CallXpress® Voice User Interface

Quick Reference Card

Check for Messages
- "CHECK MESSAGES" Total message count
  Urgent Messages (all types)
  FROM <Sender> Voice Messages
  "GET URGENT MESSAGES" E-mail Messages
  "GET URGENT SAVED / READ MESSAGES" Missed Call Reports
  "GET MESSAGES" By Sender
  "GET SAVED / READ MESSAGES"
  "GET SAVED / READ VOICE MAIL"
  "GET EMAIL"
  "GET MISSED CALLS"
  "GET SAVED / READ MISSED CALLS"
  "GET FAXES"
  "GET FAXES"
  "REVIEW SETTINGS" Acknowledgements
  "GET ACKNOWLEDGEMENTS"
  "GET SAVED / READ ACKNOWLEDGEMENTS"
  "GET MISSED CALLS"
  "GET SAVED / READ MISSED CALLS"
  "GET FAXES"
  "GET SAVED / READ MISSED CALLS"
  "GET EMAIL"
  "REVIEW SETTINGS" Missed Call Reports

Manage Availability
- "AVAILABILITY" (provides prompts for all input)
- "AVAILABILITY NORMAL"
- "AVAILABILITY <Presence Name>"
- "AVAILABILITY <Presence Name> until <date/time>*"
- "AVAILABILITY <Schedule Name>"
- "AVAILABILITY NORMAL"
- "AVAILABILITY <Presence Name> until <date/time>*"

Depending on how your system is configured, some of these options may not be available to you. For additional information, please contact your system administrator.

#1 Switch to DTMF
You can place more than one call at a time. While you are taking part in a call, you may say any of the following commands:
- "CALLPRESS, HOLD CALL"
- "CALLPRESS, NEXT CALL"
- "CALLPRESS, MAIN MENU"

While all of your active calls are on hold, you can say any of the following commands:
- "GET HELD CALL"
- "PAUSE SESSION"
- "RESUME SESSION"

Transfer Calls
Transfer calls from your desk phone
- "TRANSFER CALL"
- "TRANSFER CALL TO VOICEMAIL"
- "RING <Employee>" Voice only
- "RING AND RECORD <Employee>" Voice only
- "LOCATE <Employee>" Voice/e-mail only
- "LOCATE AND RECORD <Employee>" Voice/e-mail only
- "CALL <Contact Name>" Voice/fax only
- "DIAL <Phone Number>" E-mail only

Message Management
- "FIRST MESSAGE"
- "LAST MESSAGE"
- "SKIP BACK <#> MESSAGES"
- "SKIP AHEAD <#> MESSAGES"

Manage Messages
- "NEXT MESSAGE" Voice only
- "SAVE MESSAGE" Voice only
- "DELETE MESSAGE" Voice/e-mail only
- "CALL BACK" Voice/e-mail only
- "CALL BACK AND RECORD" E-mail only
- "FORWARD MESSAGE" E-mail only
- "REPLY TO MESSAGE" E-mail only
- "REPLY WITH TEXT" E-mail only
- "FORWARD WITH TEXT" E-mail only
- "VIEW MESSAGE" E-mail only
- "GET ENVELOPE INFORMATION" Fax Messages
- "GET PHONE NUMBER"
- "PREVIOUS MESSAGE"
- "FIRST MESSAGE"
- "LAST MESSAGE"
- "SKIP AHEAD <Number> MESSAGES"
- "SKIP BACK <Number> MESSAGES"
- "ADD SENDER" E-mail only
- "HELP"
- "MAIN MENU"
- "PAUSE SESSION"
- "RESUME SESSION"
- "GOODBYE"
- "LOGOUT"

Manage Your Calendar
- "CREATE AN APPOINTMENT"
- "GET APPOINTMENTS"
- "GET MEETING REQUESTS"
- "GET MEETING RESPONSES"
- "GET CALENDAR FOR ..."
  - "Today"
  - "Tomorrow"
  - "Yesterday"
  - "<Specific Date>" ("February 15," "March 1, 2009")
  - "<Day of Week>" ("This Thursday," "Tuesday")
  - "<Day of Week>" ("Next Friday")
  - "A Week from" ("A week from Friday")
  - "End of Month"
  - "Beginning of Month"

