



Avaya™ Advanced Speech Access for Avaya Messaging Servers and Microsoft Exchange

Release 1.1

User's Guide

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Your comments are welcome. They can assist us in improving our documentation. Please address your comments to infodev@avaya.com.

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About This Guide

This guide helps you become familiar with Avaya™ Advanced Speech Access (ASA). ASA is designed to understand and carry out your speech commands. Examples of these speech commands and scenarios of how they are used are provided. Once you learn ASA's basic principles, you can master it with a little practice.

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 example 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.)
<i>ASA and "what ASA says"</i>	<i>The voice prompts that ASA plays to you are represented in "quoted italicized text." In example scenarios, the word ASA appears in the left column and ASA's prompts appear in the right column.</i>
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.
<i><variable></i>	<i><Italicized text inside angle brackets></i> 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.
- 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 person, preferably one you have added to your Outlook Contacts folder.

Reference Information

For comprehensive tables of speech commands you can say to ASA, see [“Command Summary” on page 112](#) at the end of this guide.

For a quick reference to the most commonly used ASA commands, print out the ASA Easy Speech Commands wallet card, accessible from the **Documentation** tab of your ASA User Preferences Web pages. Your system administrator can tell you how to access these Web pages.

A more comprehensive wallet card called the Speech Command Summary is the last page of this User’s Guide.

Using This Document On Line

Following are guidelines for using this document on line:

- Text that is underlined in [green](#) links to the underlined topic. Click the underlined text to jump to the topic.
- To jump to a topic from the Contents page, click the topic name or page number.
- To go forward and backward through the document, use the tools provided by Acrobat Reader.

Getting Started

Introduction to Advanced Speech Access

On a normal business day, you might 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 voicemails."

You say "Read my urgent messages."

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

But what if your assistant is unavailable? What if you are calling after business hours? If you are using Advanced Speech Access (also called ASA), you are still in business, because ASA is available 24 hours a day, seven days a week, to automatically respond to your spoken requests. ASA 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.
- Save 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 appointments by phone or pager.
- Create new appointments and tasks.

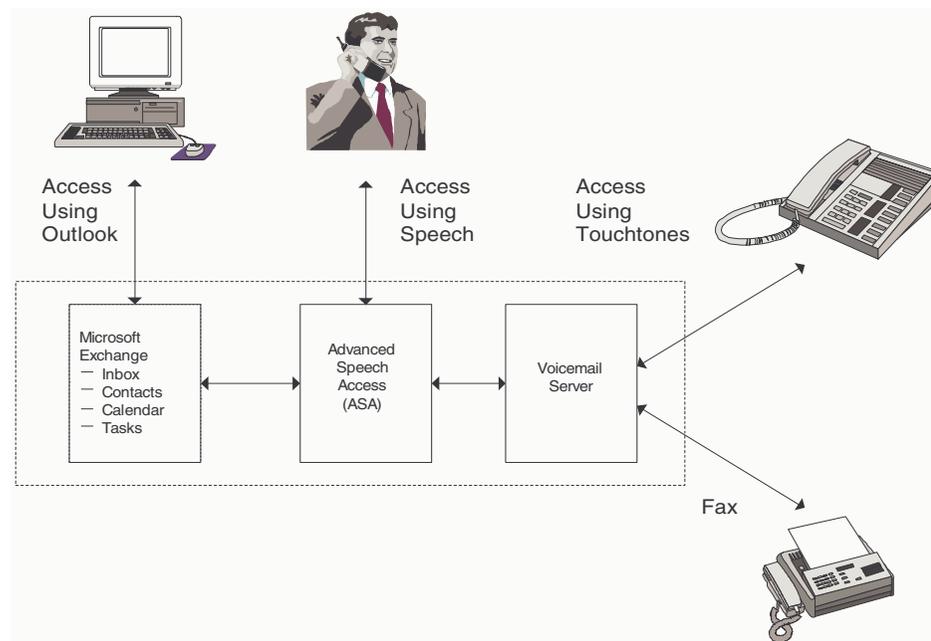
Voice Recognition and Text-to-Speech

To carry out its duties, ASA uses:

- Voice recognition technology to respond to your spoken commands. ASA recognizes a command, asks you for any required information, and performs your request.
- 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 messages 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 also 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

Notes:

- ASA accesses e-mail message information 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 accesses the Outlook folders that are located on your company's Exchange server. ASA does not access your messages if you move your message folders from the Exchange server to your PC. Also, ASA does not access your Sent Items or Deleted Items folders.
- When accessing Outlook, ASA accesses contact information from the standard Outlook Contacts folder, not from any subfolders you might have created.
- On the **General** tab of your ASA User Preferences Web pages, 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 ["Configuring Your ASA User Preferences Web Pages" on page 14.](#)

- 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.
- In addition to accessing your Outlook Contacts, ASA can also access your company’s corporate e-mail directory and the names directory on your voicemail server (see [“How ASA Uses Contacts and Directories” on page 62](#)).

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. See [“Calling ASA and Logging In” on page 10](#).

You can use a Web-based interface to specify how you want ASA to operate for you. See [“Configuring Your ASA User Preferences Web Pages” on page 14](#). 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.

Consider These 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 trouble 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 you say a command; if you pause, ASA thinks you have completed the command.
- Avoid pauses when you say a number (such as a phone number); if you pause, ASA thinks you have finished saying the number.
- Pronounce each individual digit when you say 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, for example, you say only **"one thirty"** without saying "a.m." or "p.m.," ASA asks you to specify "a.m." or "p.m.")
- You can pronounce the number 0 as **"oh"** or **"zero."**

For details about how to avoid voice recognition problems, see ["Preventing Voice Recognition Errors and Automatic Disconnection"](#) on page 9.

Consider These General Usage Tips

Be aware of the following:

- Every time you speak a command that ASA recognizes, you hear a very short beep.
- While you are recording a message, ASA does not recognize speech commands. In fact, speaking causes ASA to keep recording. To end a recording, be silent for a few seconds (or just press # on the telephone keypad). When ASA determines that you have finished recording, ASA plays two quick tones.

- If your phone has a Mute key and you press it, ASA cannot hear your speech commands. You can use the Mute key to your advantage if you are in a noisy environment and you want to minimize the number of times ASA misinterprets the noise as a speech command it does not recognize or as a request from you to barge in (see ["Barge In" on page 7](#)).
- 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 ["Ask for Help" on page 6](#). Also, see specific sections in this guide and the ["Reference Information" on page x](#).
- ASA occasionally varies the verbiage of some of the prompts it plays when the same circumstances recur.
- See ["Configuring Your Contacts" on page 15](#) for important information about the advantages of and procedures for using contacts.

Listen to a Demonstration of ASA

After you log in (see ["Calling ASA and Logging In" on page 10](#)), you can listen to a 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, in some cases, 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, say **"Help me"** or ask **"What are my options?"** after ASA asks *"What can I do for you?"* ASA responds by

listing the major activities you can carry out. You can then state the option for which you want help.

- **Context-sensitive help.** In some situations, ASA can provide context-sensitive help as you carry out particular activities. 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 say **"Help me"** or 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 activity; 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.'"* When you want to bring ASA back to work for you, you can say **"Avaya, come back"** or you can press **##** on the telephone keypad.

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 the **Interaction** tab of your ASA User Preferences Web pages. If you select this option, saying "**Avaya, come back**" will not bring ASA back. (In this case, after you put ASA on hold, ASA says "*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. (The administrator must have previously provided ASA with his or her e-mail address or voicemail address.)

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 verify that the ASA software is operating correctly.

Preventing Voice Recognition Errors and Automatic Disconnection

At times, ASA might not be able to understand you. When this happens, ASA plays a prompt 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.

The following three sections describe the causes of most recognition errors.

Speech Recognition Problems

Speech recognition errors occur when ASA does not recognize what you are saying for one of several reasons, including:

- Background noise
- A poor phone connection
- Heavily accented speech
- Speech that is too loud, too soft, too fast, or too slow

See ["Consider These Speaking Tips" on page 4](#) for more information.

If ASA does not completely understand your command but recognizes it with a certain level of confidence, ASA 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

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

For example, if you were to say **"I need to send out a short message to someone at work,"** ASA would not understand you. However, if you say **"Send a message,"** ASA understands you and proceeds to interact with you to carry out the command.

Inappropriate Context

Recognition problems also occur when you attempt to use an otherwise valid command in an inappropriate situation. For example, if you are creating and sending a message, ASA expects you to provide information about the message. If you say **"Dial a number"** before you finish sending the message, ASA does not recognize the command as valid in the current context.

Automatic Disconnection

ASA disconnects after about 5 minutes of inactivity if you have not told ASA to take a break. Without automatic disconnection, ASA could stay connected due to background noise or a bad connection that ASA misinterprets as unrecognizable or even valid commands.

Calling ASA and Logging 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 is the phone number set by your system administrator in your account information or if you call ASA from an express logon telephone you have specified on the **General** tab of your ASA User Preferences Web pages, 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.

Note: Express logon telephones are phones from which you enter only a password to log in; you identify them on the **General** tab of your User Preferences Web pages. Depending on the caller ID sent by a particular phone you want to specify, you might need to include an area code when you specify an express logon number on the **General** tab of your User Preferences Web pages. If the service for the phone you specify blocks caller ID, express logon will not work for that phone.

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, ASA will not log you in if you 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 or mailbox number if you have not).
3. If this is the first time you have logged in, a prompt offering to play a demonstration of how to use ASA. (Listening to this "demo" is recommended, but you can listen to it later—whenever ASA says "*What can I do for you?*," just say "**Give me a demo.**")

4. Sometimes the prompt: *"Please hold while I access your messages,"* followed by a sound that plays while your messages are being retrieved.
5. Depending on how you have set the options on the **Interaction** tab of your ASA User Preferences Web pages, counts of your unread messages and your appointments for today. See ["Configuring Your ASA User Preferences Web Pages"](#) on page 14.
6. The prompt: *"What can I do for you?"* This prompt indicates that ASA is ready for your commands.

Log In with an Account Number and Password — Example

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

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

Log In with Only a Password — Example

Following is an example of a scenario in which you call ASA from the phone whose number is your account phone number or from an express logon phone, and you log in with only a numeric password:

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

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 ["Use the Reach-Me Capability" on page 89](#) 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

Notes:

- If you log in with only a password from this phone, you must include a pause between the ASA telephone number and your password.
- If you log in with both an account number and password from this phone, you must include a pause between the ASA telephone number and your account number; no pause is required between your account number and password.

See your telephone manual for more information about speed dialing.

Configuring Your ASA User Preferences Web Pages

You can customize the way that ASA operates for you by setting user preferences through a Web-based interface. Since you set these preferences using the Web, you can change them from any computer. The ASA User Preferences Web pages include information describing how to set the values of the various fields on the pages. Your system administrator can tell you how to access these Web pages.

Note: You can use ASA without accessing or changing any of your Web-based User Preferences.

Following are some of the preferences you can specify (and the tabs of the User Preferences Web pages on which they appear):

- The Outlook folder used to archive your e-mails when you tell ASA to save them (**General** tab).
- The name and telephone number of your personal operator (**General** tab).
- "Express logon" phone numbers from which you can log on to ASA by entering only your password (**General** tab).
- 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 (**Reach-Me** tab).
- Whether you want to be reminded of tasks and appointments by phone, by pager, neither, or both (**Reach-Me** tab).
- The length of voice prompts and the level of assertiveness of ASA, including the number of confirmation prompts (**Interaction** tab).
- Whether you want ASA to automatically tell you, when you log in, how many unread (unheard) e-mail messages and voicemail messages you have

and how many appointments you have for today (**Interaction** tab). For example, if you enable all these options, when you log in ASA might say: *"You have five unread messages. Two of these are voicemails. There is one appointment scheduled for today."*

- How you want the text-to-speech voice in ASA to pronounce the names of your contacts, based on phonetic spellings you specify (**Contacts** tab).
- How you want to say the names of your contacts to ASA, based on phonetic spellings you specify as nicknames (**Contacts** tab).

Also, on the **Documentation** tab, you can access this User's Guide and the ASA Easy Speech Commands wallet card.

Your browser must be Microsoft Internet Explorer 5.5 or later, Netscape 4.7, or Netscape 6.2.

Configuring Your Contacts

Many commands you give ASA require you to name a particular person. For example, you can read your messages from, send a message to, or call a particular person. (As described in detail later, your initial command can include a name, as in "**Send a message to Ann Davis,**" or you can just say "**Send a message**" and let ASA ask you for a name.)

For each contact accessed from the **Contacts** tab of your User Preferences Web pages, ASA adds fields that supplement Microsoft Outlook's contact data. The following sections describe in detail the value of specifying information in Outlook and on your ASA User Preferences Web pages for the people whose names you use in your speech commands.

In summary, your use of ASA will be more efficient if you create contacts and complete the following data to describe the people with whom you communicate:

- The **Full Name** field in Outlook
- The **Company** field in Outlook

- The **Business** and **Business 2** phone number fields in Outlook
- The **E-mail** field in Outlook
- The **Nickname** field in Outlook and on the contact's link from the **Contacts** tab of your User Preferences Web pages
- The **Nickname 2** field on the contact's link from the **Contacts** tab of your User Preferences Web pages
- The **Voicemail Address** field on the contact's link from the **Contacts** tab of your User Preferences Web pages

Configure Contacts in Outlook

When you say a name in your initial command or in response to ASA's request for a name, ASA first looks for a matching name among the contact names in your Outlook Contacts folder. In many cases, if ASA does not find a matching name among your contacts, it looks for a matching name in your corporate e-mail directory or in your voicemail server's names directory (for details, see ["How ASA Uses Contacts and Directories" on page 62](#)).

Use Contacts to Your Advantage

Your system administrator can prohibit ASA from accessing the corporate directory, your voicemail server's names directory, or both, thus restricting your access to people other than your Outlook contacts.

However, if ASA is allowed to access these directories, depending on their sizes, ASA could take some time to search for the name you spoke. Furthermore, whenever ASA finds more than one matching name (in your Outlook Contacts, in the corporate directory, or in your voicemail server's names directory), ASA lists the names one by one until you select the one you want.

So, you can use ASA more efficiently if you create contacts in Outlook for the people you will name in your speech commands. Additionally, it is useful to include nicknames to more successfully distinguish them in your speech commands; see ["Configure Contacts in ASA User Preferences" on page 19](#).

Specify Company, Business Phone Numbers, Full Name, and Nickname, If Possible

Whenever ASA finds more than one Outlook contact that matches the name you spoke in a command, ASA lists each one, along with that contact's company name as specified in the **Company** field for that Outlook contact. To distinguish among contacts with the same name, specify the **Company** field for each contact in Outlook. (Also, to avoid having to select among contacts with the same name, assign them different nicknames to use in your speech commands in the first place. See ["Specify Nicknames for Your Contacts" on page 19.](#))

For each contact accessed from the **Contacts** tab of your ASA User Preferences Web pages, ASA adds a **Voicemail Address** field to the contact information. You can use ASA to help you complete this field. See ["Specify Voicemail Addresses for Your Contacts" on page 19.](#) However, even if you do not complete the **Voicemail Address** field, you can help ASA find the contacts you use in your speech commands by accurately defining their **Business** and **Business 2** phone number fields and their **Full Name** fields in Outlook. (For details, see ["How ASA Finds a Voicemail Address by Default" on page 68.](#))

In Outlook, you can define one **Nickname** field for each contact. For each contact accessed from the **Contacts** tab of your ASA User Preferences Web pages, you can specify this **Nickname** field and a **Nickname 2** field as well. These nicknames can be very useful. See ["Specify Nicknames for Your Contacts" on page 19.](#)

Specify E-mail Addresses for Your Contacts

In order to read e-mails from a contact or send an e-mail to a contact, whether you are forwarding or replying to another e-mail or creating your own, ASA needs to find an e-mail address. When you say a command such as **"Read my e-mails from Ann Davis,"** ASA looks in your Microsoft Outlook Inbox for only the e-mails having an e-mail address that exactly matches the e-mail address defined for Ann Davis in the **E-mail** field in your Contacts folder. The presence or absence of an exact match is not always apparent, and manually typing an e-mail address into a contact is not recommended.

