



IWATSU
enterprise TOL

Telephone User Guide 8.0 Default Advanced TUI

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Telephone User Guide - 8.0 Default Advanced TUI

This guide covers typical usage of Iwatsu Enterprise TOL 8.0 default Telephone User Interface.

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Getting Started

Information Collection

To access your mailbox over the telephone you will need the following information. Please obtain the information from your system administrator.

System Access Number

This is the number you must dial on your telephone in order to connect to the Iwatsu Enterprise TOL server. This number may differ between internal and external telephone access.

Internal Access Number:

External Access Number:

Mailbox Number

Your mailbox number acts as the login ID when you are connecting to TOL server through the telephone. This number may be identical to your internal extension number, or your phone number depending on your administrator's settings. Mailbox numbers are also used during Web Client login.

When you are logging in from your workstation (internal extension) associated with the mailbox, you may be able to bypass entering mailbox number since your mailbox number can be automatically detected by the TOL server depending on the site's settings.

Mailbox Number:

Mailbox Password

Your mailbox password will be required to access your mailbox over the telephone in most situations. This password is also shared with the Web Client similar to the mailbox number. Please contact your system administrator to obtain your temporary password. It is recommended that you change your password immediately, either through the Telephone User Interface or through the Web Client.

Enable Speech Numeric Password:

The mailboxes associated with the current Feature Group have the ability to use voice to enter their password. This means that the user will be able to say the numeric password (e.g., 1, 2, 3, 4) to log into their mailbox instead of entering the number through DTMF. This feature is different from Voice Verification and can be a security risk since the spoken password can be heard by a third party.

- This feature requires the system administrator to Enable Speech Numeric Password.

Note: The Voice Verification feature is not supported in TOL systems connected to an Iwatsu ECS.

Mailbox Password: Obtain from administrator. DO NOT write down your password.

Tutorial

When you log into your mailbox for the first time over the telephone, the system initializes a personal tutorial that guides you through the setup of your mailbox. To begin the tutorial, dial into the auto-attendant, then log into your mailbox.

Hint: Pressing # from the auto-attendant will initiate the login process. If you are logging in from your workstation, you may only have to enter your password after connecting to the system.

The tutorial is divided into three sections:

Password: This section of the tutorial guides you through the password setup process.

Note: Please change your default password right away for security reasons.

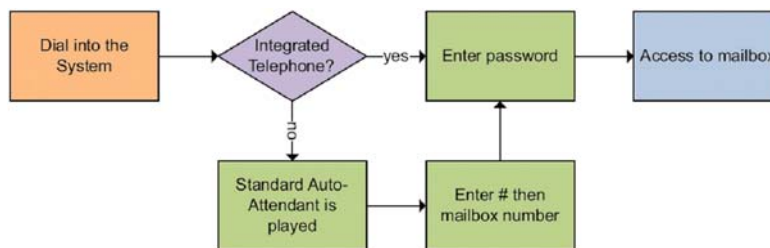
Personal Greetings: This section of the tutorial describes the different types of personal greetings and plays a sample for your reference. You are then asked to record each personal greeting. You can change your greetings at any time through the mailbox options.

Note: Personal Greetings also include availability greetings.

Name Recording: This section of the tutorial guides you through the recording of your name. This is the prompt the system uses to identify you to both outside and inside callers. If you do not define a name recording, the system will generate the name entered in your mailbox information through the Text-to-Speech engine.

Login Process Flowchart

The following flowchart showcases typical login procedure. The logic and behavior may vary depending on your site's specific settings.



Note: If you enter an incorrect password multiple times, you may be dropped from the system or be sent to the operator.

Shortcut to Common Actions

The following are shortcut to frequently accessed actions. The keys entered here assumes that you are logged in and are currently in the main menu.

Change Name Greetings	4-1-4
Change Busy Greetings	4-1-2
Change Personal Greetings.....	4-1-1
Change Current Location.....	5
Change Password	4-9-2
Turn Auto Forwarding On/Off	4-3-5
Turn Message Notification On/Off	4-2-5

The following shortcuts take place during or after reading a message:

Reply to Message	5
Forward Message	4
Delete Message.....	2

Main Menu

Main Menu is the first menu that you will access after successfully logging into your mailbox. Upon login, the system will inform you of any new messages and you will have access to the following actions. Please refer to the sections related with each actions to learn more about these actions.

