

## UCC SPEECH ACCESS WALLET CARD

(for voicemail users)



### GENERAL COMMANDS:

Give me a demo  
Take a break  
Avaya, come back  
Cancel  
Help me  
Leave a comment  
Good-bye [or hang up]

For more commands, see the Command Summary on the Documentation tab of your User Preferences Web pages.

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**MESSAGES:** KEY: **required words** (optional words)

How many (unread) **messages do I have?**

Read my (unread) **messages**

### MESSAGE NAVIGATION:

Next message  
Previous message  
Get more detail  
Continue

### MESSAGE ACTIONS:

Reply to this message  
Call the sender  
Forward this message  
Save this message  
Delete this message  
Restore this message  
Read attachments

### MESSAGE CREATION:

Send a message

### CALLS:

Make a call  
Dial a number  
Drop this line  
Connect all calls  
Connect me to line <n>\*  
Drop line <n>\*  
\* Specify 1, 2 for <n>

### REACH-ME COMMANDS:

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

### CONTACTS:

Read my contacts  
Get more detail  
Look up <contact>\*  
\* Say a specific name for <contact>

### Tips:

- \* If you do not hear a beep after you say something, repeat it.
- \* To end any recording, be silent for a few seconds or press #.
- \* UCC SA must ask "What can I do for you?" before you can initiate a command sequence.
- \* While UCC SA is on hold (after you place a telephone call or you say "**Take a break**"), it listens for you to say "**Avaya, come back.**"
- \* For good speech recognition by UCC SA, minimize background noise.