ASA will be most successful in finding an e-mail address if you provide it in one of the following ways:

- For someone who is already a contact and is also in your corporate directory, open the contact from your Contacts folder, click the book icon to the right of the **E-mail** field to access the corporate

directory, in the Select Names dialog box find the contact's name and click **OK**, and save the contact.

- For someone who is not yet one of your contacts, use Outlook 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.
- When using ASA to listen to an e-mail message, create a new contact in your Contacts folder by saying "**Add this contact.**" (This command always creates a new contact, even if one by that name already exists in your Contacts folder.)

Consider These Tips on Specifying Contact Phone Numbers

Here are some Microsoft Windows and Microsoft Outlook tips on specifying telephone numbers for your contacts to assist ASA in making telephone calls to contacts:

- In Windows, click **Start > Settings > Control Panel** to access phone or telephony options. Use the Microsoft documentation to determine how to select your country and area code. Then, if you enter a contact's phone number without an area code, Outlook automatically adds the default area code.
- If you have selected a country, use the Microsoft documentation to determine how to make Microsoft Outlook automatically add the country code to the phone numbers of your contacts.
- In specifying a contact's phone number, you can include a 2-second pause by entering a comma (,). If the contact has an extension, you might want to include some pauses between the phone number and extension to give the voicemail server at that 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 completes the dialing sequence, including pauses. You can talk to the person who

answered only if that person remains on the line until ASA's dialing sequence completes.

Configure Contacts in ASA User Preferences

The link to each contact on the **Contacts** tab of your ASA User Preferences Web pages provides additional fields you can specify to allow ASA and Outlook to work better together.

Specify Nicknames for Your Contacts

You can use either of two nicknames for a contact (**Nickname** and **Nickname 2**) to indicate to ASA how you want to say 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." You specify the **Nickname** field in the Outlook contact or using the link to that contact from the **Contacts** tab on your ASA User Preferences Web pages. You specify the **Nickname 2** field using the link to that contact from the **Contacts** tab on your ASA User Preferences Web pages.

In some cases, ASA might not find among your contacts a name you are pronouncing correctly when the name's pronunciation is not what ASA (or perhaps you) would expect from its spelling. For example, the correct pronunciation of Xuan Nguyen as spelled phonetically might be close to "Suan Nwin." You can specify such a phonetic spelling as a nickname to advise ASA what it can expect to hear when you say the name.

Even if you do not use a nickname for a particular contact in your speech commands, ASA might have more success finding the contact if you specify his or her potential nicknames, such as Bill and Will for William. Then ASA has the best chance of matching a name you speak to one of your Outlook contacts, to a name in your corporate e-mail directory, or to a name in your voicemail server's names directory (see ["How ASA Uses Contacts and Directories" on page 62](#)).

Nicknames take effect the next time you log in to ASA by telephone.

Specify Voicemail Addresses for Your Contacts

In order to send a voicemail to a contact, whether you are forwarding or replying to another voicemail or creating your own, ASA needs to find a voicemail address. If necessary, ASA can try to find a voicemail address for a

recipient in your voicemail server's names directory (see ["How ASA Finds a Voicemail Address" on page 67](#)), but ASA will be more consistently successful in finding a voicemail address if you provide it in one of the following ways:

- Select an existing contact on the **Contacts** tab of your ASA User Preferences Web pages and click the **Configure Voicemail Address** button to have ASA find that contact's voicemail address.
- When using ASA to listen to a voicemail message, create a new contact in your Contacts folder by saying **"Add this contact."** This command always creates a new contact, even if one by that name already exists in your Contacts folder. See ["Add the Sender of a Voicemail as a Contact" on page 52](#) for more information.

Specify How ASA Pronounces Your Contacts

For each contact accessed from the **Contacts** tab, you can enter a phonetic pronunciation in the **Pronunciation** field for a particular contact. Your entry can improve how ASA's text-to-speech voice pronounces the name.

Help ASA Recognize the Names You Speak

When you ask ASA about a contact or use any command in which you name a contact, such as **"Read my messages from Ann Davis,"** you must identify the contact for ASA. You can say any of the following contact information to identify a contact:

- First name and last name
- Nickname and last name
- Nickname 2 and last name
- Nickname
- Nickname 2

The more complete the name you provide in your speech command, the more quickly and accurately ASA can identify the contact. For example, if you say only a nickname to identify a contact and you have more than one contact with that nickname, ASA cannot immediately determine which contact you want and has to recite all of the contacts having that nickname until you select one.

Configuring Other Outlook Settings for 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

Configure 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 **Your phone** or the **Pager e-mail address** check box (or both) in the How You Receive Reminders section of the **Reach-Me** tab of your ASA User Preferences Web pages.

You must also ensure that Outlook is enabled to send reminders to your PC and to ASA when they come due. For Outlook 2000, do the following:

1. From the Outlook menu bar, select **Tools > Options**.
2. Click the **Other** tab.
3. In the General area, click the **Advanced Options** button.
4. On the Advanced Options dialog box, click the **Reminder Options** button.
5. On the Reminder Options dialog box, make sure the **Display the reminder** check box is selected.
6. Click **OK** on each dialog box.

For other versions of Outlook, refer to Microsoft documentation.

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 ["Getting Task Reminders" on page 108](#).

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, from the Outlook menu bar, select **Tools > Options** and then click the **Preferences** tab. See the Microsoft Outlook documentation for more information. See also "[Getting Appointment Reminders](#)" on page 103.

Prevent Messages Offering Outlook Web Access

When you use Outlook to read a message that was created by ASA as a .wav attachment to an e-mail, the following message might pop up:

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?

If you see this message, you need to make sure that Outlook does not use Web Access to try to open your ASA messages. Click **Cancel** on this message screen to open and play the message on your PC. To have Outlook just play messages without offering to use Web Access, turn off Web Access in Outlook. For Outlook 2000, do the following:

1. From the Outlook menu bar, 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** on each dialog box.

For other versions of Outlook, refer to Microsoft documentation.

Checking Date and Time and Changing Your Time Zone

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?"**

If you travel to a different time zone and you want ASA to adjust accordingly the time it uses when you ask **"What time is it?"** and the time it uses for your e-mails, appointments, and tasks, say **"Change my time zone."** (Voicemail times are not adjusted.)

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.

(You can schedule ASA to call you at a time and a phone number you specify. You record any convenient message to yourself that ASA will play when it calls, such as a wake-up call statement or a reminder. See ["Scheduling a Call to Yourself from ASA" on page 87.](#))

Connecting to Your Voicemail Server Through ASA

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 in the manner you traditionally use your voicemail server, say **"Connect me to my voicemail server"** or **"Call my voicemail server."**

When you end the voicemail call, ASA comes back and says *"Line <n> has disconnected. I'm back. What can I do for you?"*

Alternatively, if your environment is too noisy for ASA to understand one of these commands to connect to your voicemail server, you can press **7** on the telephone keypad to connect to your voicemail server.

Managing Messages

After you log in, you will probably want to listen to your unheard messages. This section includes information about managing the following types of messages:

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

This section explains how to use ASA to:

- Listen to your messages or a subset of them.
- Listen to message attachments.
- Navigate within and among messages and attachments.
- Request a count of messages.
- Reply to a message.
- Call the sender of a message.
- Forward a message.
- Save (file) messages and restore them.
- Delete and restore messages.
- Add the sender of a message to your Contacts folder.
- Send a message you create.

- Potentially use your company’s e-mail and voicemail directories as well as your Outlook contacts to find addresses for recipients of your messages.

Examples of useful commands and scenarios related to messaging are provided in this section. For a complete list of commands, see [“Command Summary” on page 112](#).

Command Syntax for Listening to Messages

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

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

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.

A simple command such as **“Read messages”** causes ASA to read all your messages (in the sequence described in [“Read” or “Play” on page 26](#)). In contrast, you can give a command as specific as **“Read my urgent unread voicemails from Ann Davis without stopping.”**

When you say **“Read my messages,”** ASA plays more information, including the body of each message, than when you say **“List my messages.”** Similarly, when you say **“List my messages,”** ASA provides you with more information than when you say **“Browse my messages.”**

Notes:

- 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 with a command).
- For List and Browse commands, ASA always automatically proceeds from one message to the next (unless you barge in with a command).
- A fax is a type of voicemail. Any command you give in regard to your voicemails includes the relevant faxes. You can also give commands regarding only your faxes, such as “**Read my previously read faxes.**”
- ASA cannot read, list, or browse saved (archived) e-mail messages.

Parts of this message syntax are explained in the sections below.

“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 the message description followed by the message text (body). The number of attachments, if any, is announced (see [“Reading Attachments” on page 32](#)).

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)	<ul style="list-style-type: none"> ▪ If present, message attributes (“urgent”; “private”) ▪ Sender ▪ Delivery date or approximate delivery time ▪ Subject ▪ Number of attachments, if any ▪ Callback number, if available to ASA
Voicemail (including faxes)	<ul style="list-style-type: none"> ▪ If present, message attributes (“priority” or “urgent”; “private”) ▪ Message type (voicemail or fax) ▪ Sender ▪ Delivery date or approximate delivery time ▪ Callback number, if available to ASA

After reading the message description, ASA reads the message body, using text-to-speech conversion for e-mails.

While or after ASA reads the message, you can say **“Read attachments.”** See [“Reading Attachments” on page 32.](#)

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.

Message Sequence for Octel Voicemail Users

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

1. All unheard 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 are in your Inbox (not archived), from the most recently received to the oldest

**Message
Sequence for
INTUITY AUDIX
Voicemail Users**

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

1. All system login announcements and unheard broadcast announcements in your New folder from your voicemail server, from the most recently received to the oldest
2. All priority voicemails in your New folder, from the most recently received to the oldest
3. All other voicemails in your New folder, from the most recently received to the oldest
4. All voicemails in your Unopened folder, from the most recently received to the oldest
5. All voicemails in your Old folder, from the most recently received to the oldest
6. All e-mails that are in your Inbox (not archived), from the most recently received to the oldest

“List,” “Describe,” “What Is,” or “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
- For e-mail, if the message has any attachments, how many it has; for voicemail, the presence of a text or binary attachment
- If present, message attributes ("priority" or "urgent"; "private")

Listing ("**List my messages**") 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.

You can make ASA organize the messages by saying one of the following commands:

- "**List my messages by sender.**"
- "**List my messages by subject.**"
- "**List my messages by sender and subject.**"

One of these commands could help you more quickly find, for example, the previously unheard messages you are most interested in, or a particular message you received yesterday that you want to reply to or forward.

ASA treats any message you have listed but not read as unread (unheard). In your Outlook Inbox message list, e-mails you have listed but not read using ASA 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

- The subject (for voicemails, ASA tells you the subject only if you use an INTUITY AUDIX voicemail server)
- The sender's callback number, if available to ASA

If you want ASA to read the body of the current message it is browsing, 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.

You can make ASA organize the messages by saying one of the following commands:

- **"Browse my messages by sender."**
- **"Browse my messages by subject."**
- **"Browse my messages by sender and subject."**

One of these commands could help you more quickly find, for example, the previously unheard messages you are most interested in, or a particular message you received that you want to reply to or forward.

ASA treats any message you have browsed but not read as unread (unheard). In your Outlook Inbox message list, e-mails you have browsed but not read using ASA 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 the sequence described in ["Message Sequence for Octel Voicemail Users" on page 27](#) or ["Message Sequence for INTUITY AUDIX Voicemail Users" on page 28](#).

The "last" message is your oldest message that ASA would read if you were to say **"Read my messages,"** according to the sequence described in ["Message Sequence for Octel Voicemail Users" on page 27](#) or ["Message Sequence for INTUITY AUDIX Voicemail Users" on page 28](#).

“Read” and “Unread,” “Heard” and “Unheard”

ASA marks an e-mail or voicemail message as “read” if you listen to any portion of the body of the message or if you tell ASA to mark it as read. (Outlook shows e-mails you have read using your PC or ASA as no longer bold. If you have read an e-mail using either your PC or ASA, ASA recognizes it and treats it as read.) If you “skip” an e-mail or voicemail message before ASA reads any of its body, the message’s current 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, those you have specifically told ASA to mark as unread, and e-mails you have not read with Outlook on your PC. “Unheard” is synonymous with “unread,” and both terms apply to e-mails and voicemails.

“Saved”

See [“Save and Restore Messages” on page 50](#). You can read, list, or browse previously saved voicemails, but not previously saved e-mails.

“From <contact>”

If your initial command tells 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.

The “from <contact>” filter does not work with the Browse command.

The Outlook contact must have a correct voicemail address to read voicemails from that contact (see [“Specify Voicemail Addresses for Your Contacts” on page 19](#)) and a correct e-mail address to read e-mails from that contact (see [“Specify E-mail Addresses for Your Contacts” on page 17](#)).

“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 with a command).

Reading Attachments

While or after ASA reads the text of an e-mail message, you can say “**Read attachments.**” Before reading an e-mail attachment, ASA tells you its type and filename. (If you say “**Get more detail**” while or after ASA reads an attachment, ASA tells you its type and filename again.)

ASA can read only the following types of e-mail attachments:

- Text
- Rich text
- HTML
- Microsoft Word
- 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 that the file cannot be read.

After you say “**Read attachments,**” if an e-mail contains multiple attachments, you can navigate among them by saying “**First,**” “**Last,**” “**Next,**” or “**Previous.**”

If you use an INTUITY AUDIX voicemail server, you can say “**Read attachments**” to read a text *message* in a voicemail message. However, ASA cannot read any actual attachments to an INTUITY AUDIX voicemail (ASA describes them all as one “unreadable binary attachment”).

Navigating Messages and Attachments

The following sections describe how to navigate within and among messages. Note that, while ASA is listing or reading a message, you can barge in at any time and say these navigational commands.

Navigate Within a Message

The commands in the table below allow you to navigate within a message (words in parentheses are optional).

