


MITEL NETWORKS

Speech Server

ATTENDANT USER GUIDE

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Getting Started

Purpose of this Guide

This guide provides procedures for managing calls on the attendant-only Mitel Networks™ Speech Server system.

Users with the unified messaging option should use the other guide, the Mitel Networks Speech Server Attendant/Unified Messaging User Guide.

About Mitel Networks Speech Server

Mitel Networks Speech Server is a speech-enabled application that uses an automated attendant to route incoming calls based on spoken commands. Typically, you say the name of the person that you want to speak to, and the system transfers your call to the requested party.

Speech Server also supports unified messaging. This optional feature requires a different installation and configuration from the attendant-only system. This guide is written for the attendant-only system.

In order to communicate, Speech Server uses speech recognition and text-to-speech technology.

Speech recognition

- Stores your voice print when you enroll and uses your voice print to identify you every time you login.
- Recognizes your voice commands and performs your requested task, for example, "Call Anne Smith."
- Recognizes names in your personal contact list and includes that contact within the task, for example, "Call the Eye Doctor."

Text-to-Text Speech

- Reads names that are not personally recorded.
- Available in French, Spanish, United Kingdom (U.K.) English, and North American (N.A.) English.

Benefits of the System

You can do the following tasks:

- Place calls to any number in the Company Directory by saying a name, extension, or department.
- Use a multi-level menu to direct a call.
- Program your own directory list of frequently-called numbers in your Personal Directory, and then use voice commands to place calls to those numbers.
- Call into the system from your home phone or cell phone and use voice commands to place calls to numbers that are programmed in your Personal Directory or Company Directory.
- With the Mobility/Call Forwarding option, forward your incoming calls to another number, for example, your home number, your voice mail, or your cell phone number.
- With the Enterprise Voice Portal option, play customized VoiceXML scripts. These customized VoiceXML scripts are developed through Mitel Professional Services or through qualified dealers.

List of Features

The Speech Server - Attendant system provides the following features:

- Call by Name
- Call by Department
- Call by Number
- Barge-in
- Check a Number
- Call the Operator
- Demo Mode
- Expert Mode
- Touchtone Dialing
- Change Language
- Mobility (Reach Me, Call Forwarding)
- Voice Portal
- Multi-level Menus

Enrolling on the System

The first time that you log in, the system will guide you through enrollment. After you have enrolled, you can begin using your Personal Directory.

Before you start, ensure that your system administrator has given you the following information:

- Speech Server extension _____ (2 to 7-digit number)
- Your Login ID _____ (10-digit number in North America; 11-digit number in the UK)
- Your PIN _____ (4 to 7-digit number)
- Your extension: programmed for Automatic Login (Partial or Full) OR Manual Login
- URL for your Personal Web Page _____
 - Users on a Digital system use **http://platformname/login.html**; where *platformname* is the name of the Speech Server platform.
 - Users on an IP system not integrated with Active Directory, use **http://3300IPaddress** where **3300IPaddress** is the IP address of the login page for the 3300 ICP Desktop Tool. The user names must be entered in the User Authorization Profile of the 3300 ICP System Administration tool.



Note: Users on the IP integrated Attendant system access their Personal Web Page by launching their login page for their 3300 ICP Desktop Tool in Internet Explorer, entering their Login ID and Password for their Desktop Tool, clicking OK, and in the "I want to" drop-down menu, selecting "Manage my Speech Enabled Applications".



Tip: Logging into the Personal Web Page uses the same Login ID and PIN that you login with the Speech Server Attendant.



Tip: You should change the PIN that was given to you. The PIN secures access to your Personal Directory. See Changing Your PIN, on page 7.

To enroll on the system

1. Dial the Speech Server extension number. If your extension is programmed for a manual login, say "Login".
2. Say your PIN, say your login ID, and repeat your login ID to provide a voiceprint.
3. Record your name. Callers will hear this recording when they ask for your name.
4. Listen to the tutorial. At the end of the tutorial you will hear a tone or "Who would you like to call?".
5. You can now say the name of the person to whom you want to speak to.

Logging In

To log in from an extension with automatic login

1. Dial the Speech Server extension number. You receive immediate access to the Company Directory, your Personal Directory, and the system features.

