AVAYA

Unified Communication Center

Release 1.0

Advanced Speech Access User's Guide

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About This Guide

This guide is intended to help you become familiar with Advanced Speech Access for Unified Communication Center, abbreviated as ASA for UCC. ASA is designed to understand and carry out your speech commands. This guide provides examples of these commands and how they are used in conversations between you as a user and ASA.

ASA is easy and fun to use! Once you understand the basic principles, a little practice is all you need to master it.

How to Use This Guide

This guide contains the following chapters:

Chapter	Description
Chapter 1, Getting Started	Introduces ASA, provides guidelines for using ASA, and describes how to log in
Chapter 2, Using ASA Speech Commands	Explains how to use ASA speech commands to carry out various tasks
Chapter 3, PC-Based Settings	Explains how to use your PC to set your Web-based ASA user preferences and Outlook and Windows settings that affect ASA
Appendix A, Command Summary	Summarizes the commands you can give ASA, organized by task

Conventions Used in This Guide

The following conventions are used in this guide and in scenarios that provide examples of dialogues between ASA and you as a user:

You and what you can say	**Your speech commands are represented in "quoted bold text." In sample scenarios, the word You appears in the left column and your commands appear in the right column.** (Optional words are in parentheses and are not bold.)
ASA and what ASA says	*The voice prompts that ASA plays to you are represented in "quoted italicized text." In sample scenarios, the word ASA appears in the left column and ASA's prompts appear in the right column.*
Web page field names	**Field names, check box names, and button names in Web pages and dialog boxes, as well as menu options, are represented in bold text.**
<variable>	*<Italicized text inside angle brackets>* is used to represent variable information for which you need to provide a specific value.

As you read the scenarios, keep the following in mind:

- There is more than one way to issue most commands.

- To seem more lifelike, ASA occasionally varies the verbiage of its responses from the specific ones stated in the scenarios.

The term "contact" in this guide refers specifically to someone you have added to your Microsoft Outlook Contacts folder. Wherever this guide specifies the variable *<contact>* as part of the syntax of a command you can speak, as in **"Send a message to *<contact>*,"** you must replace *<contact>* with the name of a particular contact you have added to your Outlook Contacts folder.

Reference Information

After you log on to UCC, the UCC launch page provides a link to access ASA Web pages on which you can set various preferences. Click the **Documentation** button on these Web pages to access a useful, small set of Easy Speech Commands that you can print to get started with ASA. (This User's Guide is also accessible from the Documentation Web page.)

A one-page Speech Command Summary after Appendix A lists more detailed commands you can say. You can print this page for reference.

For comprehensive tables of speech commands you can say to ASA based on what you want to do, see Appendix A, Command Summary in this guide.

1

Getting Started

This chapter introduces you to Advanced Speech Access for Unified Communication Center. It provides guidelines for using the product and information about logging in.

Introducing Advanced Speech Access

You call your office assistant, who asks "What can I do for you?"

You ask "How many messages do I have?"

Your assistant says "You have four messages. Two of them are voice mails."

You say "Read my urgent messages."

Your assistant says "Your first urgent message is..."

Maybe this sounds something like your normal business day. But what if you can't reach your assistant in real time? What if you are calling after business hours? Well, you're still in business, because you can use Advanced Speech Access for Unified Communication Center, also called ASA. ASA is available 24 hours a day, seven days a week to automatically respond to your spoken requests. It can:

- Read all your messages or only the ones that meet criteria you choose, such as those sent from a particular contact.

- Record and send your replies to messages.

- Forward messages.

- Record and send new voice messages.

- Retrieve telephone numbers and addresses of your contacts.

- Place telephone calls for you.

- Set up and manage conference calls.

- Read your scheduled appointments and tasks.

- Remind you of important appointments by phone or pager.

- Create new appointments and tasks.

Voice Recognition and Text-to-Speech

ASA employs leading edge technologies to carry out its duties, including:

- Voice recognition technology to respond to your spoken commands. ASA recognizes a command and carries out the task you request. If necessary, it asks you for any additional information required to complete the task.

- Text-to-speech technology to read text messages (such as e-mails) to you over the telephone.

Overview of ASA with Microsoft Outlook

ASA works with Microsoft Exchange and Outlook as illustrated in the figure below.
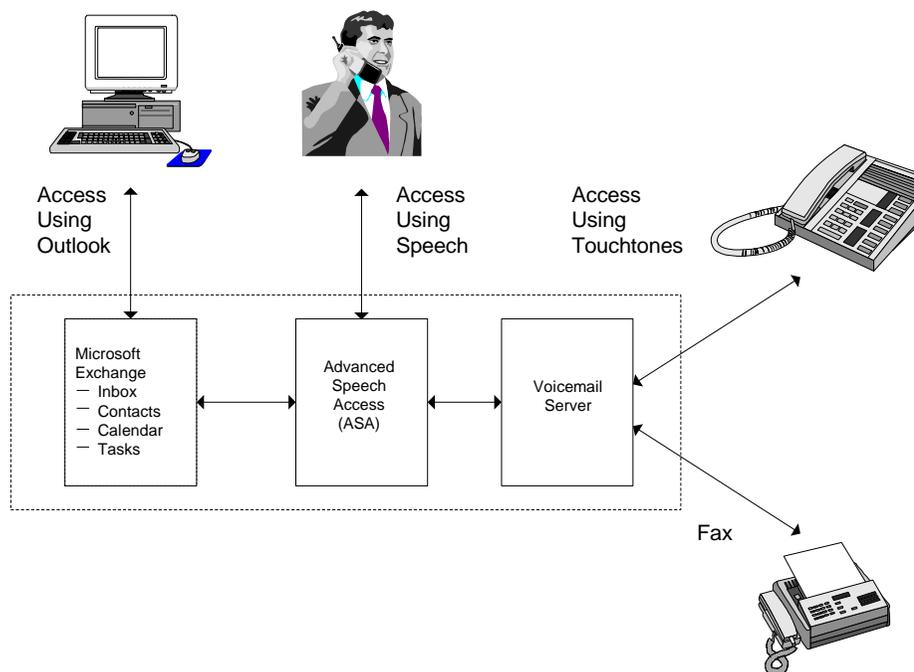
You speak commands to ASA and ASA guides you with spoken prompts. ASA interacts with your voicemail server and the Microsoft Exchange Inbox, Contacts, Calendar, and Tasks to carry out your commands.

ASA retrieves your voicemail from your voicemail server. ASA retrieves your e-mail messages, contact information, appointments, and tasks from the standard folders listed below. These folders reside on the Exchange server and you can access them through Outlook on your PC:

Outlook Folder	Information Obtained by ASA
Inbox	E-mail messages
Contacts	Contact information (name, e-mail address, telephone number, and so on)
Calendar	Appointments and meeting requests
Tasks	Tasks and task requests

Note:

- ASA can access e-mail message information only from the standard Outlook Inbox folder. If you create another folder for incoming e-mails (for example, if you create a "Departmental" folder for messages from people in your workgroup), ASA cannot access those messages.

- ASA can access only Outlook folders that are located on your company's Exchange server. ASA cannot access your messages if you move your message folders from the Exchange server to your PC. Also, ASA cannot access your Sent Items or Deleted Items folders.

- When accessing Outlook, ASA can access contact information only from the standard Outlook Contacts folder, not from any subfolders you might have created.

- On your General user preferences Web page, which you access from the UCC launch page, you can specify an Outlook folder for archiving (saving) e-mail messages. You can then use Outlook or ASA to move e-mails from your Inbox to this archive folder. E-mails that have been archived are not accessible to ASA. See the section .

- The term "contact" in this guide refers specifically to someone you have added to your Microsoft Outlook Contacts folder. Wherever this guide specifies the variable *<contact>* as part of the syntax of a command you can speak, as in **"Send a message to *<contact>*,"** you must replace *<contact>* with the name of a particular contact you have added to your Outlook Contacts

folder. Whenever your command includes a specific name, ASA looks *only* in your Outlook Contacts folder for that name.

■ In addition to accessing your Outlook Contacts, ASA can also access your company's corporate directory and the names directory on your voicemail server under some circumstances described later in this guide.

Guidelines for Using ASA

All you need to get started with ASA are the telephone number to call, an account number (usually your primary telephone number), and your voicemail password. Your system administrator provides this information. Each time you log in to ASA, you establish a new "session" with ASA. Logging in is described later in this chapter.

You can use a Web-based interface that you access from the UCC launch page to specify how you want ASA to operate for you. See the section . You do not need to access this interface to begin using ASA.

The following section describes some speaking tips that help ASA understand your speech commands. Subsequent sections describe other general guidelines for speaking to ASA.

Use Speaking Tips

In some ways, speaking to ASA is similar to speaking to a human assistant on the phone. Consider these tips:

■ Speak clearly and at a moderate, steady pace.

■ Speak at a normal volume. If ASA has difficulty in understanding you, experiment with different volumes. Speaking more softly often works better than speaking louder.

■ Use words and phrases that ASA understands. There is more than one way to issue most commands.

■ Remember that background noise makes it more difficult for ASA to understand what you are saying. If possible, try to conduct your sessions with ASA in a quiet place.

■ Avoid pauses when saying a command; if you pause, ASA thinks you have completed the command.

■ Avoid pauses when saying a number (such as a phone number); if you pause, ASA thinks you have finished saying the number.

- Pronounce each digit when you are saying a number. For example, if your password is 2314, you must say **"two, three, one, four."**

- An exception to the preceding rule is how you can specify times of day—you can use "o'clock," "noon," "midnight," or military time. For example, you can say either **"12 o'clock," "twelve p.m.," "noon,"** or **"twelve hundred"**; you can say either **"one thirty p.m."** or **"thirteen thirty."** (If you don't say "a.m." or "p.m.," ASA asks you which you want.)

- You can pronounce the number 0 as **"oh"** or **"zero."**

In addition to these speaking tips, remember the following:

- Every time you speak a command that is recognized, you hear a very short beep.

- While you are recording a message, speech commands are not recognized. Be silent for a few seconds before giving commands, until ASA thinks you have finished recording and plays two quick tones.

- If your phone has a Mute key and you press it, ASA cannot hear you. You can use the Mute key to your advantage if you are in a noisy environment and you want to minimize the times that ASA misinterprets the noise as a speech command it cannot recognize or as your request to barge in (see the section Barge In on page 1-6).

- If you use a mobile phone or a headset, ASA's success in recognizing your commands depends in part on the quality of the mobile phone service or the headset.

- ASA can assist you in framing your command. You can simplify your command and let ASA lead you through the options. You can ask for help; see the section Ask for Help on page 1-6. Also, see Chapter 2, Using ASA Speech Commands for correct command syntax.

- To seem more lifelike, ASA occasionally varies the verbiage of the prompts it plays when the same circumstances recur.

- On your Interaction user preferences Web page (see the section ASA Preferences That You Set Through the Web on page 3-1), you can have ASA tell you, when you log in, how many unread (unheard) e-mail messages you have and how many unread (unheard) voice messages you have. (During an ASA session, you can also ask **"Do I have any unheard messages?"** or **"Do I have any unread messages?"** to determine whether any messages have arrived.)

- On the Contacts user preferences Web page, you can specify two nicknames for a contact (Nickname and Nickname 2) to indicate how you want to pronounce the contact's name so that you can easily remember the name or so that ASA can understand you better. For example, if you know a soccer coach named Alexander Montgomery, you could make one of the nicknames "Alex" and the other "soccer coach." These nicknames take effect the next time you log in to the ASA speech interface. (On the Contacts Web page, you can also specify how ASA's text-to-speech voice is to pronounce a contact's name to you.)

Listen to a Demonstration of ASA

After you log in (see the section), you can listen to a short demonstration of how to use ASA. Whenever ASA says *"What can I do for you?,"* just say **"Give me a demo."**

Ask for Help

If you have trouble accomplishing a task, you can request help simply by asking **"What are my options?"** or saying **"Help me."** ASA responds with information to assist you. Also, if you are silent for some time and you seem to be having trouble, ASA offers help by reading you a list of possible options.

ASA provides two types of spoken help prompts:

- **Global help.** To request global help, ask **"What are my options?"** after ASA asks "*What can I do for you?*" ASA responds by listing the major tasks you can carry out. You can then state the option you want.

- **Context-sensitive help.** ASA provides context-sensitive help in response to some of your requests for help carrying out particular tasks. For example, if you ask ASA to send a message, ASA asks to whom you want to send the message. If, at this point, you ask **"What are my options?,"** ASA tells you how to provide the name of the message recipient.

Barge In

If ASA is speaking and you want to interrupt, go ahead and "barge in." ASA stops talking when you begin talking. For example, if ASA is reading a message and you have heard all you need to hear, you can barge in and say **"Next."** ASA immediately starts reading the next message.

Cancel an Operation

You can stop ASA from carrying out an action by saying **"Cancel"** or **"Stop."** For example, if you ask ASA to place a telephone call and then decide not to place the call, say **"Cancel"** to stop ASA from placing the call.

The cancel function is also useful if you lose track of what you are doing or just want to start over from the beginning. Just say **"Cancel"** to stop the current task; ASA lets you know that it is ready for your next command by asking *"What can I do for you?"*

Put ASA on Hold and Bring It Back

When ASA asks *"What can I do for you?"* or at certain other times, you can put ASA on hold by saying **"Take a break"** or **"Go to sleep."** ASA stops what it is doing and says *"OK. If you need me, just say 'Avaya, come back.'"*

If you do not want the **"Avaya, come back"** speech command to be available to you, select the **Allow ONLY ## keypad entry (no speech command) to bring ASA back** check box on your Interaction user preferences Web page. If you select this option, saying **"Avaya, come back"** will not bring ASA back. (In this case, after you put ASA on hold, ASA's prompt is *"Just press the # key twice when you need me."*) You can always press **##** on the telephone keypad to bring ASA back.

Note:
Pressing **##** sometimes causes a problem. If you dial a number by using ASA and then record a message for the person you called, pressing **##** brings ASA back, but it might also cancel the message or carry out another operation you did not intend, depending on how that person's voicemail server works. In that case, you can press ****** to bring ASA back. However, always try pressing **##** first because fewer voicemail servers use **##** than ****** to cancel a message.

After you bring ASA back, you can then continue the operation that was in progress when you put ASA on hold or you can initiate a new command.

End a Session

When you are ready to end a session, tell ASA **"Good-bye"** or just hang up. If ASA hears you say **"Good-bye,"** it also says *"Good-bye"* and prepares to hang up. However, there is a short period between the time ASA says *"Good-bye"* and the time it actually hangs up. During this

period, you can restart the session by saying **"Wait"** or any other supported system command.

