



**Avaya™ Unified Communication Center  
Speech Access  
(Microsoft Exchange version)  
User's Guide**

585-313-759  
Issue 1  
October 2002

#### Notice

Every effort was made to ensure that the information in this book was complete and accurate at the time of printing. However, information is subject to change.

#### Avaya Web Page

The world wide web home page for Avaya is:  
<http://www.avaya.com>

#### Preventing Toll Fraud

Toll Fraud is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or working on your company's behalf). Be aware that there is a risk of toll fraud associated with your system and that, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

#### Avaya Fraud Intervention

If you *suspect that you are being victimized* by toll fraud and you need technical assistance or support, call the Technical Service Center's Toll Fraud Intervention Hotline at 1.800.643.2353.

#### Providing Telecommunications Security

Telecommunications security of voice, data, and/or video communications is the prevention of any type of intrusion to, that is, either unauthorized or malicious access to or use of, your company's telecommunications equipment by some party.

Your company's "telecommunications equipment" includes both this Avaya product and any other voice/data/video equipment that could be accessed via this Avaya product (that is, "networked equipment").

An "outside party" is anyone who is not a corporate employee, agent, subcontractor, or working on your company's behalf. Whereas, a "malicious party" is Anyone, including someone who may be otherwise authorized, who accesses your telecommunications equipment with either malicious or mischievous intent.

Such intrusions may be either to/through synchronous (time-multiplexed and/or circuit-based) or asynchronous (character-, message-, or packet-based) equipment or interfaces for reasons of:

- Utilization (of capabilities special to the accessed equipment)
- Theft (such as, of intellectual property, financial assets, or toll-facility access)
- Eavesdropping (privacy invasions to humans)
- Mischief (troubling, but apparently innocuous, tampering)
- Harm (such as harmful tampering, data loss or alteration, regardless of motive or intent)

Be aware that there may be a risk of unauthorized intrusions associated with your system and/or its networked equipment. Also realize that, if such an intrusion should occur, it could result in a variety of losses to your company, including but not limited to, human/data privacy, intellectual property, material assets, financial resources, labor costs, and/or legal costs).

#### Your Responsibility for Your Company's Telecommunications Security

The final responsibility for securing both this system and its networked equipment rests with you – an Avaya customer's system administrator, your telecommunications peers, and your managers. Base the fulfillment of your responsibility on acquired knowledge and resources from a variety of sources including but not limited to:

- Installation documents
- System administration documents
- Security documents
- Hardware-/software-based security tools
- Shared information between you and your peers
- Telecommunications security experts

To prevent intrusions to your telecommunications equipment, you and your peers should carefully program and configure your:

- Avaya provided telecommunications systems and their interfaces
- Avaya provided software applications, as well as their underlying hardware/software platforms and interfaces
- Any other equipment networked to your Avaya products

#### Federal Communications Commission Statement

**Part 15: Class A Statement.** This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interfer-

ence when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio-frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

#### Trademarks

All trademarks identified by the ® and ™ are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners.

#### Ordering Information

**Call:** Avaya Publications Center  
Voice 800.457.1235 International Voice +1 410.568.3680  
Fax 800.457.1764 International Fax +1 410.891.0207

**Write:** GlobalWare Solutions  
200 Ward Hill Avenue  
Haverhill, MA 01835 USA  
Attention: Avaya Account Management

**Email:** [totalware@gwsmail.com](mailto:totalware@gwsmail.com)

You can be placed on a standing order list for this and other documents you may need. For more information on standing orders, or to be put on a list to receive future issues of this document, contact the Avaya Publications Center.

#### Obtaining Products

To learn more about Avaya products and to order products, contact Avaya Direct, the direct-market organization of Avaya Business Communications Systems. Access their web site at [www.lucentdirect.com](http://www.lucentdirect.com). Or call the following numbers: customers 1 800 451 2100, account executives 1 888 778 1880 (voice) or 1 888 778 1881 (fax).

#### European Union Declaration of Conformity

The "CE" mark affixed to the equipment means that it conforms to the referenced European Union (EU) Directives listed below:

EMC Directive 89/336/EEC  
Low-Voltage Directive 73/23/EEC

For more information on standards compliance, contact your local distributor.

#### Comments

To comment on this document, please address your comments to [infodev@avaya.com](mailto:infodev@avaya.com).

# Contents

---

## Preface v

- About This Guide v
- How to Use This Guide v
- Conventions Used in This Guide vi
- Reference Information vi

## Chapter 1 Getting Started

- Introducing Advanced Speech Access .....1-1
  - Voice Recognition and Text-to-Speech.....1-2
  - Overview of ASA with Unified Messenger (Microsoft Exchange version).....1-2
- Guidelines for Using ASA.....1-3
  - Speaking Tips .....1-4
  - Asking for Help.....1-5
  - Barging In .....1-6
  - Canceling an Operation.....1-6
  - Putting ASA on Hold and Bringing It Back .....1-6
  - Hanging Up.....1-7
  - Leaving a Comment for the System Administrator .....1-7
  - Voice Recognition Errors .....1-7
  - Automatic Disconnection .....1-8
- Calling ASA and Logging In.....1-9
  - Logging In.....1-9
  - Logging In with Account Number and Password — Sample Scenario .....1-10
  - Logging In with Only a Password — Sample Scenario .....1-10
  - Recording Your Name and Greeting.....1-10

Hearing ASA's Login Message .....	1-11
Using Speed Dial to Call ASA and Log In .....	1-11

## Chapter 2 Using ASA Speech Commands

Messages .....	2-1
Use a General Command Syntax .....	2-2
Read .....	2-3
List, What Is, and What Are .....	2-4
Browse .....	2-4
First and Last .....	2-4
Read and Unread .....	2-4
New and Old .....	2-5
From <contact> .....	2-5
Navigate Within and Among Messages .....	2-5
Take Action Regarding Messages .....	2-6
Request a Count of Messages .....	2-6
Listen to Messages — Sample Scenario .....	2-7
Reply to a Message .....	2-7
Forward a Message .....	2-8
File Messages in an Archive Folder and Restore Them .....	2-8
Delete and Restore Messages .....	2-9
Send a New Message .....	2-9
Send a New Message — Sample Scenario .....	2-10
Contacts .....	2-11
Browse Contacts .....	2-11
List Contacts .....	2-11
Read Contacts .....	2-12
Get More Detail .....	2-12
Look Up a Contact .....	2-12
Identify a Contact for ASA .....	2-13
Access the Global Address List .....	2-13
Use Contacts — Sample Scenario .....	2-14
Calling and Conferencing .....	2-15
Call or Page a Contact .....	2-15
Call a Contact — Sample Scenario .....	2-16
Dial a Number .....	2-16
Reply to a Voice Mail Message by Calling the Sender .....	2-16

Talk to ASA During a Call . . . . .	2-17
List All Calls to Determine Who Is on Each Line . . . . .	2-17
Drop a Line to Terminate a Call . . . . .	2-17
Identify the ASA Number on a Caller ID Device . . . . .	2-18
Make Conference Calls . . . . .	2-18
Make a Conference Call — Sample Scenario . . . . .	2-19
Appointments . . . . .	2-20
Review the Items in Your Schedule . . . . .	2-21
Summarize Appointments . . . . .	2-21
Browse Appointments . . . . .	2-21
List or Read Appointments . . . . .	2-22
Get More Detail . . . . .	2-22
Respond to a Meeting Request . . . . .	2-23
Find Free Time . . . . .	2-23
Schedule an Appointment . . . . .	2-23
Schedule an Appointment — Sample Scenario . . . . .	2-24
Set Appointment Reminders . . . . .	2-25
Delete an Appointment . . . . .	2-26
Schedule a Wake-up Call . . . . .	2-26
Request the Date and Time . . . . .	2-26
Change Time Zone . . . . .	2-26
Tasks . . . . .	2-27
Summarize Tasks . . . . .	2-27
Browse Tasks . . . . .	2-28
List Tasks . . . . .	2-28
Read Tasks . . . . .	2-28
Get More Detail . . . . .	2-29
Create a Task . . . . .	2-29
Task Reminders . . . . .	2-30
Create a Task with a Reminder — Sample Scenario . . . . .	2-30
Respond to a Task Request . . . . .	2-31
Delete a Task or a Task Request . . . . .	2-31
Mark a Task as Complete . . . . .	2-32

## Chapter 3 PC-Based Settings

ASA User Preferences That You Set Using the Web . . . . .	3-1
Outlook Settings That Affect ASA . . . . .	3-2
Specifying Messages That Trigger Automatic Notification . . . . .	3-2

Setting Up Automatic Task and Appointment Reminders .....	3-3
Tips for Specifying Phone Numbers .....	3-3
Setting Default Country Code and Area Code for Your PC .....	3-3
Automatically Adding the Country Code to Contact Phone Numbers .....	3-4
Including Pauses in Contact Phone Numbers .....	3-4

## Chapter 4 Telephone Answering Mode

Managing Inbound Calls .....	4-1
Calling ASA .....	4-1
A Caller Trying to Reach You .....	4-1
Caller Leaving a Message .....	4-2
Receiving Caller ID E-mail When Caller Leaves No Message .....	4-2
Being Alerted to an Incoming Call (Call Waiting Tone) .....	4-3
Call Processing for Telephone Answering .....	4-3
Logging In to ASA as a Call Comes to Your Notification Number .....	4-4
Overriding Web-Based Notification Preferences .....	4-4
Terminating an Override .....	4-5

## Appendix A Command Quick Reference

Listening to Messages .....	A-2
Sending Messages .....	A-4
Managing Your Contacts .....	A-5
Managing Telephone Calls and Conferences .....	A-6
Managing Your Appointments .....	A-7
Managing Your Tasks .....	A-8
General Commands .....	A-9

# Preface

---

## About This Guide

This guide is intended to help you become familiar with Advanced Speech Access for Unified Messenger (Microsoft Exchange version), abbreviated as ASA. ASA is designed to understand and carry out your voice commands. This guide provides examples of these commands and how they are used in conversations between you as a user and ASA.

