



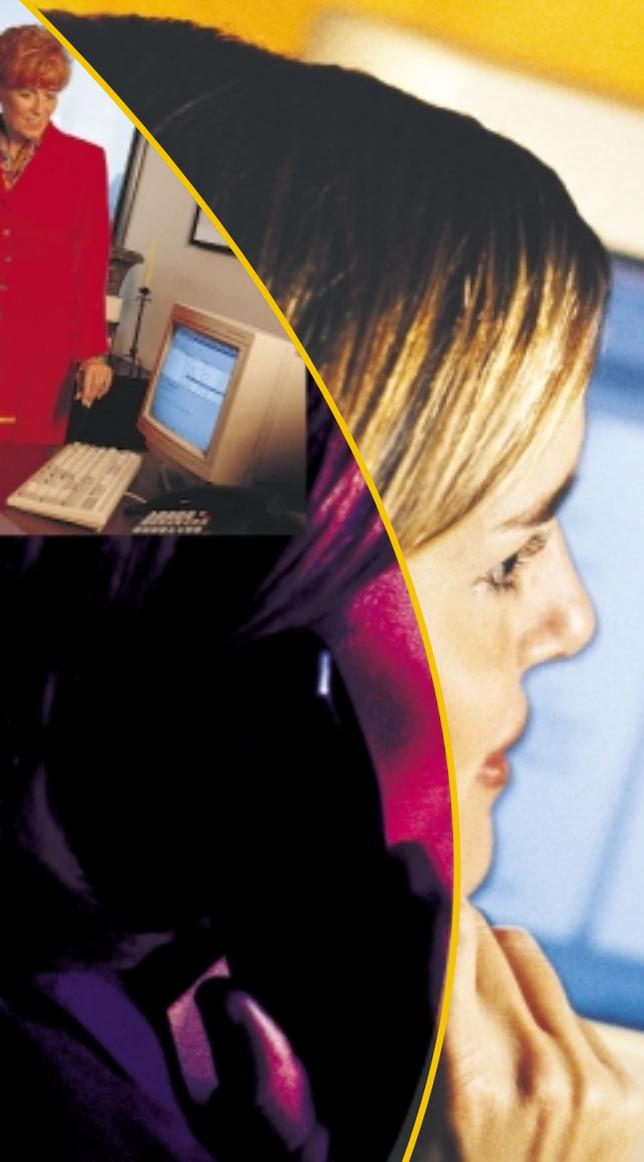
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How the world shares ideas.

CallPilot™

Product release 1.07

Speech Activated Messaging User Guide



CallPilot

Speech Activated Messaging

User Guide

Product release 1.07

Standard 1.0

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How the world shares ideas.

Welcome to **CallPilot Speech Activated Messaging**

CallPilot Speech Activated Messaging from Nortel Networks is an optional way to work with your CallPilot voice and fax messages. You can say simple words such as "Play" and "Print" instead of pressing keys on your touchtone phone. You use the same CallPilot mailbox for Multimedia Messaging and Speech Activated Messaging, and you can switch from speech to touchtone commands at any time.

Here are some of the features you can use to send and receive messages with Speech Activated Messaging:

- ◆ *Play your messages.*
- ◆ *Forward and reply to messages.*
- ◆ *Compose, edit, and send messages.*
- ◆ *Receive, print, and send fax messages.*
- ◆ *Place calls.*

Please read this guide to learn how to use Speech Activated Messaging for your voice and fax messaging needs.

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Working with CallPilot Speech Activated Messaging

How to use this guide

This guide explains how to use the Speech Activated Messaging features of CallPilot. You should already be familiar with the touchtone features described in the *CallPilot Multimedia Messaging User Guide*.

How to get help in Speech Activated Messaging

Speech Activated Messaging provides several types of help for the novice and the experienced user.

Voice prompts

Speech Activated Messaging guides you with voice prompts at each step. The prompts tell you what to do next or what options are available, so you don't have to remember every step. You can interrupt a prompt by saying the command for the next step.

Context-sensitive help

You can say **Help** at any time while you are using Speech Activated Messaging to hear the options that are available for your next step.

Using Speech Activated Messaging effectively

Controlling sound quality

Try to use Speech Activated Messaging in low-noise conditions. In noisy conditions, speak directly into the handset or use a headset.

Speaking numbers

When saying a series of numbers, speak naturally and do not pause between digits. To end a number, simply pause and wait for the next prompt. This is the equivalent of pressing # to end a touchtone command.

