



Avaya™ Advanced Speech Access for Avaya Messaging Servers

Release 1.1

User's Guide

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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.

Reference Information

For comprehensive tables of speech commands you can say to ASA, see "[Command Summary](#)" on page 55 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.

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 voicemail system and retrieve all your unheard messages. But what if you want to hear only your urgent ones? What if you are unable to conveniently use your telephone keypad, but you can speak?

If you are using Advanced Speech Access (also called ASA), you are 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 voicemail messages or only the ones that meet criteria you choose, such as urgent ones.
- Record and send your replies to messages.
- Forward messages.
- Record and send new voice messages.
- Save messages.
- Place telephone calls for you.
- Set up and manage conference calls.

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 the names of senders of messages (and, if you use an INTUITY AUDIX voicemail server, text messages) to you over the telephone.

You speak commands to ASA and ASA guides you with spoken prompts. ASA retrieves your voicemail messages from your voicemail server.

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 8](#).

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 11](#). 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 6.

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 5](#)).
- 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 4](#). Also, see specific sections in this guide and the [“Reference Information” on page viii](#).
- ASA occasionally varies the verbiage of some of the prompts it plays when the same circumstances recur.

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 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 2](#) 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,"** and ASA does not completely understand you but determines that you probably said **"send."** 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 voicemail name or mailbox number if you have not).
3. Sometimes the prompt: "*Please hold while I access your messages,*" followed by a sound that plays while your messages are being retrieved.
4. Depending on how you have set the options on the **Interaction** tab of your ASA User Preferences Web pages, counts of your unread voicemail messages. See "[Configuring Your ASA User Preferences Web Pages](#)" on page 11.
5. 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 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 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, 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 48 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 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).
- 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) voicemail messages you have (**Interaction** tab). For example, if you enable the option, when you log in ASA might say: *"You have six unread voicemails."*

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.

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?,"** say **"Change my time zone."**

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

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

This section explains how to use ASA to:

- Listen to your voicemail messages or a subset of them.
- Listen to message text if you use an INTUITY AUDIX voicemail server.
- Navigate within and among messages.
- Request a count of messages.
- Reply to a message.
- Call the sender of a message.
- Forward a message.
- Save (file) messages.
- Delete and restore messages.
- Send a message you create.

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 55](#).

Command Syntax for Listening to Messages

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

Read			unread		
Play			unheard		
List	my		read	voice messages	
Describe	all my	urgent	previously read	messages	
What is	my first		heard	voicemails	without stopping
What are	my last		previously heard	fax messages	
Browse			saved	faxes	

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 "unread" and "unheard," 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 16](#)). In contrast, you can give a command as specific as **"Read my urgent unread voicemails 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"** and **"my last"** 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."**

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

“Read” or “Play”

ASA reads the message description followed by the recorded voicemail message.

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 voicemail message description includes the following attributes

- If present, message attributes (“priority” or “urgent”; “private”)
- Message type (voicemail or fax)
- The sender
- Delivery date or approximate delivery time
- Callback number, if available to ASA

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

If you use an INTUITY AUDIX voicemail server, while or after ASA reads the message, you can say **“Read the attachment”** to make ASA read a text *message*, if one is present as part of the voicemail message. However, ASA cannot read any actual attachments to an INTUITY AUDIX voicemail (ASA describes them all as one “unreadable binary attachment”).

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 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

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 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

“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?”** ASA tells you, for each message:

- The type of message (voicemail or fax)
- The sender
- The time the message was received
- The subject
- The sender’s callback number, if available to ASA
- 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 **"List my messages by subject."** This command 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).

"Browse"

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

- A count of your messages
- For each message:
 - The sender
 - The subject (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 **"Browse my messages by subject."** This command 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).

“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 16](#) or [“Message Sequence for INTUITY AUDIX Voicemail Users” on page 17](#).

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 16](#) or [“Message Sequence for INTUITY AUDIX Voicemail Users” on page 17](#).

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

ASA marks a 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. If you “skip” a voicemail message before ASA reads any of its body (the sender’s actual message), the message’s current status (read or unread) remains unchanged.

“Previously read,” “heard,” and “previously heard” are synonymous with “read.”

“Unread” messages are those you have not listened to and those you have specifically told ASA to mark as unread. “Unheard” is synonymous with “unread.”

“Saved”

See [“Save Messages” on page 31](#). You can read, list, or browse previously saved voicemail messages.

“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).