Your system administrator usually programs the automatic login on your business extension number. You can program automatic login for your cell phone, pager, fax, and home phone numbers. If you want, you can change the login type for your business extension as well. See Programming Your Numbers, on page 7.

To log in from an extension or external number with manual login



Tip: This procedure could apply to a company phone programmed with manual login, your home phone programmed with manual login, or the pay phone that you manually login with.

1. Dial the Speech Server extension number. You receive immediate access to the Company Directory.
2. Say "Login."
3. Say your 10-digit (for N.A. usage) or 11-digit (for U.K. usage) login ID so the system can verify your voice with the voiceprint registered during your enrollment. After the system verifies your voice, you have access to the system features and to your Personal Directory.

Your system administrator programs manual login on lobby phones or department phones that serve many users.

Changing Your Name Recording

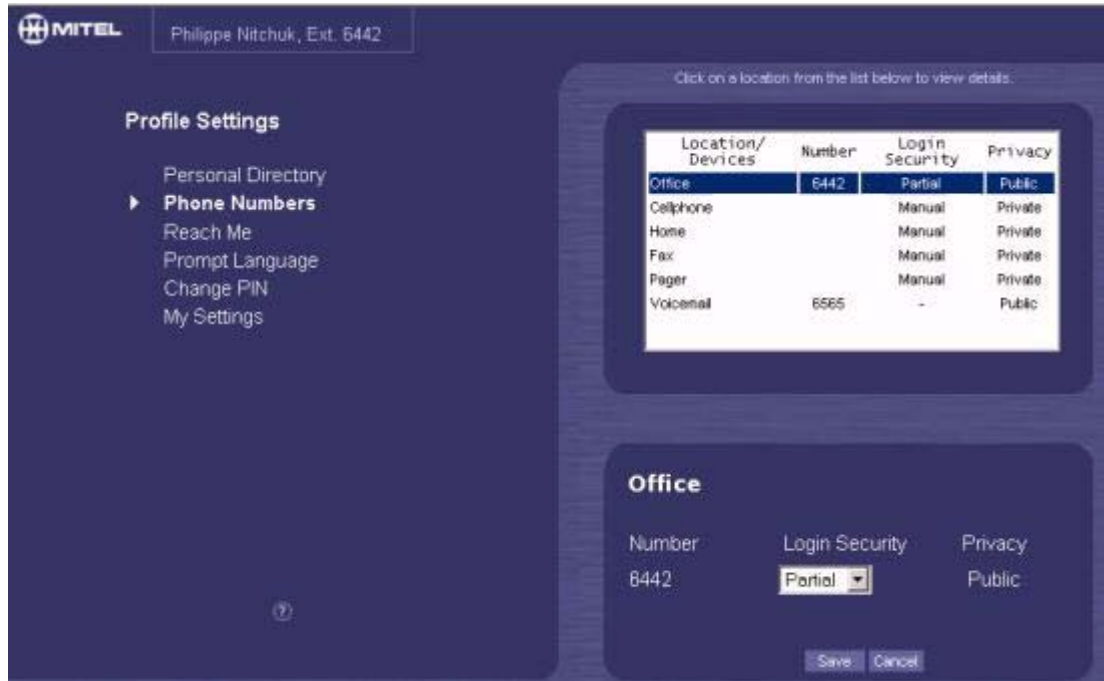
The system records your name during your enrollment. If you wish to change your name recording at a later date, you can easily do so using the auto-attendant.

To change the recording of your name

1. Dial the Speech Server extension number. Login if necessary.
2. Say "Record my name." The system asks you if you want to record your name or hear your name.
3. Say "Record name."
4. Say your first and last name.
5. Wait for the prompt, and then say "Yes" to keep the recording.

Setting Your Personal Preferences

Program your personal preferences with your Personal Web Page.



Your personal Profile Settings includes your Personal Directory and lets you

- Program your phone numbers (cell phone, voice mail, home, fax, and pager)
- Set your forwarding (reach me) options (destination and expiration time)
- Set the prompt language (the language of the auto-attendant voice prompts on bilingual systems only)
- Change your PIN

Accessing your Personal Web Page

To access your Personal Web Page

1. Open the browser window (Microsoft™ Internet Explorer 5.5, or greater) on your PC.
2. Enter the URL for your Personal Web Page. Get this URL from your administrator.
3. When the Mitel Networks Speech Server login page opens, enter your login ID and PIN. If the User Interface Language option is available (on bilingual systems only), select the language for your Personal Web Page from the drop-down menu. Click **Login**, or press the **Enter** key.