When You Say This	ASA Does This
<p>"Describe this message."</p>	<p>Provides the same information for this one message that you would have heard if you had asked ASA to list your messages:</p> <ul style="list-style-type: none"> ▪ 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 ▪ For e-mail, if the message has any attachments, how many it has; for voicemail, the presence of a text or binary attachment ▪ If present, the message attributes ("priority" or "urgent"; "private") <p>Note: While you are reading messages, if you say "Describe this message," then after ASA's description you say "Next," the above information is all that you will hear for subsequent messages until you say "Read my next message" instead of "Next." Then the filter criteria you previously specified in your Read command are applied again.</p>

When You Say This	ASA Does This
“(Get) more detail. ”	<p>For voicemails, provides the date and time the message was received. For faxes, also provides the number of pages.</p> <p>For e-mails, provides:</p> <ul style="list-style-type: none"> ■ The dates and times the message was received and sent ■ To whom it was sent ■ Who was copied.
<p>“Read this message.” <i>OR</i></p> <p>“Play this message.” <i>OR</i></p> <p>“Read it (again).” <i>OR</i></p> <p>“Play it.”</p>	<p>Reads a message that is being listed or browsed. Rereads a message that is being read.</p>
<p>“Stop.” <i>OR</i></p> <p>“Cancel.”</p> <p>(<i>OR</i> press # on the telephone keypad.)</p> <p>“Continue.”</p>	<p>Interrupts the reading of messages. You can resume where you left off by saying “Continue.”</p> <p>Resumes playback of the current message from the point of interruption.</p>
“ Backup. ”	<p>Rewinds 10 seconds in the message and then rereads it.</p>

Navigate Among Messages and Attachments

The commands in the table below allow you to navigate among messages and attachments (words in parentheses are optional).

When You Say This	ASA Does This
“ Next (message).”	<p>Goes to the next message (and marks the current message as read if any of its body was read).</p>
“ Previous (message).”	<p>Goes to the previous message (and marks the current message as read if any of its body was read).</p>
“ Skip. ”	<p>Goes to the next message (or previous message if that order is being used). If the current message is unread (that is, none of its body has been read), leaves it unread.</p>

When You Say This	ASA Does This
"Read attachments."	<p>Starts reading e-mail attachments. You can navigate among them by saying "First," "Last," "Next," or "Previous."</p> <p>For an INTUITY AUDIX voicemail message, reads an included text <i>message</i> but <i>not</i> any actual attachments.</p>

See ["Without Stopping" on page 32](#) for information about automatically reading one message after another.

Requesting a Count of Messages

Whenever ASA asks *"What can I do for you?"* you can request a count of all your messages (read and unread) by asking **"How many messages do I have?"** or by saying **"Summarize my messages."** ASA responds by saying something similar to: *"You have four messages. Two of these are voicemails."*

Whenever ASA asks *"What can I do for you?"* you can ask **"Do I have any unheard messages?"** or **"Do I have any unread messages?"** In its response, ASA includes all unheard (unread) messages, including any that have arrived during your current ASA session.

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

You can set up the **Interaction** tab of your ASA User Preferences Web pages so that when you log in, ASA tells you how many unread e-mails you have, how many unread voicemails you have, or both.

Listening to Messages — Example

Following is an example of a scenario in which you use ASA to:

- Obtain a count of your unread e-mails.
- List your unread e-mails.
- Read a particular e-mail.
- Get more detail about that e-mail.

ASA	<i>"What can I do for you?"</i>
You	"Do I have any unread e-mails?"
ASA	"You have four unread e-mail messages."
You	"List my unread e-mails."
ASA	<i>"Your first e-mail message is from Bob Johnson, delivered this morning, with the subject: Charity golf tournament ... Your next message is from John Smith, delivered Friday, January 10, with the subject: First quarter forecasts."</i>
You	"Read it."
ASA	<i>"George, I'll need your forecasts for the first quarter by end of January."</i>
You	"Get more detail."
ASA	<i>"This message is dated Friday, January 10, 9:10 a.m. The message was sent to George Burnett, Ann Davis, Barbara Henderson. The message was copied to no one."</i>

Taking Action Regarding Received 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):

When You Say This	ASA Does This
" Reply (to this message)."	See "Reply to a Message" on page 37.
" Reply to all. "	See "Reply to a Message" on page 37.
" Call the sender. "	See "Call the Sender" on page 43.
" Forward this message (to <contact>)."	See "Forward a Message" on page 45.
" Save this message. " OR " File this message. "	See "Save and Restore Messages" on page 50.
" Delete this message. "	See "Delete and Restore Messages" on page 51.
" Restore this message. "	See "Save and Restore Messages" on page 50 and "Delete and Restore Messages" on page 51.
" Mark (this) message (as) read. "	Marks this message as read. If it is an e-mail message, leaves it in the Inbox.
" Mark (this) message (as) unread. "	Marks this message as unread. Note: To mark a voicemail message unread, you must say this command (or " Skip ") the first time ASA reads the message, before you access another message or say another command.
" Add this contact. "	See "Add the Sender to Your Outlook Contacts Folder" on page 51.
" Fax this message. " OR " Print this fax. "	Print a fax message that is in an INTUITY AUDIX voice mailbox. (For Octel voicemail servers, access the mailbox directly, not through ASA, to print received faxes.)
" Fax this message (to <contact>)." OR " Print this fax (to <contact>)."	Fax an e-mail message (if the capability is enabled).

Reply to a Message

While or after ASA lists or reads an e-mail or voicemail message, you can reply to the sender by saying "**Reply**" or "**Reply to this message.**" You are then asked to record your reply. Remember to be silent (or just press # on the telephone keypad) for a few seconds to end the recording.

You can reply to all the original recipients of an e-mail by saying **"Reply to all."**

After you record your reply, you can review it or continue recording it.

Set Privacy and Urgency

After you record your reply, you can say **"Mark it urgent," "Mark it private," "Mark it not urgent,"** or **"Mark it not private."** If the original message has a privacy or urgency setting that you are not allowed to change in your reply, ASA tells you so.

Add and List Recipients

You can also say **"Add a recipient"** to send your reply to additional recipients other than the sender. ASA then asks you for a recipient's name.

Notes:

- When you add a recipient to an e-mail or voicemail reply, you can specify the name of an e-mail distribution list if the list with that name is one of your Outlook contacts. For example, when ASA asks you for the recipient's name, you could say **"Quality Team."** Whether the original message was an e-mail or a voicemail, ASA sends your reply to each person in an Outlook contact e-mail distribution list only as a .wav attachment to an e-mail, not as a voicemail.
- When you add a recipient to a voicemail reply, you can specify a mailbox number as the recipient. See ["Use a Mailbox Number as an Added Recipient of a Voicemail Reply" on page 41.](#)
- When you add a recipient to a voicemail reply, you can specify a voicemail personal group list as the recipient. See ["Use a Voicemail Personal Group List as an Added Recipient of a Voicemail Reply" on page 41.](#)
- If you use an Octel 200, Octel 300, or INTUITY AUDIX voicemail server, when you add a recipient to a voicemail reply, you can specify as the recipient the mailbox number for a system group list (system distribution list). See ["Use a Voicemail System Group List as an Added Recipient of a Voicemail Reply" on page 42.](#)
- If you use an INTUITY AUDIX voicemail server, when you add a recipient to a voicemail reply, you can specify a public list as the recipient. See ["Use](#)

[an INTUITY AUDIX Public List as an Added Recipient of a Voicemail Reply” on page 42.](#)

- Whenever ASA asks you for a name, if ASA has trouble understanding the name you speak, you can use the touchtone keys on your telephone keypad to spell the name—press the keys that have the letters of that person’s last name, then first name. Nicknames are not recognized. When you stop pressing keys for a few seconds, ASA looks for names that match the letters on the keys you pressed. (ASA looks in the same places it would have looked if it had recognized your speech—see [“How ASA Uses Contacts and Directories” on page 62.](#)) If ASA finds only one match, ASA asks you to confirm that name; if ASA finds multiple matching names, ASA lists them one by one until you select one. To confirm or select a name, resume using speech commands with ASA. See [“Configuring Your Contacts” on page 15](#) for information about making ASA more successful in recognizing names you speak.

You can say **“List the recipients”** to hear the current list of recipients.

The following two subsections describe replying to an e-mail or a voicemail.

Reply to an E-mail

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

Your reply to an e-mail can be sent to the sender and to any additional recipients you specify only as an e-mail (with a .wav attachment). It cannot be sent as a voicemail. When you name an additional recipient, ASA first looks for a matching contact in your Outlook Contacts folder. If ASA does not find a match, ASA might also access the corporate directory (see [“How ASA Finds an E-mail Address or a Telephone Number” on page 63](#)) to find the recipient. This section also describes how to make ASA look for matching names in the corporate directory even if ASA does find a match among your contacts.

You can reply to all the original recipients of an e-mail by saying **“Reply to all.”**

Reply to a Voicemail

If a subscriber on your voicemail server or on a different voicemail server uses "messaging" mode to send you a message (that is, the subscriber uses his or her voice mailbox to create a message and send it to your mailbox), your reply is sent as a voicemail. The original voicemail is not included in your reply.

If a caller uses "telephone answering" mode to leave you a message (that is, the caller dials your number, hears your voicemail greeting, and leaves a message), you can send a reply message only if the caller has a voice mailbox on your voicemail server. Otherwise, if a voicemail that was left in telephone answering mode contains a caller ID (callback number information) and 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 you add other recipients to your voicemail reply, by default ASA sends each one a voicemail if it can find a voicemail address. If ASA does not find a voicemail address, it tries to send an e-mail. When you name an additional recipient, ASA first looks for a contact in your Outlook Contacts folder. If ASA does not find a match, ASA might also access the corporate directory (see ["How ASA Finds an E-mail Address or a Telephone Number" on page 63](#)) and your voicemail server's names directory (see ["How ASA Finds a Voicemail Address" on page 67](#)) to find the recipient. These sections also describe how to make ASA look for matching names in these directories even if ASA does find a match among your contacts.

When ASA asks for the name of a recipient, before you provide the name you can make ASA send that particular recipient only an e-mail by saying "**Use e-mail address**" or only a voicemail by saying "**Use voicemail address.**" After you then name the recipient, these commands do not affect whether other recipients you *subsequently* name receive the message as an e-mail or a voicemail.

If you say "**Reply to all**" while or after ASA reads a voicemail, ASA sends your reply only to the sender, not to any other recipients of the original voicemail. However, you can say "**Add a recipient**" after you record your reply to include others in your reply.

Use a Mailbox Number as an Added Recipient of a Voicemail Reply

When you add recipients to a voicemail reply, after you say **"Add a recipient"** and ASA asks you for a name, you can specify a mailbox number in either of the following ways:

- Say **"mailbox number,"** let ASA ask you for a number, and then provide the number.
- Say **"mailbox number <mailbox number>."**

Use a Voicemail Personal Group List as an Added Recipient of a Voicemail Reply

When you add recipients to a voicemail reply, after you say **"Add a recipient"** and ASA asks you for a name, you can name a voicemail personal group list in any of the following ways:

- Say **"personal list,"** let ASA ask you for a number, and then provide the number.
- Say **"personal list <number>."**
- Say the name of the Outlook contact (for example, **"My Department"**) you have associated with the group list (see below).

To use a convenient name for your voicemail personal group list in your ASA speech commands, you must:

1. Create a contact in Outlook with a name, and perhaps one or two nicknames, that you want to associate with the group list. For example, you could define a contact with a **Name** of "My Department," a **Nickname** of "My Team," and a **Nickname 2** of "My Group."
2. Associate that personal group list's voicemail address with this contact, as follows:
 - a. On the **Contacts** tab of your ASA User Preferences Web pages, click the contact name you created in step 1.
 - b. Click the **Configure Voicemail Address** button.
 - c. Select the group list (as previously defined on your voicemail server) from the **Select from your personal lists:** pulldown list and click the **Select** button.

When you send your voicemail reply, your voicemail server expands this voicemail address to identify everyone in the group list.

To review and edit your personal lists, use the telephone interface of your voicemail server. If the Avaya Web Messaging component of the Unified Communication Center (UCC) is available to you, you can also use it to review and edit your personal lists.

Use a Voicemail System Group List as an Added Recipient of a Voicemail Reply

If you use an Octel 200, Octel 300, or INTUITY AUDIX voicemail server, when you add recipients to a voicemail reply, after you say **"Add a recipient"** and ASA asks you for a name, you can specify the mailbox number for a system group list (system distribution list). See ["Use a Mailbox Number as an Added Recipient of a Voicemail Reply"](#) on page 41.

Use an INTUITY AUDIX Public List as an Added Recipient of a Voicemail Reply

If you use an INTUITY AUDIX voicemail server, when you add recipients to a voicemail reply, after you say **"Add a recipient"** and ASA asks you for a name, you can say **"public list"**; ASA then asks for the mailbox number and list number.

Send Your Reply

When you add a recipient to a reply and ASA finds more than one matching name (see ["How ASA Finds an E-mail Address or a Telephone Number"](#) on page 63 and ["How ASA Finds a Voicemail Address"](#) on page 67), ASA lists the names one by one with additional information until you select the one you intend to be a recipient.

If the matching names ASA found are not the name you intended (for example, you named **"Don Smith"** but ASA offers you a list of several people named John Smith), you can say **"Try again"** to make ASA look again for the name you intended.

When you add a recipient to an e-mail reply, after you confirm the intended recipient:

- If that person's data includes an internet e-mail address, ASA sends the e-mail reply.
- If the person's data does not include an e-mail address, ASA cannot send your e-mail reply to that person.
- If the person 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 the **Interaction** tab of your ASA User Preferences Web pages, ASA assumes that you want to use the same e-mail address as the last time you used ASA to reply to, send, or forward e-mail to that person.

When you add a recipient to a voicemail reply, after you confirm the intended recipient:

- If that person's data includes a voicemail address, ASA sends the voicemail reply to that recipient.
- If that person's data does not include a voicemail address, ASA cannot send the voicemail reply to that recipient.

If the **Assertiveness** field is set to **More confirmation prompts (recommended)** on the **Interaction** tab of your ASA User Preferences Web pages, 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 take other action (your recorded message remains intact).

If ASA Cannot Reply to the Message

If ASA cannot reply to the sender of the message or other recipients you added for some reason, ASA determines whether it can allow you to reply to someone else using the same type of message (e-mail or voicemail). If ASA allows you to include other recipients and you choose to do so, ASA asks you to identify a recipient.

For example, ASA might inform you that a voicemail message could not be replied to because the sender has a full voice mailbox; then ASA might ask you whether you want to reply to other recipients. At this point, you might be able to successfully send your recorded reply to the sender as an e-mail (with a .wav attachment) if you say **"Use e-mail address"** before you name the sender as a recipient.

Call the Sender

For voicemails that were left in either messaging mode or telephone answering mode and even for e-mails, 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 subsections describe calling the sender of an e-mail or a voicemail.

Call the Sender of an E-mail

ASA first uses the sender's name (if available) and e-mail address to look for a matching contact in your Outlook Contacts folder. Then, one of the following occurs:

- If ASA finds a matching contact with a phone number, ASA calls that contact's phone number.
- If ASA finds a matching contact but that contact's data does not include a phone number, ASA cannot call the sender. For this reason, it is important to include a business phone number in the data for your contacts (see ["Specify Company, Business Phone Numbers, Full Name, and Nickname, If Possible" on page 17](#)).
- If ASA finds no matching contact, it looks for the name and e-mail address in the corporate directory (if the system administrator has given ASA the required access). If ASA finds a matching name and e-mail address in the corporate directory, ASA calls its associated phone number.

See ["How ASA Finds an E-mail Address or a Telephone Number" on page 63](#) for more information about how ASA finds the phone number to call.

Call the Sender of a Voicemail

ASA first looks for the callback number in data associated with the voicemail message.

If the message has no associated callback number, ASA then uses the caller's name that is associated with his or her voicemail message to look for a matching contact in your Outlook Contacts folder. Then, one of the following occurs:

- If there is a matching contact, ASA calls its phone number.
- If there is a matching contact but the contact's data does not include a 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 ASA finds a matching name, ASA calls its associated phone number.