Key	Function
1	Listening to Unread Messages. Refer to page 5.
2	Listening to Read Messages. Refer to page 5.
3	Read Messages. Refer to page 5.
4	Mailbox Options Menu. Refer to page 13.
5	Changing Your Location. Refer to page 19.
6	Listening to Deleted Messages. Refer to page 6.
7	Future Delivery. Refer to page 12.
8	Review Current Availability and Location. The system will play your current availability and location then return you to the main menu.
9	Call a Contact. Refer to page 20.
0	Return to Auto-Attendant. The system will return you to the company's auto-attendant.
*	Make Current Caller ID Default Extension. The system will take your current caller ID and associate it with your default extension, allowing other TOL users to easily contact you on this number.
#	Disconnect. Your call will be disconnected.

Read Messages

Listening to Unread Messages

Key	Function
1	Voice Messages. Select this action to listen to unread voice messages.
2	Email Messages. Select this action to listen to unread email messages.
3	Fax Messages. Select this action to listen to unread fax messages.
4	Meeting Requests. Explained on page 7.
9	All Messages. Select this action to listen to all unheard voice messages.
#	Return to Previous Menu. Select this action to return to the Main Menu. Refer to page 4.

Note: You will be sent to End of Message Menu on page 7 after message playback for typical messages.

Listening to Read Messages

Key	Function
1	Voice Messages. Select this action to listen to read voice messages.
2	Email Messages. Select this action to listen to read email messages.
3	Fax Messages. Select this action to listen to read fax messages.
4	Meeting Requests. Explained on page 7.
9	All Messages. Select this action to listen to all read voice messages.
#	Return to Previous Menu. Select this action to return to the Main Menu. Refer to page 4.

Note: You will be sent to End of Message Menu on page 7 after message playback for typical messages.

Listening to Deleted Messages

Key	Function
1	Voice Messages. Select this action to listen to deleted voice messages.
2	Email Messages. Select this action to listen to deleted email messages.
3	Fax Messages. Select this action to listen to deleted fax messages.
4	Meeting Requests. Explained on page 7.
9	All Messages. Select this action to listen to all deleted voice messages.
#	Return to Previous Menu. Select this action to return to the Main Menu. Refer to page 4.

Note: If you delete a message from deleted folder, the message will be deleted permanently.

Note: You will be sent to End of Message Menu on page 7 after message playback for typical messages.

Control Keys

While listening to a message, you will be able to control the message playback.

Note: Control keys may not be available for all systems. Contact your system administrator for details.

Note: The amount of time that the action will rewind/fast forward can be defined by the system administrator.

Key	Function
7	Rewind Message. Rewind the message by x seconds.
8	Pause Message. Pause the message. Press this button again to resume.
9	Fast Forward Message. Fast forward the message by x seconds.

Meeting Requests

Meeting Request messages have their own unique menu from which to choose.

Key	Function
1	Accept Meeting. Select this action to accept the meeting request. The entry should appear on your mail server's calendar and UC server's location calendar.
2	Accept Meeting Tentatively. Select this action to tentatively accept the meeting request.
3	Decline Meeting. Select this action to decline the meeting request.
4	Skip Message. The system will skip the message and begin playing the next message in your inbox.
6	Review Message. This action replays the message you just played.
0	Return to Auto-Attendant. The system will return you to the company's auto-attendant.
#	Return to Main Menu. Refer to page 4.

End of Message Menu

The Message Menu allows you to manage your messages according to your specific needs. Once you have listened to a read or unread message, you are prompted by the following options in the Message Menu.

Note: These actions are available during message playback as well. However, if the action keys are active, those actions will take priority over the End of Message menu.

Key	Function
1	Save message. The system will save the message and begin playing the next message in your inbox.
2	Delete Message. The system will move the message to your Deleted folder and begin playing the next message in your inbox.
3	Review message. This action replays the message you just played.
4	Forward Message. Refer to page 8.
5	Reply to Sender Only. Refer to page 9.
6	Time and Date. This action allows you to listen to the envelope information of the message you have just played.

End of Message Menu Continued...