Your Personal Web Page is displayed. If your login ID or PIN was incorrect you will receive the message "Access Denied." Enter your login ID and PIN correctly. If you cannot access your Personal Web page, contact your system administrator for help.



Tip: Create a bookmark (<http://servername/login.html>) to the Speech Server login page in your browser.

4. If the Mitel Networks 3300 ICP login page opens, enter your Login ID and password for your Desktop Tool, click OK, and in the " I want to" drop-down menu, select "Manage my Speech Enabled Applications" to access your Personal Web Page.

To view your profile settings


1. In your Personal Web Page, click **My Settings**.

You can only view these settings. Contact your system administrator if you want changes made to these settings.

Personal Data	
First Name	Displays your first name as programmed in the system
Last Name	Displays your last name as programmed in the system
Nickname	Displays your nickname as programmed in the system
Department	Displays the department that you belong to
Location	Displays your location
Login ID	Displays your 10-digit (for N.A.) or 11-digit (for U.K.) login ID
Language	Displays language setting
Features	
Expert Voice Interface	Displays "enabled" or "disabled." In expert voice interface mode, the Speech Server only provides a tone (instead of "Who would you like to call?") when you call into the system..
Mobility (Reach Me)	Displays "enabled" or "disabled." Allows you to redirect your calls to your home, cell phone, pager, fax number, voice mail, or temporary number.
Status	
Account Code	Displays "enabled" or "disabled." Allows the system to dial the appropriate account code when making an outgoing call.
Call Restrictions	
From Internal	Displays the restriction that is applied to calls that you make from an internal extension. Your internally generated calls can be restricted to <ul style="list-style-type: none"> • Internal calls only • Internal and Local calls • Internal, Local, and Toll calls; or • Internal, Local, Toll, and International calls.

Personal Data	
From External	<p>Displays the call restriction that is applied when you call into the Speech Server extension from an external number. Your externally generated calls can be restricted to</p> <ul style="list-style-type: none"> • Internal calls only • Internal and Local calls • Internal, Local, and Toll calls; or • Internal, Local, Toll, and International calls.
Mobility (Reach Me)	<p>Displays the call forwarding settings. Your call forwarding can be restricted to</p> <ul style="list-style-type: none"> • Internal calls only • Internal and Local calls • Internal, Local, and Toll calls; or • Internal, Local, Toll, and International calls <p>Note: Controlling mobility via the phone is only available in English and French.</p>

To exit your Personal Web Page

In the top right-hand corner of the browser window, click .

Changing Your PIN

To change your PIN

1. In your Personal Web Page, click **Change PIN**.
2. Enter your current PIN.
3. Enter your new PIN (4 to 7-digit number).
4. Enter your PIN again as a confirmation.
5. Click **Change**.
6. Click **OK**.

The next time you want to log into your Personal Web Page you must enter your login ID and new PIN.

Programming Your Numbers

To program your cellular phone, home, fax, pager, and/or voice mail numbers

1. In your Personal Web Page, click **Phone Numbers**.
2. Click on the Location/Device that you want to program. Note that you cannot change your office number. Only the administrator can set your office number.
3. In the **Number** field, enter the digits that you would dial from your phone. See your system administrator for information about your dialing plan. For the voice mail number, enter the voice mail number that the administrator gives you. The voice mail number does not have a security setting, and is available to the public.

4. Select the **Login Security** levels for your cellular phone, home, fax, and pager numbers. The Manual login requires you to say your login ID for speech verification in order to access your Personal Directory. The Full and Partial logins provide access to Speech Server functionality without speech verification.
5. Set the call restrictions for your cellular phone, home, fax, or pager number. In the **Privacy** drop-down menu, select **Public**, **Trusted Users**, or **Private**. "Public" lets everyone call you, "Trusted Users" lets callers logged into the Speech Server system call you, and "Private" restricts everyone from calling you at that number. For example, if the cellular phone belonging to Dave Black is set to "Public" on his Personal Web Page, an outside caller can call Speech Server and say "Dave Black on his cell phone," and be able to call Dave Black on his cellular phone if Dave Black is listed in the Company Directory.
6. Click **Save**.

