Expert

What can I do for you?

At anytime, you can say commands in this light-yellow column

At anytime, you can say ...
- HELP
- * * MAIN MENU
- * CANCEL
- # #
- EXCENDIA
- HANGUP

Dialog Control - Touchtone
- * Switch Mode: DTMF-Speech
- # Back in same mode
- 0 Help Center
- 1 … 9 Wait 1…9 minutes

Speech Dialer
- 9 **…** {extension}
- 9 DIAL NUMBER
- 9 DIAL {number}
- - CALL CONTACT
- - CALL {contact} ON {phone}
- - SEND AN EMAIL
- - SEND AN EMAIL TO {contact}
- - LOOKUP CONTACT
- - LOOKUP {contact}
- - WHAT IS THE {info} OF {contact}
- - SYNCHRONIZE CONTACTS

Enter extension

Say or dial number → I'm dialing ... OK?

Contact Name → I'm calling ... on ... OK? ← NO → Next Phone Number? → YES → Call in progress ...

Contact Name(s) → Record Voice Email → Your message is [...] Is it OK? → YES

NO
- 3 START-OVER
- * CANCEL

Message sent

Contact Name

Contact Info Items
- # EVERYTHING
- 1 OFFICE PHONE
- 2 FAX NUMBER
- 3 HOME PHONE
- 8 COMPANY NAME
- 4 MAIL ADDRESS
- 5 MOBILE PHONE
- 7 EMAIL
- 6 JOB TITLE

Main Menu

Service Menu Commands

1 VOICE MAIL MENU
- 1 READ MY NEW VOICE MESSAGES
- 2 READ MY ARCHIVED VOICE MESSAGES
- # READ VOICE MESSAGES FROM CONTACT
- 3 SEND AN EMAIL TO {contact}

2 EMAIL MENU
- 1 READ MY NEW E-MAILS
- 2 READ MY ARCHIVED E-MAILS
- # READ EMAILS FROM CONTACT
- 3 SEND AN EMAIL TO {contact}

3 FAX MENU
- 1 READ MY NEW FAXES
- 2 READ MY ARCHIVED FAXES

Message Details
From, Date, Priority, Subject, Body

Contact Name

Contact Name(s) → Record & Send Email → Message sent

During or After Message
- # NEXT
- 1 REPLAY
- 2 REPLY TO SENDER
- 3 SEND COPY
- 4 PLAY ATTACHMENTS
- 5 PLAY HEADER
- 6 SWITCH LANGUAGE
- 7 DELETE
- 8 CALLBACK SENDER
- 9 ARCHIVE

4 CALENDAR MENU
- 1 CHECK MY CALENDAR TODAY
- 2 CHECK MY CALENDAR TOMORROW
- 5 CHECK MY CALENDAR ON {date}
- 3 SCHEDULE A MEETING TODAY
- 4 SCHEDULE A MEETING TOMORROW
- 6 SCHEDULE A MEETING ON {date}

Appointment Details
Time, Subject, Attendees, Body

Select Date, Time, Duration → Invite Participants

During or After Appointment
- # NEXT
- 1 REPLAY
- 2 REPLY TO ORGANIZER
- 3 FIRST APPOINTMENT
- 4 LAST APPOINTMENT
- 5 LIST ATTENDEES
- 6 SWITCH LANGUAGE
- 7 DECLINE - DELETE
- 8 CALLBACK ORGANIZER
- 9 ACCEPT

Meeting scheduled & participants invited

6 CALL FORWARDING
- 1 FORWARD MY CALLS TO VOICE MAIL
- 2 FORWARD MY CALLS TO THE MAIN LINE
- 3 FORWARD MY CALLS TO OFFICE
- 4 FORWARD MY CALLS TO HOME
- 5 FORWARD MY CALLS TO MOBILE
- 6 SET AUTOMATIC CALL FORWARDING
- # FORWARD MY CALLS HERE
- 9 FORWARD MY CALLS TO {number}

Your calls will be forwarded to ...

8 CALL LOGS MENU
- 1 READ MY CALL LOGS OF TODAY
- 2 READ MY CALL LOGS OF YESTERDAY
- 3 READ MY CALL LOGS OF {weekday}

Call Log Details
Time, Call Received/Made, From/To

After Call Log Details
- # NEXT
- 1 REPLAY
- 8 CALLBACK

5 SET STATUS
- 1 SET MY STATUS TO AVAILABLE
- 2 SET MY STATUS TO NOT AVAILABLE
- 5 SET MY STATUS TO IN MEETING
- 6 SET MY STATUS TO OUT-OF-OFFICE
- 5 SET STATUS TO IN-MEETING UNTIL {time}
- 6 SET STATUS TO OUT-OF-OFFICE UNTIL {date}
- 8 RESCUE-ME {weekday} AT {time}

Meeting End Time → Your status is In-Meeting until...

Return Date → Your status is Out-of-Office until...

Rescue-Call Time & Day → I will call you at ...

7 USER SETTINGS
- 1 RECORD MY GREETING
- 2 RECORD MY NAME
- 3 CHANGE MY PIN
- 6 CHANGE MY LANGUAGE

Record Name or Greeting Message → Your new Name/Greeting Message has been recorded

Enter New PIN → Your PIN has been changed

Call Screening

Call Screening Options
when answering a call

You have a call from John Smith. What do you want me to do? →
1. I'LL TAKE IT
2. TAKE A MESSAGE
3. TRANSFER TO {colleague}

Leaving a Voice Message

Voice Mail Editing Options
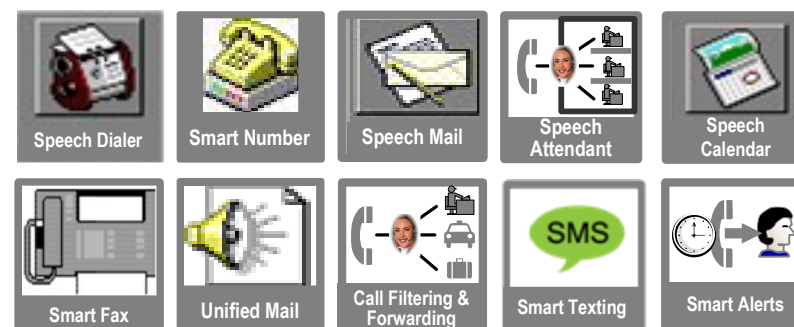*after recording a voice mail message*

Recording stopped. Do you want to send, replay, or start-over? →
1. SEND
2. REPLAY
3. START-OVER

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Quick Reference Card

EXPERT

Speech Dialer	Smart Number	Speech Mail	Speech Attendant	Speech Calendar
Smart Fax	Unified Mail	Call Filtering & Forwarding	Smart Texting	Smart Alerts

Getting Started
- ☐ Go to your Web portal to enter or import your contacts.
- ☐ Format the phone numbers for voice dialing (Use E.164 standard).
- ☐ Configure your phone locations and call forwarding.
- ☐ Practice your speech commands.

Speech Dialog Tips
- ☐ Speech commands are in CAPITAL LETTERS.
- ☐ Speak clearly and naturally. Not too loud.
- ☐ Avoid noisy environments.
- ☐ Switch to keypad mode (DTMF) if needed. Press # #, then press *
- ☐ Press 00 for help.

QR-v8