Leave a Comment for the System Administrator

If you want to send your system administrator a comment about ASA, say **"Leave a comment."** ASA then prompts you to record your comment and sends it to the system administrator.

If you have a problem with ASA that you cannot resolve by yourself, either leave a comment or contact your system administrator directly. The system administrator can then check to ensure that the ASA software is operating correctly.

Prevent Voice Recognition Errors and Automatic Disconnection

At times, ASA might not be able to understand you. When this happens, ASA plays prompts such as the following for you to clarify your command:

- *"Could you say that again, please?"*

- *"I didn't quite get that."*

- *"I'm sorry, but I just can't understand."*

Remember that an effective way to make sure you are giving a valid command is to say **"What are my options?"** or **"Help me."** Also, you can always say **"Cancel"** if you want to cancel the current command and issue a new one.

Most ASA problems are the result of recognition errors, which fall into three main categories:

- **Speech problems** occur when ASA cannot recognize what you are saying for one of several reasons such as: background noise; a poor phone connection; heavily accented speech; or speech that is too loud, too soft, too fast, or too slow. See the section Use Speaking Tips on page 1-4.

  If ASA does not completely understand your command but recognizes it with a certain level of confidence, it might "guess" what you said and respond accordingly. For example, assume that you say **"Send a message to Fred Miller,"** and ASA does not completely understand you but determines that you probably said **"send"** and **"message."** ASA would then prompt you by asking *"Would you like to send a message?"* Answer **"Yes"** to continue or **"No"** to cancel; if you say **"Yes,"** ASA proceeds to ask you for the name of the recipient.

■ **Syntax problems** occur when your commands do not conform to the syntax recognized by ASA. Although ASA is very flexible in recognizing your commands, it is designed to recognize phrases for specific tasks. If you do not provide enough information, or if you are too wordy, ASA might become confused.

For example, if you were to say **"What I need to know is the number for John Smith's work extension,"** ASA would not understand you. However, if you ask **"What is John Smith's work phone number?,"** ASA can quickly retrieve the information from your Contacts folder.

■ **Inappropriate context** occurs when you attempt to use an otherwise valid command in an inappropriate situation. For example, if you are creating an appointment, ASA expects you to provide information about the appointment. If you say **"Read my messages"** before you finish creating the appointment, ASA does not recognize the command as valid in the current context.

ASA automatically disconnects if it receives too many consecutive phrases that it cannot recognize. ASA also disconnects after a period of inactivity (approximately 5 minutes) if you have not told ASA to take a break. Before disconnecting, ASA tells you to call back and try again. Automatic disconnection is done primarily to prevent ASA from staying connected because it is hearing background noise at your location or on a bad connection and is misinterpreting the noise as unrecognizable commands.

If ASA is having too much trouble understanding you, you can say **"Call my voicemail server"** to have ASA call your voicemail server; you then use your telephone keypad as you normally would for your voicemail activities until you end the voicemail call and ASA comes back. See the section Connect to Your Voicemail Server on page 2-48.

Set Up Contacts in Outlook

Many commands you give ASA, for example, commands to send or forward a message, require you to say the names of intended recipients. When you say a name, ASA first looks for it among the contacts in your Outlook Contacts folder. In many cases, if ASA cannot find a matching name among your contacts, it looks for a matching name in your corporate e-mail directory (see the section Access the Corporate Directory on page 2-23) or in your voicemail server's names directory (see the section Access Your Voicemail Server's Names Directory on page 2-24). (However, your system administrator can prohibit ASA from accessing the corporate directory, your voicemail server's names directory, or both.)

It is to your advantage to specify people you frequently contact as Contacts in Outlook and to include nicknames to distinguish among them as necessary (see the section). Depending on the sizes of your corporate directory and your voicemail server's names directory, ASA could take some time to search for the name you spoke. Also, you might have to choose from more matching names that ASA finds, especially if the name is common. Your commands will be carried out more quickly if ASA can find the name among your contacts without accessing the corporate directory or the voicemail server's names directory.

Calling ASA and Logging In

This section explains ways to log in to ASA so that you can begin using it productively:

- Log in.

- Log in using an account number and password — sample scenario.

- Log in with only a password — sample scenario.

- Record your name.

- Use speed dial to call ASA and log in.

Log In

When you call ASA, you must verify your identity by logging in. Your system administrator tells you your account number (usually the same as your desk telephone number). Your password is the same as your voicemail password.

If you call ASA from the telephone whose number matches your account number or from an express logon telephone you have specified on your General user preferences Web page, ASA asks you for your password only. If you call ASA from any other phone, ASA first asks you for your account number; after you enter it, ASA asks for your numeric password.

You can provide your account number and password by speaking them or by using the telephone keypad. Remember that when you say a number, you must pronounce each individual digit.

If you call ASA from a telephone that requires you to enter both your account number and password, you can enter them one right after the other from the telephone's keypad, without waiting to be prompted to enter your password. However, you cannot speak your account number and password together.

You can call ASA from another subscriber's telephone; however, ASA will expect you to enter that subscriber's password. Say **"Log on"** to have ASA ask for your account number and password.

When you have logged in successfully, ASA plays:

1. A brief tone.

2. Your name (in your own voice if you have recorded your name for ASA or as a text-to-speech conversion of your Outlook name if you have not).

3. Sometimes the prompt: *"Please hold while I access your messages."*

4. Depending on how you have set the options on your Interaction user preferences Web page, a count of unread messages such as: *"You have five unread messages. Two of these are voice mails."*

5. The prompt: *"What can I do for you?"* This prompt always indicates that ASA is ready to receive your commands.

Log In with an Account Number and Password — Sample Scenario

Following is a sample scenario in which you call ASA and log in with an account number and numeric password:

You	Dial the telephone number for ASA.
ASA	*"Welcome to Advanced Speech Access. Please speak or enter your account number."*
You	**"3217654"**
ASA	*"Please enter your numeric password."*
You	**"2244"**
ASA	*"George Johnson. Please hold while I access your messages. You have four unread messages. Two of these are voicemails."* *"What can I do for you?"*

Log In with Only a Password — Sample Scenario

Following is a sample scenario in which you call ASA from a phone whose number matches your account number and you log in with only a numeric password:

You	Dial the telephone number for ASA.
ASA	*"Please enter your numeric password."*
You	**"2244"**
ASA	*"George Johnson. Please hold while I access your messages. You have four unread messages. Two of these are voicemails."* *"What can I do for you?"*

Record Your Name

You can create a recording of your name by saying **"Record a greeting."** ASA first asks you whether you want to record your name and later asks whether you want to record a greeting. ASA plays your recording of your name in several operations, including reminders you tell ASA to send you and, in some cases, in your outgoing greeting to callers if ASA is set up to answer your telephone (see the section Telephone Answering and "Reach-Me" Capabilities on page 2-31 for more information about greetings).

Use Speed Dial to Call ASA and Log In

You can set up a speed dial sequence to call ASA and log in. This sequence must contain:

1. The telephone number for ASA (including the prefix and area code for a long distance number)

2. Your account number (if required from the phone that you are using)

3. Your numeric password

Note:
- If you log in with only a password, you must include a pause between the ASA telephone number and your password.

- If you log in with both an account number and password, you must include a pause between the ASA telephone number and your account number, but no pause between your account number and password.

See your telephone manual for more information about speed dialing.

2

Using ASA Speech Commands

This chapter contains information about using ASA to manage:

- Messages

- Contacts

- Calling and conferencing

- Telephone answering and "Reach-Me" capabilities

- Appointments

- Tasks

Examples of useful commands and scenarios are provided. For a complete list of commands, see Appendix A, Command Summary.

Messages

After you log in, you will probably want to listen to your unheard messages. This section includes information about managing your messages. Messages include:

- Voicemail messages

- E-mail messages (including meeting requests and task requests generated through Microsoft Outlook and sent to you)

The following sections explain how to use ASA to:

- Use a general command syntax to read, list, and browse your messages or a subset of them.

- Navigate within and among messages.

- Take action regarding messages.

- Request a count of messages.

- Listen to messages — sample scenario.

- Reply to a message.

- Call the sender of a message.

- Forward a message.

- Save (file) messages to an archive folder and restore them.

- Add the sender of a message to your Contacts folder.

- Delete and restore messages.

- Send a message.

- Send a message — sample scenario.

- Send yourself a voice note (as an e-mail attachment).

Use a General Command Syntax

Following is a general syntax of the most common commands you can say to listen to your messages or a specific subset of them:

| **Read** **Play** ─── **List** **Describe** **What is** **What are** ─── **Browse** | my all my ─── my first my last | urgent | unread unheard ─── read previously read heard previously heard saved | **messages** ─── **voice messages** **voicemails** ─── **e-mail messages** **e-mails** ─── **meeting requests** **task requests** | from <contact> | without stopping |

At a minimum, pick one word or phrase from the columns that are bold. Saying any of the words that are not bold is optional and can establish a "filter" so that you can hear the desired subset of messages. Terms within any group separated by horizontal lines, such as "Read" and "Play," or "voice messages" and "voicemails," are synonymous (equivalent).

A simple command such as **"Read messages"** causes ASA to read all your messages (in the sequence described in the section). In contrast, you can give a command as specific as **"Read my urgent unread voicemails from Ann Davis without stopping."**

Note:

■ The **"my first," "my last,"** and **"from *<contact>*"** options do not apply to the Browse command.

■ The **"without stopping"** option applies only to Read (Play) commands. If you use it, you do not have to say **"Next"** at the end of each message to move on to the next message; instead, ASA reads the messages that meet your filter criteria one after another automatically (unless you barge in and say **"Next"** or **"Previous"**).

■ For List and Browse commands, ASA always automatically proceeds from one message to the next.

■ ASA cannot read, list, or browse saved (archived) e-mail messages.

The following sections explain some of the terms in this syntax.

Read or Play   ASA reads (plays) e-mail and voicemail messages differently, based on the information available for each type of message. In general, however, ASA reads each message as follows:

1. Message description

2. Message text (body)

3. Message attachments that are among the types ASA can read

The message description contains the information necessary for you to identify a message. ASA reads this information first so that you can decide whether or not you want to hear the message. The message description is different for e-mails and voicemails, as shown in the following table:

Type of message	Contents of message description
E-mail (including meeting requests and task requests)	Message attributes ("urgent" if so, and "private" if so); sender; delivery date or approximate delivery time; subject; number of attachments if any; and callback number if available to ASA
Voicemail	Message attributes ("priority" or "urgent" if so, and "private" if so); message type (voicemail); caller's name; delivery date or approximate delivery time; and callback number if available to ASA

After reading the message description, ASA reads the message text.

When ASA finishes reading the text, say **"Read attachments"** to have ASA read any readable attachments included with the message. Before reading an attachment, ASA tells you its type and filename. (If you say **"Get more detail"** as or after ASA reads an attachment, ASA tells you its type and filename again.)

ASA can read only the following types of attachments:

- Text

- Rich text

- HTML

- Sound files (.wav or .MP3 files only)

ASA informs you if an attachment cannot be read. If you ask ASA to read an attachment that it cannot read, ASA tells you the file type and filename.

You can say **"Read attachments"** and if a message contains multiple attachments, you can navigate among them by saying **"First," "Last," "Next,"** or **"Previous."**

The filters of the command syntax allow you to efficiently review and respond to the types of messages you choose. For example, you might periodically tell ASA to **"Read my unread voicemails"** and then to **"Read my urgent unread e-mails."**

After ASA reads a previously unread e-mail message, the appearance of the message in your Outlook Inbox message list changes from bold to not bold as though you had opened the message using Outlook.

If you use an Aria or Serenade voicemail server and if you simply say **"Read my messages"** or **"Play my messages,"** ASA reads your voicemails and e-mails in the following sequence:

1. All broadcast announcements from your voicemail server, from the most recently received to the oldest

2. All urgent unread voicemails, from the most recently received to the oldest

3. All other unread voicemails, from the most recently received to the oldest

4. All previously read voicemails, from the most recently received to the oldest

5. All voicemails that you have saved, from the most recently received (or re-saved) to the oldest

6. All e-mails that you have not saved, from the most recently received to the oldest

If you use an AUDIX voicemail server and if you simply say **"Read my messages"** or **"Play my messages,"** ASA reads your voicemails and e-mails in the following sequence:

1. All login announcements from your voicemail server, from the most recently received to the oldest

2. All broadcast announcements from your voicemail server, from the most recently received to the oldest

3. All priority voicemails that are in your New folder, from the most recently received to the oldest

4. All other voicemails in your New folder, from the most recently received to the oldest

5. All voicemails in your Unopened folder, from the most recently received to the oldest

6. All voicemails in your Old folder, from the most recently received to the oldest

7. All e-mails that you have not saved, from the most recently received to the oldest

List, Describe, What Is, and What Are

When you say to ASA **"List my messages"** or **"Describe my messages"** or when you ask a question such as **"What is my first unheard message?"** or **"What are my unheard meeting requests?,"** ASA tells you, for each message:

■ The type of message (voicemail or e-mail)

■ The sender

■ The time the message was received

■ The subject

■ The sender's callback number, if available to ASA

■ If the message has any attachments, how many it has

■ Message attributes ("priority" or "urgent" if so, and "private" if so)

Listing is a useful way for you to skim through your messages and determine which ones are the most important. If you want ASA to read the body of the current message it is listing, barge in and say **"Read it"** (or **"Play it"**) before you go to the next message. If you go to the next

message before you say **"Read it,"** you can say **"Previous"** to get back to the message you want to hear.

In your Outlook Inbox message list, e-mail messages continue to appear unread (bold).

Browse   When you tell ASA to browse your messages, ASA tells you:

- A count of your messages

- For each message:

    - The sender (for voicemail messages, a recording of the sender's name)

    - The subject

    - The sender's callback number, if available to ASA

If you want ASA to read the body of the current message, barge in and say **"Read it"** (or **"Play it"**) before you go to the next message. If you go to the next message before you say **"Read it,"** you can say **"Previous"** to get back to the message you want to hear.

In your Outlook Inbox message list, e-mail messages continue to appear unread (bold).

First and Last   The "first" message is your most recently received message that ASA would read if you were to say **"Read my messages,"** according to sequence described at the end of the section .

Analogously, the "last" message is your oldest message that ASA would read if you were to say **"Read my messages,"** according to sequence described at the end of the section .