Setting Your Forwarding Options

You may want your calls forwarded to your voice mail if you don't want to be interrupted, or you may want to have your calls forwarded to your cellular phone, or to a location (other than your office) that you frequently work in.



Note: If your phone is on PBX other than the 3300 ICP, the calls that are redirected are only those that go through the Speech Server. People calling your phone number directly will not be rerouted. If your phone is on a 3300 ICP system integrated with the Speech Server system, the administrator can configure your phone to have all of the calls to your number be redirected to your Reach Me (call forwarding) number.



Note: The call forwarding feature is dependent on the Mobility option being enabled

To set your call forwarding

1. In your Personal Web Page, click **Reach Me**.
2. In the **Reach Me** field, select the device or location where you want to be reached, or enter a temporary number that you want your calls forwarded to. The office number is the default setting for the Reach Me field.
3. Click **Indefinitely** if you want the system to direct your calls to the Reach Me number until the next time you reset the **Reach Me** field
or
Click **Until** and then select the date and time when you want the forwarding to expire.
4. Click **Save**. While the call forwarding is enabled, all calls to your name are directed to the "Reach Me" number. Note that if a user specifically requests one of your numbers, for example "John Smith on his cell phone," the call would be routed to the cellular phone.



Note: You can also set your call forwarding with speech commands. See Forwarding Calls, on page 20.

Setting the Prompt Language

To set the language of the auto-attendant prompts

1. In your Personal Web Page, click **Prompt Language**.
2. In the **Play prompts in** field, select the language of the auto-attendant prompts for your login.
3. Click **Save**.

The Speech Server provides prompts and responds to your commands in the selected language.



Tip: This language option is only available on bilingual systems.

Bilingual systems are available with the following languages: NA English/CAN French and NA English/NA Spanish.

Defining Your Personal Directory

Your Personal Directory is a list of names and telephone numbers for your personal use. The Personal Directory allows you to use voice commands to place calls to people not listed in the Company Directory.



Note: The way you create personal contacts for your Personal Directory is dependent on the type of system that you have. Ask your administrator if your system is Active Directory enabled or not.

- Users on systems without Active Directory use their Personal Web Page to create personal contacts for their Personal Directory.
- Users on systems with Active Directory use Microsoft Outlook to create personal contacts for their Personal Directory.

Managing Your Personal Contacts with Your Personal Web Page

If your system is NOT Active Directory enabled, you manage your personal contact names for your Personal Directory, with your Personal Web Page.



Tip: Contact your system administrator to enable the Personal Directory feature to allow you to place calls to your Personal Directory contacts.

Adding Contact Names

To add contact names to your Personal Directory with your Personal Web Page

1. In your Personal Web Page (see Accessing your Personal Web Page, on page 5), click **Personal Directory**.
2. Click **Add**.
3. In the **Name** field, enter the name or text that you will say to initiate the call. For example, "Jane Doe," "Jim at work," "Jacks cell phone,"* or "The weather office." This field supports a maximum of 60 characters.



Tip: *Do not include an apostrophe, for example "Bob Green's pager," in the **Name** field. The system cannot recognize entries that contain apostrophes.



Tip: When using a number in the Name field, spell the number, for example, one or two. Do not use numerical digits.

4. In the **Phone Number** field, enter the telephone number that you would dial from your phone. The characters * and # are supported.
5. Click **Add**.



Tip: Record the names of your contacts; otherwise, you will hear a computer-generated recording (TTS) of the name when the system confirms your request. You can record all of the names at once. To record the names, see Recording Contact Names, on page 14.



Tip: Use the demonstration mode to check if you can call your contact names. Say "Enable Demonstration Mode," say the contact name for a test, and then say "Disable Demonstration Mode" to return to normal operation. See Testing Contact Names, on page 14.

Deleting Contact Names

To delete a contact from your Personal Directory with your Personal Web Page

1. In your Personal Web Page, click **Personal Directory**.
2. Click the contact entry to select it.
3. Click **Delete**.
4. Click the **Delete** confirmation button.