7	Print Fax. Refer to page 10.
8	Reply to Sender & All Recipients. Refer to page 9.
9	Call Back Sender. You may initiate a call to the sender of the message. The system will either use the phone number associated with the message or ask you to enter the number to dial.
0	Return to Auto-Attendant. The system will return you to the company's auto-attendant.
*	Skip to Next Message without Changing the Read Status.
#	Return to Main Menu. Refer to page 4.

Forward Message

You can forward the message you have just played to another person. You may do so with or without a voice comment attached to the message.

Forwarding a Message With Comment

When you choose to forward a message with comment, you will be asked to define the destination and then record a message.

1. When you choose to forward a message, you will be presented with the following options:
 - (a) Enter the destination number
 - (b) Press [*] to dial the number by name
 - (c) Say the name of the person you want to send the message to

Note: To cancel forwarding, press [#].
2. The system will confirm the destination you have chosen. You may add additional recipients at this point or continue on with the process.
3. You will be asked to record your message at the tone.
 - Pressing [#] when finished. You will be presented with the **Send Message Actions**.
 - You may press [1] to send the messages or refer to the **Send Message Actions**. Refer to page 11. for details on other actions such as flagging the message as urgent.

Forwarding a Message Without Comment

When you choose to forward a message without comment, you will only have to define the recipients of the message.

1. When you choose to forward a message, you will be presented with the following options:
 - (a) Enter the destination number
 - (b) Press [*] to dial the number by name
 - (c) Say the name of the person you want to send the message to

Note: To cancel forwarding, press [#].

2. The system will confirm the destination you have chosen. You may add additional recipients at this point or continue on with the process.
3. You will be presented with the **Send Message Actions**.
 - You may press [1] to send the messages or refer to the **Send Message Actions**. Refer to page 11. for details on other actions such as flagging the message as urgent.

Reply to Message

You can reply to the message you have just listened to by sending a voice message. You will have the option to reply only to the sender or reply to all recipients that were included in the message to which you are replying.

Note: You cannot reply to a voice message from an outside caller.

Reply to Sender Only

1. When you select the **Reply only to Sender** option, the system prompts you to record your reply.
2. Record your message and then press [#]. You will be presented with the **Send Message Actions**.
 - You may press [1] to send the messages or refer to the **Send Message Actions**. Explained on page 11. for details on other actions such as flagging the message as urgent.

Reply to Sender & All Recipients

1. When you select the **Reply to All Recipients** option, the system prompts you to record your reply.
2. Record your message and then press [#]. You will be presented with the **Send Message Actions**.
 - You may press [1] to send the messages or refer to the **Send Message Actions**. Refer to page 11. for details on other actions such as flagging the message as urgent.

Print Fax

TOL is able to print and send messages to a fax machine directly, allowing you to manage print outs or faxes through the convenience of a single telephone call.

Note: The Fax feature may not be available for all systems. Contact your system administrator for details.

You will be presented with the following options when you choose to Print to Fax:

Key	Function
1	Send Fax to Default Fax Machine. This action sends the fax to default fax machine defined for your system. This is your company's default fax number and may be different from your personal default fax number.
2	Send Fax to Custom Fax Machine. This action sends the fax to custom fax machine. You must define the telephone number for the fax machine in the process.
3	Print the Fax to a Printer. This action sends the fax to the default fax machine defined for your system.
#	Return to Previous Menu.

Send Message

TOL allows you to send voice messages to another mailbox user conveniently over the telephone.

1. After choosing to send a message, choose one of the following to determine the destination:
 - (a) Enter the destination mailbox number
 - (b) Press [*] to dial the number by name
 - (c) Say the name of the person you want to send the message to

Note: If you wish to send a message to a distribution list, press [*] then the target distribution number.

2. The system will confirm the destination you have chosen. You may add additional recipients at this point or continue on with the process.
3. Record your message at the tone, pressing [#] when finished.
4. You will be presented with the **Send Message Actions**.
 - You may press [1] to send the messages or refer to the **Send Message Actions**. Refer to page 11. for details on other actions such as flagging the message as urgent.

Send Message Actions

Note: Hanging up the call after recording will automatically send the recorded message.