Read and Unread, Heard and Unheard   ASA marks a message as "read" if you listen to any portion of the body of the message (e-mail or voicemail) or if you tell ASA to mark it as read (or if the message is an e-mail and you have read it with Outlook on your PC). If you "skip" an e-mail or voicemail message, its status (read or unread) remains unchanged.

"Previously read," "heard," and "previously heard" are synonymous with "read," and all these terms apply to both e-mails and voicemails.

"Unread" messages are those you have not listened to and those you have specifically told ASA to mark as unread (or e-mails you have not read with Outlook on your PC). "Unheard" is synonymous with "unread," and both terms apply to both e-mails and voicemails.

Saved   See the section . You can read, list, or browse previously saved voicemail messages, but not previously saved e-mail messages.

From <contact>   If you ask ASA to read or list messages from a specific person, that person must be in your Outlook Contacts folder. Otherwise, ASA does not recognize the person's name.

E-mails from a particular contact can be identified only if the e-mail address for the sender's message in your Microsoft Outlook Inbox exactly matches the e-mail address defined for that contact in your Contacts folder. The presence of an exact match is not always apparent, and manually typing an e-mail address into a contact is not recommended. The best way to ensure a match for someone who is not yet one of your contacts is to open an e-mail from the person, right-click on the name to the right of the From: field, and click **Add to Contacts**; the E-mail field becomes automatically populated and you can complete more data about this contact and save the new contact. The best way to ensure a match for someone who is already a contact and is in your corporate directory is to open the contact from your Contacts folder, click the book icon to the right of the Email field to access the directory, in the Select Names dialog box find the contact's name and click **OK**, and save the contact.

This filter cannot be used with the Browse command.

Without stopping   The **"without stopping"** option applies only to Read (Play) commands. If you use it, you do not have to say **"Next"** at the end of each message to move on to the next message; instead, ASA reads the messages that meet your filter criteria one after another automatically (unless you barge in and say **"Next"** or **"Previous"**).

Navigate Within and Among Messages

While ASA is listing or reading messages, you can barge in and say commands to navigate within or among the messages and attachments. Saying **"Next," "Previous,"** and **"Read attachments"** moves you among different messages and attachments. The other commands in the table below allow you to navigate within a message (words in parentheses are optional):

Your Speech Command	ASA's Action
"Next (message)**."**	Goes to the next message (and marks the current message as read).
"Previous (message)**."**	Goes to the previous message (and marks the current message as read).
"Skip."	Goes to the next message (or previous message if that order is being used). Does not change the read or unread status of the message.
"Read attachments."	Starts reading e-mail attachments. You can navigate among them by saying **"First," "Last," "Next,"** or **"Previous."**

Your Speech Command	ASA's Action
"Describe this message."	Provides the same information for this one message that you would have heard if you had asked ASA to list your messages—the type of message (voicemail or e-mail); the sender; the time the message was received; the subject; the sender's callback number if available to ASA; if the message has any attachments, how many it has; and the message attributes ("priority" or "urgent" if so, and "private" if so). **Note:** While you are reading messages, if you say **"Describe this message,"** then after the description you say **"Next,"** the above information is all that you will hear for subsequent messages until you say **"Read"** instead of **"Next."** Then the filter criteria you previously specified in your Read command are applied again.
"(Get) **more detail."**	Provides more details—for voicemails, the dates and times the message was received and sent; for e-mails, the dates and times the message was received and sent, to whom it was sent, and who was copied.
"Read this message." or **"Play this message."** or **"Read it."** or **"Play it."**	Reads a message that is being listed or browsed. Rereads a message that is being read.
"Stop." or **"Cancel."** or Press **#** on the telephone keypad.	Interrupts the reading of messages. You can resume where you left off by saying **"Continue."**
"Continue."	Resumes playback of the current message from the point of interruption.
"Backup."	Rewinds 10 seconds in the message and then rereads it.

Take Action Regarding Messages

While ASA is listing or reading a message or at the end of the message, you can reply to the sender, forward the message to others, and take other actions as described in the table below (words in parentheses are optional and *<italicized words in angle brackets>* are variables you specify):

Your Speech Command	ASA's Action
"Reply" (to this message)**."**	See the section <u>Reply to a Message on page 2-10</u>.
"Reply to all."	See the section <u>Reply to a Message on page 2-10</u>.
"Call the sender."	See the section <u>Call the Sender on page 2-11.</u>
"Forward this message" (to *<contact>*)**."**	See the section <u>Forward a Message on page 2-12</u>.
"Save this message." or **"File this message."**	See the section <u>Save and Restore Messages on page 2-14</u>.

Your Speech Command	ASA's Action
"Delete this message."	See the section <u>Delete and Restore Messages on page 2-14</u>.
"Restore this message."	See the sections <u>Save and Restore Messages on page 2-14</u> and <u>Delete and Restore Messages on page 2-14</u>.
"Mark (this) **message** (as) **read."**	Marks this message as read. Leaves an e-mail message in the Inbox.
"Mark (this) **message** (as) **unread."**	Marks this message as unread.
"Add this contact."	See the section <u>Identify a Contact for ASA on page 2-22</u>.
"Fax this message (to *<contact>*)**."** or **"Print this fax** (to *<contact>*)**."**	Prints a fax or e-mail message that is in an AUDIX voice mailbox. The contact, if named, must have a fax number. These commands are not applicable for Octel Aria or Serenade voice mailboxes (access those mailboxes directly, not through ASA, to print received faxes).

Request a Count of Messages

You can request a count of messages by asking **"How many messages do I have?"** or **"What are my messages?"** or by saying **"Summarize my messages."** ASA responds by saying something similar to: "*You have four messages. Two of these are voice mails.*"

You can also add a filter to the count by asking, for example, **"How many unheard voice mails do I have from Ann Davis?"**

You can set up your Interaction user preferences Web page so that when you log in, ASA tells you how many unread e-mails you have, how many unread voicemails you have, or both.

Listen to Messages — Sample Scenario

Following is a sample scenario in which you use ASA to:

- Obtain a count of your unread e-mail messages.

- List your unread e-mail messages.

- Read a message.

- Get more detail about the message.

ASA	*"What can I do for you?"*
You	**"Do I have any unread e-mail messages?"**
ASA	*"You have four unread e-mail messages."*

You	**"List my unread e-mail messages."**
ASA	*"Your first message is from Bob Johnson... delivered April 19, 2002 at 8:35 a.m. ... Subject: Charity golf tournament ... Your next message is from John Smith... delivered April 19, 2002 at 9:12 a.m. ... Subject: Fourth quarter forecasts."*
You	**"Read it."**
ASA	*"Bill, I need your forecasts for the fourth quarter by noon tomorrow."*
You	**"Get more detail."**
ASA	*"This message was sent on April 19, 2002 at 9:10 a.m. and was received on April 19, 2002 at 9:12 a.m. The message was sent to William Jackson. The message was copied to no one."*

Reply to a Message

While ASA is listing or reading an e-mail or voicemail message, you can reply to the sender by saying **"Reply"** or **"Reply to this message."** You can reply to all the recipients of an e-mail by saying **"Reply to all"**; if you say **"Reply to all"** when ASA is reading a voicemail, ASA sends your reply to only the sender.

After you record your reply, you can say **"Mark it urgent," "Mark it private," "Mark it not urgent,"** or **"Mark it not private."** Then, if the original message has a delivery option that you are not allowed to change in your reply, ASA tells you so.

After you record your reply, you can also review it or continue recording it. You can also say **"Add a recipient"** to send your reply to additional recipients other than the sender. You can say **"List the recipients"** to hear the list of recipients.

When you reply to an e-mail, your reply is sent as an e-mail with your recorded message converted to a sound file (.wav) attachment. The original e-mail message is included in the reply, but all attachments (except those created by ASA) are removed.

When you reply to a voicemail message that was left in "messaging" mode (that is, a message that was sent to you directly from a voice mailbox on your voicemail server or on a different voicemail server), your reply is sent as a voicemail message. The original voicemail message is not included in your reply.

You cannot reply to a voicemail message that was left in "telephone answering" mode (that is, a message the caller left after dialing your number and hearing your voicemail greeting). However, if the associated call information contained a caller ID (callback number) and if you say **"Reply,"** ASA asks you whether you want to call the sender. If you

choose to call the sender, ASA dials the callback number. If you choose not to call the sender, ASA asks *"What can I do for you?"*

If the **Assertiveness** field is set to **More confirmation prompts (recommended)** on your Interaction user preferences Web page, ASA prompts you to specifically say **"Send the message"** before it sends your reply. If **Assertiveness** is set to **Fewer confirmation prompts**, ASA starts to send the reply as soon as you finish recording your message; you can barge in with a command to stop the sending of the reply and then to take other action (your recorded message remains intact).

Call the Sender

As described above, you can say **"Reply"** to call back a person who has left a voicemail message in telephone answering mode, if ASA can determine the callback number.

For voicemail messages that were left in either messaging mode or telephone answering mode and even for e-mail messages, you can say **"Call the sender"** while the message is being read, listed, or browsed. ASA calls back the sender if it can determine the callback number.

The following paragraphs describe in detail how ASA calls the sender of an e-mail or voicemail.

- **Calling the sender of an e-mail.** ASA first uses the sender's name to look for a matching contact in your Outlook Contacts folder. If there is a matching contact, ASA calls the associated phone number; if the contact has no phone number, ASA cannot call the sender.

  If ASA finds no matching contact, it looks for the name in the corporate directory (if the system administrator has given ASA the required access). If a matching name is found, ASA calls the associated phone number. See the section for a description of corporate directories.

- **Calling the sender of a voicemail.** ASA first looks for the callback number in data associated with the message.

  If the message has no associated callback number, ASA then uses the caller's name that is associated with the message to look for a matching contact in your Outlook Contacts folder. If there is a matching contact, ASA calls the associated phone number; if the contact has no phone number, ASA cannot call the sender.

  If ASA finds no matching contact, it looks for the name in the corporate directory (if the system administrator has given ASA the required access). If a matching name is found, ASA calls the

associated phone number. See the section <u>Access the Corporate Directory on page 2-23</u> for a description of corporate directories.

Forward a Message

While ASA is reading, listing, or browsing an e-mail or voicemail message, you can forward it to a contact in your Outlook Contacts folder by saying, for example, **"Forward this message to Bill Smith"**; Bill Smith must be in your Contacts folder. If you just say **"Forward this message,"** ASA asks you for the name of the recipient; as described later in this section, you might be able to specify a recipient who is not among the contacts in your Contacts folder.

You can forward an e-mail message as an e-mail and add your own recorded message that becomes a sound file (.wav) attachment to the original e-mail. All attachments the original message had are also forwarded. You can forward a voicemail message as a voicemail and add your own recorded message. (You cannot forward an e-mail message to a voicemail address or a voicemail message to an e-mail address.)

You can specify the name of an e-mail distribution list (for example, **"Forward this message to Quality Team"**) instead of an individual contact. ASA forwards the message to each contact in the e-mail distribution list.

You can forward a voicemail message to a specific mailbox number on your voicemail server or on a remote voicemail server by saying **"Forward this message to mailbox number** *<mailbox number>*.**"** Follow the rules of your voicemail server for specifying local and remote mailbox numbers. By using this type of "forward" command, you can forward messages to the voice mailboxes of people who are not in your Contacts folder, even if you do not know their full names.

You can also say **"Forward this message to personal list number** *<number>*.**"** You can use the Avaya Web Messaging component of UCC to review and edit your personal lists.

If you use an AUDIX voicemail server, you can say **"Forward this message to public list"**; ASA then asks for the mailbox number and list number.

If ASA is having trouble understanding a name you are saying when you want to forward a message, it might be easier to "dial by name," that is, to use touchtones on the telephone keypad. Whenever ASA expects you to say a name, just press the touchtones that have the letters of that person's last name, then first name. Nicknames are not recognized. When you stop pressing touchtones, ASA looks for names that match the letters on those touchtone keys. If ASA finds only one match, ASA speaks that name for you to confirm it. If ASA finds more than one name that matches the touchtone keys you entered, ASA presents all the matching names so that

you can select from among them. Dialing by name is effective not only for contacts in your Contacts list, but also for names in the corporate directory and your voicemail server's names directory if ASA has been allowed to access either or both, as described later in this section.

After you record your message, you can say **"Mark it urgent," "Mark it private," "Mark it not urgent,"** or **"Mark it not private."** Then, if the original message has a delivery option that you are not allowed to change, ASA tells you so.

After you record your message, you can also review it or continue recording it. You can also say **"Add a recipient"** to forward the message to additional recipients. You can say **"List the recipients"** to hear the list of recipients.

If the **Assertiveness** field is set to **More confirmation prompts (recommended)** on your Interaction user preferences Web page, ASA prompts you to specifically say **"Send the message"** before it forwards the message. If **Assertiveness** is set to **Fewer confirmation prompts**, ASA starts to forward the message as soon as you finish recording your message; you can barge in with a command to stop the forwarding and then to take other action (your recorded message remains intact).

The following sections provide details of the process ASA uses to forward e-mail and voicemail messages when you begin by saying only **"Forward this message."**

Details of Forwarding an E-mail Message

ASA first looks for your intended recipient in your Outlook Contacts folder. If you have more than one contact with the same name in your Contacts folder, ASA provides you with further information to determine which one you want to use.

If you accept a particular contact ASA found, ASA forwards the e-mail if that contact's data includes an internet e-mail address. If the contact has no e-mail address, ASA cannot forward the message. If the contact has more than one e-mail address, ASA asks you to specify which one to use. (However, if the **Assertiveness** field is set to **Fewer confirmation prompts** on your Interaction user preferences Web page, ASA assumes that you want to use the same address as the last time you used ASA to send or forward e-mail to the contact.)

If ASA finds no name in your Contacts folder that matches the name you spoke and if the system administrator has configured ASA to allow it to access your corporate directory, ASA looks for a matching name in the corporate directory. (See the section Access the Corporate Directory on page 2-23.) If ASA finds a matching name that has an e-mail address in the corporate directory, you can forward the e-mail to a recipient who is not one of your contacts.

Details of Forwarding a Voicemail Message

To forward voicemails, ASA uses a process analogous to forwarding e-mails. ASA first looks for your intended recipient in your Outlook Contacts folder. If you have more than one contact with the same name in your Contacts folder, ASA provides you with further information to determine which one you want to use.

If you accept a particular contact ASA found, ASA forwards the voicemail if that contact's data includes a voicemail address. If the contact has no voicemail address, ASA cannot forward the message.