Editing Contact Names

To modify a contact in your Personal Directory with your Personal Web Page

1. In your Personal Web Page, click **Personal Directory**.
2. Select a contact entry from your Personal Directory.
3. Click **Edit**.
4. Change the **Name** or **Number** fields as required.
5. Click **Save**.

Managing Your Personal Contacts with Microsoft Outlook

If your system is Active Directory enabled, you manage your personal contact names for your Personal Directory, with the Contacts folder in Microsoft Outlook.

The Speech Server supports up to five numbers per contact.



Tip: Contact your system administrator to enable the Personal Directory feature to allow you to place calls to your Personal Directory contacts.



Tip: For instructions on how to use Microsoft Outlook, refer to the **Help** file within Microsoft Outlook.

Creating and Modifying Contact Names

To create and modify a contact for your Personal Directory with Microsoft Outlook

1. In 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. The Speech Server supports five numbers for the contact name: Business, Home, Business Fax, Mobile, and Pager.
4. For instructions on how to modify a contact, and for more instructions, refer to **Help** in Microsoft Outlook.



Tip: To check if you can call your contacts, use the demo mode. Saying “Enable Demonstration mode” turns on the feature; “Disable the Demonstration mode” turns the feature off.



Note: You can record the names of your contacts in your Personal Web Page so the system confirms the names with a human voice rather than with an automated one. Click on the contact name in your Personal Directory, click **Record Name**, and follow the instructions.

For more detailed information, click on the **Contacts** folder in Microsoft Outlook, and then click on **Help** in the menu bar to access Microsoft Outlook’s online Help.



Note: The number of entries that you can enter into your personal contact list is set by your system administrator. Contact your administrator if you require additional entries in your contact list.

Managing Your Contact List

A software license determines the maximum number of contacts that you can have in your Personal Web Page. If you have more contacts in Microsoft Outlook than what you are licensed for, the system randomly chooses the contacts for your Personal Web Page. The maximum number that the system accepts is 505 contacts.

The following procedure lets you select which contacts you want voice-enabled. This procedure involves putting the contacts that you want for your Personal Web Page into a Voice Contact category. Then only those contacts will appear in your personal list.

To make a Voice Contact category

1. In Microsoft Outlook, open your **Contacts** folder.
2. Right-click a contact name.
3. Select **Categories** from the pop-up menu.
4. Click the **Master Category List** button.
5. In the **New category** text box, type **Voice Contact**, click **Add** and then **OK**.
6. In the Categories window, click **OK**.

To enter your existing contacts in the Voice Contact category

1. Right-click the contact name or hold down the **Ctrl** key, select multiple contacts, and then right click on the last contact name.
2. Select **Categories** from the pop-up menu.
3. Select the check box for **Voice Contact**.
4. Click **OK**.

To enter a new contact in the Voice Contact category

1. In the Untitled Contact window, click **Categories** after adding the information for the new contact.
2. Select the check box for **Voice Contact**.
3. Click **OK**.



Tip: You can quickly view which contacts belong to the Voice Contact category by clicking the **View** menu, selecting **Current View**, and then **By Category**. Microsoft Outlook will display your contact list, sorted by category.

Recording Contact Names

When you request a person on your Personal Directory list, the Attendant plays back the requested name (for example, "Ann Johnson") to confirm the destination before routing the call. By default, the Attendant plays a computer-generated name; however, you can record the name yourself, and the system will then use your recorded name to confirm calls.

Use your Personal Web Page and your phone to record the names.

To record the names in your Personal Directory

1. In your Personal Web Page, click on the contact name that you want to record in your Personal Directory.
2. Click **Record Name**.
3. Dial the Speech Server extension number.
4. After the Attendant answers, say "Login," and say your login ID. If you are calling from an auto-login number you do not need to log in.
5. Say "Start Recording Session."
6. After the system prompts you to connect, click **Connect**.
7. Click **Record**. At the tone, record the person's name.
8. Click **Play** to listen to your recording. To record over the name, click **Record** again.
9. When you are satisfied with your recording, click **Save**.
10. If desired, click on another name and record it.
11. After you have finished recording names, click **Disconnect** to return to the main menu.
12. Hang up.

Testing Contact Names

The system has a demonstration mode that allows you to try features, such as Call by Name, without actually placing the call. Instead of routing the call to the requested party, the system returns you to the main menu.

