

## 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.

You create your Personal Directory with Microsoft Outlook™. Adding contact names to Microsoft Outlook provides you with a Personal Directory that appears in your Personal Web Page. You also use your Personal Web Page to set your personal profile, including your multiple phone numbers, call forwarding, language preference, PIN, and messaging options if you are a Unified Messaging user. For more information, refer to the Speech Server Attendant/Unified Messaging User Guide.

The administrator provides the following information:

Speech Server	
Login ID	
PIN	
Personal Web Page URL	

### Adding Names to Your Personal Directory

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 the 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. To do this, 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

- If your contact has one phone number, say their full name.
- If your contact has multiple phone numbers, say their full name for their business number, or say their full name and then 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 cellular phone number - Say "Check the number for Ann White on her cell phone."

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

### Universal Commands

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



it's about **YOU**

# Unified Messaging Quick Reference

## Using Unified Messaging\*

Use your voice to manage all of your messages. With a telephone, you can listen and respond to your e-mails and voice mails, find and forward your faxes, and manage your calendar and tasks\*.

Unified Messaging uses the contacts in your Personal Directory and Company Directory.

Creating contacts in Microsoft Outlook for your Personal Directory, lets you place calls and send messages by voice commands to people not listed in the Company Directory.

## Checking for Messages\*

Say "Messenger," and login if required. The Attendant provides a summary of your unread messages, (for example "You have 5 voice mails, 5 e-mails, and 1 fax"). The format of this summary depends on your Personal Profile settings in your Personal Web Page.

You can say

- "Play"
- "Play New Voice Mails"
- "Play New E-mails"
- "Play Old Messages"
- "Play Old E-mails"
- "Play Old Voice Mails"
- "Find Messages"

While playing your list of messages, you can say

- "Play Again"
- "Previous"
- "Delete"
- "Cancel" or "Stop"
- "Summary"
- "Play Attachment" (.txt, .rtf or .html files only)
- "Next" (marks the message as read)
- "Skip" (marks the message as unread/read)
- "Forward" (lets you forward the message to another person)
- "Reply" (replies to the sender)
- "Reply to all" (replies to the sender and all recipients)
- "Call him/her" (calls the sender)
- "Fax Forward" (sends your e-mail or fax message to a fax machine).

## Making a Message\*

Say "Messenger," login if required, and say "Make a Message." When prompted, say the first and last names of the recipients (people listed in your Company Directory or Personal Directory). Say "List Complete," and then say your message.

You can say

- "Deliver"
- "Modify Recipients"
  - "List Recipients"
  - "Add Recipient"
  - "Copy Recipient"
  - "Clear Recipients"
  - "Delete <Name of Recipient>"
- "Modify Message"
  - "Review Message"
  - "Append Message"
  - "Record Message"
- "Mark as Urgent"
- "Cancel"

## Finding a Message\*

Say "Messenger," login if required, and say "Find Messages." When prompted, say the first and last name of a person listed in the Company Directory or Personal Directory. Say "Play" to listen to the message.

## Creating an Appointment\*

Say "Calendar," login if required, and then say "Create Appointment." When prompted, say the date and time, and a message describing the appointment. You will receive a reminder 15 minutes (a default setting) prior to the appointment time.

To edit your appointment, say

- "Make Changes"
  - "Change Date"
  - "Change Start Time"
  - "Change End Time"
  - "Edit Message"
  - "Cancel"

## Creating a Meeting Request\*

Say "Calendar," login if required, and say "Create Meeting Request." When prompted, say the date and time, the names of the attendees, and a message describing the meeting. You will receive a reminder 15 minutes (a default setting) prior to the meeting time.