Switching to paced speech entry

CallPilot may ask you to confirm your spoken number if it was not heard clearly. After repeated attempts, CallPilot switches you to paced speech entry so that you can say a series of digits one by one, waiting for the tone after each digit. If you find paced speech entry easier to use, ask your administrator for the access number.

Switching to touchtone commands

You can easily switch to touchtone when you are in a noisy environment, or when you need to use features that are not available in Speech Activated Messaging. Simply enter the touchtone command instead of the spoken command, then wait for the prompts.

Using custom commands

If the Custom Commands option is available in your organization, you can train Speech Activated Messaging to recognize your recording of certain words or phrases. You record your commands in the environment where you usually use Speech Activated Messaging, such as from your cellular phone. Use the training option to record the entire list of commands, or use the testing option to record just the words that CallPilot cannot recognize. The list of standard commands is on the next page. To use Custom Commands, ask your administrator for the access number and follow the prompts.

Using spoken commands

Speech Activated Messaging recognizes specific words. You cannot substitute another word for a standard command.

Speech commands are familiar words. For example, instead of pressing **2** on your touchtone phone, just say **Play**. Here is the list of words you can use:

| | |
|--|---|
| Call (the sender, another number) | Call Call the sender; call another number |
| Cancel | Cancel a call or address |
| Compose | Address and record a message |
| Continue | Continue playback or recording |
| Continue recording | Continue recording |
| Delete | Delete a message or command |
| Forward | Forward an incoming message |
| Help | Access context-sensitive Help |
| Next message | Go to next message |
| Play | Play a message or recording |
| Play envelope | Play the envelope of a message |
| Previous message | Go to previous message |
| Print | Print a fax message |
| Record | Record a message |
| Reply to all | Record a reply to an incoming message and send the reply to all recipients of the message |
| Reply to the sender | Record a reply to an incoming message |
| Rerecord | Record a message over the existing one |
| Restore/undelete | Restore a deleted message or command |
| Return to messages | Return to your message list after some functions |
| Send | Send a recorded message |
| Skip back | Skip back five seconds in a message |
| Skip forward | Skip forward five seconds in a message |
| Slow down | Decrease message playback speed to normal |
| Speed up | Increase message playback speed to maximum |
| Stop | Stop playback; end address list |
| Yes or No | Response to system questions |
| One, Two, Three, Four, Five, Six, Seven, Eight, Nine, Zero/Oh | When speaking the number 0 , you can say either zero or oh . |

Logging in to your mailbox

You log in to Speech Activated Messaging with a different access number from your Multimedia Messaging access number. You use the same mailbox number and password for both types of messaging. You can switch from speech to touchtone at any time.

The first time you log in to CallPilot, use the Multimedia Messaging access number so you can change your password and record your greetings in touchtone. From then on, you can log in using the Speech Activated Messaging access number at any time.

To log in

You can access your mailbox from any phone. When you are at your own phone, you may be able to press a message key instead of dialing the access number. And you may be able to press # instead of entering or saying your mailbox number.

- 1 Dial the Speech Activated Messaging access number.
- 2 Say your mailbox number, then wait for the prompt. (Or enter digits, then press #.)
- 3 Say your password, then wait for the prompt. (Or enter digits, then press #.)

You are now in your mailbox and can use all the message list commands.

Login options

Ask your system administrator if the following login methods are available to you.

You can program the speed dial keys on your phone with your access number and mailbox number to help you log in to Speech Activated Messaging faster.

Autologin is an option that makes login easier because you don't have to enter your mailbox number and password. Your system administrator can allow secure numbers such as your office or home phone for Autologin. See *Turning Autologin on or off* in the *Multimedia Messaging User Guide*, page 8. To access your mailbox when Autologin is turned on, dial the Speech Activated Messaging access number or press the message key at one of your specified Autologin numbers.

To disconnect

When you have finished your Speech Activated Messaging session, hang up.

Changing your expired password

The only time you can change your password in Speech Activated Messaging is during login when your password has expired. At other times, you must change your password using touchtone commands.

You may find that password change is more private using touchtone commands. See *Changing your password* in the *Multimedia Messaging User Guide*, page 6.

To change your expired password during login

- 1 While you are logging in to Speech Activated Messaging, wait for the expired password prompt.
- 2 Say your current password, then wait for the prompt.
- 3 Say your new password, then wait for the prompt.
- 4 Say your new password again, then wait for the prompt.
Speech Activated Messaging confirms your password change.

If you forget your password, your system administrator can assign you a temporary password. Log in with the temporary password, then change it immediately.