To test your personal contact entries

1. Dial the Speech Server extension number.
2. Say "Enable Demonstration Mode."
3. State the name, extension, or department (group) that you want to test.
4. The Attendant either confirms your request and returns you to the main menu or indicates that it cannot recognize your request. In demo mode, the system will not complete your call.
5. State "Disable Demonstration Mode" to return to normal operation.

Importing Contact Names

If you are on a Mitel Networks Speech Server Attendant system that is not integrated with Active Directory and you are using a Mitel Networks 5240 IP Appliance, you can import your speed dial entries from the 5240 IP Personal List to your personal directory. This import will only work if the IP integration and the 5240 IP Appliance are on the same PBX as the Speech Server and if the user has login privileges to the 3300 ICP Desktop Tool.



Note: The **Import** button on your Personal Web Page only appears if your Attendant system is not integrated with Active Directory and is connected to a Mitel Networks 3300 ICP system.

To import contacts from the Mitel Networks 5240 IP Appliance Personal List

1. In your Personal Web Page, click **Personal Directory**.
2. Click **Import Names**.
3. Wait for the system to update the files. The time for this process depends on the size of your Personal Directory. The updated list of your contacts will be shown the next time you refresh your screen.



Note: The import procedure takes the names that are entered in the User Authorization Profile of the 3300 ICP System Administration tool.

Using Speech Commands

Speech Server responds to natural speech commands. When you become more comfortable with the prompts, you can use the Barge-in and the Expert Mode features.

Barge-in

Barge-in allows you to interrupt a system prompt with a request. Speech Server will stop playing the prompt and respond to your request.

Barge-in allows experienced users to obtain faster service. Inexperienced users can still listen to the full prompts.

Your administrator can enable or disable this feature for you.



Note: The system disables Barge-in when you listen to the Speech Server tutorial for the first time.

Expert Mode

In Expert Mode, Speech Server provides a short tone instead of prompts when you call into the system. If the system encounters an error, for example, if it can't recognize the requested name, it begins providing prompts and instructions.

Your administrator can enable Expert Mode on your account.

Speaking Tips

When you are speaking to the Attendant

- Speak clearly, but don't shout.
- Speak at a normal pace--not too slowly, particularly when you state your login ID.
- In noisy environments, do not use speaker phones.
- Remember that you can interrupt the prompts if Barge-in is enabled.
- If you are prompted to confirm a name, answer only "Yes" or "No." If you answer "No," wait for the prompt before you state the name again.
- If the system does not recognize a name, it may be because the name is not programmed into the system or because your pronunciation of the name is not in the system. Contact your system administrator to have the name added or to have the pronunciation corrected.

When calling a name in your Personal Directory

- Say the name as it is entered in your Personal Directory. Say the first and last name of the person, for example, "Bob Smith."

Universal Voice Commands

The following voice commands are available from anywhere within the Speech Server system:

Say...	To
"Cancel" or "Stop"	Terminate the current operation
"Operator"	Transfer to the operator
"Repeat"	Replay the most recent prompt
"Help"	Get Help (list of current valid commands)
"Tutorial"	Access a tutorial for the current application
"Auto attendant"	Transfer to the Attendant for Speech Server

Managing Calls

Placing a Call

The system can call contact names in the Company Directory or in your Personal Directory.

- When using the Company Directory, you can request the department name or say the name of the person and the system (by default) transfers the call to the business number. To place a call to a cellular phone, pager, fax, or home number of the person in the company directory, you must request it specifically. For example, you could say "Bill Smith on his home number." Note that to receive the call, Bill would not have his home phone number set to "Private". If the phone number is set to "Trusted Users", then you would have to login to the Speech Server system and then request the call.
- When using the Personal Directory, and if you manage your contacts with
 - the Personal Web Page, you say the exact text that you entered in the **Name** field for the Personal Directory, for example, "Vanelli Pizza," or "Bob at home."
 - Microsoft Outlook, you say the first and last name if you only have one phone number programmed. If you have more than one number programmed say the first and last name and then direct the call, for example, "Bob Smith at home."

Conditions:

- The department name must be programmed in the Company Directory.
- The name of the person must be programmed in your Personal Directory or in the Company Directory.
- If your administrator creates a multi-level menu with Call Transfer, Transfer to Voicemail, Audio Message, and VoiceXML nodes, you can call into the system and answer prompts within a series of menus to: speak or leave a message with a specific person, obtain information from a recorded script, or interact with a VoiceXML script.