See ["How ASA Finds an E-mail Address or a Telephone Number" on page 63](#) for more information about how ASA finds the phone number to call.

Sometimes, when you try to reply to a voicemail that was left in telephone answering mode, ASA asks you whether you want to call the sender. See ["Reply to a Voicemail" on page 40](#).

Forward a Message

While or after ASA reads, lists, or browses an e-mail, you can forward it as an e-mail and add your own recorded message that becomes a sound file (.wav) attachment to the original e-mail. All attachments to the original e-mail are also forwarded.

While or after ASA reads, lists, or browses a voicemail, you can forward it as a voicemail and add your own recorded message.

Remember to be silent for a few seconds (or just press # on the telephone keypad) to end the recording.

After you record your message, you can review it or continue recording it.

You can forward a voicemail to an e-mail address, but you cannot forward an e-mail to a voicemail address.

Forward an E-mail or a Voicemail to an Outlook Contact or Others

To forward an e-mail or a voicemail, you can use the command syntax **"Forward this message to <contact>,"** as in **"Forward this message to Bill Smith."** When your initial command to forward a message includes the recipient's name, that person must be one of the contacts in your Outlook Contacts folder.

If you just say **"Forward this message"** and let ASA ask you for a name, then when you provide one, ASA first looks for a contact in your Outlook Contacts folder. If ASA does not find a match, ASA might also access the corporate directory (see ["How ASA Finds an E-mail Address or a Telephone Number" on page 63](#)) and your voicemail server's names directory (see ["How ASA Finds a Voicemail Address" on page 67](#)) to find the recipient. These sections also describe how to make ASA look for matching names in these directories even if ASA does find a match among your contacts.

Notes:

- When you forward an e-mail or a voicemail, you can specify as the recipient the name of an e-mail distribution list if the list with that name is one of your Outlook contacts. For example, you could say **"Forward this message,"** let ASA ask you to whom, and then say **"Quality Team"** (or, equivalently, you could say **"Forward this message to Quality Team"**). ASA forwards the message to each person in an Outlook contact

e-mail distribution list only as a .wav attachment to an e-mail, not as a voicemail.

- When you forward a voicemail, you can specify a mailbox number as the recipient. See [“Forward a Voicemail to a Mailbox Number” on page 46.](#)
- When you forward a voicemail, you can specify a voicemail personal group list as the recipient. See [“Forward a Voicemail to a Voicemail Personal Group List” on page 47.](#)
- If you use an Octel 200, Octel 300, or INTUITY AUDIX voicemail server, when you forward a voicemail, you can specify as the recipient the mailbox number for a system group list (system distribution list). See [“Forward a Voicemail to a Voicemail System Group List” on page 48.](#)
- If you use an INTUITY AUDIX voicemail server, when you forward a voicemail, you can specify a public list as the recipient. See [“Forward a Voicemail to an INTUITY AUDIX Public List” on page 48.](#)
- Whenever ASA asks you for a name, if ASA has trouble understanding the name you speak, you can use the touchtone keys on your telephone keypad to spell the name—press the keys that have the letters of that person’s last name, then first name. Nicknames are not recognized. When you stop pressing keys for a few seconds, ASA looks for names that match the letters on the keys you pressed. (ASA looks in the same places it would have looked if it had recognized your speech—see [“How ASA Uses Contacts and Directories” on page 62.](#)) If ASA finds only one match, ASA asks you to confirm that name; if ASA finds multiple matching names, ASA lists them one by one until you select one. To confirm or select a name, resume using speech commands with ASA. See [“Configuring Your Contacts” on page 15](#) for information about making ASA more successful in recognizing names you speak.

Forward a Voicemail to a Mailbox Number

You can forward a voicemail to a specific mailbox number on your voicemail server or on a remote voicemail server in any of the following ways:

- Say **“Forward this message,”** let ASA ask you to whom, say **“mailbox number,”** let ASA ask you for a number, and then provide the number.

- Say **"Forward this message,"** let ASA ask you to whom, and then say **"mailbox number <mailbox number>."**
- Say **"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.

Forward a Voicemail to a Voicemail Personal Group List

You can forward an e-mail or a voicemail to everyone in a specific voicemail personal group list in any of the following ways:

- Say **"Forward this message,"** let ASA ask you to whom, say **"personal list,"** let ASA ask you for a number, and then provide the number.
- Say **"Forward this message,"** let ASA ask you to whom, and then say **"personal list <number>."**
- Say **"Forward this message to personal list <number>."**
- Say **"Forward this message,"** let ASA ask you to whom, and then say the name of the Outlook contact (for example, **"My Department"**) you have associated with the group list (see below).
- Equivalent to the previous example, say **"Forward this message to My Department,"** where My Department is the Outlook contact you have associated with the group list (see below).

To use a convenient name for your voicemail personal group list in your ASA speech commands, you must:

1. Create a contact in Outlook with a name, and perhaps a nickname, that you want to associate with the group list. For example, you could define a contact with a **Name** of "My Department," a **Nickname** of "My Team," and a **Nickname 2** of "My Group."
2. Associate that personal group list's voicemail address with this contact, as follows:

- a. On the **Contacts** tab of your ASA User Preferences Web pages, click the contact name you created in step 1.
- b. Click the **Configure Voicemail Address** button.
- c. Select the group list (as previously defined on your voicemail server) from the **Select from your personal lists:** pulldown list and click the **Select** button.

When you forward the message, your voicemail server expands this voicemail address to identify everyone in the group list.

To review and edit your personal lists, use the telephone interface of your voicemail server. If the Avaya Web Messaging component of the Unified Communication Center (UCC) is available to you, you can also use it to review and edit your personal lists.

Forward a Voicemail to a Voicemail System Group List

If you use an Octel 200, Octel 300, or INTUITY AUDIX voicemail server, you can forward a voicemail to the mailbox number for a system group list (system distribution list). See [“Forward a Voicemail to a Mailbox Number” on page 46.](#)

Forward a Voicemail to an INTUITY AUDIX Public List

If you use an INTUITY AUDIX voicemail server, you can forward a voicemail to a specific public list, in either of the following ways:

- Say **“Forward this message,”** let ASA ask you to whom, and then say **“public list”**; ASA then asks for the mailbox number and list number.
- Say **“Forward this message to public list”**; ASA then asks for the mailbox number and list number.

Specify Forwarding a Voicemail as an E-mail or a Voicemail

By default, ASA attempts to forward all voicemail messages as voicemail. If ASA does not find a voicemail address for the intended recipient, ASA forwards the voicemail as an e-mail with a .wav attachment. When ASA asks for the name of a recipient, before you provide the name you can make ASA forward the voicemail to that particular recipient as only an e-mail by saying **“Use e-mail address”** or only a voicemail by saying **“Use voicemail address.”** After you name the recipient, these commands do not affect whether other recipients you *subsequently* name receive the message as an e-mail or a voicemail.

Set Privacy and Urgency

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

Add and List Recipients

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

Forward the Message

When you name an intended recipient and ASA finds more than one matching name (see ["How ASA Finds an E-mail Address or a Telephone Number" on page 63](#) and ["How ASA Finds a Voicemail Address" on page 67](#)), ASA lists the names one by one with additional information until you select the one you intend to be a recipient.

If the matching names ASA found are not the name you intended (for example, you named **"Don Smith"** but ASA offers you a list of several people named John Smith), you can say **"Try again"** to make ASA look again for the name you intended.

When you forward an e-mail, after you confirm the intended recipient:

- If that person's data includes an internet e-mail address, ASA forwards the e-mail.
- If the person's data does not include an e-mail address, ASA cannot forward the e-mail.
- If the person 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 the **Interaction** tab of your ASA User Preferences Web pages, ASA assumes that you want to use the same address as the last time you used ASA to reply to, send, or forward e-mail to that person.

When you forward a voicemail, after you confirm the intended recipient:

- If that person's data includes a voicemail address, ASA forwards the voicemail.
- If that person's data does not include a voicemail address but does include an e-mail address, ASA

forwards the voicemail as a .wav attachment to an e-mail.

- If that person's data includes neither a voicemail address nor an e-mail address, ASA cannot forward the voicemail to that person and ASA prompts you for another name.

If the **Assertiveness** field is set to **More confirmation prompts (recommended)** on the **Interaction** tab of your ASA User Preferences Web pages, 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 take other action (your recorded message remains intact).

If ASA Cannot Forward the Message

If ASA cannot forward your message for some reason, ASA determines whether it can allow you to forward it to someone else using the same type of message (e-mail or voicemail). If ASA allows you to forward the message to someone else and you choose to do so, ASA asks you to identify a recipient.

For example, ASA might inform you that a voicemail message could not be forwarded because your intended recipient has a full voice mailbox; then ASA might ask you whether you want to forward the message to other recipients. At this point, you might be able to successfully forward your message to the same recipient as an e-mail (with a .wav attachment) if you say "**Use e-mail address**" before you name the recipient.

Save and Restore Messages

You can save and restore e-mails and save voicemails as described in the following subsections.

Save and Restore E-mails

If you want to move an e-mail message from your Inbox to the archive folder you specified on the **General** tab of your User Preferences Web pages, say "**Save this message**" or "**File this message**" while ASA is listing or reading the e-mail.

Before you list or read a different message, you can make ASA return the message you saved to your Inbox by saying "**Restore this message.**" After the e-mail is

saved and you access another message, you cannot use ASA to restore or read the e-mail you saved (but you can use Outlook on your PC to do so).

Note: Before you can save e-mails 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 the **General** tab of your ASA User Preferences Web pages.

Save Voicemails

If you want to save a voicemail message, say **"Save this message"** or **"File this message"** while ASA is listing or reading it. You can read saved voicemails by saying **"Read my saved voicemails"** while logged into ASA (or by using your voicemail server directly). You cannot restore a saved voicemail message.

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 or the sender's name for a voicemail.

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

All deleted e-mails 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

While or after ASA reads an e-mail or voicemail to you, you can say **"Add this contact"** to create a contact that you can view in your Outlook Contacts folder and from the **Contacts** tab of your ASA User Preferences Web pages.

(The **Company** name for the new contact is "ASA Generated Contact.")

The following sections describe use of the **"Add this contact"** command as it applies to senders of e-mails and voicemails. See ["Configuring Your Contacts" on page 15](#) for important information about specifying data for your contacts.

Add the Sender of an E-mail as a Contact

The **"Add this contact"** command creates a new contact with only the sender's name and e-mail address and a **Company** name of "ASA Generated Contact." Use Outlook to add standard Outlook Contact folder information about the contact. Use the **Contacts** tab of your ASA User Preferences Web pages 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.

If you had already defined a contact for the sender of the e-mail, a second one is created anyway. After you use the **"Add this contact"** command for an e-mail, check your Contacts folder in Microsoft Outlook as soon as you can and if this contact has multiple entries, consolidate their data into one contact before you add new data for the contact. In Outlook, you can copy the sender's e-mail address from the newer contact into the original contact's data and then delete the newer contact.

Add the Sender of a Voicemail as a Contact

The **"Add this contact"** command creates a new contact with only the sender's name and voicemail address and a **Company** name of "ASA Generated Contact." Use Outlook to add standard Outlook Contact folder information about the contact. Use the **Contacts** tab of your ASA User Preferences Web pages to add information unique to ASA, such as a second nickname and how ASA's text-to-speech conversion should pronounce the name.

If you had already defined a contact for the sender of the voicemail, a second one is created anyway. After you use the **"Add this contact"** command for a voicemail, check the **Contacts** tab of your ASA User Preferences Web pages as soon as you can and if this contact has multiple entries, consolidate their data into one contact before you add new data for the contact. By accessing both contacts from the **Contacts** tab of your ASA User Preferences Web pages, you can copy the sender's voicemail address from the newer contact into the original contact's data and then delete the newer contact.

Sending a Message

For information about replying to or forwarding messages that others have sent to you, see [“Reply to a Message” on page 37](#) and [“Forward a Message” on page 45](#).

As explained in detail in this section, when you create and send a message, ASA does everything it can to send the message as a voicemail, and if that does not succeed, ASA does everything it can to send the message as an e-mail.

Send a Message to an Outlook Contact or Others

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.”** When, as in this example, your initial command to send a message includes the recipient’s name, that person must be one of the contacts in your Contacts folder, otherwise ASA cannot send that person a message. Then, one of the following occurs:

- If you name a contact whose data includes a voicemail address, ASA sends the message you will record as a voicemail message by default.
- If your contact’s data does not include a voicemail address but does include an e-mail address, ASA sends your message as a sound file (.wav) attachment to an e-mail; the recipient must have some means of playing sound files.
- If your contact’s data has neither a voicemail address nor an e-mail address, ASA cannot send that contact a message.

If you just say **“Send a message”** and let ASA ask you for a name, then when you provide one, ASA first looks for a matching contact in your Outlook Contacts folder. If ASA does not find a match, ASA might also access the corporate directory (see [“How ASA Finds an E-mail Address or a Telephone Number” on page 63](#)) and your voicemail server’s names directory (see [“How ASA Finds a Voicemail Address” on page 67](#)) to find the recipient. These sections also describe how to make ASA look for matching names in these directories even if ASA does find a match among your contacts.

Notes:

- When you send a message, you can specify as the recipient the name of an e-mail distribution list if the list with that name is one of your Outlook contacts. For example, you could say **“Send a message,”** let ASA ask you to whom, and then say **“Quality Team”** (or, equivalently, you could say **“Send a message to Quality Team”**). ASA sends the message you record to each person in an Outlook contact e-mail distribution list only as a .wav attachment to an e-mail, not as a voicemail.
- When you send a voicemail, you can specify a mailbox number as the recipient. See [“Send a Voicemail to a Mailbox Number” on page 57.](#)
- When you send a message, you can specify a voicemail personal group list as the recipient. See [“Send a Voicemail to a Voicemail Personal Group List” on page 58.](#)
- If you use an Octel 200, Octel 300, or INTUITY AUDIX voicemail server, when you send a message, you can specify as the recipient the mailbox number for a system group list (system distribution list). See [“Send a Voicemail to a Voicemail System Group List” on page 59.](#)
- If you use an INTUITY AUDIX voicemail server, when you send a message, you can specify a public list as the recipient. See [“Send a Voicemail to an INTUITY AUDIX Public List” on page 59.](#)
- Whenever ASA asks you for a name, if ASA has trouble understanding the name you speak, you can use the touchtone keys on your telephone keypad to spell the name—press the keys that have the letters of that person’s last name, then first name. Nicknames are not recognized. When you stop pressing keys for a few seconds, ASA looks for names that match the letters on the keys you pressed. (ASA looks in the same places it would have looked if it had recognized your speech—see [“How ASA Uses Contacts and Directories” on page 62.](#)) If ASA finds only one match, ASA asks you to confirm that name; if ASA finds multiple matching names, ASA lists them one by one until you select one. To confirm or select a name, resume using speech commands with ASA. See [“Configuring Your Contacts” on page 15](#) for information about making

ASA more successful in recognizing names you speak.

Remember to be silent for a few seconds (or just press # on the telephone keypad) to end the recording of your message.

Make ASA Send Your Message as an E-mail

By default, ASA sends your messages as voicemails if it can. However, you can make ASA send an e-mail, 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.

ASA first looks for your intended recipient in your Outlook Contacts folder, whether your initial command to send an e-mail includes a recipient's name or you just say **"Send an e-mail message,"** let ASA ask you for a name, and then provide one. 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.