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

## How to Use This Guide

This guide contains the following chapters:

Chapter	Description
<a href="#">Chapter 1, “Getting Started”</a>	Introduces ASA, provides guidelines for using ASA, and describes how to log in.
<a href="#">Chapter 2, “Using ASA Speech Commands”</a>	Explains how to use ASA speech commands to perform various tasks.
<a href="#">Chapter 3, “PC-Based Settings”</a>	Explains how to use your PC to set your Web-based ASA user preferences and Outlook and Windows settings that affect ASA.
<a href="#">Chapter 4, “Telephone Answering Mode”</a>	Explains how ASA works in telephone answering mode.
<a href="#">Appendix A, “Command Quick Reference”</a>	Contains a reference for the commands you can give ASA, organized by task.

## Conventions Used in This Guide

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

<b>You</b>	<b>As a user in scenarios, you are represented in bold text. Your voice commands are represented in “quoted bold text.”</b>
<i>ASA</i>	<i>In scenarios, ASA is represented in italics. The voice prompts ASA plays to you are represented in “quoted italicized text.”</i>
<b>Web page Field Names</b>	<b>Field names, check box names, and button names in Web pages and dialog boxes, as well as menu options, are represented in bold text.</b>
<variable>	<Italicized text inside angle brackets> is used to represent variable information that you need to provide.

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

- There is more than one way to issue most commands.
- To seem more lifelike, ASA occasionally varies the verbiage of its responses from the specific ones stated in the scenarios.

## Reference Information

For a comprehensive list of voice commands you can say to ASA, see [Appendix A, “Command Quick Reference,”](#) of this guide.

Your system administrator provides you with the Web site address at which you can set your user preferences. From these Web pages, you can click the **Documentation** button to access .pdf versions of this User's Guide and the Wallet Card. You can open and print them if you have Adobe Acrobat Reader 4.0 or later, which is available at no charge from the Adobe Web site, [www.adobe.com](http://www.adobe.com).

# 1

## Getting Started

---

This chapter introduces you to Advanced Speech Access for Unified Messenger (Microsoft Exchange version). It provides guidelines for using the product and information about logging in.

### Introducing Advanced Speech Access

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

You ask “How many messages do I have today?”

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

You say “Read my urgent messages.”

Your assistant says “Your first urgent message is ...”

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

- Read all your messages or only the ones that meet criteria you choose, such as those sent from a particular contact
- Record and send your replies to messages
- Forward messages
- Record new voice messages and send them as e-mail messages

- Call or page you when important messages arrive
- Retrieve telephone numbers and addresses of your contacts
- Place telephone calls for you
- Read your scheduled appointments and tasks
- Remind you of important appointments by phone or pager
- Create new appointments and tasks

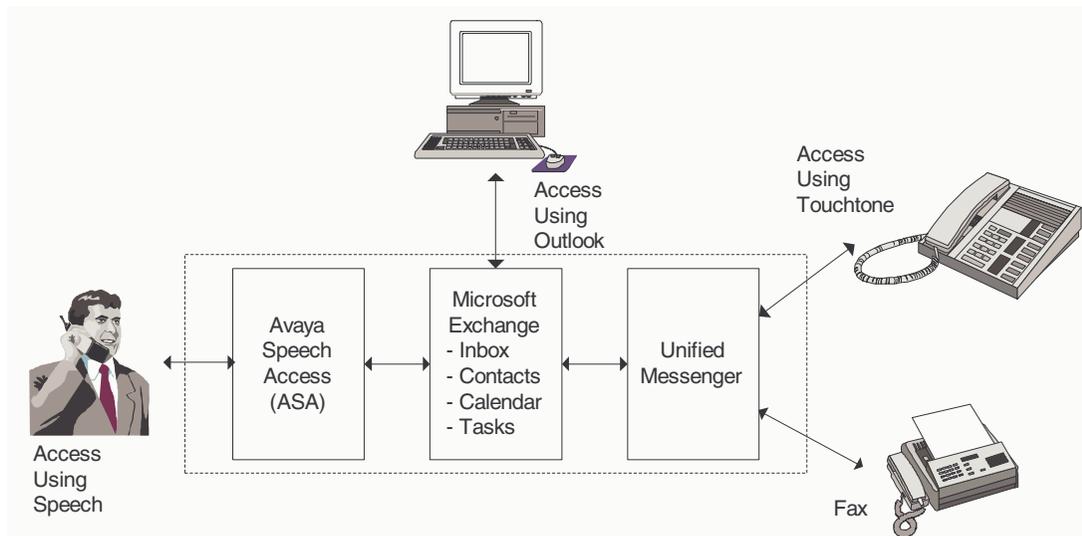
## Voice Recognition and Text-to-Speech

ASA employs leading-edge technologies to perform its duties, including:

- Voice recognition technology to respond to your spoken commands. ASA recognizes a command and performs the task you request. If necessary, it asks you for any additional information required to complete the task.
- Text-to-speech technology to read text messages (such as e-mails) to you over the telephone.

## Overview of ASA with Unified Messenger (Microsoft Exchange version)

ASA works with Microsoft Exchange and Outlook and with Unified Messenger as illustrated in the figure below.



You speak commands to ASA and ASA guides you with spoken prompts. ASA interacts with the Microsoft Exchange Inbox, Contacts, Calendar, and Tasks to carry out your commands.

Unified Messenger for Microsoft Exchange manages voice mails, e-mails, and faxes in your Inbox and allows you print faxes and access your messages by using a telephone keypad (touchtones).

From your PC, you can use Outlook to access your mailbox.

ASA retrieves your messages and contact information from the following standard Outlook folders:

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

**Note:**

- ASA can access information only from the standard Outlook folders. If you create another folder for incoming e-mails (for example, if you create a “Departmental” folder for messages from people in your workgroup), ASA cannot access those messages.
- ASA can access only the Outlook folders that are located on your company’s Exchange Server. ASA cannot access your messages if you move your message folders from the Exchange Server to a local file on your PC.
- From the Web-based interface for user preferences, you can specify an Outlook folder for archiving messages. You can use this folder to archive old messages from your Inbox. See [Chapter 3, “PC-Based Settings.”](#)

## Guidelines for Using ASA

All you need to get started using ASA are the telephone number to call, an account number, and a numeric password. Your system administrator provides this information. Each time you log in to ASA, you establish a new “session” with ASA. Logging in is described later in this chapter.

You can customize the way that ASA operates for you (including your password) by using a Web-based interface for user preferences. See [Chapter 3, “PC-Based Settings.”](#) Your system administrator provides the

Web address (URL). You do not need to access this interface to begin using ASA.

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

## Speaking Tips

In some ways, speaking to ASA is similar to speaking to a human assistant on the phone. You must:

- Speak clearly and at a moderate, steady pace.
- Speak at a normal volume. If ASA has difficulty understanding you, experiment with different volumes. Speaking more softly often works better than speaking louder.
- Use words and phrases that ASA understands. There is more than one way to issue most commands.
- Remember that background noise makes it more difficult for ASA to understand what you are saying. If possible, try to conduct your sessions with ASA in a quiet place.
- Avoid pauses when saying a command; if you pause, ASA thinks you have completed the command.
- Avoid pauses when saying a number (such as a phone number). Again, if you pause, ASA thinks you have finished saying the number.
- Pronounce each digit when you are saying a number. For example, if your password is 2314, you must say **“two, three, one, four.”**
- An exception to the preceding rule is time; you can use “o’clock,” “noon,” “midnight” or military time. For example, you can say either **“12 o’clock,” “twelve p.m.,” “noon,”** or **“twelve hundred”**; you can say either **“one thirty p.m.”** or **“thirteen thirty.”** (If you don’t say “a.m.” or “p.m.,” ASA asks you which you want.)
- You can pronounce the number 0 as **“oh”** or **“zero.”**

In addition to these speaking tips, remember the following:

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

- While you are recording a message, voice commands do not work. Be silent for a few seconds before giving commands, until ASA thinks you have finished recording and plays two quick tones.
- If your phone has a Mute key and you press it, ASA cannot hear you. You can use the Mute key to your advantage if you are in a noisy environment and you want to minimize the times that ASA misinterprets the noise as a voice command it cannot recognize or as your request to barge in (see the section [“Barging In” on page 1-6](#)).
- 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, as described in the next section. Also, see [Chapter 2, “Using ASA Speech Commands.”](#) for correct command syntax.
- To seem more lifelike, ASA occasionally varies the verbiage of the prompts it plays when the same circumstances recur.
- You can set your Web-based user preferences to tell you how many new messages you have received since your last ASA session. (If, during your last session, you had new messages and did not listen to them, they are no longer considered new.) Also, *during* an ASA session, you can ask **“Do I have any new messages?”** to determine whether any messages have arrived since you logged in.