If ASA finds no name in your Contacts folder that matches the name you spoke and if the system administrator has configured ASA to allow it to access your voicemail server's names directory, ASA looks for a matching name in your voicemail server's names directory. (See the section Access Your Voicemail Server's Names Directory on page 2-24.) If ASA finds a matching name in the voicemail server's names directory, you can forward the voicemail to a recipient who is not one of your contacts.

Save and Restore Messages

If you want to move an e-mail message from your Inbox to an archive folder, say **"Save this message"** or **"File this message"** while ASA is listing or reading it.

While the e-mail message is being saved, you can use ASA to return it to your Inbox by saying **"Restore this message"** any time before you go to another message. Once an e-mail message is saved and you move on to the next message, you can restore (retrieve) it only by using Outlook on your PC.

Note:
Before you can save e-mail messages in an archive folder, you must:

1. In Microsoft Outlook, create an archive folder directly under the Mailbox level, in other words, at the same level as the Inbox.

2. Specify the name of that archive folder on your General user preferences Web page.

You can save a voicemail message while ASA is listing or reading it by saying **"Save this message"** or **"File this message."** You can retrieve saved voicemail messages by saying **"Read my saved voicemails"** while logged into ASA or by using your voicemail server directly.

Delete and Restore Messages

You can delete any message by saying **"Delete this message"** while ASA is listing or reading it. ASA responds by first saying "*Deleting message*"

and then by reading the subject of an e-mail message or the sender's name for a voicemail message.

If you decide you do not want to delete the message after all, you can barge in and say **"Stop"** or **"Cancel."** After ASA says *"Done,"* and any time before you go on to the next message, you can still restore an e-mail message to your Inbox or restore a voicemail message by saying **"Restore this message."**

All deleted e-mail messages are moved to your Outlook Deleted Items folder. Messages in this folder are subject to the permanent deletion policy defined by you or your administrator.

Add the Sender to Your Outlook Contacts Folder

As ASA is reading an e-mail or voicemail message to you, you can say **"Add this contact"** to create a contact in your Outlook Contacts folder.

For an e-mail message, this command creates an Outlook Contact with the sender's name and e-mail address. Use Outlook to add standard Outlook Contact folder information about the contact. Use your ASA Contacts user preferences Web page to add information unique to ASA, such as a voicemail address for the contact, a second nickname, and how ASA's text-to-speech conversion should pronounce the name.

For a voicemail message, the **"Add this contact"** command creates an Outlook Contact with the sender's name and voicemail address. Use Outlook to add standard Outlook Contact folder information about the contact. Use your ASA Contacts user preferences Web page to add information unique to ASA, such as a second nickname and how ASA's text-to-speech conversion should pronounce the name.

Send a Message

This section explains how to use ASA to create and send messages.

For information about replying to or forwarding messages that others have sent to you, see the sections and .

You can create and send a message to any contact in your Outlook Contacts folder by saying, for example, **"Send a message to Mary Jones"**; Mary Jones must be in your Contacts folder. If you send a message to a contact whose data includes a voicemail address, your message will be a voicemail message by default. If the contact has no voicemail address but does have an e-mail address, your message will be sent as a sound file (.wav) attachment to an e-mail; the recipient must have some means of playing sound files.

You can specify the name of an e-mail distribution list (for example, **"Send a message to Quality Team"**) instead of an individual contact. ASA sends the message to each contact in the e-mail distribution list.

If you just say **"Send a message,"** ASA asks you for the name of the recipient; you might be able to specify a recipient who is not among the contacts in your Contacts folder. See the section Access the Corporate Directory on page 2-23 for information about sending messages to people in the corporate directory who are not in your Contacts folder.

If ASA is having trouble understanding a name you are saying when you want to send a message, it might be easier to "dial by name," that is, to use touchtones on the telephone keypad. Whenever ASA expects you to say a name, just press the touchtones that have the letters of that person's last name, then first name. Nicknames are not recognized. When you stop pressing touchtones, ASA looks for names that match the letters on those touchtone keys. If ASA finds only one match, ASA speaks that name for you to confirm it. If ASA finds more than one name that matches the touchtone keys you entered, ASA presents all the matching names so that you can select from among them. Dialing by name is effective not only for contacts in your Contacts list, but also for names in the corporate directory and your voicemail server's names directory if ASA has been allowed to access either or both, as described later in this section.

By default, ASA sends your messages as voicemail messages if it can. However, you can send an e-mail message, even to someone who has a voicemail address, by saying **"Send an e-mail message"** or **"Send an e-mail message to** *<contact>***"**; the e-mail includes your spoken message as a sound file (.wav) attachment. You can also explicitly say **"Send a voicemail message."**

If you began by saying **"Send an e-mail message,"** you can nevertheless send the same message as a voicemail to a particular recipient by saying **"Use voicemail address"** after ASA asks for a recipient and before you name one. Conversely, if you began by saying **"Send a message"** or **"Send a voicemail message,"** you can nevertheless send the same message as an e-mail to a particular recipient by saying **"Use e-mail address"** after ASA asks for a recipient and before you name one.

You can send a voicemail message to a specific mailbox number on your voicemail server or on a remote voicemail server by saying **"Send a message to mailbox number** *<mailbox number>***."** Follow the rules of your voicemail server for specifying local and remote mailbox numbers. By using this type of "send" command, you can send messages to the voice mailboxes of people who are not in your Contacts folder, even if you do not know their full names.

You can also say **"Send a message to personal list number** *<number>***."** You can use the Avaya Web Messaging component of UCC to review and edit your personal lists.

If you use an AUDIX voicemail server, you can say **"Send a message to public list"**; ASA then asks for the mailbox number and list number.

You can make the messages you send private or urgent or both, as in the examples **"Send an urgent e-mail message to Ann Davis"** and **"Send a private urgent message to mailbox number 54321."** After you record a message, you can say **"Mark it urgent," "Mark it private," "Mark it not urgent,"** or **"Mark it not private."**

After you record your message, you can review it or continue recording it. You can also say **"Add a recipient"** to send your message to additional recipients. You can say **"List the recipients"** to hear the list of recipients.

If the **Assertiveness** field is set to **More confirmation prompts (recommended)** on your Interaction user preferences Web page, ASA prompts you to specifically say **"Send the message"** before it sends your message. If **Assertiveness** is set to **Fewer confirmation prompts**, ASA starts to send the message as soon as you finish recording it; you can barge in with a command to stop the sending of the message and then to take other action (your recorded message remains intact).

If ASA tells you it cannot send your recorded message for some reason, you can at least preserve the message by saying **"Add a recipient,"** then specifying a recipient who is likely to have a valid address (such as yourself), and then saying **"Resend the message."**

The following sections provide details of the process ASA uses to send e-mail and voicemail messages.

Details of Sending an E-mail Message

By default, ASA attempts to send messages as voicemails, but your initial command can be **"Send an e-mail message."** Then, when you respond to ASA's request for a recipient, ASA first looks for your intended recipient in your Outlook Contacts folder. If you have more than one contact with the same name in your Contacts folder, ASA provides you with further information to determine which one you want to use.

If you accept a particular contact ASA found, ASA sends the e-mail if that contact's data includes an internet e-mail address. If the contact has no e-mail address, ASA cannot send the message because, as this scenario assumes, you specifically asked ASA to send an e-mail message. If the contact has more than one e-mail address, ASA asks you to specify which one to use. (However, if the **Assertiveness** field is set to **Fewer confirmation prompts** on your Interaction user preferences Web page, ASA assumes that you want to use the same address as the last time you used ASA to send or forward e-mail to the contact.)

If ASA finds no name in your Contacts folder that matches the name you spoke and if the system administrator has configured ASA to allow it to access your corporate directory, ASA looks for a matching name in the corporate directory. (See the section Access the Corporate Directory on page 2-23.) If ASA finds a matching name that has an e-mail address in the

corporate directory, you can send the e-mail to a recipient who is not one of your contacts.

Details of Sending a Voicemail Message

To send voicemails, ASA first looks for your intended recipient in your Outlook Contacts folder. If you have more than one contact with the same name in your Contacts folder, ASA provides you with further information to determine which one you want to use.

If you accept a particular contact ASA found, ASA sends the voicemail if that contact's data includes a voicemail address. If you specifically said **"Send a voicemail message"** or **"Send a voicemail message to <*contact*>"** and if the contact has no voicemail address, ASA cannot send the message.

However, if you began by saying only **"Send a message"** or **"Send a message to <*contact*>"** and ASA does not find a voicemail address for the contact you accepted, ASA looks for an e-mail address for that contact. If it finds one, it sends your message to the contact as a sound file (.wav) file attachment to an e-mail message.

If ASA finds no name in your Contacts folder that matches the name you spoke and if the system administrator has configured ASA to allow it to access your voicemail server's names directory or your corporate directory or both, ASA looks for a matching name in your voicemail server's names directory or your corporate directory or both, as allowed. (See the sections Access Your Voicemail Server's Names Directory on page 2-24 and Access the Corporate Directory on page 2-23.) ASA then offers all the matching names it finds until you select one; ASA sends a voicemail if you pick a name ASA found in the voicemail server's names directory or an e-mail if you pick a name ASA found in the corporate directory. In either case, you can send a message (a voicemail message by default) to a recipient who is not one of your contacts.

Send a Message — Sample Scenario

Following is a sample scenario in which you use ASA to create and send a voice message:

ASA	*"What can I do for you?"*
You	**"Send a message."**
ASA	*"To whom would you like to send the message?"*
You	**"John Smith."**
ASA	*"John Smith — is that correct?"*
You	**"Yes."**
ASA	*"Add another contact?"*

You	"No."
ASA	*"Now, please record the body of your message after the tone."*
You	**"John, there has been a change in plans. I need to meet with Joe at two o'clock. I'll meet with you at three o'clock."**
ASA	*"Would you like to send the message, review the message, continue recording, or hear all choices?"*
You	**"Send the message."**
ASA	*"Sending this message to John Smith. Message sent."*

Send Yourself a Voice Note (as an E-mail Attachment)

You can send yourself a note as an e-mail message with a .wav attachment in your own voice. Just say **"Take a note"** or **"Record a note."** The subject of the e-mail is Personal Note and you can read it like any other e-mail. These voice notes to yourself are among the messages you hear if you say **"Read my e-mail messages from *<your name>*."**

Contacts

You can use ASA to obtain information about contacts in your Outlook personal Contacts folder, such as their addresses and telephone numbers. The following sections explain how to use ASA to:

- Browse contacts.

- List contacts.

- Read contacts.

- Get more detail.

- Ask for information about a specific contact.

- Identify a contact for ASA.

- Access the corporate directory (if allowed on your system).

- Use contacts — sample scenario.

See the section <u>Add the Sender to Your Outlook Contacts Folder on page 2-15</u> for information about using ASA to add the sender of a message to your Outlook Contacts folder.

Browse Contacts

If you say **"Browse my contacts,"** ASA tells you:

■ How many contacts you have in your Contacts folder

■ Each contact's name, in alphabetical order by last name (but with group names first)

If you want more detailed information about the contact that ASA is browsing, just barge in and say **"Read it," "Play it,"** or **"More detail."**

List Contacts

If you want more information than browsing provides, list your contacts by saying **"List my contacts."** ASA tells you:

■ How many contacts you have in your Contacts folder

■ In alphabetical order by last name (but with group names first), each contact's:

    ■ Name

    ■ Job title

    ■ Company

If you want more detailed information about the contact that ASA is listing, just barge in and say **"Read it," "Play it,"** or **"More detail."**

Read Contacts

If you want more information than listing provides, read your contacts by saying **"Read my contacts"** or **"Play my contacts."** ASA tells you:

■ How many contacts you have in your Contacts folder

■ In alphabetical order by last name (but with group names first), each contact's:

    ■ Name

    ■ Job title

    ■ Company

    ■ Telephone numbers

Get More Detail

If you need still more detailed information about a contact than ASA provides by reading it, say **"Get more detail."** ASA responds by reading all of the following that have been entered for the contact:

- Contact name

- Job title

- Company

- Telephone numbers

- Business address

- Home address

- Birthday

- Anniversary

- Spouse's name

Ask for Information About a Specific Contact

You probably would not want ASA to read your entire Contacts folder to obtain contact information. It is more likely that you would want to look up a specific piece of information (for example, a telephone number or an e-mail address) for a specific contact. Following are some examples of commands you can use to ask about a specific contact.

- **"Who is John Smith?"** (ASA repeats the name and provides the job title, company, and telephone numbers of this contact — the same information as when you read your contacts.)

- **"What is John Smith's phone number?"**

- **"What is John Smith's work phone number?"**

- **"What is John Smith's home phone number?"**

- **"What is John Smith's mobile phone number?"**

- **"What is John Smith's address?"** (ASA provides his mailing address.)

- **"What is John Smith's e-mail address?"**

- **"What is John Smith's voicemail address?"**

After any of these commands, you can say **"Get more detail"** for more information. See the section <u>Get More Detail on page 2-21</u>.

Identify a Contact for ASA

As described in the section <u>Set Up Contacts in Outlook on page 1-9</u>, it is to your advantage to specify contacts in your Outlook Contacts folder, including nicknames to distinguish among them as necessary.

On the Contacts user preferences Web page, you can specify two nicknames for a contact (Nickname and Nickname 2) to indicate how you want to pronounce the contact's name so that you can easily remember the name or so that ASA can understand you better. For example, if you know a soccer coach named Alexander Montgomery, you could make one of the nicknames "Alex" and the other "soccer coach." These nicknames take effect the next time you log in to the ASA speech interface. (On the Contacts Web page, you can also specify how ASA's text-to-speech voice is to pronounce a contact's name to you.)

When you ask ASA about a contact or use any command that requires a contact, such as **"Send a message to *<contact>*,"** you must identify the contact for ASA. You can say any of the following to identify a contact:

- First name and last name

- Nickname and last name

- Nickname 2 and last name

- Nickname

- Nickname 2

The more information you provide, the more precisely ASA can identify the contact. For example, if you ask for a contact by saying a nickname only and your list contains more than one contact with that nickname, ASA cannot immediately determine which contact you want.

If ASA finds more than one matching contact, it begins with the first contact and asks you whether this is the one you want. You respond by saying either **"Yes"** or **"No."** ASA continues in this manner until you identify the contact that you want.

If ASA cannot find a matching name among your contacts, it looks in the corporate directory under some circumstances. See the section <u>Access the Corporate Directory on page 2-23</u>.