CallPilot Speech Activated Messaging lets you know when you have new messages. Your phone may have a message waiting light, or you may hear a special dial tone when you pick up the handset. Messages may be voice, fax, or voice and fax.

When you log in to CallPilot, your mailbox summary tells you the number of new messages in your message list and if any of them are urgent. The summary also tells you if any recorded messages are unsent and if fax messages have been printed.

Each message header tells you the sender's name and the date and time of the message. Faxes have an ID and a print status.

To play your messages

After logging in to your mailbox, you hear your mailbox summary, then the header for your first new message. (If Autoplay is enabled your messages play automatically.)

- 1 While you are in your message list, you can say these commands:
 - ▶ To play the current message, say **Play**.
 - ▶ To go to the next message, say **Next message**; to go to the previous message, say **Previous message**.
- 2 When you have played your messages, you can hang up or remain logged in to use other messaging features.

To review and respond to your messages

Before, during, or after playing a message, you can say these commands:

- ▶ To play the message envelope to hear message details, say **Play envelope**.
- ▶ To delete the message and move to the next message, say **Delete**. To restore the deleted message before hanging up, return to the message and say **Restore** or **Undelete**. See *Deleting and undeleting messages*, page 6.
- ▶ To print a fax message, say **Print**. See *Printing fax messages*, page 6.
- ▶ To reply to the message, say **Reply to the sender** or **Reply to all**. See *Replying to messages*, page 7.
- ▶ To forward a message, say **Forward**. See *Forwarding messages*, page 7.
- ▶ To call the sender of the message or to call another number, say **Call**. See *Calling the sender* and *Calling another number*, page 10.
- ▶ To hear all your options, say **Help**.

While you are playing a message, you can say these commands:

- ▶ To skip back five seconds in the message, say **Skip back**; to skip forward five seconds, say **Skip forward**.
- ▶ To speed up message playback, say **Speed up**; to slow it down, say **Slow down**. You can increase the speed up to three times, and decrease it to normal.
- ▶ To stop playback, say **Stop**; to continue, say **Continue** or **Play**.

Deleting and undeleting messages

"Delete" "Undelete"

Speech Activated Messaging allows you to delete and undelete a message before, during, or after playing the message. Deleted messages are removed from your mailbox at the end of your CallPilot session. You cannot undelete a message after you hang up.

To delete a message

While at a message or its header, say **Delete** to delete it and move to the next message.

To undelete a message

Before hanging up, go to the deleted message by saying **Previous message** or **Next Message**, and say **Restore** or **Undelete** to restore it.

Printing fax messages

"Print"

In Speech Activated Messaging, you can receive a fax message in your mailbox and print the fax at a specified default fax number. A fax message may be a fax only, or a fax attached to a voice message. Ask your system administrator if the fax option is available to you.

You specify a default fax number using touchtone commands. You also turn autoprinting on using touchtone commands. See *Changing fax options* in the *Multimedia Messaging User Guide*, page 24.

To print a fax

In Speech Activated Messaging, say **Print** at the fax message you want to print.

Or, if autoprinting is turned on, any fax messages that arrive in your mailbox are automatically printed at the default fax number you specified.

You can record a reply to the sender of a message, or to the sender and all the recipients of a message, if their numbers are known to CallPilot. If you want to hear the list of recipients, say **Play envelope**.

To record a reply to the sender, or to the sender and all recipients

- 1 After listening to the message or while it is playing, say **Reply to the sender** or **Reply to all**.
Your reply is addressed automatically. You do not have to enter names or numbers.
- 2 Say **Record** to record your reply. Wait for the prompt, then begin recording.
- 3 When you have finished recording your reply, remain silent for a few seconds and wait for the prompt. If there is background noise, cover the handset or press #.
 - ▶ To play the message you recorded, say **Play**. To edit the message, see *Checking and editing recorded messages*, page 9.
- 4 Say **Send**.

Forwarding messages

“Forward”

You can forward a message to another mailbox, to a distribution list, or to a telephone number. You can also record an introduction to the original message. You cannot forward a message marked Private.

You can forward a fax the same way as you forward a voice message, including recording an introduction. The recipients must have the fax option at their mailbox to receive a fax message. CallPilot tells you if your fax message was not delivered.

To forward a message

- 1 After listening to the message or while it is playing, say **Forward**.
- 2 Address the forwarded message the same way you address a composed message. See *Composing messages*, page 8.
- 3 Say **Record** to record your introduction. Wait for the prompt, then begin recording.
- 4 When you have finished recording your introduction, remain silent for a few seconds and wait for the prompt. If there is background noise, cover the handset or press #.
 - ▶ To play the message you recorded, say **Play**. To edit the message, see *Checking and editing recorded messages*, page 9.
- 5 Say **Send**.
The message is forwarded with your introduction, if you recorded one. If you send a fax, CallPilot sends a fax forward header page showing the new recipient and your name or number as the sender.