## Asking for Help

If you have trouble performing a task, you can request help simply by saying **“Help”** or asking **“What are my options?”**

ASA responds with information to assist you in performing the current task. Also, if you are silent for some time and you seem to be having trouble, ASA offers help by reading you a list of possible options.

ASA provides the following types of help:

- Global help
- Context-sensitive help

Global help lists the tasks you can perform with ASA. To request global help, ask **“What are my options?”** after ASA asks *“What can I do for you?”* ASA responds by listing the major tasks you can perform. You can then state the option you want.

ASA provides context-sensitive help in response to some requests you make for help performing particular tasks. For example, if you ask ASA to send a message, ASA asks who is to be the intended recipient. If, at this point, you ask **“What are my options?”** ASA tells you how to provide the contact name for the message recipient.

## Barging In

If ASA is speaking and you want to interrupt, go ahead and “bargue 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.”** This tells ASA to go on to the next message.

## Canceling an Operation

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

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

## Putting ASA on Hold and Bringing 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.”** ASA stops what it is doing and says *“OK. If you need me, just say ‘Avaya, come back.’”* (In your Web-based user preferences, you can specify an alternate name, such as your own company's name, that you can also say before “come back.” However, the ASA prompt does not change to include your alternate.)

If you do not want any “come back” command to be available, you can select the **ASA will end a break only when you press ## on the telephone keypad** check box on the Interaction user preferences Web page. This allows you to say any expression, including “Avaya, come back,” without having it take effect. You can always press ## on the telephone keypad to bring ASA back.

### Note:

Pressing ## sometimes causes a problem. If you dial a number using ASA and then record a message for the person you called, pressing ## brings ASA back but it might also cancel the message or perform another operation you did not intend, depending on how that person's voicemail

system works. In that case, you can press \*\* to bring ASA back. However, always try pressing ## first because fewer voicemail systems 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.

## Hanging Up

When you are ready to end a session, you can 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.

## Leaving a Comment for the System Administrator

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

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

## Voice Recognition Errors

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

- *“Could you say that again, please?”*
- *“I didn’t quite get that.”*
- *“I’m sorry, but I just can’t understand.”*

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

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

- Speech problems
- Syntax problems
- Inappropriate context

Speech problems occur when ASA cannot recognize what you are saying for one of several reasons such as background noise, a poor phone connection, heavily accented speech, or speech that is too loud, too soft, too fast, or too slow.

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

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

For example, if you say **“What I need to know is the number for John Smith’s home extension,”** ASA would not know how to respond. However, if you ask **“What is John Smith’s home phone number?”** ASA can quickly retrieve the information from your Contacts list.

You might also receive a recognition error if you issue an otherwise valid command in an inappropriate context or situation. For example, if you are creating an appointment, ASA expects you to provide information about the appointment. If you ask to call a contact before you finish creating the appointment, ASA does not recognize the command as valid.

## Automatic Disconnection

ASA automatically disconnects if it receives too many consecutive phrases that it cannot recognize. ASA also disconnects after a period of inactivity (approximately 3-1/2 minutes) if you haven’t told it to take a break. Before disconnecting, ASA informs you to call back and try again.

Automatic disconnection is done primarily to prevent ASA from staying connected because it is hearing background noise at your location or on a bad connection and is misinterpreting the noise as unrecognizable commands.

---

## Calling ASA and Logging In

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

- Logging in
- Logging in using an account number and password — sample scenario
- Logging in with only a password — sample scenario
- Recording your name and greeting
- ASA's greeting when you log in
- Using speed dial to call ASA and log in

### Logging In

When you call ASA, you must verify your identity by logging in. Your system administrator tells you your account number and numeric password. Usually, the administrator sets your account number to match your desk phone number. If you call ASA from the phone whose number matches your account number, ASA asks for only your numeric password. If you call ASA from any other phone, ASA asks for your account number and numeric password.

**Note:**

- You can either say your account number and password or enter them on the telephone keypad. Remember that when you say a number, you must pronounce each individual digit.
- If both an account number and password are required, ASA asks for the account number first and then asks for the password.
- After you provide your account number, you can either wait for ASA to prompt you for the password, or you can provide the password without waiting for the prompt.

For example, assume that your account number is **1234567** and your password is **4321**. When ASA says "*Please speak or enter your 7-digit account number,*" you can do either of the following:

- Enter **1234567** and wait to be prompted for the password.
- Enter **12345674321** to complete the login process.
- In your Web-based user preferences, you can change your password.

## Logging In with Account Number and Password — Sample Scenario

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

<b>You</b>	Dial the telephone number for ASA.
ASA	<i>“Welcome to Avaya Speech Access. Please speak or enter your 7-digit account number.”</i>
<b>You</b>	<b>“3217654”</b>
ASA	<i>“Please enter your numeric password.”</i>
<b>You</b>	<b>“2244”</b>
ASA	<i>“George Johnson, you have two e-mail messages. You have three voice messages.”</i> <i>“What can I do for you?”</i>

## Logging In with Only a Password — Sample Scenario

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

<b>You</b>	Dial the telephone number for ASA.
ASA	<i>“Please enter your numeric password.”</i>
<b>You</b>	<b>“2244”</b>
ASA	<i>“George Johnson, you have two e-mail messages. You have three voice messages.”</i> <i>“What can I do for you?”</i>

## Recording Your Name and Greeting

The first time you call ASA, it asks you to record two items:

- **Your name.** ASA uses this recording in several operations, including reminders you tell ASA to send you. Also, if ASA is configured to operate in telephone answering mode (see [Chapter 4, “Telephone Answering Mode”](#)), when it answers an incoming call, it says *“I’m the Personal Assistant for <your name>. May I ask who is calling?”* The name you record is substituted for <your name>. Until you record your name, you are prompted to do so each time you log in.

- **A greeting message.** If ASA is configured to operate in telephone answering mode, it plays this recording when you receive a call and are not available. For example, your greeting might say: *“This is Brenda Jones. I’m not available currently; please leave a message at the tone.”*

**Note:**

You can create a new recording of your name or greeting message by saying **“Record a greeting.”**

## Hearing ASA’s Login Message

When you have logged in successfully, ASA responds with a brief tone and, depending on how you have set your Interaction user preferences Web page, a login message somewhat like the following:

*“You have four new messages. Two of these are voice mails.”*

After playing the login message, ASA might say:

*“Please hold while I access your messages.”*

Then ASA asks:

*“What can I do for you?”*

This prompt indicates that ASA is ready to receive your commands.

## Using 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 the following:

- Telephone number for ASA (including the prefix and area code for a long distance number)
- Your account number (if required from the phone you are using)
- Your numeric password

**Note:**

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

See your telephone manual for more information about speed dialing.



# 2

## Using ASA Speech Commands

---

This chapter contains information about using ASA to manage the following:

- Messages
- Contacts
- Calling and conferencing
- Appointments
- Tasks

Examples of useful commands and scenarios are provided. For a complete list of commands, see [Appendix A, “Command Quick Reference.”](#)

### Messages

After you log in, you will probably want to listen to your new messages. This section includes information about managing your messages. Messages include all of the following:

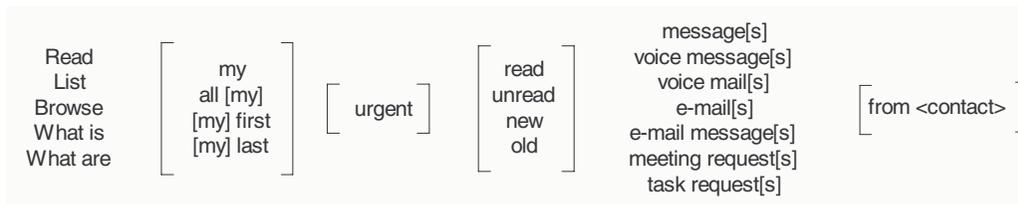
- Voice mail messages
- E-mail messages
- Meeting requests generated through Microsoft Outlook and sent to you
- Task requests generated through Microsoft Outlook and sent to you

The following sections explain how to do the following:

- Use a general command syntax to read, list, and browse your messages or a subset of them
- Navigate within and among messages
- Take action regarding messages
- Request a count of messages
- Listen to messages — sample scenario
- Reply to a message
- Forward a message
- File messages in an archive folder and restore them
- Delete and restore messages
- Send a new message
- Send a new message — sample scenario

## Use a General Command Syntax

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



At a minimum, pick one phrase from the columns that are not enclosed in brackets. Saying any of the words in brackets is optional and can establish a “filter” so that you can hear the desired subset of messages.

For example, you can say as little as **“Read messages,”** which causes ASA to read all your messages, starting with the most recent. On the other hand, you can be as specific as **“Read my first urgent new e-mail from Ann Davis.”**

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

**Read**

ASA reads different types of messages in different ways, based on the information available for the type of message. In general, however, ASA reads messages as follows:

1. Message description
2. Message text (body)
3. Message attachments

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

<b>For this message type...</b>	<b>The message description contains the following:</b>
E-mail (including meeting requests and task requests)	Sender, delivery date or approximate delivery time, and subject
Voice mail	Message type, caller's name, delivery date or approximate delivery time, and callback number

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

When ASA finishes reading the text, it reads (or plays) any readable attachments included with the message. Before reading an attachment, ASA tells you its type and name. If you say **“Get more detail,”** ASA tells you the attachment's file size.

