Call) * PIN # 3 1 1

Activate name greeting outside bussines hours (Call) * PIN # 3 1 2

Activate name greeting for public holidays (Call) * PIN # 3 1 3

Configure personalized greeting

Record personalized greeting (Call) * PIN # 3 2 4 z.B. 0 Announcement # 1

Example: Configure personalized greeting during bussines hours

Listen to the available greetings (Call) * PIN # 3 2 1 1

Activate the personalized greeting during bussines hours (Call) * PIN # 3 2 1 2 z.B. 0

Listen to the activated greeting during bussines hours (Call) * PIN # 3 2 1 3

Deactivate the personalized greeting during bussines hours (Call) * PIN # 3 2 1 4

Configure internal greeting

Record internal greeting (Call) * PIN # 3 3 5 Announcement # 1

Activate internal greeting (Call) * PIN # 3 3 4

Deactivate internal greeting (Call) * PIN # 3 3 6

Configure info announcement

Action

Record info
announcement

Call * PIN # 3 4 5 Announcement # 1

Activate info
announcement during
business hours

Call * PIN # 3 4 1

Activate info
announcement outside
business hours

Call * PIN # 3 4 2

Activate info
announcement for public
holiday

Call * PIN # 3 4 3

Activate info
announcement for
internal calls

Call * PIN # 3 4 4

Deactivate info
announcement for
internal calls

Call * PIN # 3 4 6

Others

Configure PIN

Call * PIN # 4 1 PIN # 1

Configure Stand-in PIN

Call * PIN # 5 Stand-in PIN # 1

Configure Fax

Call * PIN # 5 1 Fax Nr. # 1

Switch language

Call * PIN # 6

Activate/Deactivate
Stand-in

Call * PIN # 8

Mobility Service

Enter FollowMe Nr.

Call * PIN # 7 1 FollowMe Nr. # 1

Deactivate FollowMe Nr.

Call * PIN # 7 2

Activate Profil

Call * PIN # 7 3 Profil Nr.

Deactivate Profil

Call * PIN # 7 4

Deactivate FollowMe Nr.
and Profil

Call * PIN # 7 5

Index

A

Activating backup / stand-in menu26
 Answering machine19
 Asterisk key8
 Auto Attendant (TUI diagram 18)27

C

C3000 Telephone User Interface7
 Configure FAX output number26
 Configure info announcement20
 Configure internal greeting20
 Configure name greeting20
 Configure personalized external greetings21
 Configure PIN22
 Configure voice mailbox greetings/announcements19

D

Deactivating backup / stand-in menu .26
 Delete all messages27
 Directly enter PIN number11

E

English7
 External greeting types19

F

FollowMe24
 Forward message to a destination mailbox18
 French7

G

German7
 Gesperrte Anfangsziffern8

H

Hash key8

I

INFO type19

Information 5, 6
 Internal greeting types 19
 INTERNAL type 19
 Italian7

M

Maximale Anzahl der Nachrichten8
 Mobility Service24

N

NAME type 19

P

PIN-Sperre 12
 Play back new/old messages 15
 Priorität9
 Profil25

R

Record info21
 Restriction8
 Rückruf starten 17

S

Spanish7
 Sprache umschalten23

T

Telephone7
 Telephone user Interface7
 Telephone user interface27
 TUI main menu 13

U

User type 19

V

Vertraulichkeit9
 Vertreter-PIN konfigurieren23
 Voice control28
 Voice mailbox 19