After you confirm the intended recipient, ASA sends the e-mail as described in ["Send the Message" on page 60](#).

If all the following conditions are met, ASA looks for a matching name in the corporate directory (see ["How ASA Finds an E-mail Address or a Telephone Number" on page 63](#)):

- Your initial command was simply **"Send an e-mail message."**
- ASA finds no name in your Contacts folder that matches the name you then provide.
- The system administrator configured ASA to allow it to access your corporate directory.

If ASA finds any matching names in the corporate directory, ASA lists them one by one until you select one. Then, one of the following occurs:

- If the data for the name you choose includes an e-mail address, ASA sends your message as an e-mail to the recipient, even though the recipient is not one of your contacts.

- If the data for the name you choose does not include an e-mail address, ASA cannot send the e-mail message.

If your initial command was **“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. After you name the recipient, other recipients you *subsequently* name receive the message as an e-mail by default.

Make ASA Send Your Message as a Voicemail

If you explicitly say **“Send a voicemail message”** rather than **“Send a message,”** ASA will not automatically attempt to send your message as an e-mail if it cannot send a voicemail.

ASA first looks for your intended recipient in your Outlook Contacts folder, whether your initial command to send a voicemail includes a recipient’s name (as in **“Send a voicemail message to Ann Davis”**) or you just say **“Send a voicemail message,”** let ASA ask you for a name, and then provide one. 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.

After you confirm the intended recipient, ASA sends the voicemail as described in [“Send the Message” on page 60](#).

If all the following conditions are met, ASA looks for a matching name in the corporate directory and then potentially in your voicemail server’s names directory (see [“How ASA Finds a Voicemail Address” on page 67](#)):

- Your initial command was simply **“Send a voicemail message.”**
- ASA finds no name in your Contacts folder that matches the name you then provide.
- The system administrator configured ASA to allow it to access your corporate directory and your voicemail server’s names directory.

If ASA finds any matching names in the voicemail server's names directory, ASA lists them one by one until you select one. Then, one of the following occurs:

- If the data for the name you choose includes a voicemail address (as is usually the case for names found in the voicemail server's names directory), ASA sends your message as a voicemail to the recipient, even though the recipient is not one of your contacts.
- If the data for the name you choose does not include a voicemail address, ASA cannot send the voicemail message.

If your initial command was **"Send a voicemail message"** (or just **"Send a message,"** which sends a voicemail by default), 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. After you name the recipient, other recipients you *subsequently* name receive the message as a voicemail by default.

Send a Voicemail to a Mailbox Number

You can send a voicemail to a specific mailbox number on your voicemail server or on a remote voicemail server in any of the following ways:

- Say **"Send a message,"** let ASA ask you to whom, say **"mailbox number,"** let ASA ask you for a number, and then provide the number.
- Say **"Send a message,"** let ASA ask you to whom, and then say **"mailbox number <mailbox number>."**
- Say **"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.

Send a Voicemail to a Voicemail Personal Group List

You can send a voicemail to everyone in a specific voicemail personal group list in any of the following ways:

- Say “**Send a message,**” let ASA ask you to whom, say “**personal list,**” let ASA ask you for a number, and then provide the number.
- Say “**Send a message,**” let ASA ask you to whom, and then say “**personal list <number>.**”
- Say “**Send a message to personal list <number>.**”
- Say “**Send a message,**” let ASA ask you to whom, and then say the name of the Outlook contact (for example, “**My Department**”) you have associated with the group list (see below).
- Equivalent to the previous example, say “**Send a message to My Department,**” where My Department is the Outlook contact you have associated with the group list (see below).

To use a convenient name for your voicemail personal group list in your ASA speech commands, you must:

1. Create a contact in Outlook with a name, and perhaps a nickname, that you want to associate with the group list. For example, you could define a contact with a **Name** of “My Department,” a **Nickname** of “My Team,” and a **Nickname 2** of “My Group.”
2. Associate that personal group list’s voicemail address with this contact, as follows:
 - a. On the **Contacts** tab of your ASA User Preferences Web pages, click the contact name you created in step 1.
 - b. Click the **Configure Voicemail Address** button.
 - c. Select the group list (as previously defined on your voicemail server) from the **Select from your personal lists:** pulldown list and click the **Select** button.

When you send the message, your voicemail server expands this voicemail address to identify everyone in the group list.

To review and edit your personal lists, use the telephone interface of your voicemail server. If the Avaya Web Messaging component of the Unified Communication Center (UCC) is available to you, you can also use it to review and edit your personal lists.

Send a Voicemail to a Voicemail System Group List

If you use an Octel 200, Octel 300, or INTUITY AUDIX voicemail server, you can send a voicemail to the mailbox number for a system group list (system distribution list). See ["Send a Voicemail to a Mailbox Number" on page 57](#).

Send a Voicemail to an INTUITY AUDIX Public List

If you use an INTUITY AUDIX voicemail server, you can send a voicemail to a specific public list in either of the following ways:

- Say **"Send a message,"** let ASA ask you to whom, and then say **"public list."** ASA then asks for the mailbox number and list number.
- Say **"Send a message to public list";** ASA then asks for the mailbox number and list number.

Record Your Message

After you have identified a recipient, record your message. Remember to be silent for a few seconds (or just press # on the telephone keypad) to end the recording.

After you record your message, you can review it or continue recording it.

Set Privacy and Urgency

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.”**

Add and List Recipients

After you record your message, you can say **“Add a recipient”** to send your message to additional recipients. You can say **“List the recipients”** to hear the list of recipients.

Send the Message

When you name an intended recipient and ASA finds more than one matching name (see [“How ASA Finds an E-mail Address or a Telephone Number” on page 63](#) and [“How ASA Finds a Voicemail Address” on page 67](#)), ASA lists the names one by one with additional information until you select the one you intend to be a recipient.

If the matching names ASA found are not the name you intended (for example, you named **“Don Smith”** but ASA offers you a list of several people named John Smith), you can say **“Try again”** to make ASA look again for the name you intended.

After you confirm the intended recipient, one of the following occurs:

- If that person’s data includes a voicemail address, ASA sends the voicemail.
- If that person’s data does not include a voicemail address, ASA cannot send the message as a voicemail. However, if ASA can find an e-mail address for the person, ASA sends the message as an e-mail instead.

When you make ASA send an e-mail (see [“Make ASA Send Your Message as an E-mail” on page 55](#)) or if ASA cannot send a voicemail, after you confirm the intended recipient, one of the following occurs:

- If that person’s data includes an internet e-mail address, ASA sends the e-mail.
- If that person’s data does not include an e-mail address, ASA cannot send the e-mail. (However, if you originally tried to make ASA send that person

an e-mail, when ASA asks you for recipients again, you could name the same recipient again to make ASA send your message as a voicemail to that recipient if it can find a voicemail address.)

- If the person 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 the **Interaction** tab of your ASA User Preferences Web pages, ASA assumes that you want to use the same address as the last time you used ASA to reply to, send, or forward e-mail to the person.

If the **Assertiveness** field is set to **More confirmation prompts (recommended)** on the **Interaction** tab of your ASA User Preferences Web pages, 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 take other action (your recorded message remains intact).

If ASA Cannot Send the Message

If ASA cannot send your recorded message for some reason, ASA determines whether it can allow you to send the message to someone else, to only e-mail destinations, to only voicemail destinations, or to no one. If ASA allows you to send the message to someone else and you choose to do so, ASA asks you to identify a recipient.

For example, ASA might inform you that your message could not be delivered because your intended recipient has a full voice mailbox; then ASA might ask you whether you want to send the message to other recipients. At this point, you might be able to successfully send your message to the same recipient as an e-mail (with a .wav attachment) if you say **"Use e-mail address"** before you name the recipient.

Send a Message — Example

Following is an example of a 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	"Would you like to add another recipient?"
You	"No."
ASA	"Record the message."
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 with a .wav attachment in your own voice. Just say **"Take a note"** or **"Record a note"** and record your message to yourself. The subject of the e-mail that ASA sends you is "Personal Note." You can read this e-mail as you would any e-mail. If you have created a contact for yourself, you can quickly find this e-mail in your Inbox by saying **"Read my e-mail messages from <your name>."**

How ASA Uses Contacts and Directories

Some speech commands require ASA to find and use only e-mail addresses. Others require ASA to find and use only voicemail addresses. Others require ASA to place a telephone call. For certain speech commands, such as **"Send a message,"** ASA sometimes uses voicemail addresses, sometimes e-mail addresses. In any case, ASA uses sophisticated methods as necessary to determine the

required e-mail address, voicemail address, or telephone number.

How does ASA determine how to send your message? To put it simply, ASA does everything it can to send the message as a voicemail and if that does not succeed, ASA does everything it can to send the message as an e-mail.

The following sections describe in detail the ways that ASA attempts to find an e-mail address, a voicemail address, or a telephone number as needed to perform various commands involving people you have included and people you have not included among your Outlook contacts.

Basically, it is always to your advantage to specify people whose names you will use in your speech commands as Outlook contacts, and to complete as much data for them as you can in Outlook and on the **Contacts** tab of your ASA User Preferences Web pages (see ["Configuring Your Contacts" on page 15](#)).

How ASA Finds an E-mail Address or a Telephone Number

When ASA needs an e-mail address or a telephone number to carry out your command, ASA might not find the person whose name you spoke among your Outlook contacts or ASA might find a contact who does not have the required information specified. In either case, as described in this section, ASA might be able to find the required e-mail address or telephone number for a matching name in the corporate directory, and you can make ASA look there as well as in your Outlook contacts.

The Corporate Directory

The corporate directory is a company-wide contact list. 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 Outlook 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. Your ASA system configuration might or might not allow ASA to access the corporate directory; the following sections assume access is allowed.

Commands that Require ASA to Use an E-mail Address

The following command sequences require ASA to find and use an e-mail address for your intended recipient:

- You reply to an e-mail, say **"Add a recipient,"** and then, when ASA asks for a name, you provide one (an e-mail reply cannot be sent as a voicemail to an added recipient).
- You reply to a voicemail, say **"Add a recipient,"** and then, when ASA asks for a name, you name a new recipient for whom ASA does not find a voicemail address.
- You reply to a voicemail, say **"Add a recipient,"** and then, when ASA asks for a name, you explicitly say **"Use e-mail address"** before you provide a name.
- You forward an e-mail as an e-mail (an e-mail cannot be forwarded to a voicemail address).
- You forward a voicemail to a recipient for whom ASA does not find a voicemail address.
- You forward a voicemail and when ASA asks for a recipient's name, you explicitly say **"Use e-mail address"** before you provide a name.
- You say **"Send a message"** and then, when ASA asks for a recipient's name, you name a recipient for whom ASA does not find a voicemail address.
- You explicitly say **"Send an e-mail message"** and then, when ASA asks for a recipient's name, you provide one.

How ASA Finds an E-mail Address by Default

When you give one of these speech commands that requires ASA to find an e-mail address, ASA first tries to find the recipient's name and an associated e-mail address among your Outlook contacts.

By default, if ASA finds a matching name among your contacts:

- ASA does not look elsewhere for that name, whether or not that contact has an associated e-mail address.
- If that contact has an e-mail address specified, ASA uses that e-mail address to perform your command.

- When ASA asks you to confirm and you do confirm that the specific contact ASA found is your intended recipient, but that contact has no e-mail address specified, ASA cannot perform the command you requested.

If ASA does not find a matching name among your Outlook contacts, ASA looks in the corporate directory (see [“The Corporate Directory” on page 63](#)) for a matching name.

Even if ASA finds a matching name with an e-mail address among your contacts, you might actually want ASA to carry out the requested command for a different person in the corporate directory who has the same name, but by default there is no way you can make ASA do so.

You can say **“Include duplicate names”** to make ASA look in *both* your Contacts folder and in the corporate directory for an e-mail address, *even if* ASA first finds a matching name among your contacts. See [“How to Make ASA Look in the Corporate Directory for an E-mail Address or a Telephone Number” on page 66](#).

Commands that Require ASA to Use a Telephone Number

The following commands require ASA to find and use a telephone number:

- You say **“Call the sender”** in response to an e-mail.
- You say **“Call the sender”** in response to a voicemail that does not include callback number data, which is the number ASA looks for first to try to make the call.
- You say **“Make a call”** and then, when ASA asks for a name, you provide one. (See [“Making a Call to a Person by Name” on page 79](#).)

How ASA Finds a Telephone Number by Default

When you give one of these speech commands that requires ASA to find a telephone number, ASA first tries to find the phone number by looking for the associated person’s name among your Outlook contacts.

By default, if ASA finds a matching name among your contacts:

- ASA does not look elsewhere for that name, whether or not that contact has an associated telephone number.

- If that contact has a telephone number specified, ASA uses that telephone number to perform your command.
- When ASA asks you to confirm and you do confirm that the specific contact ASA found is who you intended to call, but that contact has no telephone number specified, ASA cannot perform the command you requested.

If ASA does not find a matching name among your Outlook contacts, ASA looks in the corporate directory (see [“The Corporate Directory” on page 63](#)) for a matching name and an associated telephone number.

Additionally, when you say **“Make a call,”** even if ASA finds a matching name with a phone number among your contacts, you might actually want ASA to call a different person in the corporate directory who has the same name, but by default there is no way you can make ASA do so.

You can say **“Include duplicate names”** to make ASA look in *both* your Contacts folder and in the corporate directory for a telephone number, *even if* ASA first finds a matching name among your contacts. See [“How to Make ASA Look in the Corporate Directory for an E-mail Address or a Telephone Number” on page 66](#).

How to Make ASA Look in the Corporate Directory for an E-mail Address or a Telephone Number

For commands that require ASA to find an e-mail address or a telephone number, you can make ASA look in *both* your Contacts folder and in the corporate directory, *even if* ASA first finds among your contacts a name that matches the one you spoke—when ASA asks “*What can I do for you?*,” say **“Include duplicate names.”** If you always want ASA to search the 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 the **Contacts** tab of your ASA User Preferences Web pages to set up nicknames that distinguish your contacts from each other, as necessary (see [“Configuring Your Contacts” on page 15](#)). Also, see [“Add the Sender to Your Outlook Contacts Folder” on page 51](#) for information about adding the sender of a message to your Contacts folder.

To stop ASA from looking in the corporate directory for an e-mail address or a phone number, in other words, to undo the **"Include duplicate names"** command for this ASA session, say **"Stop including duplicate names."**

Commands that Use Contacts but Never Use the Corporate Directory

For the following speech commands that include the name or nickname of one of your Outlook contacts, ASA *always* looks *only* in your Outlook contacts, never in the corporate directory, to find an e-mail address or a telephone number (that is, the **"Include duplicate names"** command has no effect):

- **"Forward this message to Dave Anderson."**
- **"Send a message to Smitty."**
- **"Call my wife."** (See ["Calling an Outlook Contact" on page 78.](#))

When you forward or send a message or you call someone, if you want ASA to potentially access names in the corporate directory to find an e-mail address or a telephone number, you must begin by saying only **"Forward this message," "Send a message,"** or **"Make a call,"** and then let ASA ask you for a name.

How ASA Finds a Voicemail Address

When ASA needs a voicemail address to carry out your command, ASA might not find the person whose name you spoke among your Outlook contacts or ASA might find a contact who has no voicemail address specified. In either case, as described in this section, ASA might be able to find a voicemail address for a matching name in your voicemail server's names directory, and you can make ASA look there as well as in your Outlook contacts.