ASA can read only the following types of attachments:

- Text
- Rich text
- HTML
- Sound files (.wav or .MP3 files only)

ASA informs you if an attachment cannot be read. If you ask ASA to read an attachment it can't read, ASA tells you the filename and extension.

If a message contains multiple attachments, you can navigate among them by including **“First,” “Last,” “Next,”** and **“Previous”** in your commands.

## List, What Is, and What Are

When you tell ASA to list your messages, or when you ask a question such as **“What is my first new message?”** or **“What are my new meeting requests?”** ASA tells you, for each message, the following information:

- The sender
- The subject
- The time the message was received
- The type of message (voice mail or e-mail)
- The number of attachments

Listing is a useful way for you to skim through your messages and determine which ones are the most important. If you want ASA to read the current message it is listing, barge in and say **“Read it.”**

## Browse

When you tell ASA to browse your messages, it tells you, for each message, the following information:

- A count of your messages
- For each message:
  - The sender (for voice messages, a recording of the sender's name)
  - The subject

If you want ASA to read the message body, barge in and say **“Read it.”** You must say **“Read 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.

## First and Last

The “first” message is the most recent message you received.

The “last” message is the oldest message you received.

## Read and Unread

ASA marks a message as “read” only if you tell ASA to mark it as read (or if you have read it with Outlook on your PC). Thus, ASA allows you to easily skip messages and have their status (read or unread) remain unchanged.

“Unread” messages are those you have not marked as read using ASA or those you have specifically told ASA to mark as unread (or those you have not read with Outlook on your PC).

**New and Old**

“New” messages are messages you have received since the last time you logged *into* ASA (or since you last checked messages on your PC), not just messages you have received since you logged out of ASA. If new messages arrive *during* a login session, you can listen to them during that session, but they will still be considered new the next time you log in.

“Old” messages include all other messages, even if they have not been read yet. If you say “**Read my old messages,**” ASA starts reading the most recent old message.

**From <contact>**

If you ask ASA to read messages from a specific person, that person must be in your Outlook Contacts list with an internet e-mail address specified. Otherwise, ASA does not recognize the person’s name.

**Navigate Within and Among Messages**

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

<b>Command</b>	<b>What ASA Does</b>
“ <b>Next (message).</b> ”	Goes to the next message.
“ <b>Previous (message).</b> ”	Goes to the previous message.
“ <b>Read attachments.</b> ”	Starts reading attachments. You can navigate among them by saying “ <b>First,</b> ” “ <b>Last,</b> ” “ <b>Next,</b> ” or “ <b>Previous.</b> ”
“ <b>(Get) more detail.</b> ”	Provides more details; the type of information depends on the type of message.
“ <b>Read this message.</b> ”	Rereads the message being read.
“ <b>Read it.</b> ”	Reads the message being listed or browsed.
“ <b>Stop.</b> ” or “ <b>Cancel.</b> ” or press # on the telephone keypad.	Interrupts the reading of messages. You can resume where you left off by saying “ <b>Continue.</b> ”
“ <b>Continue.</b> ”	Resumes playback of the current message from the point of interruption.
“ <b>Back up.</b> ”	Rewinds five seconds in the message and rereads it.

## Take Action Regarding Messages

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

Command	What ASA Does
“Reply (to this message).”	See the section <a href="#">“Reply to a Message” on page 2-7.</a>
“Forward this message.”	See the section <a href="#">“Forward a Message” on page 2-8.</a>
“File this message.”	See the section <a href="#">“File Messages in an Archive Folder and Restore Them” on page 2-8.</a>
“Delete this message.”	See the section <a href="#">“Delete and Restore Messages” on page 2-9.</a>
“Restore this message.”	See the sections <a href="#">“File Messages in an Archive Folder and Restore Them” on page 2-8</a> and <a href="#">“Delete and Restore Messages” on page 2-9.</a>
“Mark (this message) as read.”	Marks this message as read; does not remove it from the Inbox. Automatically proceeds to the next (or previous) message in a sequence only if <b>Assertiveness</b> is set to <b>Fewer confirmation prompts</b> on the Interactions user preferences Web page.
“Mark (this message) as unread.”	Marks this message as unread. Automatically proceeds to the next (or previous) message in a sequence only if <b>Assertiveness</b> is set to <b>Fewer confirmation prompts</b> on the Interactions user preferences Web page.

## Request a Count of Messages

You can request a count of messages by asking **“How many messages do I have?”**

ASA responds by saying something like the following: *“You have four messages. Two of these are voice mails.”*

You can also add a filter to the count by asking, for example, **“How many new voice mails do I have?”**

You can set up your Interaction user preferences Web page so that when you log in, ASA tells you the number of new messages or the number of new voice messages (or both) that you have received since you last logged in.

## Listen to Messages — Sample Scenario

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

- Obtain a count of your new e-mail messages.
- List your new e-mail messages.
- Read a message.
- Get more detail about the message.

ASA	<i>“What can I do for you?”</i>
<b>You</b>	<b>“Do I have any new e-mail messages?”</b>
ASA	<i>“You have four new e-mail messages.”</i>
<b>You</b>	<b>“List my new e-mail messages.”</b>
ASA	<i>“Your first message is from Bob Johnson... delivered November 19, 2000 at 8:35 a.m. ... Subject: Charity golf tournament... Your next message is from John Smith... delivered November 19, 2000 at 8:48 a.m. ... Subject: Fourth quarter forecasts.”</i>
<b>You</b>	<b>“Read it.”</b>
ASA	<i>“Bill, I need your forecasts for the fourth quarter by noon tomorrow.”</i>
<b>You</b>	<b>“Get more detail.”</b>
ASA	<i>“This message was sent on November 19, 2000 at 8:48 a.m. and was received on November 19, 2000 at 9:12 a.m. The message was sent to William Jackson. The message was copied to no one. The message has no attachments.”</i>

## Reply to a Message

You can reply to a message in your Inbox by saying **“Reply”** or **“Reply to this message.”** The message you reply to must be the current message (the message ASA is listing or reading).

If the message to which you reply is a voice mail message with a callback number, ASA asks if you wish to call the sender.

### Note:

- ASA tells you the name of the person who will receive your reply.
- Your reply is recorded as a sound file (.wav) and included as an attachment. If the **ASA will prompt you to record a subject**

**when you send messages** check box is selected in your Interaction user preferences Web page, you can also record a sound file for the subject of your reply.

- The original message is included in the reply, but all attachments (except those created by ASA) are removed.

## Forward a Message

You can forward any message in your Inbox to a contact in your Contacts list who has an internet e-mail address specified. Just say **“Forward this message.”** The message you forward must be the current message (the message ASA is listing or reading).

ASA handles forwarded messages in much the same way as it handles replies, except that the original attachments are included.

### Note:

- You must specify the name of a contact when you forward a message. If you just say **“Forward this message,”** ASA asks you for the name of the contact.
- If the contact has more than one e-mail address, ASA asks you to specify which e-mail address to use.

## File Messages in an Archive Folder and Restore Them

If you want to move a message from your Inbox to an archive folder, say **“File this message”** while ASA is listing or reading it.

During the filing of a message, you can use ASA to return it to your Inbox by saying **“Restore this message”** any time before you go to another message. Once a message is filed and you move on to the next message, you can restore (retrieve) it only by using Microsoft Outlook on your PC.

### Note:

Before you can file messages in an archive folder, you must do the following:

1. In Microsoft Outlook, create an archive folder (directly under the Mailbox level)
2. Specify that archive folder on your General user preferences Web page.

## Delete and Restore Messages

You can delete any message from your Inbox by saying “**Delete this message**” while ASA is listing or reading it. ASA responds by saying “*Deleting message*” and reading the subject of the message.

If you decide you do not want to delete the message after all, you can barge in and say “**No**” or “**Cancel.**” After ASA says “*Done,*” you can still restore the message to your Inbox by saying “**Restore this message**” any time before you go on to the next message.

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

## Send a New Message

This section explains how to use ASA to send new messages to your contacts.

For information about replying to or forwarding messages that others have sent to you, see the sections [“Reply to a Message” on page 2-7](#) and [“Forward a Message” on page 2-8](#).

You can send a new message to any contact in your Contacts list by saying “**Send a message.**” Your message is recorded as a sound file (.wav) and attached to an e-mail. The person who receives your e-mail message needs to have some means of playing sound files.

### Note:

- You can specify the name of the contact in your command (for example, “**Send a message to John Smith**”). If you just say “**Send a message,**” ASA asks you for the name of the contact.
- The contact must have at least one e-mail address.
- If the contact has more than one e-mail address, ASA asks you to specify which address to use. (However, if the **Assertiveness** field is set to **Fewer confirmation prompts** in your Interaction user preferences Web page, ASA assumes that you want to use the same address that you used the last time you sent e-mail to the contact.)
- If two contacts have the same name, ASA helps you determine which is the one you want by reading you information from their Contacts list entries, such as e-mail address, company name, and nickname.
- You can specify the name of a distribution list (for example, “**Send a message to Quality Team**”) instead of a contact. ASA sends the message to each contact in the distribution list.

- If the **ASA will prompt you to record a subject when you send messages** check box is selected in your Interaction user preferences Web page, ASA asks whether you want to record a subject for the message. If you say **“Yes,”** ASA directs you to record the subject.