Navigating Messages

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 fax) ▪ The sender ▪ The time the message was received ▪ The subject ▪ The sender's callback number if available to ASA ▪ 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>
<p>"(Get) more detail."</p>	<p>Provides the date and time the message was received. For faxes, also provides the number of pages.</p>
<p>"Read this message." OR "Play this message." OR "Read it (again)." OR "Play it."</p>	<p>Reads a message that is being listed or browsed. Rereads a message that is being read.</p>

When You Say This	ASA Does This
<p>"Read the attachment."</p> <p>"Stop." OR "Cancel." (OR press # on the telephone keypad.)</p>	<p>For an INTUITY AUDIX voicemail message, reads an included text <i>message</i> but <i>not</i> any actual attachments.</p> <p>Interrupts the reading of messages. You can resume where you left off by saying "Continue."</p>
"Continue."	Resumes playback of the current message from the point of interruption.
"Backup."	Rewinds 10 seconds in the message and then rereads it.

Navigate Among Messages

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

When You Say This	ASA Does This
"Next (message)."	Goes to the next message (and marks the current message as read if any of its body was read).
"Previous (message)."	Goes to the previous message (and marks the current message as read if any of its body was read).
"Skip."	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.

See ["Without Stopping" on page 19](#) 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 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?"**

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 voicemails you have.

Listening to Messages — Example

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

- Obtain a count of your unread voicemails.
- List your unread voicemails.
- Read a particular voicemail.
- Get more detail about that voicemail.

ASA	<i>"What can I do for you?"</i>
You	"Do I have any unread messages?"
ASA	<i>"You have four unread voicemail messages."</i>
You	"List my unread messages."
ASA	<i>"Your first unread voicemail is from Bob Johnson, delivered this morning, with the subject: Charity golf tournament ... Your next voicemail 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, 9:12 a.m."</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 23.
"Call the sender."	See "Call the Sender" on page 27.
"Forward this message."	See "Forward a Message" on page 27.
"Save this message." OR "File this message."	See "Save Messages" on page 31.
"Delete this message."	See "Delete and Restore Messages" on page 31.
"Restore this message."	See "Save Messages" on page 31 and "Delete and Restore Messages" on page 31.
"Mark (this) message (as) read."	Marks this message as read.
"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.
"Fax this message." OR "Print this fax."	Print a fax message that is in an INTUITY AUDIX voicemail server. (For Octel voicemail servers, access the mailbox directly, not through ASA, to print received faxes.)

Reply to a Message

While or after ASA lists or reads a 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.

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?*"

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

Before or after you record your reply message, 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. When you provide one, ASA accesses the corporate directory (see "[How ASA Finds a Telephone Number](#)" on page 36) and your voicemail server's names directory (see "[How ASA Finds a Voicemail Address](#)" on page 37) to find the recipient's voicemail address.

Notes:

- 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 25.
- 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 25.
- 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 26.](#)

- 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 26.](#)
- 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. When you stop pressing keys for a few seconds, ASA looks for names that match the letters on the keys you pressed. (See [“How ASA Finds a Voicemail Address” on page 37.](#)) 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.

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

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 either of the following ways:

- Say **“personal list,”** let ASA ask you for a number, and then provide the number.
- Say **“personal list <number>.”**

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 25](#).

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 a Telephone Number" on page 36](#) and ["How ASA Finds a Voicemail Address" on page 37](#)), 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 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. 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.

Call the Sender

For voicemails that were left in either messaging mode or telephone answering mode, 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.

ASA first looks for the callback number in data associated with the voicemail message. If ASA finds no callback number, it looks for the name in the corporate directory. If ASA finds a matching name, ASA calls its associated phone number.

See ["How ASA Finds a Telephone Number" on page 36](#) 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 Message" on page 23](#).

Forward a Message

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

If you say **"Forward this message,"** ASA asks you for a recipient's name. When you provide one, ASA accesses the corporate directory (see ["How ASA Finds a Telephone Number" on page 36](#)) and your voicemail server's names directory (see ["How ASA Finds a Voicemail Address" on page 37](#)) to find the recipient's voicemail address.

Notes:

- When you forward a voicemail, you can specify a mailbox number as the recipient. See [“Forward a Voicemail to a Mailbox Number” on page 28.](#)
- 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 29.](#)
- 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 29.](#)
- 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 29.](#)
- 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. When you stop pressing keys for a few seconds, ASA looks for names that match the letters on the keys you pressed. (See [“How ASA Finds a Voicemail Address” on page 37.](#)) 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.

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.

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.

Forward a Voicemail to a Voicemail Personal Group List

You can forward 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>."**

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 28.](#)

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.

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 a Telephone Number" on page 36](#) and ["How ASA Finds a Voicemail Address" on page 37](#)), 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 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, 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. 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.

Save Messages

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 sender's name.

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 a voicemail on your voicemail server by saying **"Restore this message."**

Sending a Message

For information about replying to or forwarding messages that others have sent to you, see ["Reply to a Message" on page 23](#) and ["Forward a Message" on page 27](#).