Your Voicemail Server's Names Directory

Your voicemail server maintains a "names directory" of subscribers and their voicemail addresses. This names directory can also accumulate the voicemail addresses of people who send messages from other voicemail servers to subscribers on your voicemail server. Your ASA system configuration might or might not allow ASA to access this names directory; the following sections assume access is allowed.

Commands that Require or Allow ASA to Use a Voicemail Address

The following command sequences *require* ASA to find and use a voicemail address for your intended recipient:

- You reply to a voicemail, say **"Add a recipient,"** and then, when ASA asks for a name, you explicitly say **"Use voicemail address"** before you provide a name.
- You forward a voicemail and when ASA asks for a recipient's name, you explicitly say **"Use voicemail address"** before you provide a name.
- You say **"Send a message"** and then, when ASA asks for a recipient's name, you explicitly say **"Use voicemail address"** before you provide a name.
- You explicitly say **"Send a voicemail message"** and then, when ASA asks for a recipient's name, you provide one.

The following command sequences *allow* ASA to find and use a voicemail address for your intended recipient; if ASA does not find a voicemail address, ASA attempts to find and use an e-mail address (see ["How ASA Finds an E-mail Address or a Telephone Number" on page 63](#)):

- You reply to a voicemail, say **"Add a recipient,"** and then, when ASA asks for a name, you provide one.
- You forward a voicemail by saying only **"Forward this message"** and then, when ASA asks for a recipient's name, you provide one.
- You say **"Send a message"** and then, when ASA asks for a recipient's name, you provide one.

How ASA Finds a Voicemail Address by Default

When you give one of the speech commands above that require or allow ASA to use a voicemail address, ASA first tries to find the recipient's name and an associated voicemail address among your Outlook contacts.

By default, if ASA finds a matching name among your contacts:

- ASA does not look elsewhere for that name.
- If that contact has a voicemail address specified, ASA uses that voicemail address to perform your command.

- When ASA asks you to confirm and you do confirm that the specific contact ASA found is your intended recipient, but that contact has no voicemail address specified, ASA looks in your voicemail server's names directory for a user name that matches any of the following combinations from that contact's information in Outlook:
 - First name and last name
 - Nickname and last name
 - Nickname 2 and last name
 - Nickname
 - Nickname 2

If ASA finds a matching user name in your voicemail server's names directory, ASA compares the associated voicemail address against the **Business** and **Business 2** phone numbers for the contact. If either business number is the same as or a subset of the voicemail address or if the voicemail address is the same as or a subset of either business number, ASA uses that voicemail address to perform your command. (The voicemail address is not automatically added to your contact information, but it remains available to ASA throughout your current ASA session.) Usually, administrators assign voicemail addresses that closely correspond to users' business phone numbers.

Therefore, if you cannot specify the **Voicemail Address** field for a contact as accessed from the **Contacts** tab of your ASA User Preferences Web pages, it is useful to accurately define the contact's business phone numbers, full name, and potential nicknames, such as Bill and Will for William, so that a match might be found in your voicemail server's names directory. See "[Specify Company, Business Phone Numbers, Full Name, and Nickname, If Possible](#)" on page 17.

Still assuming that ASA found an Outlook contact for the name you spoke and you confirm that the specific contact ASA found is your intended recipient, but that contact has no voicemail address specified, if the voicemail server names directory search described above finds no matching name or

finds a matching name but no matching business phone number and voicemail address, ASA cannot perform your command.

If ASA recognizes the name you spoke (you hear a beep if it does) but ASA does not find a matching name among your Outlook contacts, ASA looks for that same name in your voicemail server's names directory (see ["Your Voicemail Server's Names Directory" on page 67](#)) to try to find an associated voicemail address. If successful, ASA uses that voicemail address to perform your command.

Even if ASA finds a matching name with a voicemail address among your contacts, you might actually want ASA to carry out the requested command for a different person in your voicemail server's names directory who has the same name, but by default there is no way you can make ASA do so.

You can say **"Include duplicate names"** to make ASA look in *both* your Contacts folder and potentially in the voicemail server's names directory for a voicemail address, *even if* ASA first finds a matching name among your contacts. See ["How to Make ASA Look in Your Voicemail Server's Names Directory for a Voicemail Address" on page 70](#).

How to Make ASA Look in Your Voicemail Server's Names Directory for a Voicemail Address

For commands that require or allow ASA to find a voicemail address, you can make ASA look in *both* your Contacts folder and potentially in your voicemail server's names directory, *even if* ASA first finds among your contacts a name that matches the one you spoke—when ASA asks *"What can I do for you?"*, say **"Include duplicate names."** Then, if ASA can find a matching name in the corporate directory, it will look for that name in your voicemail server's names directory. If you always want ASA to potentially search the voicemail server's names directory as well as your contacts, you must say **"Include duplicate names"** each time you log in to ASA.

Searching in the corporate directory and in the names 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 this directory each time you log in, create contacts in your Contacts folder for the people of interest. Then use the **Contacts** tab of your ASA User Preferences Web pages to configure corresponding voicemail addresses and to set up nicknames that distinguish your contacts from each other, as necessary (see ["Configuring Your Contacts" on page](#)

15). Also, see [“Add the Sender to Your Outlook Contacts Folder” on page 51](#) for information about adding the sender of a message to your Contacts folder.

To stop ASA from looking in the corporate directory for a name that matches the one you spoke, then (if a match was found) looking in the voicemail server’s names directory in order to find a voicemail address for the same name, in other words, to undo the **“Include duplicate names”** command for this ASA session, say **“Stop including duplicate names.”**

Commands that Use Contacts but Never Use the Voicemail Server’s Names Directory

For the following speech commands that include the name or nickname of one of your Outlook contacts, ASA *always* looks *only* in your Outlook contacts, never in the voicemail server’s names directory, to find a voicemail address (that is, the **“Include duplicate names”** command has no effect):

- **“Forward this message to Dave Anderson.”**
- **“Send a message to Smitty.”**

When you forward or send a message, if you want ASA to potentially access names in your voicemail server’s names directory to find a voicemail address, you must begin by saying only **“Forward this message”** or **“Send a message,”** and then let ASA ask you for a name.

Managing Outlook Contacts

You can use ASA to obtain information about contacts in your Outlook personal Contacts folder, such as their addresses and telephone numbers. This section explains how to use ASA to:

- Browse contacts.
- List contacts.
- Read contacts.
- Get more detail.
- Ask for information about a specific contact.

See [“How ASA Uses Contacts and Directories” on page 62](#) for details about how ASA uses your Outlook contacts, the corporate directory, and the voicemail server’s name directory to perform commands that involve people who are among your Outlook contacts and people who are not.

See [“Configuring Your Contacts” on page 15](#) for important tips on specifying contacts in Outlook and on the **Contacts** tab of your User Preferences Web pages, to help ASA easily recognize how you say them.

See [“Add the Sender to Your Outlook Contacts Folder” on page 51](#) for information about using ASA to add the sender of a message to your Outlook Contacts folder.

In addition to the commands described in the following subsections, you can ask ASA **“How many contacts do I have?”**

Examples of useful commands and scenarios related to contacts are provided in this section. For a complete list of commands, see ["Command Summary" on page 112](#).

Browsing Contacts

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

- How many contacts you have in your Contacts folder
- Each contact's name, in the following sequence:
 1. Alphabetically, all group lists together with all contacts having first names but no last names.
 2. All other contacts, alphabetically by last name.

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."**

You can barge in and say **"Next"** or **"Previous"** to move to another contact in the list.

Listing 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
- For each contact:
 - Name
 - Job title
 - Company

ASA lists the contacts in the following sequence:

1. Alphabetically, all group lists together with all contacts having first names but no last names.
2. All other contacts, alphabetically by last name.

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."**

You can barge in and say **"Next"** or **"Previous"** to move to another contact in the list.

Reading 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
- For each contact:
 - Name
 - Job title
 - Company
 - Telephone numbers

ASA reads the contacts in the following sequence:

1. Alphabetically, all group lists together with all contacts having first names but no last names.
2. All other contacts, alphabetically by last name.

You can barge in and say **"Next"** or **"Previous"** to move to another contact in the list.

Getting More Detail on a Contact

If you need more detailed information about a contact than ASA provides by reading it, say **"Get more detail"**

as the contact is being read. 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

Asking for Information About a 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 this contact.)
- **"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 ["Getting More Detail on a Contact" on page 74.](#)

Using Contacts — Example

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

ASA	<i>"What can I do for you?"</i>
You	"Browse contacts."
ASA	<i>"You have 17 contacts. William Allen, Jane Bradford, George Burnett, James Cannon..."</i>
You	"Read it."
ASA	<i>"James Cannon; Purchasing Agent; Acme Flanges; I have the following phone numbers: Business...800-555-1212..."</i>
You	"Cancel."
ASA	<i>"OK. What can I do for you?"</i>
You	"What is John Smith's phone number?"
ASA	<i>"This contact has more than one telephone number. Say 'business,' 'home' 'mobile,' or 'cancel this operation.'"</i>
You	"Home."
ASA	<i>"Home number: 800-555-1212"</i> <i>"What can I do for you?"</i>

Managing Calls and Conferences

You can use ASA to make phone calls and manage conference calls. This section explains how to use ASA to:

- Call an Outlook contact.
- Make a call to someone who might be a contact or who might be found only in your company's e-mail directory.
- Page a contact.
- 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 when ASA is managing several calls.
- Terminate a call.
- Make conference calls.

Note: If you use ASA to call someone who has a Caller ID device, the number that appears on that person's Caller ID display could be your telephone number or a variation of it, depending upon how your system administrator has set up ASA.

Examples of useful commands and scenarios related to calling and conferencing are provided in this section. For a complete list of commands, see ["Command Summary" on page 112](#).

Calling an Outlook Contact

To tell ASA to call a contact in your Outlook Contacts folder, use the command syntax **"Call <contact>,"** as in **"Call John Smith."** ASA then recites the contact's name and, if the contact has more than one phone number, ASA tells you how many and what types of phone numbers the contact has and asks you to choose one.

In your initial command, 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."**

How ASA Calls a Contact

Before actually placing a call to a contact, ASA recites the contact's name and which of the contact's phones is being called (whether the contact has only one number or you had to choose among several). ASA then remains silent for a short period to allow you to cancel the call in case you made any mistakes. ASA takes a break (goes on hold) when it detects that the number it called is ringing. Then, one of the following occurs:

- If ASA does not find a name among your Outlook contacts that matches the one you spoke, ASA cannot place the call. If you want to call someone who is not in your Outlook Contacts folder but could be in the corporate e-mail directory, you must start by saying **"Make a call"** and let ASA ask you for a name (see ["Making a Call to a Person by Name" on page 79](#)).
- If your initial command uses the command syntax **"Call <contact>"** and, for the name you speak, ASA finds a contact who has more than one telephone number defined, ASA asks you which number to call.
- If ASA finds a contact that matches the name you spoke but no telephone number is specified for the contact, ASA informs you of this and asks *"What can I do for you?"*

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

Call a Contact — Example

Following is an example of a scenario in which you use ASA to call a contact in your Outlook Contacts folder:

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

Making a Call to a Person by Name

If you want to call someone who might not be in your Outlook Contacts folder but might be in the corporate e-mail directory, say **"Make a call."** ASA asks you who you want to call and looks first for a matching Outlook contact; if ASA does not find a match, it looks in your corporate directory. For details about how ASA finds a telephone number to call, see the following subsections in ["Managing Messages"](#):

- ["How ASA Finds an E-mail Address or a Telephone Number" on page 63](#)
- ["The Corporate Directory" on page 63](#)
- ["Commands that Require ASA to Use a Telephone Number" on page 65](#)
- ["How ASA Finds a Telephone Number by Default" on page 65](#)
- ["How to Make ASA Look in the Corporate Directory for an E-mail Address or a Telephone Number" on page 66](#)

Note: Whenever ASA asks you for a name, if ASA has trouble understanding the name you speak, you can use the touchtone keys on your telephone keypad to spell the

name—press the keys that have the letters of that person's last name, then first name. Nicknames are not recognized. When you stop pressing keys for a few seconds, ASA looks for names that match the letters on the keys you pressed. (ASA looks in the same places it would have looked if it had recognized your speech—see ["How ASA Uses Contacts and Directories" on page 62.](#)) If ASA finds only one match, ASA asks you to confirm that name; if ASA finds multiple matching names, ASA lists them one by one until you select one. To confirm or select a name, resume using speech commands with ASA. See ["Configuring Your Contacts" on page 15](#) for information about making ASA more successful in recognizing names you speak.

Before calling a person in the corporate directory, ASA recites the person's name and phone number and asks you to confirm that person. ASA takes a break (goes on hold) when it detects that the number it called is ringing.

Paging an Outlook Contact

If you have defined a pager number for a contact in your Contacts folder, you can tell ASA to page the contact by using the command syntax **"Page <contact>,"** as in **"Page Ann Davis."**

Dialing 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 individual digit in the number 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 cancel the call if you made a mistake. ASA takes a break (goes on hold) when it detects that the number it called is ringing.

Calling the Sender of a Message

See [“Reply to a Message” on page 37](#) and [“Call the Sender” on page 43](#) for information about replying to messages by calling the sender.

Talking 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 makes your conversation with ASA private 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 [“Dropping a Line to Terminate a Call” on page 82](#) for information about bringing ASA back from a break and terminating a call.

See [“Making a Conference Call” on page 83](#) for information about talking to ASA during a conference call.

Managing and Listing All Calls

You might want to use ASA to manage several simultaneous calls. ASA assigns a line number to each call. If you forget which caller is on which line, you can use the line numbers to identify multiple calls or the various lines in a conference call (see [“Making a Conference Call” on page 83](#)).

Each time ASA detects that a number it called is ringing, it goes on hold. To determine who is on each line, bring ASA back (say **“Avaya, come back”** or press **##**) and then

say **"List all calls."** ASA then tells you which caller is on each line.

To connect to a particular line number $\langle n \rangle$, say **"Connect me to line $\langle n \rangle$."**

Dropping a Line to Terminate a Call

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.

Considering that ASA went on a break when it detected the phone ringing, you can terminate a call by hanging up (this also terminates your call with ASA) or by saying one of the command sequences in the following table:

When You Say This	ASA Does This
"Avaya, drop this line."	ASA comes back, confirms that you want to drop that line, and terminates the call currently on that line but keeps your session with ASA open. (This is a quicker way to terminate the call than using the command sequence in the next row.)
"Avaya, come back." then, after ASA comes back: "Drop this line." OR "Drop this call."	ASA comes back and asks <i>"What can I do for you?"</i> Terminates the call currently on the line but keeps your session with ASA open. (See the row above for a quicker way.)
"Avaya, come back." then, after ASA comes back: "Drop all lines." OR "Drop all calls."	ASA comes back and asks <i>"What can I do for you?"</i> Terminates all calls on all lines but keeps your session with ASA open.
"Avaya, come back." then, after ASA comes back: "Drop line $\langle n \rangle$."	ASA comes back and asks <i>"What can I do for you?"</i> Terminates the call assigned to the line number $\langle n \rangle$ you specify but keeps your session with ASA open.