To edit your meeting request say

- "Make Changes"
  - "Change Attendees"
  - "Change Date"
  - "Change Start Time"
  - "Change End Time"
  - "Edit Message"
  - "Cancel"

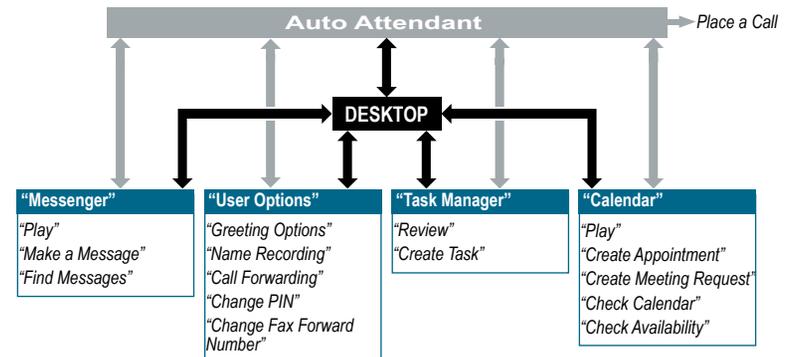
## Checking for Appointments/Meetings\*

To listen to the events for the current day, say "Calendar," and login if required.

To listen the events for another day, say "Calendar," login if required, and say "Check Calendar."

You can say

- "Play"
  - "Play Again"
- "Next"
- "Delete"
- "Create Appointment"
- "Create Meeting Request"
- "Make Changes"
- "Check Calendar"
- "Check Availability"



- To move between the Desktop applications: Messenger, User Options, Task Manager, and Calendar, say "Desktop."
- To place a call while you are in the Desktop applications, say "Auto Attendant."

# Unified Messaging Quick Reference

## Creating a Task\*

Say "Task Manager," and login if required. Say "Create Task." When prompted, say a message describing the task, and, if desired, say a due date.

To edit your task, say

- "Make Changes"
  - "Change Due Date"
  - "Change Start Date"
  - "Edit Message"
  - "Cancel Task"

## Checking for Tasks\*

Say "Task Manager," and login if required. At the end of the summary, say "Review." The system plays the description of the first task.

You can say

- "Play Again"
- "Next"
- "Mark as Completed"
- "Delete"
- "Create Task"
- "Summary"
- "Review"
- "Make Changes"
  - "Change Due Date"
  - "Change Start Date"
  - "Change Reminder"

## Notes

Speak clearly at a normal pace. Do not shout.

Do not use speaker phones in a noisy environment.

When making or playing messages in a noisy environment, press \*T (\*8) to switch to touchtone mode.

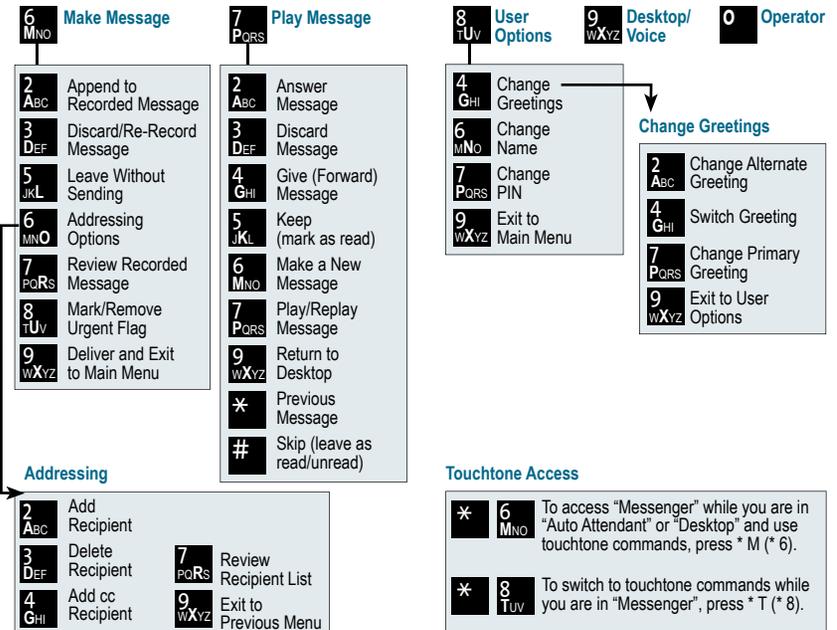
Generally, you can interrupt the Attendant if you know which voice command to use.

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

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

\* Unified Messaging, fax integration, call forwarding, calendar, and task management are dependent on orderable system options.

## Touchtone Command Summary



Mitel Networks Speech Server, Release 4.6

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