When you say **"Send a message,"** ASA asks you for a recipient's name. When you provide one, ASA accesses the corporate directory (see ["How ASA Finds a Telephone Number" on page 36](#)) and your voicemail server's names directory (see ["How ASA Finds a Voicemail Address" on page 37](#)) to find the recipient's voicemail address.

Notes:

- When you send a voicemail, you can specify a mailbox number as the recipient. See ["Send a Voicemail to a Mailbox Number" on page 32](#).
- 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 33](#).
- 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 33](#).

- 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 33](#).
- 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. When you stop pressing keys for a few seconds, ASA looks for names that match the letters on the keys you pressed. (See [“How ASA Finds a Voicemail Address” on page 37](#).) 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.

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 to the recipient.
- If the data for the name you choose does not include a voicemail address, ASA cannot send the voicemail message.

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

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.

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>."**

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 32](#).

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 message”** 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 a Telephone Number” on page 36](#) and [“How ASA Finds a Voicemail Address” on page 37](#)), 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.

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. 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.

Send a Message — Example

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

ASA	<i>"What can I do for you?"</i>
You	"Send a message."
ASA	<i>"To whom would you like to send the message?"</i>
You	"John Smith."
ASA	<i>"John Smith — is that correct?"</i>
You	"Yes."

ASA	<i>"Would you like to add another recipient?"</i>
You	"No."
ASA	<i>"Record the message."</i>
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	<i>"Would you like to send the message, review the message, continue recording, or hear all choices?"</i>
You	"Send the message."
ASA	<i>"Sending this message to John Smith. Message sent."</i>

How ASA Uses Directories

Some speech commands require ASA to find and use voicemail addresses. Others require ASA to place a telephone call. In any case, ASA uses sophisticated methods as necessary to determine the required voicemail address or telephone number.

The following sections describe in detail the ways that ASA attempts to find a voicemail address or a telephone number as needed to perform various commands.

How ASA Finds a Telephone Number

When you give certain speech commands (described below) that require ASA to find and use a telephone number, ASA looks in the corporate directory for a matching name for the command and an associated telephone number.

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. You cannot add names to or change information in the corporate directory.

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 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 39.](#))

How ASA Finds a Voicemail Address

When you give certain speech commands (described below) that require ASA to find and use a voicemail address, ASA looks in the corporate directory (see [“The Corporate Directory” on page 36](#)) for a matching name for the command; if ASA finds one, ASA looks for that same name in your voicemail server’s names directory to try to find an associated voicemail address.

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.

Commands that Require 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 provide one.
- You forward a voicemail by saying **“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.

Managing Calls and Conferences

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

- Make a call.
- 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 55](#).

Making a Call to a Person by Name

If you want to call someone, say **"Make a call."** ASA asks you who you want to call. When you provide a name, ASA looks for a matching name with a telephone number in your corporate directory. For details, see ["How ASA Finds a Telephone Number" on page 36.](#)

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. When you stop pressing keys for a few seconds, ASA looks for names that match the letters on the keys you pressed. 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.

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.

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 23](#) and [“Call the Sender” on page 27](#) 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 41](#) for information about bringing ASA back from a break and terminating a call.

See [“Making a Conference Call” on page 42](#) 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 42](#)).

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 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. If you are on a separate call being managed by ASA, that call is put on hold. 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	"Make a call."
ASA	<i>"Who would you like to call?"</i>
You	"John Smith."
ASA	<i>"John Smith at phone number 408-555-1212. Is that correct?"</i>
You	"Yes."
ASA	<i>"Dialing this contact at the business number."</i> (ASA takes a break. John answers. John suggests calling Bob Johnson, who is traveling, 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	"Dial a number."
ASA	<i>"What number would you like to dial?"</i>
You	"650-555-1212."
ASA	<i>"650-555-1212. Shall I dial this number?"</i>
You	"Yes."
ASA	<i>"Dialing 650-555-1212."</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 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	"Make a call."
ASA	<i>"Who would you like to call?"</i>
You	"Mary Anderson."
ASA	<i>"Mary Anderson at phone number 510-555-1212. Is that correct?"</i>
You	"Yes."
ASA	<i>"Dialing this contact at the business 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.)

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 55](#).

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 53](#)), 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, say each digit in the phone number; be sure to include the area code.

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.