Access the Corporate Directory

The corporate directory is a companywide contact list. Your ASA system configuration might or might not allow ASA to access the corporate directory. This directory is created by the system administrator, so its names vary from company to company, but it probably includes all of the employees working for your company. The corporate directory is different from your personal Contacts folder in that you cannot add names to or change information in the corporate directory. Typically, the corporate directory includes many more people than your Contacts folder.

When you use the **"Read my messages from *<contact>*"** command, ASA reads messages only from the contact you have defined in your personal Contacts folder. Similarly, when you tell ASA to **"Browse my contacts," "List my contacts,"** or **"Read my contacts,"** ASA provides information only from your personal Contacts folder. In other words, these commands do not cause ASA to access the corporate directory.

When you send a message, forward a message, or make a call, if your initial command includes a name, for example, **"Send a message to Kathy Smith," "Forward this message to Kathy Smith,"** or **"Call Kathy Smith,"** ASA looks up the name in your Contacts folder only and never in the corporate directory.

If ASA is allowed to access the corporate directory and if you want ASA to access names in the corporate directory for these commands, you must say only **"Send a message," "Forward this message,"** or **"Make a call"** and let ASA ask you for a name. When you then say a name, ASA first looks in your Contacts folder and if it finds a matching name, it proceeds with your command. By default, ASA looks for the name in the corporate directory *only* if it does not find a matching name among your contacts; if it then finds a matching name in the corporate directory, it proceeds with your command.

As a result, you cannot by default carry out these commands for a different person in the corporate directory who has the same name as one of your contacts. However, you can force ASA to look in both your Contacts folder and in the corporate directory, even if ASA first finds a matching name among your contacts, by saying **"Include duplicate names"** after ASA says *"What can I do for you?"* If ASA finds more than one matching name among your contacts and the corporate directory, it provides information for you to choose the one you want. If you always want ASA to search your corporate directory as well as your contacts, you must say **"Include duplicate names"** each time you log in to ASA.

Searching in the corporate directory can take time and can yield more matching names from which you must choose. To use ASA more efficiently, instead of including duplicate names from the corporate directory each time you log in, create contacts in your Contacts folder for the people of interest in the corporate directory. Then use Outlook or

ASA's Contacts user preferences Web page to set up nicknames that distinguish your contacts from each other, as necessary. See the section for information about automatically adding the sender of a message to your Contacts folder.

Access Your Voicemail Server's Names Directory

Your voicemail server maintains a "names directory" of subscribers and their voicemail addresses. It can also accumulate the voicemail addresses of people who send messages from other voicemail servers to subscribers on your voicemail server. Under some circumstances, if ASA cannot find among your contacts a name you have spoken and if ASA is allowed to access your voicemail server's names directory, ASA tries to find a voicemail address for that person in that names directory.

Use Contacts — Sample Scenario

Following is a sample scenario in which you use ASA to browse your contacts, read information for a specific contact, and request a contact's telephone number.

ASA	*"What can I do for you?"*
You	**"Browse contacts."**
ASA	*"William Allen, Jane Bradford, George Cannon..."*
You	**"Read it."**
ASA	*"George Cannon; Purchasing Agent; Acme Flanges; I have the following phone numbers: Business...800-555-1212..."*
You	**"Cancel."**
ASA	*"What can I do for you?"*
You	**"What is John Smith's phone number?"**
ASA	*"This contact has more than one telephone number. Say 'business,' 'home' 'mobile,' or 'cancel this operation.'"*
You	**"Home."**
ASA	*"Home number: 800-555-1212"* *"What can I do for you?"*

Calling and Conferencing

The following sections explain how to use ASA to:

- Call a contact or make a call.

- Make a call — sample scenario.

- Page a contact from your Outlook Contacts folder.

- Dial a telephone number that you recite.

- Call the sender of a message.

- Talk to ASA during a call.

- Determine who is on each line.

- Terminate a call.

- Identify the ASA number on a caller ID device.

- Make conference calls.

- Make a conference call — sample scenario.

Call a Contact or Make a Call

To tell ASA to call a contact in your Outlook Contacts folder, say **"Call <*contact*>"** (for example, **"Call John Smith"**). You can specify a particular telephone location to use, if defined for that contact, as in the following examples:

- **"Call John Smith at home."**

- **"Call John Smith at work."**

- **"Call John Smith at his mobile phone."**

Before placing a call to a contact, ASA recites the contact's name and which of the contact's phones is being called. ASA then remains silent for a short period to allow you to correct any mistakes or cancel the call. ASA takes a break (goes on hold) as it begins dialing.

Note:
- If the contact has more than one telephone number, ASA asks you which number to call.

- If no telephone number exists for the contact, ASA informs you of this and returns you to the main menu.

- ASA determines whether the call is long distance or local and adjusts the number accordingly.

If you want to call someone who is not in your Contacts folder but is in the corporate directory, say **"Make a call."** ASA asks you who you want to call. See the section for information about calling people in the corporate directory who are not in your Contacts folder.

If ASA is having trouble understanding a name you are saying when you want to call someone, it might be easier to "dial by name," that is, to use touchtones on the telephone keypad. Whenever ASA expects you to say a name, just press the touchtones that have the letters of that person's last name, then first name. Nicknames are not recognized. When you stop pressing touchtones, ASA looks for names that match the letters on those touchtone keys. If ASA finds only one match, ASA speaks that name for you to confirm it. If ASA finds more than one name that matches the touchtone keys you entered, ASA presents all the matching names so that you can select from among them. Dialing by name is effective not only for contacts in your Contacts list, but also for names in the corporate directory if ASA has been allowed to access it.

Make a Call — Sample Scenario

Following is a sample scenario in which you use ASA to call a contact:

ASA	*"What can I do for you?"*
You	**"Call John Smith at work."**
ASA	*"John Smith—dialing this contact at the business number."* ASA takes a break. The call is connected.
You	(Complete your call with John Smith. John Smith hangs up.)
ASA	*"Line 1 has disconnected. What can I do for you?"*

Page a Contact

If you have defined a pager number for a contact in your Contacts folder, you can tell ASA to page the contact by saying either of the following:

- **"Call** *<contact>* **at <his** or **her> pager number"** (for example, **"Call Mary Smith at her pager number"**).

- **"Page** *<contact>***."**

Dial a Number

You can tell ASA to place a call to any telephone number by saying **"Dial a number"** or **"Call a number."** ASA then asks you for the number. Remember to pronounce each digit in the number individually and include an area code if required. Alternatively, you can enter the phone number on the telephone keypad.

Before placing the call, ASA recites the number back to you. You then have a short period of time to correct any mistakes or cancel the call. ASA takes a break (goes on hold) as it begins dialing.

Call the Sender of a Message

See the sections <u>Reply to a Message on page 2-10</u> and <u>Call the Sender on page 2-11</u> for information about replying to messages by calling the sender.

Talk to ASA During a Call

After ASA connects your call, it takes a break (goes on hold). To allow you to talk to your party without interference from ASA, while ASA is on a break during the call, ASA responds only if you say **"Avaya, come back"** or press **##** on the telephone keypad.

ASA responds by saying "*I'm back. What can I do for you?*" You can then issue commands to ASA again.

Note:
Bringing ASA back automatically takes you "private" with ASA and puts the other party in the call on hold.

When a call is over and the other party hangs up, ASA returns and is available to continue carrying out tasks for you.

See the section <u>Make Conference Calls on page 2-28</u> for information about talking to ASA during a conference call.

List All Calls to Determine Who Is on Each Line

ASA assigns a line number to each call, which is useful if you need to keep track of multiple calls or if you are involved in a conference call. If you have several active calls, you might forget which caller is on which line.

To determine who is on each line, bring ASA back (press **##** or say **"Avaya, come back"**) and then say **"List all calls."** ASA then tells you which caller is on each line.

To connect to a particular line number *<n>*, say **"Connect me to line *<n>*."**

Drop a Line to Terminate a Call

You can terminate a call by:

- Hanging up (this also terminates your call with ASA)

- Saying one of commands in the following table:

Your Speech Command	ASA's Action
"Drop line *<n>*."	Terminates the call assigned to the line number *<n>* you specify but keeps your session with ASA open
"Drop this line." or **"Drop this call."**	Terminates the call currently on the line but keeps your session with ASA open
"Drop all lines." or **"Drop all calls."**	Terminates all calls on all lines but keeps your session with ASA open

You might want to terminate a call before you have reached the person you called, for example, if you reach an answering machine and do not want to leave a message or if the call has gone unanswered after many rings. Since ASA "went on a break" when it was dialing, say **"Avaya, come back,"** and when ASA asks *"What can I do for you?,"* say **"Drop this line"** to disconnect the call.

Identify the ASA Number on a Caller ID Device

If you use ASA to call someone who has a Caller ID device, the number that appears on the Caller ID display is your ASA account number.

Make Conference Calls

ASA uses the concept of a "conference room" to enable you to make conference calls. If you put a call in the conference room, the person on that call can hear and speak to all of the other parties in the conference room. You can have both "private" and "conference room" calls active at the same time.

The following table lists some commands you can use to manage conference calls:

Your Speech Command	ASA's Action
"Connect all calls."	Puts you and all calls being managed by ASA into the conference room. ASA takes a break (goes on hold). If you say **"Avaya, come back,"** you are taken out of the conference room to speak to ASA privately. Those who remain in the conference room can converse with each other and do not hear your conversation with ASA.
"Connect this call to the conference room."	Puts you and the current call being managed by ASA into the conference room. ASA takes a break (goes on hold). If you say **"Avaya, come back,"** you are taken out of the conference room to speak to ASA privately. Those who remain in the conference room can converse with each other and do not hear your conversation with ASA.
"Join all calls."	Puts you and all calls being managed by ASA into the conference room. ASA does not automatically take a break; it is brought into the conference room and everyone in the conference room hears your conversation with ASA. However, ASA listens only to you and responds only to your commands. Saying **"Take a break"** causes ASA to remain quiet until you say **"Avaya, come back."**
"Join this call."	Puts you and the current call being managed by ASA into the conference room. ASA does not automatically take a break; it is brought into the conference room and only the other party in the current call hears your conversation with ASA. However, ASA listens only to you and responds only to your commands. Saying **"Take a break"** causes ASA to remain quiet until you say **"Avaya, come back."**
"Put line *\<n\>* in the conference room."	Puts the line number *\<n\>* you specify into the conference room.
"Put me in the conference room."	Puts you into the conference room. If you are on a separate call being managed by ASA, that call is put on hold.
"Exit the conference room."	Takes you and ASA out of the conference room for you to speak to ASA privately. If you previously "connected" all calls, this "exit" command is unnecessary because you would first need to say **"Avaya, come back"** anyway, which automatically takes you and ASA out of the conference room. The "exit" command is useful if you have previously "joined" all calls and ASA is already listening for your commands. Those who remain in the conference room can converse with each other and do not hear your conversation with ASA.
"List all calls in the conference room." or **"Who is in the conference room?"**	Tells you who is on each line and the status of each call.

Make a Conference Call — Sample Scenario

Following is a sample scenario in which you use ASA to set up a conference call:

ASA	*"What can I do for you?"*
You	**"Call John Smith at work."**
ASA	*"John Smith—dialing this contact at the business number."* (ASA takes a break. John answers. John suggests calling Bob Johnson for a conference call.)
You	**"Avaya, come back."**
ASA	*"I'm back. What can I do for you?"* (John is on hold and cannot hear your conversation with ASA.)
You	**"Call Bob Johnson at work."**
ASA	*"Bob Johnson—dialing this contact at the business number."* (ASA takes a break. Bob answers. You tell Bob that you are going to include him in a conference call with John and yourself.)
You	**"Avaya, come back."**
ASA	*"I'm back. What can I do for you?"* (John and Bob are on hold. Neither can hear your conversation with ASA.)
You	**"Connect all calls."** (All three parties are brought into the conference room and can talk to each other. ASA takes a break. As the conference call continues, you realize you need to include Mary Anderson, who is traveling, in the discussion.)
You	**"Avaya, come back."**
ASA	*"I'm back. What can I do for you?"* (John and Bob remain in the conference room and can talk to each other. Neither can hear your conversation with ASA.)
You	**"Call Mary Anderson on her mobile phone."**
ASA	*"Mary Anderson—dialing this contact at the mobile number."* (ASA takes a break. Mary answers. You tell Mary that you are going to include her in a conference call with John, Bob, and yourself.)
You	**"Avaya, come back."**

ASA	*"I'm back. What can I do for you?"*
You	**"Join all calls."** (All four parties are now in the conference room and can talk to each other. ASA does not automatically take a break. It awaits your commands and responds only to you. Everyone in the conference room hears any conversation you have with ASA.)

You can manage lines separately, or as a group. For example:

■ To hang up all calls, say **"Drop all lines."**

■ To hang up only line 1, say **"Drop line 1."**

■ To move line 2 out of the conference room, say **"Put line 2 on hold."**

If you want to single out someone in the conference room for a private conversation:

1. Bring ASA back from a break, which removes you from the conference room, but leaves everyone else in the conference room.

2. Connect to the line of the person to whom you want to speak by saying **"Connect me to line *<n>*."** This action removes that person from the conference room.

Telephone Answering and "Reach-Me" Capabilities

This section assumes that your system administrator has configured your telephone system such that when your desk phone is busy or goes unanswered, calls to it are forwarded to ASA (rather than, for example, directly to your voicemail server).

In ASA's "telephone answering mode," you can set up ASA so that all callers, specific callers, or no callers can attempt to reach you. You can specify a single "Reach-Me" number or various numbers at which you can be reached according to a schedule you also specify.

Use the Reach-Me Capability

If you have *not* specified a Reach-Me number on your Reach-Me user preferences Web page or if you have overridden it by telling ASA to hold your calls (see the section Sending All Calls to Voicemail by Saying "Hold My Calls" on page 2-35), then when your desk phone is busy or unanswered, calls are transferred directly to your voicemail server. Callers do not hear

any ASA prompts; they hear your voicemail greeting and can leave messages in your voice mailbox. This result also applies to particular callers who are not in your caller filter list if you have defined such a list on the Web page and made it active.

If you have specified on your Web page that all callers or this particular caller is allowed to reach you (at a number you have specified on the Web page), ASA plays a greeting to the caller. By saying **"Record a greeting,"** you can record just your name or the entire greeting that callers hear. Include your name along with a brief message in your greeting. If you do *not* record a greeting, ASA plays a standard greeting that includes playback of your name as you have previously recorded it separately or a text-to-speech conversion of your name if you have not recorded it. If you *do* record a greeting, ASA does not separately play your name in either your recorded voice or text-to-speech, so you should include your name within your greeting.