Key	Function
1	Send Message. Once you are satisfied with your outgoing message, choose this option to send the message.
2	Review Message. Use this action to review (listen to) your outbound message.
3	Re-record Message. If you are not satisfied with your current outbound message, re-record using this action.
4	Append to Message. Use this action to add additional message to the end of the message you have recorded.
5	Mark Message as Confidential. Use this action to flag the message as confidential.
6	Delete a Recipient. Use this action to delete one or more recipients associated with outbound message.
7	Add a Recipients. Use this action to add additional recipients to outbound message.
8	Mark Message as Urgent. Use this action to flag the message as urgent.
9	Certify Message. Use this action to mark the message as certified to obtain a receipt when the receiver opens the message.
0	Send Message (Future Delivery). Once you are satisfied with your outgoing message, choose this option to schedule the message to be sent out in the future.
*	Cancel Message and Exit. Use this action to cancel your recorded message and return to the Main Menu.
#	Return to Main Menu. Use this action to return to main menu. Any unsent messages will be canceled.

Future Delivery

Messages that are to be sent may also be delivered on a later date. These messages will be stored in the Future Delivery folder and then be sent out when the time arrives.

In order to define a message for future delivery, you must define the following fields:

Year: Two digit number to represent the year, e.g., **11** to represent **2011**

Month: Two digit number to represent the month, e.g., **12** to represent **December**

Day: Two digit number to represent the day, e.g., **05** to represent the **5th of the month**

Hour: Two digit number to represent the hour, e.g., **16** to represent **4PM**

Minute: Two digit number to represent the minute, e.g., **05** to represent **5 minutes past the hour**

Once you define a time, the system will confirm your entry and give you a chance to either accept the entry or change it.

Key	Function
1	Save message. The system will save the message and begin playing the next message in your inbox.
2	Delete Message. The system will move the message to your Deleted folder and begin playing the next message in your inbox.
3	Review Message. This action replays the message you have just played.
4	Say Future Delivery Date/Time. Use this action to listen to current messages future delivery date and time.
5	Deliver Now. Use this action to send the future delivery message right away.
7	Keep Future Delivery Date/Time. Use this action to keep current message's future delivery date and time as is.
8	Change Future Delivery Date/Time. Use this action to change current message's future delivery date and time.
0	Return to Auto-Attendant. The system will return you to the company's auto-attendant.
#	Return to Main Menu. Use this action to return to main menu. Any unsent messages will be canceled.

Mailbox Options Menu

The Mailbox Options Menu provides features to customize your mailbox according to your specific preferences and needs.

To access this menu, press [4] from the Main Menu. You will be presented with the following options:

Key	Function
1	Record Greeting. Refer to page 13.
2	Notification Options. Refer to page 16.
3	Call Transfer Menu. Refer to page 17.
4	Auto Forwarding. Refer to page 17.
5	Distribution List Management. Refer to page 18.
6	Voice Print Training. Voice Verification is not supported in TOL systems connect to an Iwatsu ECS.
7	Active Options. Use this action to hear the status of your current Notification Options.
8	Wake-Up Call. Refer to page 18.
9	Change Password. Refer to page 19.
0	Return to Auto-Attendant. The system will return you to the company's auto-attendant.
*	Recall a Caller. Use this action to become connected with a caller who is currently leaving you a voice message.
#	Return to Main Menu. Use this action to return to main menu.

Record Greeting

TOL allows you to create a greeting for numerous types of scenarios, allowing you to fully customize the way in which you can interact with your callers. The recording process for the greetings are identical regardless of the type. You may also specify a greeting for each of your locations as well, through **Location Greetings** on page 15.

Key	Function
1	Record Personal Greeting. Refer to page 14.
2	Record Busy Greeting. Refer to page 14.
3	Record Unavailable Greeting. Refer to page 14.
4	Record Name Greeting. Refer to page 14.
5	Record Personal Greeting for Internal Caller. Refer to page 14.
6	Record Busy Greeting for Internal Caller. Refer to page 14.
7	Record Unavailable Greeting for Internal Caller. Refer to page 14.
8	Record Location Greeting. Use this action to record greetings for specific locations. Refer to Recording a Greeting on page 14 for details on this procedure.. Refer to Location Greetings on page 15 for the list of location greetings.
0	Return to Auto-Attendant. The system will return you to the company's auto-attendant.
#	Return to Mailbox Options Menu.