Manage Availability
- "AVAILABILITY NORMAL"
- "AVAILABILITY <Presence Name>
- "AVAILABILITY <Presence Name> until <date/time>*"
- "AVAILABILITY <Schedule Name>"

Manage Calls
- "RING <Employee>"
- "RING AND RECORD <Employee>"
- "LOCATE <Employee>"
- "LOCATE AND RECORD <Employee>"
- "CALL <Contact Name>"
- "CALL AND RECORD <Contact Name>"
- "REFRESH CONTACT LIST"
- "GET CONTACT INFO FOR <Contact Name>"
- "DIAL <Phone Number>"
- "DIAL AND RECORD <Phone Number>"

When using the DIAL by voice, make sure you say "ZERO" when dialing 0's in numbers. For example, to dial 853-0000, you would say, "Dial Eight Five Three Zero Zero Zero."

Manage Your Session
- "HELP" Play Current Options
- "HELP CATEGORIES" Suspend CallXpress
- "PAUSE SESSION" Resume CallXpress
- "RESUME SESSION" Return to CallXpress
- "GOODBYE" End Call

Message Speed Controls
- "INCREASE SPEED"
- "DECREASE SPEED"
- "SLOWEST SPEED"
- "FASTEST SPEED"
- "NORMAL SPEED"

Manage Calls
- "ACCEPT CALL"
- "REJECT CALL"
- "ACCEPT AND RECORD"
- "ACKNOWLEDGE"
- "REVIEW CALL"
- "TRANSFER CALL"

Mobility Controls
- "ENABLE / DISABLE"
- "DO NOT DISTURB"
- "OUT-OF-OFFICE GREETING"
- "CALL WAITING"
- "MISSED CALLS"
- "CALL SCREENING"
- "AVAILABILITY"

Set Up Your Mailbox
- "REVIEW GREETINGS"
- "CHANGE ... MY NAME"
- "MY GREETING"
- "MY PASSWORD"
- "MY OUT-OF-OFFICE GREETING"
- "REVIEW SETTINGS"

Call Screening
- "ACCEPT CALL"
- "REJECT CALL"
- "ACCEPT AND RECORD"
- "ACKNOWLEDGE"
- "REVIEW CALL"
- "TRANSFER CALL"

Manage Your Calendar
- "CREATE AN APPOINTMENT"
- "GET APPOINTMENTS"
- "GET MEETING REQUESTS"
- "GET MEETING RESPONSES"
- "GET CALENDAR FOR ..."
- "Today"
- "Tomorrow"
- "Yesterday"
- "<Specific Date>" ("February 15," "March 1, 2009")
- "<Day of Week>" ("This Thursday," "Tuesday")
- "A Week from" ("A week from Friday")
- "End of Month"
- "Beginning of Month"

CallXpress Main Menu
- "What would you like to do?"

Place a Call
Inside Calls
- "RING <Employee>"
- "RING AND RECORD <Employee>"
- "LOCATE <Employee>"
- "LOCATE AND RECORD <Employee>"
Outside Calls
- "CALL <Contact Name>"
- "CALL AND RECORD <Contact Name>"
- "REFRESH CONTACT LIST"
- "GET CONTACT INFO FOR <Contact Name>"
- "DIAL <Phone Number>"
- "DIAL AND RECORD <Phone Number>"

When using the DIAL by voice, make sure you say "ZERO" when dialing 0's in numbers. For example, to dial 853-0000, you would say, "Dial Eight Five Three Zero Zero Zero."

Transfer Calls
- "TRANSFER CALL"
- "TRANSFER CALL TO VOICEMAIL"

You can place more than one call at a time. While you are taking part in a call, you may say any of the following commands:
- "CALLPRESS, HOLD CALL"
- "CALLPRESS, NEXT CALL"
- "CALLPRESS, MAIN MENU"

While all of your active calls are on hold, you may say any of the following commands:
- "GET HELD CALL"
- "PAUSE SESSION"
- "RESUME SESSION"

Depending on how your system is configured, some of these options may not be available to you. For additional information, please contact your system administrator.