After playing the greeting, ASA asks the caller to press a particular key to indicate whether or not ASA should try to reach you or, if you have specified a personal operator on the General user preferences Web page, whether to call your operator. (During or after this ASA prompt, the caller can also try to reach you immediately by pressing **22** on the telephone keypad.) If the caller chooses not to try to reach you or your operator, the caller is transferred to your voicemail server and can leave you a message.

If you allow the caller to reach you and if the caller presses the key to tell ASA to try to reach you, ASA asks the caller to record his or her own name. ASA then advises the caller that the attempt to reach you could take a moment and ASA calls your Reach-Me number.

Next, one of the following occurs:

- **If you are *not* logged in to ASA on your "Reach-Me" phone and if you answer your Reach-Me phone,** ASA plays a prompt to tell you that you have a call. If the caller recorded a name, ASA plays it for you; if the caller did not record a name, ASA plays the caller ID number if there is one or *"unknown caller"* if not.

  Then ASA asks you whether you want to accept the call. You can then accept or reject the call. If you reject the call, ASA tells the caller that he or she is being transferred to voicemail and then ASA transfers the call. If you accept the call, ASA connects you with the caller.

  As soon as you answer the phone, you can bypass the prompts described above and immediately accept the call by pressing **11** or reject the call by pressing **22** on your telephone keypad.

  If you accept the call and if you say **"Avaya, come back"** during the call, ASA puts the call on hold and asks you *"Would you like to drop this call, return to the call, or log on?"* If you say **"Log**

on," ASA asks for your password and then logs you on. You can return to the call by saying **"Connect line *<n>*,"** where *<n>* is the line number for the call.

■ **If you are logged in to ASA on your "Reach-Me" phone, but you are *not* on a call that is being managed by ASA,** ASA plays a call waiting tone.

    ■ If you are using ASA to perform an operation such as reading messages and if you might want to take the call, say **"Cancel"** to end the operation.

    ■ If ASA is on a break and if you might want to take the call, say **"Avaya, come back."**

Then ASA tells you about the incoming call. If the caller recorded a name, ASA plays it for you; if the caller did not record a name, ASA plays the caller ID number if there is one or *"unknown caller"* if not.

Then ASA asks you whether you want to accept the call. You can then accept or reject the call. If you reject the call (or if you do not respond to the call waiting tone within a predetermined length of time), ASA tells the caller that he or she is being transferred to voicemail and then ASA transfers the call. If you accept the call, ASA connects you with the caller.

After you cancel the current operation or bring ASA back, you can bypass the prompts described above and immediately accept the call by pressing **11** or reject the call by pressing **22** on your telephone keypad.

■ **If you are logged in to ASA and already on a call that ASA is managing,** ASA plays a call waiting tone. No other parties on the line can hear the tone. When you hear the tone, you can interrupt the current call and speak to ASA by saying **"Avaya, come back."** If the caller recorded a name, ASA plays it for you; if the caller did not record a name, ASA plays the caller ID number if there is one or *"unknown caller"* if not.

Then ASA asks you whether you want to accept the call. You can then accept or reject the call. If you reject the call (or if you do not respond to the call waiting tone within a predetermined length of time), ASA tells the caller that he or she is being transferred to voicemail and then ASA transfers the call. If you accept the call, ASA connects you with the caller and puts the original call on hold. When this second call is completed, you can reconnect the original call.

After you bring ASA back, you can bypass the prompts described above and immediately accept the call by pressing **11** or reject the call by pressing **22** on your telephone keypad.

As in the case where ASA reaches you but you reject the call, if ASA does not succeed in reaching you (because, for example, you do not answer your Reach-Me phone or it is busy on a call that is not being managed by ASA), ASA tells the caller that he or she is being transferred to voicemail and then ASA transfers the call.

In all scenarios, if ASA attempts to transfer the call to voicemail and cannot do so for some reason, ASA tells the caller to try again later.

Manage Reach-Me Preferences with Speech Commands

By speech command, you can:

- Establish a Reach-Me number, overriding your Web-based preferences, if any.

- Send all incoming calls directly to voicemail, overriding your Web-based preferences, if any.

- Determine your current Reach-Me status.

- Reinstate your Web-based preferences, if any.

Setting a Reach-Me Number by Saying "Follow Me"

You can say **"Follow me"** to establish a Reach-Me phone number that is effective temporarily or indefinitely. This number overrides (disables) any Reach-Me number you previously specified on your Reach-Me user preferences Web page. If you defined and enabled a caller filter on this Web page, that filter remains in effect throughout the **"Follow me"** override; callers who are not on your filter list are sent directly to voicemail.

When ASA asks for a duration, specify the length of time you want to be reached in one of the following ways:

- **"$<x>$ hours"** (where x is a number from **1** to **96**)

- **"$<y>$ minutes"** (where y is **15**, **30**, **45**, **60**, or **90**)

- **"$<x>$ hours, $<y>$ minutes"** (where x is a number from **1** to **96** and y is **15**, **30**, or **45**)

- **"a quarter hour," "a half hour,"** or **"three-quarters of an hour"**

- **"$<x>$ and a quarter hours," "$<x>$ and a half hours,"** or **"$<x>$ and three-quarter hours"** (where x is a number from **1** to **96**)

- **"All day"**

- **"Until I tell you differently"**

Next, ASA recites the number from which you are calling and asks *"Is this phone number correct?"*—ASA is asking whether this is the number to which you want your calls to be forwarded. If you say **"No,"** ASA then asks you where to forward your calls. If you need to specify a phone number other than the number from which you are calling ASA, provide it in one of the following ways:

■ Say each digit in the phone number. Be sure to include the area code.

■ Specify one of the phone numbers you have previously defined for yourself in your Outlook Contacts folder (for example, **"home"** or **"cell phone"**).

Sending All Calls to Voicemail by Saying "Hold My Calls"

You can send all your incoming calls directly to voicemail by saying **"Hold my calls."** ASA asks you to specify the duration. In effect, you are telling ASA not to disturb you with any phone calls, regardless of whether or how you previously set up your Web-based Reach-Me user preferences.

Determining Your Reach-Me Status

You can say **"What is my Reach-Me status?"** to determine whether you are currently using or overriding your Web-based Reach-Me preferences and whether your calls are being forwarded to a specific number or to voicemail. (In the command, you can say **"find-me"** or **"follow-me"** instead of **"Reach-Me,"** and you can say **"setting"** instead of **"status."** For example, you can say **"What is my follow-me setting?"**)

Terminating Your "Follow Me" or "Hold My Calls" Command by Saying "Put Me on Schedule"

The call forwarding to a number or to voicemail that you established by saying **"Follow me"** or **"Hold my calls"** stops at the end of the duration you specified or whenever you say **"Put me on schedule."** ASA then reinstates whatever Web-based Reach-Me user preferences you previously specified. (You could have specified a Reach-Me number with or without specifying a schedule.) Throughout the time period your Web preferences are in fact overridden by a speech command, they appear unchanged on the Reach-Me Web pages.

Appointments

You can use ASA to manage schedule information stored in your Outlook Calendar. The following sections explain how to use ASA to:

■ Review the items in your schedule.

■ Summarize appointments.

■ Browse appointments.

■ List appointments.

- Read appointments.

- Get more detail.

- Respond to a meeting request.

- Find free time.

- Schedule an appointment.

- Schedule an appointment — sample scenario.

- Set appointment reminders in Outlook and hear them from ASA.

- Delete an appointment.

Review the Items in Your Outlook Calendar

The following types of items are contained in your Outlook Calendar:

Item	Description
Appointments	Activities that do not involve inviting other people or scheduling resources. You can use ASA to schedule appointments for yourself.
All-day events	Activities that last 24 hours.
Meeting requests	Appointments that involve inviting people or scheduling resources. **Note:** Meeting requests are treated as incoming messages by ASA. You can accept or decline meeting requests that other people send you. When you accept a meeting request, ASA moves it from your Inbox to your Calendar. However, you cannot use ASA to generate and send meeting requests.

Summarize Appointments

You can obtain a summary of your appointments by saying **"Summarize my appointments."** ASA responds by asking for the date. You can say **"today," "tomorrow," "day after tomorrow,"** a day of the week, or a month and day (for example, **"February 19th"**). Also, your initial command can be **"Summarize my appointments for today"** or **"Summarize my appointments for tomorrow."**

When you have provided the date, ASA tells you, for that date, how many of the following you have:

■ Meetings

■ All-day events

■ Appointments

Browse Appointments

You can browse your schedule by saying **"Browse my appointments."** ASA responds by asking for the date. Also, your initial command can be **"Browse my appointments for today"** or **"Browse my appointments for tomorrow."**

When you have provided the date, ASA tells you, for that date:

■ The number of appointments you have

■ For each appointment:

    ■ The subject

    ■ The start time

List or Read Appointments

You can request a list of all appointments by saying **"List my appointments," "Read my appointments," "Play my appointments,"** or **"What are my appointments?"** ASA responds by asking for the date. When you have provided the date, ASA tells you, for that date:

■ The number of appointments you have

■ For each appointment:

    ■ The subject

    ■ The start time

    ■ The duration

You can filter the appointment list by any of the following:

Type of Filter	Example
Date (today or tomorrow)	**"List my appointments for today."**
First or last	**"Read my first appointment."**
Next or previous	**"List my next appointment."**
A combination of the above filters	**"Read my first appointment for today."**

Get More Detail

If you need more detailed information about an appointment than ASA provides by reading it, say **"Get more detail."** ASA responds with:

■ Whether the appointment is recurring

■ Names of attendees

■ Location

Respond to a Meeting Request

You can respond to a meeting request by saying **"Reply"** or **"Forward"** while ASA is listing or reading it for you. After you say **"Reply,"** ASA lists your options for replying to a meeting request; you can say:

■ **"Accept this meeting request."**

■ **"Tentatively accept this meeting request."**

■ **"Decline this meeting request."**

Note:
■ When you respond to a meeting request, ASA asks if you want to include a message.

■ If you accept a meeting request, ASA deletes it from your Inbox and moves it to your Calendar.

■ If you forward a meeting request, ASA requests the name of the contact to whom you are forwarding the meeting request.

Find Free Time

You can ask ASA to find free time in your schedule. Following are some examples of commands to locate free time:

■ **"Find free time."** (ASA then asks you to specify the date.)

■ **"Find free time today."**

■ **"Find free time tomorrow."**

■ **"When am I available?"** (ASA then asks you to specify the date.)

Schedule an Appointment

To add an appointment to your schedule, say **"Schedule an appointment."** (You can also specify **"for today"** or **"for tomorrow,"** for example, **"Schedule an appointment for tomorrow."**)

ASA then asks you to specify:

- Duration of the appointment. Specify any of the following:

    - **"<x> hours"** (where *x* is a number from **1** to **96**)

    - **"<y> minutes"** (where *y* is **15**, **30**, **45**, **60**, or **90**)

    - **"<x> hours, <y> minutes"** (where *x* is a number from **1** to **96** and *y* is **15**, **30**, or **45**)

    - **"a quarter hour," "a half hour,"** or **"three-quarters of an hour"**

    - **"<x> and a quarter hours," "<x> and a half hours,"** or **"<x> and three-quarter hours"** (where *x* is a number from **1** to **96**)

    - **"All day"**

- Date (if not specified in your original command)

- Starting time

- Subject

ASA automatically checks for free time when you schedule an appointment.

You can ask ASA to schedule an appointment using the words **last**, **this**, or **next** to refer to weeks. ASA uses Sunday for the first day of the week. *This* means during the current week, Sunday through Saturday. *Next* means during the next week, Sunday through Saturday. If you tell ASA **"Schedule an appointment,"** ASA asks you for the date of the appointment. Assuming that today is Tuesday, following are three examples of making an appointment on various Wednesdays:

Day for which you tell ASA to schedule the appointment	Day for which ASA schedules the appointment if today is Tuesday
"Last Wednesday."	6 days ago (Wednesday of last week)
"This Wednesday."	tomorrow (Wednesday of this week)
"Next Wednesday."	in 8 days (Wednesday of next week)

Schedule an Appointment — Sample Scenario

Following is a sample scenario in which you use ASA to request schedule information and schedule an appointment:

ASA	*"What can I do for you?"*
You	**"What are my appointments today?"**
ASA	*"March 22, 2002"* *"You have five appointments."* *"Your first appointment is..."* (ASA reads the start times, durations, and subjects of all scheduled appointments for the day.) *"What can I do for you?"*
You	**"Schedule an appointment."**
ASA	*"How long will the appointment last?"*
You	**"One hour."**
ASA	*"One hour. Is this duration correct?"*
You	**"Yes."**
ASA	*"On what date?"*
You	**"Tomorrow."**
ASA	*"March 23rd. Is this date correct?"*
You	**"Yes."**
ASA	*"What time should I book the appointment?"*
You	**"3 p.m."**
ASA	*"3 p.m. Is this time correct?"*
You	**"Yes."**
ASA	*"Would you like to record a subject?"*
You	**"Yes."**
ASA	*"Please record your subject after the tone."*
You	**"Meeting with Betsy Jones."**
ASA	*"Done."* *"I've scheduled an appointment for March 23, 2002 at 3:00 p.m., lasting for one hour."*

Set Appointment Reminders Using Outlook and Hear Them from ASA

Microsoft Outlook sends your PC reminders of appointments at the reminder time specified in your Outlook Calendar. To view or change the default reminder time in your Calendar, in Outlook select **Tools** > **Options**, click the **Preferences** tab, and see its Calendar area. See the Microsoft Outlook documentation for more information.

If you have specified a Reach-Me number in the Where Callers Can Reach You section on your ASA Reach-Me user preferences Web page and you have selected the **Phone** check box in the How You Receive Reminders section, or if you have set up a Reach-Me number by giving a **"Follow me"** speech command (which overrides your Web page settings), ASA calls the phone you specified and plays an appointment reminder at the time specified in your Outlook Calendar.

If you have selected the **Pager** check box in the How You Receive Reminders section on your ASA Reach-Me user preferences Web page, ASA sends an e-mail reminder to the e-mail pager you specified.

If you are in an ASA session when an appointment reminder by phone comes due, ASA plays a notification tone. (This tone is different from the notification tone you hear for an incoming call if ASA operates in telephone answering mode for you; see the section Use the Reach-Me Capability on page 2-31.) ASA does not actually deliver the reminder until you either complete or cancel the current operation. For example, if you are sending a message and hear the notification for a reminder, you must either finish sending the message or cancel it before you can listen to the reminder.