## Send a New Message — Sample Scenario

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

ASA	<i>“What can I do for you?”</i>
<b>You</b>	<b>“Send a message.”</b>
ASA	<i>“To whom would you like to send the message?”</i>
<b>You</b>	<b>“John Smith.”</b>
ASA	<i>“John Smith — is that correct?”</i>
<b>You</b>	<b>“Yes.”</b>
ASA	<i>“Add another contact?”</i>
<b>You</b>	<b>“No.”</b>
ASA	<i>“Shall I record a subject?”</i>
<b>You</b>	<b>“Yes.”</b>
ASA	<i>“Please record the subject after the tone.”</i>
<b>You</b>	<b>“Change in plans.”</b>
ASA	<i>“Now, please record the body of your message after the tone.”</i>
<b>You</b>	<b>“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.”</b>
ASA	<i>“Would you like to send the message, review the message, continue recording, or hear all choices?”</i>
<b>You</b>	<b>“Send the message.”</b>
ASA	<i>“Message sent to John Smith.”</i>

## Contacts

You can use ASA to obtain information about contacts in your Microsoft Outlook personal Contacts list (for example, address, telephone number, and so on). Following are some of the tasks you can perform:

- Browse contacts.
- List contacts.
- Read contacts.
- Get more detail.
- Look up a contact.
- Identify a contact for ASA.
- Access the Global Address List (optional on your system).
- Use contacts — sample scenario.

This section explains how to use ASA to request contact information and manage your Contacts list.

### Browse Contacts

If you say **“Browse my contacts,”** ASA tells you:

- How many contacts you have in your Contacts list
- Each contact’s name

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

### List Contacts

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

- How many contacts you have in your Contacts list
- Each contact’s:
  - Name
  - Company

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

## Read Contacts

If you want more information than listing provides, you can read contacts by saying **“Read my contacts.”** ASA tells you:

- How many contacts you have in your Contacts list
- Each contact's:
  - Name
  - Title
  - Company
  - Telephone numbers

## Get More Detail

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

- Contact name
- Job title
- Birthday
- Spouse name
- Gender
- Anniversary
- Other telephone numbers

## Look Up a Contact

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

- **“Look up a contact.”**

- **“Look up John Smith.”**
- **“Who is John Smith?”**
- **“What is John Smith’s phone number?”**
- **“What is John Smith’s work phone number?”**
- **“What is John Smith’s address?”**
- **“What is John Smith’s e-mail?”**

## Identify a Contact for ASA

When you inquire about a contact, you must identify the contact for ASA. You can use any of the following to identify a contact:

- First name and last name
- Nickname 1
- Nickname 2
- Nickname 1 and last name
- Nickname 2 and last name

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

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

## Access the Global Address List

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

When you send a message or make a call, if your initial command includes a name, for example **“Send a message to Bill Smith”** or **“Call**

**Bill Smith,”** ASA looks up the name in only your Contacts list and not the GAL. Assuming ASA can access the GAL, if you want to access names in the GAL, you must say only **“Send a message”** or **“Make a call”** and let ASA ask you for a name. When you then say a name, ASA first looks in your Contacts lists and if it finds a match, it performs your command. If ASA does not find a match in your Contacts list, it looks for the name in the GAL, which can take longer.

When you use the **“Read my messages from <a contact>”** command, ASA reads messages only from that contact as identified in your personal Contacts list.

When you ask ASA to **“Browse my contacts,” “List my contacts,”** or **“Read my contacts,”** ASA provides only information from your personal Contacts list.

## Use Contacts — Sample Scenario

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

- Browse contacts and read information for a specific contact.
- Request a contact's telephone number and place a call to that contact.

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

## Calling and Conferencing

This section explains how you can command ASA to do any of the following tasks:

- Call or page a contact from your Microsoft Outlook Contacts list.
- Call a contact — sample scenario.
- Dial a telephone number that you recite.
- Reply to a voice mail message by calling the sender.
- Talk to ASA during a call.
- Determine who is on each line.
- Terminate a call.
- Identify the ASA number on a caller ID device.
- Make conference calls.
- Make a conference call — sample scenario.

### Call or Page a Contact

To tell ASA to call a contact from your Microsoft Outlook Contacts list, do one of the following:

- Say “**Call <contact name>**” (for example, “**Call John Smith**”).
- Say “**Make a call.**” ASA asks who you want to call. You must then provide the name of one of your contacts.

Before placing a call to a contact, ASA recites the contact’s name and location and then remains silent for a short period. This period of silence allows you to correct any mistakes or cancel the call. ASA takes a break as it begins dialing.

**Note:**

- If the contact has more than one telephone number, ASA asks you which number to call.
- If no telephone number exists for the contact, ASA informs you of this and returns you to the main menu.
- ASA determines whether the call is long distance or local and adjusts the number accordingly.

You can tell ASA to page a contact by saying either of the following:

- **“Call <contact name> at <his or her> pager number.”** (for example, **“Call John Smith at his pager number.”**)
- **“Page <contact name>.”**

These paging commands are valid only if you have defined a pager number for the contact in your Contacts list.

## Call a Contact — Sample Scenario

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

ASA	<i>“What can I do for you?”</i>
<b>You</b>	<b>“Call John Smith at work.”</b>
ASA	<i>“John Smith, dialing...”</i> ASA takes a break. The call is connected.
<b>You</b>	(Complete your call with John Smith. John Smith hangs up.)
ASA	<i>“Line 1 has disconnected. What can I do for you?”</i>

## Dial a Number

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

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

## Reply to a Voice Mail Message by Calling the Sender

You can have ASA call back a person who left a voice mail message. The voice mail message must be the current message (the message ASA is listing or reading). To call back, say **“Reply to this message.”**

To call back, ASA must have correctly captured the number from which the call was placed. ASA informs you if it cannot determine the caller's telephone number.

## Talk to ASA During a Call

After ASA connects your call, it “takes a break.” While on a break, ASA responds to only a specific “come back” command. This allows you to talk to your party without interference from ASA.

You can interrupt a call and bring ASA back at any time by pressing ## on the telephone keypad. You can also say “**Avaya, come back**” (unless you have set your user preferences to require pressing ##). 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 takes you “private” with ASA automatically and it puts the other party or parties in the call on hold.

When a call is over and all other parties hang up, ASA returns and is available to continue performing tasks for you.

## List All Calls to Determine Who Is on Each Line

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

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

To connect to a particular line n, say “**Connect me to line <n>.**”

## Drop a Line to Terminate a Call

You can terminate a call by:

- Hanging up (this also terminates your call with ASA)
- Saying one of the following:

Command	Description
“ <b>Drop line &lt;n&gt;.</b> ”	Terminates the call assigned to line <n> but keeps your session with ASA open
“ <b>Drop this line.</b> ” or “ <b>Drop this call.</b> ”	Terminates the call currently on the line but keeps your session with ASA open
“ <b>Drop all lines.</b> ” or “ <b>Drop all calls.</b> ”	Terminates all calls on all lines but keeps your session with ASA open

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

## Identify the ASA Number on a Caller ID Device

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

## Make Conference Calls

ASA uses the concept of a “conference room” to enable you to make conference calls. If you put a call in the conference room, that person can hear and speak to all of the other parties in the conference room.

You can have both “private” and “conference room” calls active at the same time.

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

Command	Description
<b>“Connect all calls.”</b>	Puts all callers, including you, in the conference room. ASA takes a break. If you say <b>“Avaya, come back,”</b> you are pulled 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.
<b>“Join all calls.”</b> or <b>“Join this call.”</b>	Same as <b>“Connect all calls,”</b> except that ASA is brought into the conference room and everyone hears your conversation with ASA. However, ASA listens to only you and responds to only your commands. Saying <b>“Take a break”</b> causes ASA to remain quiet until you say <b>“Avaya, come back.”</b>
<b>“Put line &lt;n&gt; in the conference room.”</b>	Puts the specified line in the conference room.
<b>“Put me in the conference room.”</b>	Switches you from a private call to the conference room.
<b>“List all calls.”</b>	Tells you who is on each line, and the status of each call.

## Make a Conference Call — Sample Scenario

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

ASA	<i>“What can I do for you?”</i>
<b>You</b>	<b>“Call John Smith at work.”</b>
ASA	<i>“John Smith, dialing...”</i> (ASA takes a break. John answers. John suggests calling Bob Johnson for a conference call.)
<b>You</b>	<b>“Avaya, come back.”</b>
ASA	<i>“I’m back. What can I do for you?”</i> (John is on hold and cannot hear your conversation with ASA.)
<b>You</b>	<b>“Call Bob Johnson at work.”</b>
ASA	<i>“Bob Johnson, dialing...”</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.)
<b>You</b>	<b>“Avaya, come back.”</b>
ASA	<i>“I’m back. What can I do for you?”</i> (John and Bob are on hold. Neither can hear your conversation with ASA.)
<b>You</b>	<b>“Connect all calls.”</b> (All three parties are now in the conference room and can talk to each other. ASA takes a break. As the conference call continues, you realize you need to include Mary Anderson, who is traveling, in the discussion.)
<b>You</b>	<b>“Avaya, come back.”</b>
ASA	<i>“I’m back. What can I do for you?”</i> (John and Bob remain in the conference room and can talk to each other. Neither can hear your conversation with ASA.)
<b>You</b>	<b>“Call Mary Anderson on her mobile phone.”</b>
ASA	<i>“Mary Anderson, dialing...”</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.)
<b>You</b>	<b>“Avaya, come back.”</b>

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

You can manage lines separately, or as a group.