Recording a Greeting

1. Choose a type of greeting to record.
2. Do one of the following:
 - Press [1] to review (listen to) the current greeting, then press [1] to accept, [2] to re-record, [3] to delete, [4] to review again, or [#] to return to the previous menu.
 - Press [2] to record the greeting, then press [1] to accept, [2] to re-record, [3] to delete, [4] to review again, or [#] to return to the previous menu.
 - Press any other key (other than [1] or [2]) to keep the current greeting and return to the previous menu.

Note: The system will automatically begin playing your greeting as it was last recorded. If no greeting has been recorded, then the "Nothing recorded" prompt is heard.

Location Greetings

You may specify a greeting for each of your locations, including custom locations. For the procedure, refer to **Recording a Greeting** on page 14.

Key	Function
1	Record In Office Greeting.
2	Record Temporary Greeting.
3	Record At Home Greeting.
4	Record Meeting Greeting.
5	Record At Lunch Greeting.
6	Record Vacation Greeting.
7	Record Extended Absence Greeting.
8	Record Greeting for User Defined Location.
0	Return to Auto-Attendant. The system will return you to the company's auto-attendant.
#	Return to Record Greeting. Refer to page 14.

Notification Options

You can configure your mailbox so that you are sent a notification whenever an event occurs, such as receiving an email or voice message. You may receive notifications on a pager or telephone.

Key	Function
1	Add a Notification Entry. Refer to page 16.
2	Modify an Existing Notification Entry. Use this action to change the date and time on an existing notification schedule.
3	Delete a Notification Entry. Use this action to delete a notification schedule entry.
4	Review Notifications. Use this action to listen to your notification schedules.
5	Turn Notification On/Off. Use this action to turn the entire notification schedule on or off.
0	Return to Auto-Attendant. The system will return you to the company's auto-attendant.
#	Return to Mailbox Options Menu.

Add a Notification Entry

1. To create a notification entry, you must first define the number that is to be notified, including both country and area code. You may press [#] to skip an entry if it is unnecessary.
2. Define whether the notified device is a **pager** or a **phone**.
3. Enter the start date/time of notification in a **YY (year) MM (month) DD (date) HH (hour) MM (minute)** format. Alternatively you may define it through **days of the week + HH MM**.
4. Enter the end date/time of notification in the same manner.

Note: You must turn on your notification schedule after creating an entry in order to receive notifications. Creating an entry does not mean that notification is on.

Note: You may define the type of messages that will trigger a notification through **Web Client**.

Call Transfer Menu

Call transfer options allows you to set automatic actions for an incoming call. To define specific rules regarding call transfer options, please use the **Web Client** interface.

Key	Function
1	Turn Call Screening On/Off. Use this action to toggle call screening.
2	Turn Pre Paging On/Off. Use this action to toggle pre-paging.
3	Turn Post Paging On/Off. Use this action to toggle post-paging.
4	Turn Call Queuing On/Off. Use this action to toggle call queuing.
5	Turn Call Forwarding On/Off. Use this action to toggle call forwarding
0	Return to Auto-Attendant. The system will return you to the company's auto-attendant.
#	Return to Mailbox Options Menu on page 13.

Auto Forwarding

Auto Forward allows you to automatically forward messages destined for your mailbox to another mailbox or a distribution list.

Note: If you are forwarding to a distribution list, ensure that your mailbox is **not included** within that distribution list.

Configure Auto Forwarding

1. Select the Auto Forwarding option from the mailbox options.
2. When prompted, enter the destination mailbox number.
3. When prompted, enter the 4-digit delay time (**HH** (hour) **MM** (minute) format).
4. Select one of the following options:
 - If you want messages to be deleted upon forwarding, press **[1]**.
 - If you do NOT want messages to be deleted upon forwarding, press **[2]**.
5. The system will confirm the name of the mailbox that will receive forwarded messages, then return you to the **Mailbox Options Menu** on page 13.

Distribution List Management

You will be able to manage your distribution list right from the TUI, allowing you to freely manage the list before using it to configure mass messaging or message forwarding.

Key	Function
1	Review an Existing Distribution List. Use this action to review an existing distribution list.
2	Add a Distribution List. Refer to page 18.
3	Modify an Existing Distribution List. Use this action to modify an existing distribution list. This process is similar to Add a Distribution List on page 18.
4	Delete an Existing Distribution List. Use this action to delete an existing distribution list.
0	Return to Auto-Attendant. The system will return you to the company's auto-attendant.
#	Return to Mailbox Options Menu on page 13.

