MITEL NETWORKS

Speech Server

Using Speech Server

Use your voice to direct your calls. Saying names in the Company Directory or in your Personal Directory makes calling so much easier. You only need to remember one number: the Speech Server.

The phone numbers for your personal contacts are listed in your Personal Directory. Ask your administrator if you should use your Personal Web Page or Microsoft Outlook™ to manage your Personal Directory.

Speech Server	
Login ID	
PIN	
Personal Web Page URL	

The Personal Web Page has your Personal Directory, and lets you set your personal profile, including your multiple phone numbers, call forwarding, language preference, and PIN. For more information, refer to the Speech Server Attendant User Guide.

Adding Names to Your Personal Directory

With the Personal Web Page

1. After logging into the Personal Web Page, click Personal Directory, Add, and in the Name field enter the name or appropriate text (examples: Jane Doe, Aunt Joan, or Bob on his cell phone).
2. In the Phone Numbers field, enter the telephone number that you would dial from your telephone.
3. Click Add.

With Microsoft Outlook

1. On the File menu in Microsoft Outlook, point to New, and then click Contact.
2. In the Full Name box, type the first and last name for the contact.
3. Enter the information that you want to include for the contact. Include their multiple phone numbers. For more instructions, refer to Help in Microsoft Outlook.

Tips • Use the demonstration mode to check if you can call your contacts. Say "Enable Demonstration Mode" to call your contacts. After testing, say "Disable Demonstration Mode."

• Record the names of your contacts in your Personal Web Page so that the system confirms the names with a human voice, rather than an automated voice. Click on the contact name in your Personal Directory, click Record Name, and follow the instructions.

Placing a Call

With the Company Directory, you can call
- By name - Say "Bill Smith" for his business line. For his cellular phone, say "Bill Smith on his cell phone." You can also request Bill Smith on his pager, on his fax, on his voice mail, or at home.
- By department name - Say "Sales."
- By number - Say the number (one digit at a time), or dial the number that you would dial on a regular telephone.

With the Personal Directory, you can call personal contacts with natural voice commands
- If your list was created with the Personal Web Page, say the text that you entered in the Name field for the contact. Examples are "Jane Doe," "Aunt Joan," "Vanelli Pizza," "Dave at home," "Adam on his pager," or "Bob on his cellphone."
- If your list was created with Microsoft Outlook and you programmed multiple phone numbers for your contacts, say the full name of the contact for their business number, or say their full name and direct the call to their cellular phone, pager, fax, or home number. Examples are "ABC Company," "Jane Smith on her cellphone," or "Tom Black at home."

Cancelling a Call

Say "Cancel" or "No" before the Attendant says "Dialing….," and the system will automatically cancel the call.

Transferring a Call

1. Press the Transfer key.
2. Press the Speak@Ease key (the Speech Recognition key on the 5240 IP Appliance) or dial the Speech Server extension number.
3. Say the name of the person/department.
4. After the Attendant confirms the name, hang up.

Forwarding Calls∗

You can forward calls to your home, cellular phone, pager, voice mail, fax machine, or to a temporary number.

1. Dial the Speech Server extension number and say "Login" if required.
2. Say "Call Forwarding."
3. Say "Forward Calls."
4. Say "Home," "Cellular," "Pager," "Voice Mail," "Fax," or say the telephone number, one digit at a time (include the international or area code if required).

   Note: The personalized numbers must be programmed in your Personal Directory in order for the system to respond to your request.

5. When the Attendant asks you if you want to set an expiration date, say "Yes" or "No." If you said "Yes" say the date and time when prompted (for example, "March 10th," "ten-thirty a.m.").
6. After the Attendant confirms the date and time, say "Yes" to return to the main menu.

To cancel the forwarding, call Speech Server, say "Call Forwarding," and say "Disable Call Forwarding."

Checking a Number on the Company/Personal Directory

For a business number - Say "Check the number for Ann White."

For a cellular phone number - Say "Check the number for Ann White on her cell phone."

For a department number - Say "Check the number for Housekeeping."

Reaching an Operator

At any time, dial 0 or say "Operator."

Universal Commands

"Cancel," "Stop," "Repeat," "Help," "Tutorial," "Auto Attendant," "Operator," and "Desktop"

Notes

Speak clearly at a normal pace. Do not shout.

Do not use speaker phones in a noisy environment.

Generally, you can interrupt the Attendant if you know which voice command to use.

Refer to the Speech Server Attendant User Guide for more information.

Pocket-sized cards of this Quick Reference Card are available from Mitel Networks Customer Service.

∗ Call forwarding is dependent on an orderable system option.

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