- When you initially make a call into the system, the multi-level menu lets you place a call to the company directory while you are at the main menu, but does not let you direct calls to the company directory when you are within the sub-levels of the menu.
- When you are in the sub-levels of the multi-level menu, you can press the * key on the phone to get back to the previous level.
- If the number you are calling is not programmed, or is marked "Private," or marked for "Trusted Users" and you are not logged into the Speech Server system, the Attendant responds with "Sorry, that phone number is not available."
- You can place a call to a voice mailbox, ("**<first name> <last name>** on their voice mail") if the recipient name is in the Company Directory and has a voice mail number programmed in the Speech Server system.
 - If the administrator enables Automatic Route Selection (ARS), the system will directly route your call to a voice mailbox. If ARS is not enabled, you will have to enter a voice mailbox number after the request, "**<first name> <last name>** on their voice mail".

To place a call

1. Dial the Speech Server extension number. Login if required.
2. When the Attendant answers, say
 - the first and last name of the person that you want to call, or say the first and last name of the person and then direct the call, or say the text that you entered in the **Name** field in your Personal Web Page; or
 - a department name; or
 - a phone number (one digit at a time).

For example

To call John Smith's	Say
Extension	"John Smith"
Cellular Phone Number	"John Smith on his cell phone"
Pager	"John Smith on his pager"
Fax	"John Smith on his fax"
Home Number	"John Smith at home"
Voice Mail	"John Smith on his voice mail"

The business number (extension) and voice mail number for John Smith is public (this setting is fixed and cannot be changed). Therefore, everyone can leave a message on his voice mail, or can call John Smith by saying his name, or by saying "John Smith at his office."



Tip: Speech Server is very user friendly, and responds to a variety of voice commands, for example, "John Smith - office number," "John Smith - cell," and "John Smith - cellular."

John Smith can choose the privacy settings (Public, Trusted Users, or Private) for his other numbers (cellular phone, pager, fax, or home numbers) in his Personal Web Page and therefore can restrict callers from calling him at those numbers. "Private" restricts all callers. "Public" provides no restrictions and "Trusted Users" lets other people logged into the Speech Server system call him. These settings can also be set by the administrator.



Note: If you specifically place a call to an extension number, for example, "John Smith at his office number" when call forwarding is set to their cellular phone, the system will honor your request and route the call to the extension number.

3. The system confirms the requested name. If the confirmation is correct, remain silent or say "Yes," and the Attendant will route your call. If the confirmed name is incorrect, say "No" or "Cancel," and the Attendant will allow you to request the name again. The system will then hang up.

If, after several attempts, the Attendant cannot recognize the name of the person who you are trying to call, you will be routed to the operator. If an operator is not available, you will be prompted to try your call again.



Tip: To improve recognition success, minimize background noise.

If the line is busy and if the person you are calling has their voice mail number programmed with the Speech Server system, the Attendant will tell you that you can leave a message on their voice mail if you say " <First name and last name> on their voice mail".



Tip: To get a list of the departments that you can call, ask the Attendant, "What are the departments?".



Note: If you place a call to an extension number, for example, "John Smith at his office" and he has his call forwarding set to his cellular phone, the system will honor the request and transfer the calls to the office extension.

Canceling a Call

To cancel a call

- Say "Cancel" or "No" before the Attendant says "Dialing...."

If you press 0 (zero), you will cancel the transfer, and the system will automatically route your call to the operator.

Transferring a Call

1. While on a call, press the **Transfer** key on the phone.
2. Press the **Speak@Ease** key (**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 the handset.

Forwarding Calls

You can forward your calls to one of your programmed numbers (cellular phone, pager, fax, home, voice mail) or a temporary phone number. If you enable call forwarding, callers who request you by name are forwarded to your call-forwarding number. Your redirection privileges determine if you can redirect your calls to internal, local, toll, or international numbers.

You can enable, disable, or query the call forwarding with the Attendant. You can also program the call forwarding in the "Reach Me" section of your Personal Web Page. See page 8.