To compose a message you first address it, then record your message, then send it. You can address the message to one or more people or distribution lists. Before you send a message you can play it and edit it.

To address, record, and send a message

- 1 While logged in to Speech Activated Messaging, say **Compose**.
- 2 Say the mailbox number, distribution list number, or phone number to which you want to send the message, then wait for the prompt. Repeat this step for each additional number to which you want to send the message.
 - ▶ If you want to cancel the number you just entered, say **Cancel**.
- 3 When you have finished addressing, say **Stop**, then wait for the prompt.
- 4 Say **Record**. Wait for the prompt, then begin recording.
- 5 When you have finished recording, remain silent for a few seconds and wait for the prompt. If there is background noise, cover the handset or press #.
 - ▶ To review the message you recorded, say **Play**. To edit the message, see *Checking and editing recorded messages*, page 9.
- 6 Say **Send**.

To address in touchtone

To enter long addresses, or to address by name, switch to touchtone commands. Enter each address followed by #, and end by pressing # again. You are still in Speech Activated Messaging, and can return to step 4 above to record your message. See *Addressing a message*, page 14, and *Addressing by name*, page 15, in *the Multimedia Messaging User Guide*.

To add options and attachments in touchtone

If you want to add message options and attach other messages to your new message, switch to touchtone commands. When you have finished, press **79** to send the message. You will remain in touchtone until the end of your mailbox session. See *Adding message options*, page 16, and *Adding message attachments*, page 17, in *the Multimedia Messaging User Guide*.

Checking and editing recorded messages

After recording a message in Reply, Forward, or Compose, you can review and edit your message before sending it.

To check and edit your recorded message

After you have recorded your message, you can review it and change it.

- ▶ To skip back five seconds in the message, say **Skip back**; to skip forward five seconds, say **Skip forward**.
- ▶ To stop playback, say **Stop**; to continue, say **Continue** or **Play**.
- ▶ To play the message envelope to hear message details, say **Play envelope**.
- ▶ To delete the message and move to the next one, say **Delete**. To restore the deleted message before hanging up, return to the deleted message and say **Restore** or **Undelete**. See *Deleting and undeleting messages*, page 6.
- ▶ To rerecord the message, say **Rerecord**. To add to the end of it, or rerecord part of it, say **Record** or **Continue** at the point in the message where you want to start. When you have finished, remain silent for a few seconds.

Calling the sender

“Call”

While logged in to Speech Activated Messaging, you can automatically place a call to the sender of a message in your message list, if the sender's number is known to CallPilot.

To call the sender

- 1 After listening to a message or while it is playing, say **Call**.
- 2 At the prompt, say **The sender**.
 - ▶ CallPilot confirms the number. To cancel the call at this time, say **Cancel**.
- 3 When CallPilot places the call, speak to the sender or leave a message.
- 4 When you have finished your call, hang up.

Calling another number

“Call”

While logged in to Speech Activated Messaging, you can call a local extension number by saying the number. You may also be able to call an external telephone number.

To place a call to another number

- 1 While listening to your messages, say **Call**.
- 2 At the prompt, say **Another number**.
- 3 At the prompt, say the number you want to call.
 - ▶ CallPilot confirms the number. To cancel the call at this time, say **Cancel**.
- 4 When CallPilot places the call, speak to the person or leave a message.
- 5 When you have finished your call, hang up.



How the world shares ideas.

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Product release 1.07

Customer feedback form

*To our customers,
Do you have any suggestions for improving CallPilot or this user guide?*

*Please help us to improve future releases of CallPilot. To send us your
comments, you can visit our web site at*

http://www.nortelnetworks.com/callpilot_feedback

or return this page by fax to (416) 597-7104.

Thank you for your interest.

Your CallPilot numbers

Keep a record of your CallPilot user numbers here.
Do not show your password.

Mailbox number _____

Login numbers

Multimedia Messaging access number _____

Multimedia Messaging faxphone access number _____

Speech Activated Messaging access number _____

Service numbers

Express Messaging number _____

Express Fax Messaging number _____

Addressing prefixes

Name Dialing/Name Addressing prefix _____

Open network prefix _____

Telephone addressing prefix _____

Prefixes for other network sites _____

CallPilot Speech Activated Messaging User Guide

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