**Examples:**

- To hang up all calls, say **"Drop all lines."**
- To hang up one 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, do the following:

1. Call ASA back from a break. This removes you from the conference room, but leaves everyone else in the conference room.
2. Connect to the line of the person to whom you want to speak by saying **"Connect me to line <n>."** This removes that person from the conference room.

## Appointments

You can use ASA to manage schedule information stored in your Outlook Calendar. This section explains how to do the following:

- Review the items in your schedule.
- Summarize appointments.
- Browse appointments.
- List appointments.
- Read appointments.
- Get more detail.
- Respond to a meeting request.
- Find free time.

- Schedule an appointment.
- Schedule an appointment — sample scenario.
- Set appointment reminders.
- Delete an appointment.
- Schedule a wake-up call.
- Request the date and time.
- Change time zone.

## Review the Items in Your Schedule

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

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

## Summarize Appointments

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

When you have provided the date, ASA tells you the number of meetings, all-day events, and appointments.

## Browse Appointments

You can browse your schedule by saying “**Browse my appointments.**” ASA responds by asking for the date. When you have provided the date, ASA tells you:

- The number of appointments you have
- For each appointment:
  - The subject
  - The start time

## List or Read Appointments

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

- The number of appointments you have
- For each appointment:
  - The subject
  - The start time
  - The duration

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

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

## Get More Detail

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

- Whether or not the appointment is recurring
- Names of attendees
- Location

---

## Respond to a Meeting Request

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

- *“Accept this meeting request.”*
- *“Tentatively accept this meeting request.”*
- *“Decline this meeting request.”*
- *“Forward.”*
- *“Reply.”*

### Note:

- When you respond to a meeting request, ASA asks if you want to include a message.
- If you accept a meeting request, ASA deletes it from your Inbox and moves it to your Calendar.
- If you forward a meeting request, ASA requests the name of the contact to whom you are forwarding it.

## Find Free Time

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

- **“Find free time.”** (ASA then asks you to specify the date)
- **“Find free time today.”**
- **“Find free time tomorrow.”**
- **“When am I available?”**

## Schedule an Appointment

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

ASA then asks you to specify the following:

- Duration of the appointment (minutes must be increments of 15)
- Date (if not specified in your original command)

- Starting time
- Subject

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

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

<b>If today is Tuesday and you tell ASA to schedule the appointment for...</b>	<b>ASA schedules the appointment for...</b>
"Last Wednesday."	6 days ago (Wednesday of last week)
"This Wednesday."	tomorrow (Wednesday of this week)
"Next Wednesday."	in 8 days (Wednesday of next week)

## Schedule an Appointment — Sample Scenario

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

- Request schedule information
- Schedule an appointment

ASA	<i>"What can I do for you?"</i>
<b>You</b>	<b>"What are my appointments today?"</b>
ASA	<i>"November 19, 2001"</i> <i>"You have five appointments."</i> <i>"Your first appointment is..."</i> (ASA reads the start times, durations, and subjects of all scheduled appointments for the day.) <i>"What can I do for you?"</i>
<b>You</b>	<b>"Schedule an appointment."</b>
ASA	<i>"How long will the appointment last?"</i>
<b>You</b>	<b>"One hour."</b>
ASA	<i>"One hour. Is this duration correct?"</i>

<b>You</b>	<b>“Yes.”</b>
ASA	<i>“On what date?”</i>
<b>You</b>	<b>“March 23rd.”</b>
ASA	<i>“March 23rd. Is this date correct?”</i>
<b>You</b>	<b>“Yes.”</b>
ASA	<i>“What time should I book the appointment?”</i>
<b>You</b>	<b>“3 p.m.”</b>
ASA	<i>“3 p.m. Is this time correct?”</i>
<b>You</b>	<b>“Yes.”</b>
ASA	<i>“Would you like to record a subject?”</i>
<b>You</b>	<b>“Yes.”</b>
ASA	<i>“Please record your subject after the tone.”</i>
<b>You</b>	<b>“Meeting with Betsy Jones.”</b>
ASA	<i>“Done.”</i> <i>“I’ve scheduled an appointment for March 23, 2001 at 3:00 p.m., lasting for one hour.”</i>

## Set Appointment Reminders

If you have selected the **Phone** or **Pager** check box (or both) under **Reminders for tasks and appointments are sent to you:** on the Notifications user preferences Web page, ASA sends you reminders of appointments, using the default reminder time specified for the Microsoft Outlook Calendar. To view or change the default reminder time for the Calendar, in Outlook select **Tools > Options**, and then click the **Preferences** tab. See the Microsoft Outlook documentation for more information.

If you are in an ASA session when a reminder comes due, ASA plays a notification tone. (This tone is different from the notification tone you hear for an incoming call if ASA operates in telephone answering mode for you; see [Chapter 4, “Telephone Answering Mode.”](#)) ASA does not actually deliver the reminder until you either complete or cancel the current operation. For example, if you are sending a message and hear the notification for a reminder, you must either finish sending the message or cancel it before you can listen to the reminder.

If you are not in an ASA session when a reminder comes due, ASA calls you at the phone number you specified in the Where You Receive Notifications section of the Notifications user preferences Web page.

When you answer the phone, ASA plays a prompt indicating that you have a notification waiting and that you must press a key to receive it. Once you press a key, ASA plays the notification and then allows you to either have the reminder repeated or to log in.

**Note:**

- The phone number you specify on the Web page is also used for other purposes if ASA's telephone answering mode is available to you. See [Chapter 4, "Telephone Answering Mode."](#)
- If a reminder cannot be sent for some reason, ASA tries again every 3 minutes. However, if the reminder has not been sent after 15 minutes, ASA stops trying to resend it.

## Delete an Appointment

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

## Schedule a Wake-up Call

You can use ASA to deliver a wake-up call. Just say **"Schedule a wake-up call."** Be sure that you have the **Phone** check box selected under **Reminders for tasks and notifications are sent to you:** on your Notifications user preferences Web page. (The wake-up call appears as a reminder for a task in Outlook.)

## Request the Date and Time

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

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

## Change Time Zone

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

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

## Tasks

You can use ASA to manage task information stored in your Outlook Tasks folder. You can do any of the following with ASA:

- Summarize tasks.
- Browse tasks.
- List tasks.
- Read tasks.
- Get more detail.
- Create a task.
- Set a reminder.
- Create a task with a reminder — sample scenario.
- Respond to a task request.
- Delete a task.
- Mark a task as complete.

**Note:**

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

## Summarize Tasks

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

- Due today
- Overdue
- Due in the future
- No due date

## Browse Tasks

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

- How many tasks you have
- For each task, beginning with the first one:
  - The subject
  - The due date

## List Tasks

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

- How many tasks you have
- For each task, beginning with the first one:
  - The subject
  - The due date

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

Type of Filter	Example
Category (future, due today, due tomorrow, overdue, no due date)	<b>“List my tasks due today.”</b>
First or last	<b>“List my first task.”</b>
Next or previous	<b>“List my next task.”</b>
A combination of the other filters	<b>“List my first task due today.”</b>

## Read Tasks

You can request that ASA read all tasks by saying **“Read my tasks.”** ASA responds by telling you:

- How many tasks you have
- For each task, beginning with the first one:
  - The subject
  - The due date

- Whether a reminder has been set, and, if so, its date and time
- The body of the task

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

Type of Filter	Example
Category (future, due today, due tomorrow, overdue, no due date)	“ <b>Read my tasks due today.</b> ”
First or last	“ <b>Read my first task.</b> ”
Next or previous	“ <b>Read my next task.</b> ”
A combination of the other filters	“ <b>Read my first task due today.</b> ”

## Get More Detail

If you need more detailed information about a task than ASA provides by reading it, you can say “**Get more detail.**” ASA responds by providing the following information:

- The subject
- The due date
- The person who assigned the task
- Whether a reminder has been set and, if so, its date and time
- The body of the task
- The start date
- The status
- The percent complete
- The priority

## Create a Task

To create a new task, say “**Create a task.**” ASA then asks you to specify the following information:

- The task subject (description)
- The due date
- Whether or not you want a reminder and, if so, when

See [“Create a Task with a Reminder — Sample Scenario”](#) on page 2-30 for a task creation scenario.

## Task Reminders

When you create a task, if you have selected the **Phone** or **Pager** check box (or both) under **Reminders for tasks and appointments are sent to you:** on the Notifications user preferences Web page, ASA asks whether you want a reminder and, if so, when.

If you are in an ASA session when a reminder comes due, ASA plays a notification tone. (This tone is different from the notification tone you hear for an incoming call if ASA operates in telephone answering mode for you; see [Chapter 4, “Telephone Answering Mode.”](#)) ASA does not actually deliver the reminder until you either complete or cancel the current operation. For example, if you are sending a message and hear the notification for a reminder, you must either finish sending the message or cancel it before you can listen to the reminder.

If you are not in an ASA session when a reminder comes due, ASA calls you at the phone number you specified in the How You Receive Notifications section of the Notifications user preferences Web page. When you answer the phone, ASA plays a prompt indicating that you have a notification waiting and that you must press a key to receive it. Once you press a key, ASA plays the notification and then allows you to either have the reminder repeated or to log in.

**Note:**

- The phone number you specify on the Web page is also used for other purposes if ASA's telephone answering mode is available to you. See [Chapter 4, “Telephone Answering Mode.”](#)
- If a reminder cannot be sent for some reason, ASA tries again every 3 minutes. However, if the reminder has not been sent after 15 minutes, ASA stops trying to resend it.