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 56](#)
- [“Sending Messages” on page 59](#)
- [“Managing Calls and Conferences” on page 60](#)
- [“Managing Reach-Me Options” on page 61](#)
- [“Using General Commands” on page 62](#)

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 14](#)):

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] do I have?"</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]?"</p>
Browse messages.	<p>"Browse my (urgent) (read, previously read, heard, previously heard, unread, unheard, saved) [messages, voice messages, voicemails, fax messages, faxes]."</p> <p>"Browse my messages (by 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
List messages.	<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]."</p> <p>"List my messages (by 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>
Read messages.	<p>"[Read, Play] my (first, last) (urgent) (read, previously read, heard, previously heard, unread, unheard, saved) [messages, voice messages, voicemails, fax messages, faxes] (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] the attachment."</p> <p>Note: The command above applies to INTUITY AUDIX voicemail servers only.</p>
For a message that is being browsed or read, get the same information that you hear when you list all messages (including the sender).	<p>"Describe this message."</p>
Get more detail about a message that is being browsed, listed, or read. (Details do not include the sender.)	<p>"(Get) more detail."</p>

To Do This	Say One of These Commands
Respond to a message.	<p>"Reply to this message."</p> <p>"Call the sender."</p> <p>"Forward this message."</p> <p>"Forward this message to mailbox number <mailbox number>."</p> <p>"Forward this message to personal list <number>."</p> <p>"Forward this message to public list."</p> <p>Note: The command above applies to INTUITY AUDIX voicemail servers only.</p> <p>"Mark it urgent."</p> <p>"Mark it private."</p> <p>"Mark it not urgent."</p> <p>"Mark it not private."</p> <p>"Add a recipient."</p> <p>"List the recipients."</p>
Print a fax message (from INTUITY AUDIX voicemail servers only).	<p>"Fax this message."</p> <p>"Print this fax."</p>
Save (file) a message.	<p>"Save this message."</p> <p>OR</p> <p>"File this message."</p>
Delete a message.	"Delete this message."
Restore a saved or deleted message.	"Restore this message."
Mark a message read.	"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."

Sending Messages

The following table lists commands you can use to send messages (for details, see ["Sending a Message" on page 31](#)):

To Do This	Say One of These Commands
Send a voicemail message.	<p>"Send a (private) (urgent) (voicemail) message."</p> <p>"Send a (private) (urgent) (voicemail) message to mailbox number <mailbox number>."</p> <p>"Send a (private) (urgent) (voicemail) message to personal list <number>."</p> <p>"Send a (private) (urgent) (voicemail) message to public list."</p> <p>Note: The command above applies to INTUITY AUDIX voicemail servers only.</p>
<p>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.</p>	
Confirm the recipient.	<p>["Yes."</p> <p>"No."</p> <p>"Accept contact."</p> <p>"Try again."]</p>
Add another recipient.	<p>["Yes."</p> <p>"No."</p> <p>"Add another recipient."</p>
Record the message.	<p>"Record the message."</p>
Send the message.	<p>["Send the message."</p> <p>"Review the message."</p> <p>"Continue recording."</p> <p>"Hear all choices."</p> <p>"Re-record the message."</p> <p>"Add a recipient."</p> <p>"List the recipients."</p> <p>"Mark as urgent."</p> <p>"Mark as private."</p> <p>"Mark as not urgent."</p> <p>"Mark as not private."</p> <p>"Cancel."]</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 38):

To Do This	Say One of These Commands
Manage lines.	“Put line <n> on hold.” “Connect me to line <n>.” “Drop line <n>.” “Drop this [line, call].” “Drop all [lines, calls].” “List my calls.” “Who is on line <n>?” “Who is online?” “Who is on hold?”
Take ASA off hold (bring ASA back) and immediately drop the current call.	“Avaya, drop this line.”
Place a call.	“Make a call.” “Dial a number.” <i>OR</i> “Call a number.”
Call back the sender of a message.	“Call the sender.”
Put calls you specify into a conference call without putting ASA in the conference room.	“Connect all calls.” <i>OR</i> “Put everyone in the conference room.” “Connect this call to the conference room.” “Put line <n> in the conference room.” “Put me in the conference room.”
Put calls you specify into a conference call and put ASA in the conference room.	“Join this call.” “Join all calls.”
Ask about a conference call.	“List all calls in the conference room.” <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 47](#)):

To Do This	Say One of These Commands
Handle an incoming call.	<p>"Take the call."</p> <p>"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."</p> <p>"<x> days." (where x is a number from 1 to 30)</p> <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>"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>

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 2](#), ["Calling ASA and Logging In" on page 8](#), ["Checking Date and Time and Changing Your Time Zone" on page 12](#), ["Connecting to Your Voicemail Server Through ASA" on page 13](#), and ["Dropping a Line to Terminate a Call" on page 41](#)):

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."
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."
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."

To Do This	Say One of These Commands
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."
Log off ASA.	"Good-bye." (<i>OR</i> hang up)