Making a Conference Call

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 the commands you can use to manage conference calls:

When You Say This	ASA Does This
<p>"Connect all calls." <i>OR</i> "Put everyone in the conference room."</p>	<p>Puts you and all calls being managed by ASA into the conference room. ASA takes a break (goes on hold).</p> <p>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.</p>
<p>"Connect this call to the conference room."</p>	<p>Puts you and the current call being managed by ASA into the conference room. ASA takes a break (goes on hold).</p> <p>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.</p>

When You Say This	ASA Does This
<p>“Join all calls.”</p>	<p>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.</p> <p>In contrast to “connecting” all calls, “joining” all calls would, for example, allow all the conference participants to hear particular e-mails or voicemails you have received that you tell ASA to read.</p> <p>Saying “Take a break” causes ASA to remain quiet until you say “Avaya, come back.”</p>
<p>“Join this call.”</p>	<p>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.</p> <p>Saying “Take a break” causes ASA to remain quiet until you say “Avaya, come back.”</p>
<p>“Put line <n> in the conference room.”</p>	<p>Puts the line number <n> you specify into the conference room. Leaves you and ASA in a private conversation outside the conference room.</p>
<p>“Put me in the conference room.”</p>	<p>Puts you into the conference room. ASA takes a break (goes on hold).</p>

When You Say This	ASA Does This
"Exit the conference room."	<p>Takes you and ASA out of the conference room for you to speak to ASA privately.</p> <p>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.</p> <p>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.</p>
"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.

As the conference manager or "host," 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. Say **"Avaya, come back"** to bring ASA back from a break, remove you from the conference room, and leave 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.

Making a Conference Call — Example

Following is an example of a scenario in which you use ASA to set up a conference call:

ASA	<i>"What can I do for you?"</i>
You	"Call John Smith at work."
ASA	<i>"John Smith—dialing this contact at the business number."</i> (ASA takes a break. John answers. John suggests calling Bob Johnson for a conference call.)
You	"Avaya, come back."
ASA	<i>"Line 1 is on hold. What can I do for you?"</i> (John is on hold and does not hear your conversation with ASA.)
You	"Call Bob Johnson at work."
ASA	<i>"Bob Johnson—dialing this contact at the business number."</i> (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>"Line 2 is on hold. What can I do for you?"</i> (John and Bob are on hold. Neither can hear your conversation with ASA.)
You	"Connect all calls."
ASA	<i>"Done. Host entering conference room."</i> (All three parties, including you as the "host," 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>"I'm back. What can I do for you?"</i> (ASA comes back and takes you out of the conference room. 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	<i>"Mary Anderson—dialing this contact at the mobile number."</i> (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>"I'm back. What can I do for you?"</i>
You	"Join all calls." (All four parties—John, Bob, Mary, and you—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.)

Scheduling a Call to Yourself from ASA

You can schedule ASA to call you at a time and at a phone number you specify. You record any convenient message to yourself that ASA will play when it calls, such as a wake-up call statement 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 that you might have previously established or that you might subsequently establish by using the **Reach-Me** tab of your ASA User Preferences Web pages or by saying **"Follow me."**

Managing “Reach-Me” Options

Your system administrator can set up your telephone system so that ASA (instead of your voicemail server) takes your calls when your desk phone is busy or goes unanswered. In this configuration, you can use ASA to allow all callers, specific callers, or no callers to 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.

This section explains how to:

- Use “Reach-Me” options to directly send to your voicemail all callers or particular callers in the “caller filter” you specify using the **Reach-Me** tab of your ASA User Preferences Web pages.
- Use “Reach-Me” options to be reached by all callers or the ones in your caller filter, on a schedule you specify.
- Manage your Reach-Me preferences with speech commands.

You can also use the **Reach-Me** tab of your ASA User Preferences Web pages to customize your Reach-Me preferences. The Web page tab includes information describing how to set the values of its fields.

This section describes the details of how your Web page settings and speech commands affect each other.

Examples of useful commands and scenarios related to the Reach-Me options are provided in this section. For a

complete list of commands, see ["Command Summary" on page 112](#).

Send All Callers or Certain Callers Directly to Voicemail

If you have *not* specified a Reach-Me number on the **Reach-Me** tab of your ASA User Preferences Web pages or if you have overridden it by telling ASA to hold your calls (see ["Send All Calls to Voicemail by Saying "Hold My Calls"" on page 94](#)), 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 using the **Reach-Me** tab and made it active.

Use the Reach-Me Capability

The following sections describe how you and a caller interact with ASA if you have allowed the caller to try to reach you.

Your Reach-Me Greeting

If you have used the **Reach-Me** tab to specify that all callers or this particular caller is allowed to reach you (at a number you have specified on the **Reach-Me** tab), ASA plays a "Reach-Me" greeting to the caller. By saying **"Record a greeting,"** you can record just your name or the entire greeting that callers hear.

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. Make this Reach-Me greeting sound different from your

greeting on your voicemail server, especially at the beginning, so that callers will not think they have already reached your voicemail and will keep listening to hear how they can reach you. An example of a distinct Reach-Me greeting might be:

"I am probably available to take your call. This is George Burnett. Follow the upcoming prompts to try to reach me at another phone or to leave a message on my voicemail."

Caller's Interaction with ASA

After playing the greeting, ASA asks the caller to press a particular key to indicate whether or not ASA should try to reach you. If you have specified a personal operator on the **General** tab of your ASA User Preferences Web pages, ASA also prompts the caller to press **0** 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 have allowed 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, a sequence described in one of the following sections occurs, depending on whether you are logged in to ASA and whether ASA can reach you.

Note: 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.

Your Interaction with ASA If You Are Not Logged In

If you are *not* logged in to ASA 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 or after ASA plays the caller's recorded name, you can bypass further prompts 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 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. After you log on, you can still return to the call by saying "**Connect line <n>**," where <n> is the line number for the call (if necessary, say "**List all calls**" to determine the line number).

If you accept the call and you do not log on to ASA during the call, whenever the caller disconnects ASA asks you whether you want to log on.

Your Interaction with ASA If You Are Logged In, but Not on an ASA Call

If you are logged in to ASA, 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 further prompts and immediately accept

the call by pressing **11** or reject the call by pressing **22** on your telephone keypad.

Your Interaction with ASA If You Are Logged In and on an ASA Call

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 further prompts and immediately accept the call by pressing **11** or reject the call by pressing **22** on your telephone keypad.

When ASA Cannot Reach You

As in the case where ASA reaches you but you reject the call, if ASA cannot reach 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.

Manage Reach-Me Preferences with Speech Commands

By speech command, you can:

- Establish a Reach-Me number, overriding your setting on the **Reach-Me** tab of your ASA User Preferences Web pages, if any.
- Send all incoming calls directly to voicemail, overriding your setting on the **Reach-Me** tab of your ASA User Preferences Web pages, if any.
- Determine your current Reach-Me status.
- Reinstate your setting on the **Reach-Me** tab of your ASA User Preferences Web pages, if any.

Set 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 the **Reach-Me** tab of your ASA User Preferences Web pages. If you defined and enabled a caller filter using the **Reach-Me** tab, that filter remains in effect throughout the "**Follow me**" override; callers who are not in your filter list are sent directly to voicemail. Throughout the duration that your "**Follow me**" command is actually in effect, the settings on your **Reach-Me** tab appear unchanged.

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

- "**All day**"
- "**<x> days**" (where x is a number from **1** to **30**)
- "**<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**)
- "**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. (You can barge in and say "**Yes**" or "**No**" even while ASA recites the number.) 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.
- Name one of the phones (for example, "**home**" or "**cell phone**") you defined in the Outlook contact that you used to identify yourself on the **General** tab of your ASA User Preferences Web pages.

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

You can send all your incoming calls directly to voicemail by saying "**Hold my calls.**" When ASA asks for a duration, provide one as described above for the "**Follow me**" command. In effect, you are telling ASA not to disturb you with any phone calls, regardless of whether or how you previously set up the **Reach-Me** tab of your ASA User Preferences Web pages. Throughout the duration that your "**Hold my calls**" command is actually in effect, the settings on your **Reach-Me** tab appear unchanged.

Determine Status by Saying "What Is my Reach-Me Status?"

You can say "**What is my Reach-Me status?**" to determine whether you are currently using or overriding your setting on the **Reach-Me** tab of your ASA User Preferences Web pages, 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?**")

Terminate a "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 setting you previously specified on the **Reach-Me** tab of your ASA User Preferences Web pages. (You could have specified a Reach-Me number with or without specifying a schedule.) Throughout the duration that your Web preferences are in fact overridden by a speech command, they appear unchanged on the **Reach-Me** tab.

Managing Appointments

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

- Summarize appointments.
- Browse appointments.
- List appointments.
- Read appointments.
- Get more detail.
- Respond to a meeting request.
- Find free time.
- Schedule an appointment.
- Get appointment reminders from ASA.
- Delete an appointment.

Examples of useful commands and scenarios related to appointments are provided in this section. For a complete list of commands, see ["Command Summary" on page 112](#).

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	Appointments that last 24 hours.
Meeting requests	<p>Appointments that involve inviting people or scheduling resources.</p> <p>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, ASA cannot generate or send meeting requests.</p>

Summarizing Appointments

You can obtain a summary of your appointments by saying **“Summarize my appointments”** or by asking **“How many appointments do I have?”** or **“Do I have any 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

Browsing 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

Listing Appointments

You can request a list of all appointments by saying **“List 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 start time
 - The duration
 - The subject

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	“List my first appointment.”
Next or previous	“List my next appointment.”
A combination of the above filters	“List my first appointment for today.”

Reading Appointments

You can request a list of all appointments by saying **“Read my appointments”** or **“Play 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 start time
 - The duration
 - The subject
 - The location

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

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

Getting Detailed Appointment Information

If you need more detailed information about an appointment than ASA provides by reading it, say **“Get more detail.”** ASA responds by providing, as available:

- Location
- Names of attendees
- Whether the appointment is recurring
- Importance setting

Responding 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.”**

Notes:

- 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.

Finding 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.)

Scheduling 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:

On a Tuesday, If You Say the Appointment Date Is...	ASA Schedules the Appointment for...
“Last Wednesday.”	6 days ago (Wednesday of last week)
“This Wednesday.”	Tomorrow (Wednesday of this week)
“Next Wednesday.”	8 days from now (Wednesday of next week)

Scheduling an Appointment — Example

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

ASA	<i>"What can I do for you?"</i>
You	"What are my appointments today?"
ASA	<i>"March 20, 2003"</i> <i>"You have five appointments."</i> <i>"Your first appointment is..."</i> (ASA reads the start times, durations, and subjects of all scheduled appointments for the day.) <i>"What can I do for you?"</i>
You	"Schedule an appointment."
ASA	<i>"How long will the appointment last?"</i>
You	"One hour."
ASA	<i>"One hour. Is this duration correct?"</i>
You	"Yes."
ASA	<i>"On what date?"</i>
You	"Tomorrow."
ASA	<i>"March 21st. Is this date correct?"</i>
You	"Yes."
ASA	<i>"What time should I book the appointment?"</i>
You	"3 p.m."
ASA	<i>"3 p.m. Is this time correct?"</i>
You	"Yes."
ASA	<i>"Would you like to record a subject?"</i>
You	"Yes."
ASA	<i>"Please record your subject after the tone."</i>
You	"Meeting with Betsy Jones."
ASA	<i>"Done. I've scheduled an appointment for March 21st, 2003 at 3:00 p.m., lasting for one hour."</i>

Getting Appointment Reminders

See [“Configure Task and Appointment Reminders” on page 21](#) for instructions on how to enable Outlook to send appointment reminders to your PC and to 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, from the Outlook menu bar, select **Tools > Options**, click the **Preferences** tab, and see its Calendar area. See the Microsoft Outlook documentation for more information.

Get Appointment Reminders by Phone

If you have specified a Reach-Me number in the Where Callers Can Reach You section on the **Reach-Me** tab of your ASA User Preferences Web pages and you have selected the **Your 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 set up and enabled a Reach-Me schedule using the **Reach-Me** tab, ASA calls the phone number specified in the schedule at the time the reminder comes due. However, if your schedule is unspecified (thus, you have made yourself unavailable) at that particular time, ASA does not call you with a reminder.

Notes:

- The Reach-Me number you specify is also used for other purposes if ASA’s telephone answering mode is available to you. See [“Use the Reach-Me Capability” on page 89](#).
- If a reminder cannot be sent for some reason, ASA retries as many times and at the interval set by the system administrator.

Your Interaction with ASA If You Are Logged In

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 tone you hear for an incoming call if ASA operates in telephone answering mode for you; see [“Use the Reach-Me Capability” on page](#)

89.) 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.

Your Interaction with ASA If You Are Not Logged In

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

Get Appointment Reminders by Pager

If you have selected the **Pager e-mail address** check box and specified a pager e-mail address in the How You Receive Reminders section on the **Reach-Me** tab of your ASA User Preferences Web pages, ASA sends an e-mail reminder to the e-mail pager you specified.

Deleting an Appointment

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

Managing 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.
- 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, ASA cannot generate or send task requests.

Examples of useful commands and scenarios related to tasks are provided in this section. For a complete list of commands, see ["Command Summary" on page 112](#).

Summarizing Tasks

You can obtain a summary of your tasks by saying **“Summarize my tasks”** or by asking **“How many tasks do I have?”** or **“Do I have any 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

Browsing 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

Listing Tasks

You can request a list of all tasks by saying **“List my tasks,” “Describe 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, overdue, due today, due tomorrow, with no due date)	<p>"List my future tasks."</p> <p>"List my overdue tasks."</p> <p>"List my tasks due today."</p> <p>"List my tasks with no due date."</p>
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."

Reading 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, overdue, due today, due tomorrow, with no due date)	<p>"Read my future tasks."</p> <p>"Read my overdue tasks."</p> <p>"Read my tasks due today."</p> <p>"Read my tasks with no due date."</p>
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."

Getting Detailed Task Information

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, as available:

- 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

Creating 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 [“Create a Task with a Reminder — Example” on page 110](#) for a task creation scenario.

Getting Task Reminders

See [“Configure Task and Appointment Reminders” on page 21](#) for instructions on how to enable Outlook to send task reminders to your PC and to 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, from the Outlook menu bar, 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.

Get Task Reminders by Phone

If you have specified a Reach-Me number in the Where Callers Can Reach You section on the **Reach-Me** tab of your ASA User Preferences Web pages and you have selected the **Your 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 when you created the task.

If you have set up and enabled a Reach-Me schedule using the **Reach-Me** tab, ASA calls the phone number specified in the schedule at the time the reminder comes due. However, if your schedule is unspecified (thus, you have made yourself unavailable) at that particular time, ASA does not call you with a reminder.

Notes:

- The Reach-Me number you specify is also used for other purposes if ASA's telephone answering mode is available to you. See ["Use the Reach-Me Capability" on page 89](#).
- If a reminder cannot be sent for some reason, ASA retries as many times and at the interval set by the system administrator.

Your Interaction with ASA If You Are Logged In

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 tone you hear for an incoming call if ASA operates in telephone answering mode for you; see ["Use the Reach-Me Capability" on page 89](#).) 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.

Your Interaction with ASA If You Are Not Logged In

If you are not in an ASA session when a task reminder by phone comes due, then 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. When you press a key, ASA plays the notification and then allows you either to have the reminder repeated or to log on.

Get Task Reminders by Pager

If you have selected the **Pager e-mail address** check box and specified a pager e-mail address in the How You Receive Reminders section on the **Reach-Me** tab of your ASA User Preferences Web pages, ASA sends an e-mail reminder to the e-mail pager you specified.