If you are not in an ASA session when an appointment reminder by phone comes due, when you answer the phone, ASA plays a prompt that indicates that you have a notification waiting and that you must press a key to receive it. Once you press a key, ASA plays the notification and then allows you either to have the reminder repeated or to log on.

Note:

- The Reach-Me number you specify is also used for other purposes if ASA's telephone answering mode is available to you. See the section Telephone Answering and "Reach-Me" Capabilities on page 2-31.

- If a reminder cannot be sent for some reason, ASA tries again every 3 minutes. However, if the reminder has not been sent after 15 minutes, ASA stops trying to resend it.

Delete an Appointment

You can delete an appointment by saying **"Delete this appointment"** while ASA is reading the appointment.

Tasks

You can use ASA to manage task information stored in your Outlook Tasks folder. The following sections explain how to use ASA to:

- Summarize tasks.

- Browse tasks.

- List tasks.

- Read tasks.

- Get more detail.

- Create a task.

- Set a reminder.

- Create a task with a reminder — sample scenario.

- Respond to a task request.

- Delete a task.

- Mark a task as complete.

Note:

You can receive task requests from other people. Task requests are treated as incoming messages by ASA. However, you cannot use ASA to generate and send task requests.

Summarize Tasks

You can obtain a summary of your tasks by saying **"Summarize my tasks."** ASA responds by telling you how many tasks you have in each of the following categories:

- Due today

- Overdue

- Due in the future

- No due date

Browse Tasks

You can browse your tasks by saying **"Browse my tasks."** ASA responds by telling you:

- How many tasks you have

- For each task, beginning with the first one:

  - The subject

  - The due date

List Tasks

You can request a list of all tasks by saying **"List my tasks"** or **"What are my tasks?"** ASA responds by telling you:

- How many tasks you have

- For each task, beginning with the first one:

  - The subject

  - The due date

You can filter the task list by any of the following:

Type of Filter	Example
Category (future, due today, due tomorrow, overdue, no due date)	**"List my tasks due today."**
First or last	**"List my first task."**
Next or previous	**"List my next task."**
A combination of the above filters	**"List my first task due today."**

Read Tasks

You can request that ASA read all tasks by saying **"Read my tasks"** or **"Play my tasks."** ASA responds by telling you:

- How many tasks you have

- For each task, beginning with the first one:

    - The subject

    - The due date

    - Whether a reminder has been set and, if so, its date and time

    - The body of the task

You can filter the tasks to be read by the same criteria as a task list:

Type of Filter	Example
Category (future, due today, due tomorrow, overdue, no due date)	**"Read my tasks due today."**
First or last	**"Read my first task."**
Next or previous	**"Read my next task."**
A combination of the above filters	**"Read my first task due today."**

Get More Detail

If you need more detailed information about a task than what ASA provides by reading the task, say **"Get more detail."** ASA responds by providing:

- The subject

- The due date

- The person who assigned the task

- Whether a reminder has been set and, if so, its date and time

- The body of the task

- The start date

- The status

- The percent complete

- The priority

Create a Task

To create a new task, say **"Create a task."** ASA then asks you to specify:

- The task subject (description)

- The due date

- Whether or not you want a reminder and, if so, when

See the section Create a Task with a Reminder — Sample Scenario on page 2-46 for a task creation scenario.

Set Task Reminders Using Outlook or ASA and Hear Them from ASA

Microsoft Outlook sends your PC reminders of tasks at the reminder time specified for your Outlook Tasks (or for that particular task). To view or change the default reminder time for your tasks, in Outlook select **Tools** > **Options**, click the **Preferences** tab, and see its Tasks area. See the Microsoft Outlook documentation for more information.

When you use ASA to create a task, you can optionally specify that a task reminder is to be sent to your PC at a date and time you specify. The task and its reminder appear in your Outlook Tasks.

If you have specified a Reach-Me number in the Where Callers Can Reach You section on your ASA Reach-Me user preferences Web page and you have selected the **Phone** check box in the How You Receive Reminders section, or if you have set up a Reach-Me number by giving a **"Follow me"** speech command (which overrides your Web page settings), ASA calls the phone you specified and plays a task reminder at the time you specified.

If you have selected the **Pager** check box in the How You Receive Reminders section on your ASA Reach-Me user preferences Web page, ASA sends an e-mail reminder to the e-mail pager you specified.

If you are in an ASA session when a task reminder by phone comes due, ASA plays a notification tone. (This tone is different from the notification tone you hear for an incoming call if ASA operates in telephone answering mode for you; see the section Use the Reach-Me Capability on page 2-31.) ASA does not actually deliver the reminder until you either complete or cancel the current operation. For example, if you are sending a message and hear the notification for a reminder, you must either finish sending the message or cancel it before you can listen to the reminder.

If you are not in an ASA session when a task reminder by phone comes due, when you answer the phone, ASA plays a prompt that indicates that you have a notification waiting and that you must press a key to receive it.

Once you press a key, ASA plays the notification and then allows you either to have the reminder repeated or to log on.

Note:
- The Reach-Me phone number you specify is also used for other purposes if ASA's telephone answering mode is available to you. See the section Telephone Answering and "Reach-Me" Capabilities on page 2-31.

- If a reminder cannot be sent for some reason, ASA tries again every 3 minutes. However, if the reminder has not been sent after 15 minutes, ASA stops trying to resend it.

Create a Task with a Reminder — Sample Scenario

Following is a sample scenario in which you use ASA to create a task with a reminder:

ASA	*"What can I do for you?"*
You	**"Create a task."**
ASA	*"Record the subject of the task at the tone."*
You	**"Complete forecasting for next quarter."**
ASA	*"Would you like to specify a due date?"*
You	**"Yes."**
ASA	*"Please say the due date."*
You	**"May 15th, 2002."**
ASA	*"Would you like to include a reminder?"*
You	**"Yes."**
ASA	*"Please say the date on which you would like to be reminded."*
You	**"May 13th, 2002."**
ASA	*"Please say the time of day that you would like to be reminded."*
You	**"1 p.m."**
ASA	*"Done. I have created a task with a due date of May 15, 2002 and with a reminder on May 13, 2002 at 1 p.m."*

Respond to a Task Request

While ASA is listing or reading a task request for you, you can respond by saying **"Reply."** ASA then lists your options for responding to the task request:

- Reply

- Forward

When you respond to a task request, ASA asks if you want to include a message. If you choose to forward the task request, ASA asks for the name of the contact to whom you are forwarding the task request.

Delete a Task or a Task Request

To delete the task that ASA is listing or reading, say **"Delete this task."** ASA responds with "*Deleting task... done*." The deleted task is placed in your Deleted Items folder in Outlook. ASA cannot restore this task. However, you can use your PC to restore the deleted task from your Outlook folder.

Similarly, you can delete a task request, which is a type of message in your Inbox. When you attempt to delete a task request, ASA asks if you want to send a task rejection message to the sender. (If you accept a task request, it becomes a task.)

Mark a Task as Complete

To mark a task as complete, say **"Mark it as complete"** while ASA is listing or reading the task for you. ASA responds with "*Done. Task marked as complete*."

Miscellaneous Commands

The commands described in this section are not directly related to particular capabilities described previously.

See also the section <u>Send Yourself a Voice Note (as an E-mail Attachment) on page 2-19</u>.

Schedule a Wake-up Call or Other Call from ASA

You can schedule ASA to call you at a time and at a phone number you specify. You then record any convenient message to yourself, such as a wake-up call message or a reminder to call your manager. When ASA calls the number and you answer the call, ASA plays a brief introduction and then your message. To schedule a call from ASA, just say **"Call me later"** or **"Schedule a wake-up call."** (The call appears as a reminder for a task in Outlook; ASA's spoken prompts refer to the call as a reminder.)

ASA calls you at the number you specify in the **"Call me later"** command sequence, regardless of any Reach-Me settings you previously made or subsequently make by using your user preferences Web pages or by saying **"Follow me."**

Request the Date and Time

You can use the following commands to request the date and time (according to the ASA system):

- **"What day is it?"**

- **"What time is it?"**

Change the Time Zone

If you travel to a different time zone, you can have ASA adjust the time it uses for your e-mails, appointments, and tasks accordingly. To change the time zone, say **"Change my time zone."**

ASA asks whether the time change is permanent. ASA then asks you for the current local time, which it uses to compute your new time zone. If you said the time change was not permanent, each time you log in, ASA reminds you that you have made a temporary time zone change.

Connect to Your Voicemail Server

If you want ASA to connect you directly to your voicemail server so that you can hear its prompts and respond only on your telephone keypad, say **"Connect me to my voicemail server"** or **"Call my voicemail server."** You might want to connect to your voicemail server if your environment is too noisy for ASA to understand what you are saying. When you end the voicemail call, ASA comes back and says *"Dropping line <n>. What can I do for you?"*

3

PC-Based Settings

This chapter contains information about the following types of settings on
your PC that affect ASA:

- ASA user preferences that you specify through the Web

- Microsoft Outlook settings that affect ASA

- Tips for specifying phone numbers in Windows and in Outlook

ASA Preferences That You Set Through the Web

You can customize the way that ASA operates for you by setting user
preferences through a Web-based interface that is accessed from the UCC
launch page. Since you set these preferences using the Web, you can
change them even when you are away from your usual work computer.
The setting of all the preferences is described on the Web pages
themselves.

Following are some of the preferences you can specify:

- The Outlook folder used to archive your e-mails when you tell
  ASA to save them

- The name and telephone number of your personal operator

- "Express logon" phone numbers from which you can log on to
  ASA by entering only your password

- Where ASA can reach you for incoming calls and, optionally, a
  list of who you allow to reach you and a schedule for when you
  can be reached at different numbers

- Whether you want to be reminded of tasks and appointments by phone, by pager, neither, or both

- The length of voice prompts and the level of assertiveness of ASA, including the number of confirmation prompts

- Information you want ASA to automatically play when you log on

- How you want to say the names of your contacts to ASA, based on phonetic spellings you specify as nicknames

- How you want the text-to-speech voice in ASA to pronounce names of your contacts, based on phonetic spellings you specify

Your browser must be Microsoft Internet Explorer 5.5 or later**.**

See Reference Information on page vi to find out how to access this User's Guide and other documentation from your user preferences Web pages.

Microsoft Outlook Settings That Affect ASA

This section describes:

- The interaction between ASA and Outlook in regard to setting task and appointment reminders

- What to do if you see an Outlook dialog box offering the use of Outlook Web Access when you are trying to read an ASA message

Task and Appointment Reminders

You can set automatic task and appointment reminders in Outlook that affect the operation of ASA.

ASA can send you reminders of Outlook tasks and appointments by phone or by pager (or both). In order for any reminders to work, you must select either the **Phone** or the **Pager** check box (or both) in the How You Receive Reminders section of your Reach-Me user preferences Web page.

When you use ASA to schedule a task, ASA asks you whether you want to receive a reminder and, if so, when you want to receive it. See Set Task Reminders Using Outlook or ASA and Hear Them from ASA on page 2-45.

When you use ASA to schedule an appointment, ASA uses the default reminder time specified for your Outlook Calendar. To view or change your default reminder time, in Outlook select **Tools** > **Options** and then

click the **Preferences** tab. See the Microsoft Outlook documentation for more information. See also .

Dialog Box Offering Outlook Web Access for ASA Messages

When you use Outlook to read a message that was created by ASA as a .wav attachment to an e-mail, if you see a dialog box titled Outlook that says "This message has content that cannot be displayed with this version of Outlook. Would you like to view the message using Microsoft Outlook Web Access?," you can click **Cancel** to successfully open and play the message on your PC. To have Outlook just play such messages in the future without displaying this dialog box:

1. In Outlook, select **Tools > Options**.

2. Click the **Other** tab.

3. In the General area, click the **Advanced Options** button.

4. Click the **Custom Forms** button.

5. In the Options dialog box, click the **Custom Forms** tab.

6. Click the **Web Services** button.

7. Clear the check box named **Use Outlook Web Access to open messages not understood by Outlook client**.

8. Click **OK** repeatedly until all dialog boxes are closed.

Tips for Specifying Phone Numbers

This section contains some tips to help you enter contact phone numbers in Windows and in Outlook to assist ASA in dialing your calls.

Set the Default Country Code and the Default Area Code for Your PC

You can set a default country code and a default area code for phone numbers as follows:

1. From the Windows desktop, click **Start > Settings > Control Panel** to access phone or telephony options. For some Windows operating systems, the option is **Telephony**; for others, it is **Phone and Modem Options**. The Dialing Properties screen or the Dialing Rules screen appears.

2. Select your country and area code.

Now, if you enter a contact phone number and do not specify an area code, Outlook automatically adds the default area code. You can also set an option so that Outlook automatically adds the country code (as described in the following section).

Automatically Add the Country Code to Contact Phone Numbers

If you have selected a country on the Dialing Properties or Dialing Rules screen as described in the preceding section, you can set an option so that Outlook automatically adds the country code to your contact phone numbers, as follows:

1. Start Microsoft Outlook and click **Contacts**.

2. Select **Actions > Call Contact > New Call**.

   The New Call screen appears.

3. Click **Dialing Options**.

4. Select the **Automatically add country code to local phone numbers** check box and then click **OK**.

Include Pauses in Contact Phone Numbers

You can include a 2-second pause in a contact's phone number by entering a comma (,). If your contact has an extension, you might want to include some pauses between the phone number and extension to give the voicemail server at your contact's business enough time to answer the call and request the extension.

For example, if you enter **(408) 555-1212,,,,1234** for a contact's phone number, ASA dials the 10-digit phone number, waits 8 seconds, and then dials the extension (1234).

If someone answers the call before ASA finishes dialing, ASA continues the dialing sequence and you cannot connect to the person who answered.

A

Command Summary

This appendix summarizes most of the commands you can use to communicate with ASA. Commands are organized according to the following categories:

- Listening to messages

- Sending messages

- Managing your contacts

- Managing telephone calls and conferences

- Managing your appointments

- Managing your tasks

- General commands

Note:
In all commands listed in this appendix, you must say words or phrases that are shown in **bold** and you must select and say one of the phrases in sets that are shown in **[bold and brackets]**. You can optionally say a phrase or one of the phrases in sets that are shown in (parentheses and not bold).

Listening to Messages

The following table lists commands you can use to listen to your messages:

What you want to do	What you can say

Ask about messages.	**"What are my messages?"**
	
	"Summarize my messages."
	