## Create a Task with a Reminder — Sample Scenario

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

ASA	<i>“What can I do for you?”</i>
<b>You</b>	<b>“Create a task.”</b>
ASA	<i>“Record the subject of the task at the tone.”</i>
<b>You</b>	<b>“Complete forecasting for next quarter.”</b>
ASA	<i>“Would you like to specify a due date?”</i>

<b>You</b>	<b>“Yes.”</b>
ASA	<i>“Please say the due date.”</i>
<b>You</b>	<b>“November 15th, 2001.”</b>
ASA	<i>“Would you like to include a reminder?”</i>
<b>You</b>	<b>“Yes.”</b>
ASA	<i>“Please say the date on which you would like to be reminded.”</i>
<b>You</b>	<b>“November 13th, 2001.”</b>
ASA	<i>“Please say the time of day that you would like to be reminded.”</i>
<b>You</b>	<b>“1 p.m.”</b>
ASA	<i>“Done. I have created a task with a due date of November 15, 2000 and with a reminder on November 13, 2000 at 1 p.m.”</i>

## Respond to a Task Request

You can respond to a task request by saying **“Reply”** while ASA is listing or reading the task request for you. ASA then lists your options for responding to the task request:

- Reply
- Forward

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

## Delete a Task or a Task Request

To delete a task, say **“Delete this task.”** The task that you delete must be the current task (that is, the task that ASA is listing or reading for you). ASA responds with *“Deleting task... done.”* The deleted task is placed in the Deleted Items folder in Outlook. ASA cannot restore this task. However, you can use your PC to restore the deleted task from your Outlook folder.

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

## Mark a Task as Complete

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

# 3

## PC-Based Settings

---

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

- ASA user preferences that you specify using the Web
- Outlook settings that affect ASA
- Tips for specifying phone numbers in Windows and in Outlook

### ASA User Preferences That You Set Using the Web

You can set user preferences that affect how you interact with ASA. These preferences are set using the Web, so you can change them even when you are away from your usual work computer. Following are some of the preferences you can specify:

- Your numeric password
- Name and telephone number of your personal operator
- How ASA can reach you with incoming calls
- How you want to be reminded of appointments
- How you want to be notified of messages
- Length of voice prompts and assertiveness of ASA

Your system administrator provides you with the following information you need to access the user preferences Web pages:

- The Web address (URL) for ASA user preferences
- Your Microsoft Exchange alias — the *myname* part of your e-mail address *myname@mycompany.com*.
- Your network username and password

If you already have a Microsoft Exchange account, use your current handle and network username and password.

The setting of all the preferences is described on the Web pages themselves.

Your browser must be Microsoft Internet Explorer 5.0 or later.

From these Web pages, you can click the **Documentation** button to access .pdf versions of this User's Guide and the Wallet Card. You can open and print them if you have Adobe Acrobat Reader 4.0 or later, which is available at no charge from the Adobe Web site, [www.adobe.com](http://www.adobe.com).

## Outlook Settings That Affect ASA

You can set the following options in Outlook that affect the operation of ASA:

- Messages that trigger automatic message notification
- Automatic appointment reminders

### Specifying Messages That Trigger Automatic Notification

ASA can notify you by phone or pager (or both) when you receive certain types of messages. For example, you might want to be notified if you receive a message from your manager.

To use this ASA feature, you must use Outlook to specify the types of messages that trigger automatic notification. In some versions of Outlook, you use the Rules Wizard from the Tools menu. See the Microsoft Outlook documentation for more information.

#### **Note:**

To receive notifications for Outlook rules, on the Notifications user preferences Web page, under **Notifications for messages forwarded by your Outlook rules are sent to you:**, you must select either the **Phone** or **Pager** check box (or both).

## Setting Up Automatic Task and Appointment Reminders

ASA can send you reminders of Outlook tasks and appointments by phone or pager (or both). In order for any reminders to work, on the Notifications user preferences Web page, under **Reminders for tasks and appointments are sent to your:**, you must select either the **Phone** or **Pager** check box (or both).

When you use ASA to schedule a task, ASA asks you whether you want to receive a reminder and, if so, when you want to receive it.

When you use ASA to schedule an appointment, ASA uses the default reminder time specified for the Microsoft Outlook Calendar. To view or change the default reminder time, in Outlook select **Tools > Options**, and then click the **Preferences** tab. See the Microsoft Outlook documentation for more information.

## Tips for Specifying Phone Numbers

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

## Setting Default Country Code and Area Code for Your PC

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

1. From the Windows desktop, click **Start > Settings > Control Panel** to access phone or telephony options. On some Windows operating systems, the option is **Telephony**; on others, it is **Phone and Modem Options**. The Dialing Properties screen or the Dialing Rules screen appears.
2. Select your country and area code.

If you enter a contact phone number and do not specify an area code, Outlook automatically adds the default area code. You can also set an option so that Outlook automatically adds the country code (see the following section for more information).

## Automatically Adding the Country Code to Contact Phone Numbers

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

1. Start Microsoft Outlook and click **Contacts**.
2. Select **Actions > Call Contact > New Call**. The New Call screen appears.
3. Click **Dialing Options**.
4. Select the **Automatically add country code to local phone numbers** check box and then click **OK**.

## Including Pauses in Contact Phone Numbers

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

For example, if you enter **(408) 555-1212,,123** for a contact's phone number, ASA dials the 10-digit phone number, waits eight seconds, and then dials the extension (123).

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

# 4

## Telephone Answering Mode

---

Usually, Unified Messenger, not ASA, is set up to answer your calls. However, your system administrator can set up ASA to answer your calls using ASA's "telephone answering mode."

In telephone answering mode, ASA allows you to manage your inbound telephone calls. ([Chapter 2, "Using ASA Speech Commands"](#) describes outbound calling.) This chapter describes the following:

- Managing inbound calls
- Being alerted to an incoming call (call waiting tone)
- Call processing for telephone answering

### Managing Inbound Calls

ASA handles incoming calls from you and from other callers who are attempting to reach you.

### Calling ASA

If you call your ASA number, log in using your password. You can then start issuing commands to ASA.

### A Caller Trying to Reach You

If a caller tries to reach you, ASA asks for the caller's name and records it. ASA then asks the caller whether to try to find you. If the caller chooses not to try to find you, the caller is invited to leave a message.

If the caller asks to find you, ASA handles the call based on your user preference settings:

If...	Then ASA...
on the Notifications user preferences Web page, you have enabled notifications to a phone number, to one of your phones, or to a number that is based on a schedule	attempts to connect the call to that number.
you have turned off notifications by phone on the Web page <b>OR</b> ASA cannot reach you <b>OR</b> you reject the call	asks the caller to record a message.

See the section [“Call Processing for Telephone Answering”](#) on page 4-3 for more information.

## Caller Leaving a Message

After the caller records a voice message, ASA prompts the caller to send it by hanging up or by saying **“Send the message.”** If the caller does not respond immediately, ASA recites a list of options (send the message, review the message, cancel, and so on). The caller can select the desired option by saying the correct phrase.

The caller's message, including the recorded name and telephone number, is sent to your Inbox as a voice mail message.

## Receiving Caller ID E-mail When Caller Leaves No Message

ASA knows that it answered a phone call for you. If the caller hangs up without leaving a message, ASA sends you the caller's phone number (if available) in an e-mail message. The sender of this “caller ID e-mail” is an ASA system mailbox whose name is specified by your system administrator. The body of the e-mail contains the caller's phone number (if known) and is similar to the following:

No message was recorded.  
 Unverified callback number: 4085552221

## Being Alerted to an Incoming Call (Call Waiting Tone)

If ASA receives a telephone call for you while you are logged into ASA and already on a call, 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.”** ASA gives you more detail about the call and asks if you would like to accept the call. You can then accept or reject the call. If you reject the call or if you ignore the tone and do not respond within a predetermined length of time, ASA asks the caller to leave a message.

## Call Processing for Telephone Answering

In telephone answering mode, ASA prompts incoming callers to provide a name. If you have specified on the Notifications user preferences Web page a phone number to which notifications are being sent, ASA attempts to reach you at the telephone you specify to inform you of the incoming call. Before attempting to reach you, ASA advises the caller that this operation may take a moment. (The phone number you specify on the Web page is also used for other notifications, such as task and appointment reminders.)

If ASA reaches you, it plays the name the caller recorded or, if nothing was recorded, it plays the phone number of the incoming call if it is available. You then have the option to accept or reject the call. If you accept the call, ASA connects the caller to you.

ASA asks the caller to leave a message if it cannot transfer the call to you for any of the following reasons:

- You have turned off notifications by phone on the Web page.
- ASA cannot reach you.
- You reject the call.

ASA attempts to reach you at only the one number you specify on the Notifications Web page. You can change this number at any time. You can also specify a schedule to have it change automatically at different times of the day and days of the week.

## Logging In to ASA as a Call Comes to Your Notification Number

If you are not currently logged on to ASA and ASA calls you for a notification, when you answer the call, ASA tells you that you have a call and asks you whether you want to accept it. If you accept the call and if you say “**Avaya, come back.**” during the call, ASA asks you “*Would you like to drop this call, return to the call, or log on?*” If you say “**Log on,**” ASA verifies your user logon information as noted in the following table:

<b>If the Notifications number at which you are contacted...</b>	<b>Then...</b>
is an automatic logon number	ASA logs you on automatically.
is not an automatic logon number	ASA asks for your password before logging you on.