For example, if Bill Jones is working from home, he can set "Reach Me" to his home phone number. Then, if someone calls him by requesting his name, the system automatically redirects the call to Bill's home phone number. However, if a caller specifically requests a number, for example, "Bill Jones on his cell phone," the call is directed to the cellular phone number.

You can also set the time that you want the call forwarding to expire. After the call forwarding expires, the system directs calls that are made to your name back to your office number.



Note: If your phone is on a PBX other than the 3300 ICP system, the calls that are redirected are only those that go through the Speech Server. People calling your phone number directly will not be rerouted. If your phone is on a 3300 ICP system integrated with the Speech Server system, the administrator can configure your phone to have all of the calls to your number be redirected to your Reach Me (call forwarding) number.



Note: The ability to program call forwarding over the phone is available in N.A. English, U.K. English, or French.

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

1. Dial the Speech Server extension number. Login if required.
2. Say "Call Forwarding."
3. Say "Forward Calls."
4. Say "Home," "Cellular," "Pager," "Fax," "Voice Mail", or say the phone number, one digit at a time (include the international code or area code if required). The personalized numbers must be programmed in your Personal Directory in order for the system to respond to your request.



Note: Calls are forwarded directly to your voice mail, only if your administrator enables ARS for the system. If ARS is not enabled, the caller will have to enter a voice mailbox number to leave a message.



Tip: If the Speech Server system recognizes the telephone number that you are calling from, the system will provide you with the choice of saying "Use this number."

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," and "10:30 a.m." Midnight is recognized as "zero hours," that is, "0:00." If you said "No" to the expiration date, expect the system to forward all of your calls to your requested destination.
6. After the Attendant confirms the date and time, say "Yes" to return to the main menu.

To disable call forwarding

1. Dial the Speech Server extension number. Login if required.
2. Say "Call forwarding." The Attendant states your current call-forwarding settings.
3. Say "Disable call forwarding."

To query your call forwarding setting

1. Dial the Speech Server extension number. Login if required.
2. Say "Call Forwarding." The Attendant states your current call-forwarding number and the expiration time.



Tip: Call forwarding is an optional feature that your system administrator can enable on a per-user basis, if the Mobility option is purchased and enabled on the system. To obtain access to this feature, contact your system administrator. Your ability to redirect calls to internal, local, long distance, or international toll numbers is also controlled by your system administrator. Contact your system administrator to obtain the required redirection privileges.

Checking a Phone Number

To check a phone number in the Company Directory or in your Personal Directory

1. Dial the Speech Server extension number. Login if required.
 - For a business number in the Company Directory, say "Check the number for *first name, last name*."
 - For a department number, say "Check the number for *department name*."
 - For a name in your Personal Directory, say "Check the number for *the name listed in your Personal Directory*."
 - For a cell phone number, say "Check the number for *first name, last name* on his/her cell phone."
 - For a home number, say "Check the number for *first name, last name's* home phone."
 - For a fax number, say "Check the number for *first name, last name's* fax number."



Tip: For the above examples, you can also say "What is the number for"

2. The system plays the number for the name that you requested. If the number is not available, the system responds with "Sorry, that number is not available."



Note: You cannot query a home phone number, fax number, pager number, or cellular phone number that is not programmed or that is marked "Private."

Calling the Operator

To call the operator

- Say "Operator, " or say "Zero," or dial **0** at any time.

Changing the Language

On bilingual systems, you can switch or change the language of the auto-attendant prompts. After you state the desired language, the Attendant will provide prompts in that language for the duration of the call. Bilingual systems are available with the following languages:

- English and French
- English and Spanish

To set the language of the auto-attendant prompts for the call

1. Dial the Speech Server extension number.
2. Request the secondary language. For example, if the Attendant greeting is in English, say
 - "Français"; or
 - "Español."
3. The Attendant provides prompts and responds to your commands in the requested language for the duration of your call.



Tip: You can specify the prompt language for the Attendant in your Personal Web Page. Every time you log into the system, it will respond with that specified language. See [Setting the Prompt Language](#), on page 9.

Using Touchtone Commands

You can place a call through the Speech Server system by dialing the number with touchtone (DTMF) dialing.

To place a call with touchtone dialing

1. Dial the Speech Server extension number.
2. After the Attendant answers, dial the number. The Attendant places the call.

NOTES