	"How many
	    (urgent)
	    (read, previously read, heard, previously heard, unread, unheard, saved)
	    [messages, voice messages, voice mails, e-mails, e-mail messages, meeting requests, task requests]
	    do I have
	    (from *<contact>*)**?"**
	
	"Do I have any
	    (urgent)
	    (read, previously read, heard, previously heard, unread, unheard, saved)
	    [messages, voice messages, voice mails, e-mails, e-mail messages, meeting requests, task requests]
	    (from *<contact>*)**?"**

Browse messages.
 	
Note: You cannot browse saved (archived) e-mail messages.
	"Browse my
	    (urgent)
	    (read, previously read, heard, previously heard, unread, unheard, saved)
	    [messages, voice messages, voice mails, e-mails, e-mail messages, meeting requests, task requests]."
	
	"Browse my messages
	    (by sender, by subject, by sender and subject)**."**
	
	"[Read, Play] [it, this message]."
	
	"Next."
	
	"Skip."
	
	"Previous."

What you want to do	What you can say
List messages. **Note:** You cannot list saved (archived) e-mail messages.	**"[List, Describe, What is, What are] my** (first, last) (urgent) (read, previously read, heard, previously heard, unread, unheard, saved) **[messages, voice messages, voice mails, e-mails, e-mail messages, meeting requests, task requests]** (from *<contact>*)**."** **"List my messages** (by sender, by subject, by sender and subject)**."** **"What is my [first, last, next, previous] message?"** **"[Read, Play] [it, this message]."** **"Next."** **"Skip."** **"Previous."**
Read messages. **Note:** You cannot read saved (archived) e-mail messages.	**"[Read, Play] my** (first, last) (urgent) (read, previously read, heard, previously heard, unread, unheard, saved) **[messages, voice messages, voice mails, e-mails, e-mail messages, meeting requests, task requests]** (from *<contact>*) (without stopping)**."** **"Read my [first, last, next, previous] message."** **"[Read, Play] [it, this message]."** **"Next."** **"Skip."** **"Previous."** **"[Read, Play] attachments."** **"Next** (attachment)**."** **"Previous** (attachment)**."**
For a message that is being browsed or read, get the same information that you hear when you list all messages (including the sender).	**"Describe this message."**
Get more detail about a message that is being browsed, listed, or read. (Details do not include the sender.)	**"(Get) more detail."**

What you want to do	What you can say
Respond to a message.	**"Reply to this message."**
	"Reply to all." (**Note:** This command applies to e-mail only.)
	"Call the sender."
	"Forward this message (to *<contact>*)**."**
	"Forward this message to mailbox number *<mailbox number>***."**
	"Forward this message to personal list *<number>***."**
	"Forward this message to public list." (**Note:** This command applies to AUDIX voicemail servers only.)
	"Mark it urgent."
	"Mark it private."
	"Mark it not urgent."
	"Mark it not private."
	"Add a recipient."
	"List the recipients."
Print a fax or e-mail message (from AUDIX voicemail servers only).	**"Fax this message** (to *<contact>*)**."**
	"Print this fax (to *<contact>*)**."**
Save (file) a message.	**"Save this message."**
	"File this message."
Delete a message.	**"Delete this message."**
Restore a saved or deleted message.	**"Restore this message."**
Mark a message read. **Note:** E-mail messages remain in the Inbox.	**"Mark** (this) **message** (as) **read."**
Mark a message unread.	**"Mark** (this) **message** (as) **unread."**
Continue reading a message after an interruption.	**"Continue."**
Rewind 10 seconds in a message.	**"Backup."**
During the reading of an e-mail or voicemail message, add its sender to your Outlook Contacts folder.	**"Add this contact."**

Sending Messages

The following table lists commands you can use to send messages. Each row includes possible ways you can respond to a particular prompt in the sequence of ASA prompts for sending a message.

What you want to do	What you can say
Send a message.	**"Send a** (private) (urgent) **message** (to *<contact>*)**."**
Send an e-mail message.	**"Send a** (private) (urgent) **e-mail message** (to *<contact>*)**."**
Send a voicemail message.	**"Send a** (private) (urgent) **voicemail message** (to *<contact>*)**."**
	"Send a (private) (urgent) (voicemail) **message to mailbox number** *<mailbox number>***."**
	"Send a (private) (urgent) (voicemail) **message to personal list** *<number>***."**
	"Send a (private) (urgent) (voicemail) **message to public list."** (**Note:** This command applies to AUDIX voicemail servers only.)
Confirm the recipient.	**["Yes."** **"No."** **"Accept contact."** **"Try again."]**
Add another recipient.	**["Yes."** **"No."** **"Add another contact."** **"Use e-mail address."** **"Use voicemail address."]**
Record the message.	**"Record the message."**

What you want to do	What you can say
Send the message.	**["Send the message."** **"Review the message."** **"Continue recording."** **"Hear all choices."** **"Re-record the message."** **"Add a recipient."** **"List the recipients."** **"Mark as urgent."** **"Mark as private."** **"Mark as not urgent."** **"Mark as not private."** **"Cancel."]**
Send the message you recorded to someone else after ASA says it could not be sent to any recipients.	**"Add a recipient,"** then **"Resend the message."**
Send yourself a note as a voice (.wav) attachment to an e-mail message.	**"[Record, Take] a** (personal) (voice) **note."**

Managing Your Contacts

The following table lists commands you can use to manage contacts in your Outlook Contacts folder:

What you want to do	What you can say
Ask about contacts.	**"Who is *\<contact\>*?"**
	"What is *\<contact's\>* (home, business, mobile) **phone number?"**
	"What is *\<contact's\>* address?"
	"What is *\<contact's\>* e-mail address?"
	"What is *\<contact's\>* voicemail address?"
Browse contacts.	**"Browse my contacts."**
List contacts.	**"List my contacts."**
Read contacts.	**"[Read, Play] my contacts."**
	"[Read, Play] the contact."
	"[Read, Play] it."
Get more detail.	**"**(Get) **more detail."**
During the reading of an e-mail or voicemail message, add its sender to your Contacts folder.	**"Add this contact."**

Managing Telephone Calls and Conferences

The following table lists commands you can use to manage telephone calls and conferences:

What you want to do	What you can say
Manage lines.	**"Put line *\<n\>* on hold."** **"Connect me to line *\<n\>*."** **"Drop line *\<n\>*."** **"Drop this [line, call]."** **"Drop all [lines, calls]."** **"List my calls."** **"Who is on line *\<n\>*?"** **"Who is online?"** **"Who is on hold?"**
Place a call.	**"Make a call."** **"Dial a number."** **"Call a number."** **"Call *\<contact\>*."**
Page a contact.	**"Page *\<contact\>*."**
Call back the sender of a voicemail or an e-mail message.	**"Call the sender."**
Enter a conference call without putting ASA in the conference room.	**"Put line *\<n\>* in the conference room."** **"Put me in the conference room."** **"Put everyone in the conference room."** **"Connect this call to the conference room."** **"Connect all calls."**
Enter a conference call and put ASA in the conference room.	**"Join this call."** **"Join all calls."**
Ask about a conference call.	**"List all calls in the conference room."** **"Who is in the conference room?"**
Take yourself and ASA out of the conference room and talk with ASA privately.	**"Exit the conference room."**
Handle an incoming call.	**"Take the call."** **"Reject the call."**

What you want to do	What you can say
Set a Reach-Me number (overriding any Web-based Reach-Me number).	**"Follow me."**
Send all calls directly to voicemail (regardless of your Web-based Reach-Me settings).	**"Hold my calls."**
Ask about current Reach-Me status.	**"What is my [reach, follow, find]-me [status, setting]?"**
Reinstate previously overridden Web-based Reach-Me user preferences.	**"Put me on schedule."**

Managing Your Appointments

The following table lists commands you can use to manage your appointments:

What you want to do	What you can say
Ask about appointments.	**"What are my appointments** (for today, for tomorrow)**?"** **"What is my [first, last] appointment** (for today, for tomorrow)**?"** **"Summarize my appointments** (for today, for tomorrow)**."** **"Do I have any appointments** (for today, for tomorrow)**?"** **"How many appointments do I have** (for today, for tomorrow)**?"**
Browse appointments.	**"Browse my appointments** (for today, for tomorrow)**."** **"Open my calendar** (for today, for tomorrow)**."** **"Access my schedule** (for today, for tomorrow)**."** **"Review my schedule** (for today, for tomorrow)**."**
List appointments.	**"List my** (first, last) **appointments** (for today, for tomorrow)**."**
Read appointments.	**"[Read, Play] my appointments."** **"[Read, Play] my** (first, last) **appointment** (for today, for tomorrow)**."** **"Next."** **"Skip."** **"Previous."**
Find free time.	**"Find free time** (today, tomorrow)**."** **"When am I available** (today, tomorrow)**?"**
Schedule an appointment.	**"Create an appointment."** **"Schedule an appointment** (for today, for tomorrow)**."** **"Schedule a meeting** (for today, for tomorrow)**."**
Get more detail.	**"**(Get) **more detail."**
Respond to a meeting request.	**"Reply,"** then **"[Accept, tentatively accept, decline] this meeting request."** **"Forward."**

Managing Your Tasks

The following table lists commands you can use to manage your tasks:

What you want to do	What you can say
Ask about tasks.	**"What are my** (overdue, future) **tasks?"** **"What are my tasks** (due today, due tomorrow, with no due date)**?"** **"Summarize my tasks."**
Browse tasks.	**"Browse my tasks."**
List tasks.	**"List my** (first, last, future, overdue) **tasks."** **"List my tasks** (due today, due tomorrow, with no due date)**."** **"Next."** **"Skip."** **"Previous."**
Read tasks.	**"[Read, Play] my** (first, last, future, overdue) **tasks."** **"[Read, Play] my tasks** (due today, due tomorrow, with no due date)**."** **"Next."** **"Skip."** **"Previous."**
Get more detail.	**"**(Get) **more detail."**
Create a task.	**"Create a task."**
Mark a task as complete.	**"Mark this task complete."**
Delete a task.	**"Delete this task."**

General Commands

The following table lists general commands, most of which you can say at any time:

What you want to do	What you can say
Log on from another subscriber's telephone when ASA asks for that subscriber's password.	**"Log on."**
Listen to a demonstration of how to use ASA.	**"Give me a demo."**
Get help.	**"What are my options?"** **"Help me."**
Stop an action.	**"Cancel."** **"Stop."**
Put ASA on hold.	**"Take a break."** **"Go to sleep."**
Take ASA off hold.	**"Avaya, come back."** (or press ## on the telephone keypad)
Request the date or time.	**"What day is it?"** **"What time is it?"**
Change the time zone ASA uses.	**"Change my time zone."**
Schedule a call from ASA, such as a wake-up call, to play back a message you record.	**"Call me later."** **"Schedule a wake-up call."**
Record (or re-record) your name.	**"Record a greeting."**
Record (or re-record) a greeting for telephone answering mode.	**"Record a greeting."**
Send a comment to the system administrator.	**"Leave a comment."**
Connect directly to your voicemail server to use its prompts and respond on your telephone keypad.	**"Connect me to my voicemail server."** **"Call my voicemail server."**
For this ASA session (and if allowed by the system configuration), make ASA search in the corporate directory as well as in your Contacts folder for the names you specify as intended recipients of messages you send or forward or messages to which you reply.	**"Include duplicate names."**
Log off ASA.	**"Good-bye."** (or hang up)

AVAYA

Speech Command Summary for Avaya Advanced Speech Access (ASA)

This is a summary of the most frequently used commands you can say to ASA. The comprehensive *User's Guide* describes in detail how you can talk with ASA to carry out these activities and others.

You can fold this page to use it as a wallet card:

1. Fold this page along the vertical line between columns.

2. Cut off these instructions. (Use the edge of the folded page as a guide for cutting.)

3. Fold the card in half along the middle horizontal line. Keep the Avaya logo visible.

4. Fold in half again along the horizontal line. Continue to keep the Avaya logo visible.

LISTEN TO MESSAGES:

At a minimum, select one phrase from each **bold** column:

Read **List** **Browse**	all my my first my last	urgent	read unread saved	**messages** **voice messages** **e-mail messages** **meeting requests** **task requests**	from *<contact>*

CREATE A NEW MESSAGE:

Send a (private) (urgent) (e-mail) **message** (to *<contact>*)

Send a (private) (urgent) **message** (to mailbox number *<number>*)

MESSAGE NAVIGATION

Next (message)
Previous (message)
Describe this message
Get more detail
Read this message
Continue
Backup
Read attachments
Next (attachment)
Previous (attachment)

MESSAGE ACTIONS

Reply (to this message)
Reply to all
Call the sender
Forward this message
Save this message
Delete this message
Restore this message
Add this contact
Mark (this) **message** (as) **read**
Mark (this) **message** (as) **unread**

ADVANCED SPEECH ACCESS COMMANDS

KEY: **Required words** (Optional words) *<Variables>*

GENERAL COMMANDS:

How many (urgent) (unread, unheard) (voice, e-mail)
  messages do I have (from *<contact>*)**?**
Give me a demo
Take a break
Avaya come back [or press ## on telephone keypad]
Cancel or **Stop**
Help me or **What are my options?**
Leave a comment
Change my time zone
What (day, time) is it?
Good-bye [or hang up]

AVAYA

CONTACTS:

Read **List** **Browse**	my contacts

Get more detail
Who is *<contact>?*

What is *<contact's>*

phone number? address? voicemail address? e-mail address?

ASA Phone Number:

_____

My Account Number:

_____

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Version 1

APPOINTMENTS:

Read **List**	my	first last	**appointment**(s)	for today for tomorrow

Browse my appointments **Summarize my appointments** **Schedule an appointment**	for today for tomorrow

Delete this appointment

Find free time	today tomorrow

TASKS:

Read **List**	my tasks	due today due tomorrow with no due date

Read **List**	my	first last future overdue	**task**(s)

Browse my tasks
Create a task
Mark this task complete
Delete this task

CALLS:

Make a call	— to call a contact
Call *<contact>*	— to call this specific contact
Dial a number	— to dial a telephone number

Put line *<n>* **on hold**
Connect me to line *<n>*
List my calls
Who is on hold?
Who is online?

Drop	line *<n>* this line all lines

REACH-ME COMMANDS:

Follow me
Hold my calls
What is my Reach-Me status?
Put me on schedule

CONFERENCES:

Connect this call to the conference room
  — to put this call in conference room
Connect all calls
  — to put all calls in conference room
Join this call
  — to put this call and ASA in conference room
Join all calls
  — to put all calls and ASA in conference room
Exit the conference room
  — to take yourself and ASA out of the conference room
Put me in the conference room
Put everyone in the conference room
Who is in the conference room?