Add a Distribution List

1. Select the **Add a Distribution List** action.
2. Enter a number for the distribution list. You will be prompted to record a name for the distribution list. Press [#] when completed.
3. Record a name for the list. You can now add members to the distribution list. Press [2] to begin adding users to the distribution list.
4. Enter the numbers or names of the users you wish to add.
5. When you have finished adding all the users to the distribution list, press [#] to save the list.

Wake-Up Call

Wake-up call allows you to setup a personal alarm via a telephone call. The server will call you at a location defined by you at the specific date and time which you also define. This can be used as a handy reminder feature when you are traveling.

Note: You may only have **one** wake-up call active at any time.

Setting Up a Wake-Up Call

1. Select the Wake-Up call action from Mailbox Options Menu.
2. Press [1] to add a wake-up call.

Note: If you already have a wake-up call configured, the system will playback the date and time of the configured wake-up call then allow you to cancel or modify the entry if desired.

3. Specify the following:

- Enter a country code for the wakeup call, then press [#].
- Enter an area code for the wakeup call, then press [#].
- Enter a telephone number for the wakeup call, then press [#].

Note: You may skip an entry by pressing [#] only.

4. The system will confirm the telephone number. If it is the correct number, press [1] to continue or [2] to modify.
5. Enter the 4-digit wake-up call time (in HH (hour) MM (minute) format).
6. Enter the 4-digit wake-up call date (in MM (month) DD (day) format).
7. The system will now confirm what you have specified for the wakeup call.
8. At the specified date and time, you will receive a call on the defined telephone device. At this point, you may press [1] to cancel the wake-up call, [2] to create a new wake-up call schedule, or any other key to enter snooze mode. When you enter snooze mode, you will receive another call after **10** minutes.

Change Password

Through this action you can manage your mailbox password which is shared between the TUI and Web Client. When changing your password, you have to confirm the new password to ensure that you have entered it correctly.

Key	Function
1	Listen to Existing Password. Use this action to confirm your current password.
2	Set a New Password. Use this action to define a new password.
3	Clear Existing Password. Use this action to clear your password.
0	Return to Auto-Attendant. The system will return you to the company's auto-attendant.
#	Return to Mailbox Options Menu on page 13.

Other Actions

Changing Your Location

When you change your location through the TUI, your status will be reflected on the entire TOL system. Other users will view the status that you have set (through UC Client Manager, directory, etc.), and any location related rules, such as greetings or availability, will change accordingly.

Note: You may choose to change availability separately. This action does not change the default availability for the location and is only active until it is changed manually or automatically through change in schedule/location.

Note: Custom locations can be created through Web Client.

Key	Function
1	Change location to In Office.
2	Change location to Temporary.
3	Change location to At Home.
4	Change location to Meeting.
5	Change location to At Lunch.
6	Change location to Vacation.
7	Change location to User Defined Location. You must have a custom location defined in order to choose this action.
8	Review Current Availability and Location. Use this action to listen to your current availability and location settings.
9	Follow Locations Calendar. Use this action to set your current location and availability to what is defined on your location calendar. This action will remove any custom location settings and available settings currently defined and use the calendar's default values.
0	Return to Auto-Attendant. The system will return you to the company's auto-attendant.
*	Change Availability. Use this action to manually change the availability of your current location.
#	Return to Main Menu on page 4.

Call a Contact

Instead of having to hang up and dial someone again, you can initiate a phone call right from the TUI by utilizing this action. This action will allow you to dial a contact within your private or public contact list. To call a contact, follow the procedure below:

Note: If speech contact is enabled for your system, you will be able to select a contact by saying the contacts name as well.

1. Select the Call a Contact action.
2. You will hear the following prompt: "Say the name of the person you wish to call, or enter the digits that correspond to the first few letters of that person's first or last. For the letter 'Q' or 'Z', press [1]."
3. Enter the digits that correspond to the first few letters of first or last name of the person you want to call. For example, if you are trying to reach 'Robert Sledge', you might type in **753** ('7' for 'S', '5' for 'L', '3' for E).



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