Create a Task with a Reminder – Example

Following is an example of a scenario in which you use ASA to create a task with a reminder:

ASA	<i>"What can I do for you?"</i>
You	"Create a task."
ASA	<i>"Record the subject of the task at the tone."</i>
You	"Complete forecasting for next quarter."
ASA	<i>"Would you like to specify a due date?"</i>
You	"Yes."
ASA	<i>"Please say the due date."</i>
You	"May 15th, 2003."
ASA	<i>"Would you like to include a reminder?"</i>
You	"Yes."
ASA	<i>"Please say the date on which you would like to be reminded."</i>
You	"May 13th, 2003."
ASA	<i>"Please say the time of day that you would like to be reminded."</i>

You	"1 p.m."
ASA	<i>"Done. I have created a task with a due date of May 15th, 2003 and with a reminder on May 13th, 2003 at 1 p.m."</i>

Responding 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.

Deleting 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.)

Marking 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."*

Command Summary

This section summarizes most of the speech commands you can use to communicate with ASA. Commands are organized in the following sections:

- [“Listening to Messages” on page 113](#)
- [“Sending Messages” on page 117](#)
- [“Managing Contacts” on page 119](#)
- [“Managing Calls and Conferences” on page 120](#)
- [“Managing Reach-Me Options” on page 122](#)
- [“Managing Appointments” on page 123](#)
- [“Managing Tasks” on page 125](#)
- [“Using General Commands” on page 126](#)

Notes:

- In all commands listed in this summary, 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).
- Synonymous speech commands or actions are separated by the italicized, capitalized word *OR*.

Listening to Messages

The following table lists commands you can use to listen to your messages (for details, see ["Managing Messages" on page 24](#)):

To Do This	Say One of These Commands
Summarize the number of messages.	<p>"Summarize my messages."</p> <p><i>OR</i></p> <p>"How many (urgent) (read, previously read, heard, previously heard, unread, unheard, saved) [messages, voice messages, voicemails, fax messages, faxes, e-mail messages, e-mails, meeting requests, task requests] do I have (from <contact>)?"</p> <p><i>OR</i></p> <p>"Do I have any (urgent) (read, previously read, heard, previously heard, unread, unheard, saved) [messages, voice messages, voicemails, fax messages, faxes, e-mail messages, e-mails, meeting requests, task requests] (from <contact>)?"</p>
Browse messages. Note: ASA cannot browse saved (archived) e-mails.	<p>"Browse my (urgent) (read, previously read, heard, previously heard, unread, unheard, saved) [messages, voice messages, voicemails, fax messages, faxes, e-mail messages, e-mails, meeting requests, task requests]</p> <p>"Browse my messages (by sender, by subject, by sender and subject)."</p> <p>"[Read, Play] [it, this message]."</p> <p>"Next."</p> <p>"Skip."</p> <p>"Previous."</p>

To Do This	Say One of These Commands
<p>List messages.</p> <p>Note: ASA cannot list saved (archived) e-mails.</p>	<p>"[List, Describe, What is, What are] my (first, last) (urgent) (read, previously read, heard, previously heard, unread, unheard, saved) [messages, voice messages, voicemails, fax messages, faxes, e-mail messages, e-mails, meeting requests, task requests] (from <contact>)."</p> <p>"List my messages (by sender, by subject, by sender and subject)."</p> <p>"What is my [first, last, next, previous] message?"</p> <p>"[Read, Play] [it, this message]."</p> <p>"Next."</p> <p>"Skip."</p> <p>"Previous."</p>
<p>Read messages.</p> <p>Note: ASA cannot read saved (archived) e-mails.</p>	<p>"[Read, Play] my (first, last) (urgent) (read, previously read, heard, previously heard, unread, unheard, saved) [messages, voice messages, voicemails, fax messages, faxes, e-mail messages, e-mails, meeting requests, task requests] (from <contact>) (without stopping)."</p> <p>"[Read, Play] my [first, last, next, previous] message."</p> <p>"[Read, Play] [it, this message]."</p> <p>"Read it again."</p> <p>"Next."</p> <p>"Skip."</p> <p>"Previous."</p> <p>"[Read, Play] attachments."</p> <p>"[Read, Play] the attachment."</p> <p>Note: The command above applies to INTUITY AUDIX voicemail servers only.</p> <p>"Next (attachment)."</p> <p>"Previous (attachment)."</p>

To Do This	Say One of These Commands
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."
Respond to a message.	"Reply to this message." "Reply to all." Note: The command above 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: The command above applies to INTUITY 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 message (from INTUITY AUDIX voicemail servers only).	"Fax this message." OR "Print this fax."
Fax an e-mail message (if the capability is enabled).	"Fax this message (to <contact>)." OR "Print this fax (to <contact>)."
Save (file) a message. Note: E-mails are saved in the archive folder you specify on the General tab of your User Preferences Web pages.	"Save this message." OR "File this message."
Delete a message.	"Delete this message."

To Do This	Say One of These Commands
Restore a saved or deleted message.	"Restore this message."
Mark a message read. Note: E-mails that are marked as read 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 a voicemail, add its sender to your Outlook Contacts folder.	"Add this contact."

Sending Messages

The following table lists commands you can use to send messages (for details, see ["Sending a Message" on page 53](#)):

To Do This	Say One of These Commands
Send a message (as a voicemail if possible or as an e-mail if ASA cannot send it as a voicemail)	"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: The command above applies to INTUITY AUDIX voicemail servers only.
Note: Each of the following rows includes possible ways you can respond to a particular prompt in the sequence of ASA prompts for sending a message.	
Confirm the recipient.	["Yes." "No." "Accept contact." "Try again."]
Add another recipient.	["Yes." "No." "Add another recipient." "Use e-mail address." "Use voicemail address."]
Record the message.	"Record the message."

To Do This	Say One of These Commands
Send the message.	<p>["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."]</p>
<p>Note: The following command is independent of the general command sequence for sending a message. It is a quick way to send yourself a message.</p>	
Send yourself a note as a voice (.wav) attachment to an e-mail.	<p>["Record, Take] a (personal) (voice) note."</p>

Managing Contacts

The following table lists commands you can use to manage contacts in your Outlook Contacts folder (for details, see ["Managing Outlook Contacts" on page 72](#)):

To Do This	Say One of These Commands
Ask for information about a specific contact.	<p>"Who is <contact>?"</p> <p>"What is <contact's> (home, business, mobile) phone number?"</p> <p>"What is <contact's> address?"</p> <p>"What is <contact's> e-mail address?"</p> <p>"What is <contact's> voicemail address?"</p>
Browse contacts.	<p>"Browse my contacts."</p> <p>"Next."</p> <p>"Skip."</p> <p>"Previous."</p>
List contacts.	<p>"List my contacts."</p> <p>"Next."</p> <p>"Skip."</p> <p>"Previous."</p>
Read (play) contacts.	<p>"[Read, Play] my contacts."</p> <p>"[Read, Play] the contact."</p> <p>"[Read, Play] it."</p> <p>"Next."</p> <p>"Skip."</p> <p>"Previous."</p>
Get more detail.	<p>"(Get) more detail."</p>
During the reading of an e-mail or a voicemail, add its sender to your Contacts folder.	<p>"Add this contact."</p>

Managing Calls and Conferences

The following table lists commands you can use to manage telephone calls and conferences (for details, see ["Managing Calls and Conferences" on page 77](#)):

To Do This	Say One of These Commands
Manage lines.	<p>"Put line <n> on hold."</p> <p>"Connect me to line <n>."</p> <p>"Drop line <n>."</p> <p>"Drop this [line, call]."</p> <p>"Drop all [lines, calls]."</p> <p>"List my calls."</p> <p>"Who is on line <n>?"</p> <p>"Who is online?"</p> <p>"Who is on hold?"</p>
Take ASA off hold (bring ASA back) and immediately drop the current call.	<p>"Avaya, drop this line."</p>
Place a call.	<p>"Make a call."</p> <p>"Dial a number."</p> <p><i>OR</i></p> <p>"Call a number."</p> <p>"Call <contact>."</p>
Page a contact.	<p>"Page <contact>."</p>
Call back the sender of a message.	<p>"Call the sender."</p>
Put calls you specify into a conference call without putting ASA in the conference room.	<p>"Connect all calls."</p> <p><i>OR</i></p> <p>"Put everyone in the conference room."</p> <p>"Connect this call to the conference room."</p> <p>"Put line <n> in the conference room."</p> <p>"Put me in the conference room."</p>
Put calls you specify into a conference call and put ASA in the conference room.	<p>"Join this call."</p> <p>"Join all calls."</p>

To Do This	Say One of These Commands
Ask about a conference call.	"List all calls in the conference room." <i>OR</i> "Who is in the conference room?"
Take yourself and ASA out of the conference room and talk with ASA privately.	"Exit the conference room."

Managing Reach-Me Options

The following table lists commands you can use to manage Reach-Me options (for details, see [“Managing “Reach-Me” Options” on page 88](#)):

To Do This	Say One of These Commands
Handle an incoming call.	<p>“Take the call.” “Reject the call.”</p>
Set a Reach-Me number, overriding any Reach-Me number you might have previously set on the Reach-Me tab of your User Preferences Web pages.	<p>“Follow me.”</p>
Specify how long you want to be reached at your Reach-Me number.	<p>“All day.” “<x> days.” (where x is a number from 1 to 30) “<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.” “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) “Until I tell you differently.”</p>
Send all calls directly to voicemail, overriding any previous settings on the Reach-Me tab of your User Preferences Web pages.	<p>“Hold my calls.”</p>
Ask for your current Reach-Me status.	<p>“What is my [reach, follow, find]-me [status, setting]?”</p>
Reinstate the Reach-Me tab User Preferences settings that you previously overrode by a speech command.	<p>“Put me on schedule.”</p>

Managing Appointments

The following table lists commands you can use to manage your appointments (for details, see ["Managing Appointments" on page 96](#)):

To Do This	Say One of These Commands
Summarize the number of appointments.	<p>"Summarize my appointments (for today, for tomorrow)."</p> <p><i>OR</i></p> <p>"How many appointments do I have (for today, for tomorrow)?"</p> <p><i>OR</i></p> <p>"Do I have any appointments (for today, for tomorrow)?"</p>
Browse appointments.	<p>"Browse my appointments (for today, for tomorrow)."</p> <p><i>OR</i></p> <p>"Open my calendar (for today, for tomorrow)."</p> <p><i>OR</i></p> <p>"Access my schedule (for today, for tomorrow)."</p> <p><i>OR</i></p> <p>"Review my schedule (for today, for tomorrow)."</p> <p>"Next."</p> <p>"Skip."</p> <p>"Previous."</p>
List (describe) appointments.	<p>"[List, Describe, What are] my appointments (for today, for tomorrow)."</p> <p>"[List, Describe, What is] my [first, last] appointment (for today, for tomorrow)."</p> <p>"Next."</p> <p>"Skip."</p> <p>"Previous."</p>
Read (play) appointments.	<p>"[Read, Play] my appointments."</p> <p>"[Read, Play] my (first, last) appointment (for today, for tomorrow)."</p> <p>"Next."</p> <p>"Skip."</p> <p>"Previous."</p>
Find free time.	<p>"Find free time (today, tomorrow)."</p> <p><i>OR</i></p> <p>"When am I available (today, tomorrow)?"</p>

To Do This	Say One of These Commands
Schedule an appointment.	<p>“[Create, Schedule] an appointment (for today, for tomorrow)”</p> <p>“Schedule a meeting (for today, for tomorrow).”</p>
Specify the duration of the appointment.	<p>“<x> hours” (where x is a number from 1 to 96)</p> <p>“<y> minutes” (where y is 15, 30, 45, 60, or 90)</p> <p>“<x> hours, <y> minutes” (where x is a number from 1 to 96 and y is 15, 30, or 45)</p> <p>“A quarter hour.”</p> <p>“A half hour.”</p> <p>“Three-quarters of an hour.”</p> <p>“<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)</p> <p>“All day.”</p>
Get more detail.	“(Get) more detail. ”
Respond to a meeting request.	<p>“Reply,” then</p> <p>“[Accept, tentatively accept, decline] this meeting request.”</p> <p>“Forward.”</p>

Managing Tasks

The following table lists commands you can use to manage your tasks (for details, see ["Managing Tasks" on page 105](#)):

To Do This	Say One of These Commands
Summarize the numbers of tasks according to when they are due.	"Summarize my tasks." "How many tasks do I have (for today, for tomorrow)?" <i>OR</i> "Do I have any tasks (for today, for tomorrow)?"
Browse tasks.	"Browse my tasks." "Next." "Skip." "Previous."
List (describe) tasks.	"[List, Describe, What are] my tasks (due today, due tomorrow, with no due date)." "[List, Describe, What is] my [first, last] task (due today, due tomorrow)?" "[List, Describe, What are] my (first, last, overdue, future) tasks?" "Next." "Skip." "Previous."
Read (play) tasks.	"[Read, Play] my tasks (due today, due tomorrow, with no due date)." "[Read, Play] my [first, last] task (due today, due tomorrow)?" "[Read, Play] my (first, last, overdue, future) tasks." "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."

Using General Commands

The following table lists general commands, most of which you can say at any time (for details, see ["Guidelines for Using ASA" on page 4](#), ["Calling ASA and Logging In" on page 10](#), ["Checking Date and Time and Changing Your Time Zone" on page 23](#), ["Connecting to Your Voicemail Server Through ASA" on page 23](#), ["How ASA Uses Contacts and Directories" on page 62](#), ["Dropping a Line to Terminate a Call" on page 82](#), and ["Scheduling a Call to Yourself from ASA" on page 87](#)):

To Do This	Say One of These Commands
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?" <i>OR</i> "Help me."
Stop an action.	"Cancel." <i>OR</i> "Stop."
Put ASA on hold.	"Take a break." <i>OR</i> "Go to sleep."
Take ASA off hold (bring ASA back from a break).	"Avaya, come back." (<i>OR</i> press ## on the telephone keypad)
Take ASA off hold (bring ASA back from a break) and immediately drop the current call.	"Avaya, drop this line."
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." <i>OR</i> "Schedule a wake-up call."

To Do This	Say One of These Commands
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." <i>OR</i> "Call my voicemail server."
For this ASA session (and if allowed by the system configuration), even if ASA finds a matching name in your Outlook Contacts folder, make ASA also look in the corporate directory and your voicemail server's names directory for names you specify as <ul style="list-style-type: none"> ■ intended new recipients of messages you reply to, forward, or send, or ■ intended recipients of calls when you make a call or call the sender of a message. 	"Include duplicate names."
Cancel the previous inclusion of duplicate names from the corporate directory and your voicemail server's names directory. In other words, if ASA finds a matching name in your Outlook Contacts folder, do not also look in these directories for names you specify as <ul style="list-style-type: none"> ■ intended new recipients of messages you reply to, forward, or send, or ■ intended recipients of calls when you make a call or call the sender of a message. 	"Stop including duplicate names." <i>OR</i> "Cancel including duplicate names."
Log off ASA.	"Good-bye." (<i>OR</i> hang up)



Speech Command Summary for Avaya Advanced Speech Access (ASA) for Exchange Users

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	all my first my last	urgent	read unread saved	messages voice messages e-mail messages meeting requests task requests	from <contact>
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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]
Avaya, drop this line
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]



CONTACTS:

Read List my contacts
Browse

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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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?