

## NuPoint Unified Messaging Speech Navigation

### What is Speech Navigation?

Mitel® NuPoint Unified Messaging™ (UM) will recognize spoken commands in North American English.

If your account has been enabled for Speech Navigation, you will hear prompts that tell you what word or key press you can use to make choices.

The spoken commands are fairly self explanatory. For example, you may say “play” to play a message. In some cases, a few different words can be used to accomplish the same task. For example, you may “keep” or “save” a message. You may “give” or “forward” a message, and you may “delete” or “discard” a message.

Once you are familiar with the command words, you can “barge –in”, and say a command without waiting for the prompt to finish.

In all cases, key presses will continue to be recognized.

### Why people like the service

Speech Navigation allows you to:

Safely and legally manage your voice messages while driving. Many jurisdictions require that use of mobile devices be hands free.

Easily manage your messages from devices such as flip phones, or other devices with small keys.

If you are new to NuPoint, speech navigation allows you to access the features by saying easy to remember commands instead of remembering what number to press.

### What you need to do

Next time you receive a voice message, try saying a command instead of pressing a key.

When you call the message center from one of your extensions, you will be prompted to “say” your mailbox passcode. This has been provided a convenience however, for security reasons, we recommend that you continue to use key presses to enter your passcode unless you are completely alone.

When you call from an external number, you will be prompted to use the TUI to enter your mailbox number and password. After you have used one of these methods to log in, you will be able to use Speech Navigation commands.

- If you intend to routinely use Speech Navigation from other telephones (such as you mobile device), we recommend that these other telephone numbers be listed as “Alternate Extension Numbers” for you. You can check that they are by looking in the new Speech Navigation tab in WebView. If they are not listed, you will need to contact your System Administrator to have them added.





## Speech Navigation

Enable Speech Navigation

*Note: When Speech Navigation is enabled, telephone soft keys are disabled.*

The Speech Navigation feature is enabled for the following mailbox primary and alternate extensions:

Extension	Number
Primary Extension	1002
Alternate Extension #1	6138888888

### Other things you should know

- Be aware that speech navigation will be less accurate in noisy environments. If a real person would have trouble understanding what you said, then NuPoint will as well.
- Position your mobile device so that you are speaking directly into the microphone as much as possible.
- Position your mobile device so that the microphone is NOT close to other sources of noise such as: speakers, turn signal noises, ventilation outlets—otherwise NuPoint will “hear” these other noises more than your spoken commands.
- If the system does not recognize your command, you will be prompted to repeat it. If you fail three times in a row, the system will play the prompt, "I do not understand that command. Please call again," and then disconnect the call. Remember that you can always revert to using key presses.
- You can "barge in" and say a command before the system finishes playing a prompt or message. For example, while the system is in the midst of playing a voice mail message, you can say, "Play," and the system will skip to the next message. Or while the system is listing menu options, you can say one of the options and the system will respond immediately.
- When speaking a string of digits that include more than one “zero” in a row (eg. 43005), we recommend that you say “zero” instead of “oh” to improve recognition.