## Overriding Web-Based Notification Preferences

You can use the voice commands in the following table to temporarily or indefinitely override (disable) your Web-based user preferences for all phone notifications. Pager notifications are not affected by these commands.

<b>Command</b>	<b>Description</b>
“ <b>Follow me.</b> ”	Use this command to override Web-based phone notification preferences. ASA then asks you for a phone number at which you can be reached and an override duration.
“ <b>Hold my calls.</b> ”	Use this command to disable all notifications by phone. ASA asks you to specify the duration. In effect, you are telling ASA not to disturb you with any phone calls, regardless of how you set up your Notifications user preferences.

When ASA asks for the duration of an override, you can specify any of the following:

- **<x> hours** (where *x* is a number from **1** through **96**)
- **<y> minutes** (where *y* is **15, 30, 45,** or **90**)
- **<x> hours, <y> minutes**
- **All day**
- **Until I tell you differently**

Notice that the minutes must be in increments of 15.

When ASA asks for the phone number for an override, you can provide it in one of the following ways:

- Say each digit in the phone number. Be sure to include the area code.
- Specify one of the phone numbers you have previously defined for yourself in your Outlook Contacts list (for example, “**home**”).

## Terminating an Override

An override command expires when the specified duration has passed or when you cancel it by saying “**Put me on schedule.**” Your Web-based user preferences become re-enabled.



# A

## Command Quick Reference

---

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

- Listening to messages
- Sending messages
- Managing your contacts
- Managing telephone calls and conferences
- Managing your appointments
- Managing your tasks
- General commands

**Note:**

In any command listed in a table in this appendix, you must say words or phrases in **bold** and you must choose one phrase from any set shown in **[bold and brackets]**. You can optionally choose one phrase from any set shown in (parentheses).

## Listening to Messages

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

What you want to do	What you can say
Ask about messages	<p>“What are my messages?”</p> <p>“Summarize my messages.”</p> <p>“How many [messages, e-mails, voice mails, meeting requests, task requests] do I have?”</p> <p>“Do I have any [messages, e-mails, voice mails, meeting requests, task requests]?”</p>
Browse messages	<p>“Browse my... (first, last) (urgent) (read, unread, new, old) [messages, voice messages, voice mails, e-mails, e-mail messages, meeting requests, task requests].”</p> <p>“Browse my messages (by sender, by subject, by sender and subject).”</p> <p>“Next.”</p> <p>“Skip.”</p> <p>“Previous.”</p>
List messages	<p>“List my... (first, last) (urgent) (read, unread, new, old) [messages, voice messages, voice mails, e-mails, e-mail messages, meeting requests, task requests] (from &lt;contact name&gt;).”</p> <p>“List my messages (by sender, by subject, by sender and subject).”</p> <p>“What is my [first, last, next, previous] message?”</p> <p>“Next.”</p> <p>“Skip.”</p> <p>“Previous.”</p>

What you want to do	What you can say
Read messages	<p><b>“Read my...</b>            (first, last)            (urgent)            (read, unread, new, old)  <b>[messages, voice messages, voice mails, e-mails,            e-mail messages, meeting requests, task requests]</b>            (from &lt;<i>contact name</i>&gt;).”</p> <p><b>“Read my [first, last, next, previous] message.”</b></p> <p><b>“Read it.”</b></p> <p><b>“Next.”</b></p> <p><b>“Skip.”</b></p> <p><b>“Previous.”</b></p> <p><b>“Read attachments.”</b></p>
Get more detail	<b>“(Get) more detail.”</b>
Respond to a message	<p><b>“Reply to this message.”</b></p> <p><b>“Forward this message.”</b></p>
Archive a message	<b>“File this message.”</b>
Delete a message	<b>“Delete this message.”</b>
Restore a filed or deleted message	<b>“Restore this message.”</b>
Mark a message read	<b>“Mark (this message) as read.”</b>
Mark a message unread	<b>“Mark (this message) as unread.”</b>
Continue reading a message after an interruption	<b>“Continue.”</b>
Rewind 5 seconds in a message	<b>“Back up.”</b>

## Sending Messages

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

<b>What you want to do</b>	<b>What you can say</b>
Send a message	“Send a message.” “Send a message to <contact name>.”
Confirm the recipient	[“Yes.” “No.” “Accept contact.” “Try again.”]
Add another recipient	[“Yes.” “No.” “Add another contact.”]
Record the message	“Include a subject.” “Record the message.”
Send the message	[“Send the message.” “Review the message.” “Continue recording.” “Hear all choices.” “Re-record the body.” “Add a recipient.” “Mark as urgent.” “Record a subject.” “Cancel.”]

---

## Managing Your Contacts

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

<b>What you want to do</b>	<b>What you can say</b>
Ask about contacts	<b>“Look up a contact.”</b> <b>“Look up &lt;contact name&gt;.”</b> <b>“Who is &lt;contact name&gt;?”</b> <b>“What is &lt;contact name’s&gt; (home, business, mobile) phone number?”</b> <b>“What is &lt;contact name’s&gt; address?”</b> <b>“What is &lt;contact name’s&gt; e-mail address?”</b>
Browse contacts	<b>“Browse my contacts.”</b>
List contacts	<b>“List my contacts.”</b>
Read contacts	<b>“Read my contacts.”</b> <b>“Read the contact.”</b> <b>“Read it.”</b>
Get more detail	<b>“(Get) more detail.”</b>

## Managing Telephone Calls and Conferences

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

<b>What you want to do</b>	<b>What you can say</b>
Manage lines	<p>“Put line &lt;n&gt; on hold.”</p> <p>“Connect me to line &lt;n&gt;.”</p> <p>“Drop line &lt;n&gt;.”</p> <p>“Drop this [line, call].”</p> <p>“Drop all [lines, calls].”</p> <p>“List my calls.”</p> <p>“Who is on line &lt;n&gt;?”</p> <p>“Who is online?”</p> <p>“Who is on hold?”</p>
Place a call	<p>“Make a call.”</p> <p>“Dial a number.”</p> <p>“Call &lt;contact name&gt;.”</p> <p>“Page &lt;contact name&gt;.”</p>
Call back a caller	<p>“Give them a call.”</p>
Enter a conference call without ASA in the conference room	<p>“Put line &lt;n&gt; in the conference room.”</p> <p>“Put me in the conference room.”</p> <p>“Put everyone in the conference room.”</p> <p>“Connect all calls.”</p>
Enter a conference call with ASA in the conference room	<p>“Join this call.”</p> <p>“Join all calls.”</p>
Ask about a conference call	<p>“List all calls in the conference room.”</p> <p>“Who is in the conference room?”</p>
Take ASA out of the conference room (and talk with ASA privately)	<p>“Go private.”</p>
Override Web-based Notification user preferences	<p>“Follow me.”</p> <p>“Hold my calls.”</p> <p>“Put me on schedule.”</p>
Handle an incoming call (telephone answering mode only)	<p>“Take the call.”</p> <p>“Reject the call.”</p>

## Managing Your Appointments

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

<b>What you want to do</b>	<b>What you can say</b>
Ask about appointments	<p><b>“What are my appointments?”</b></p> <p><b>“Summarize my appointments.”</b></p> <p><b>“Do I have any appointments (today, tomorrow)?”</b></p> <p><b>“How many appointments do I have (today, tomorrow)?”</b></p> <p><b>“What is my [first, last] appointment (today, tomorrow)?”</b></p>
Browse appointments	<p><b>“Browse my appointments.”</b></p> <p><b>“Open my calendar.”</b></p> <p><b>“Access my schedule.”</b></p> <p><b>“Review my schedule.”</b></p>
List appointments	<b>“List my appointments.”</b>
Read appointments	<p><b>“Read my appointments.”</b></p> <p><b>“Read my [first, last, next, previous] appointment.”</b></p> <p><b>“Read my [first, last] appointment (today, tomorrow).”</b></p> <p><b>“Next.”</b></p> <p><b>“Skip.”</b></p> <p><b>“Previous.”</b></p>
Find free time	<p><b>“Find free time (today, tomorrow).”</b></p> <p><b>“When am I available (today, tomorrow)?”</b></p>
Schedule an appointment	<p><b>“Create an appointment.”</b></p> <p><b>“Schedule an appointment (today, tomorrow).”</b></p>
Get more detail	<b>“(Get) more detail.”</b>
Respond to a meeting request	<p><b>“Reply.”</b></p> <p><b>“Forward.”</b></p> <p><b>“[Accept, tentatively accept, decline] this meeting request.”</b></p>
Schedule a wake-up call	<b>“Schedule a wake-up call.”</b>

## Managing Your Tasks

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

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

## General Commands

The following table lists general commands, which you may say at any time:

<b>What you want to do</b>	<b>What you can say</b>
Get help	“What are my options?” “Help.”
Stop an action	“Cancel.” “Stop.”
Put ASA on hold	“Take a break.” “Go to sleep.”
Take ASA off hold	“Avaya, come back.” (or press ## on the telephone keypad)
Request date and time	“What day is it?” “What time is it?”
Change time zone	“Change my time zone.”
Record (or re-record) your name or a greeting	“Record a greeting.”
Send a comment to the system administrator	“Leave a comment.”
Hang up	“Good-bye.”