

CallXpress® Voice User Interface

Quick Reference Card

Log into CallXpress

You hear...	You say...	You press...
Your Company Greeting	"USER LOGIN"	or #
"Please say your name or enter your mailbox number."	or	
"Please say or enter your password."	or	

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.")

Manage Calls

- # 1 Switch to DTMF
- # 9 Cancel 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:

- "CALLXPRESS, HOLD CALL"
- "CALLXPRESS, NEXT CALL"
- "CALLXPRESS, MAIN MENU"

While all of your active calls are on hold, you may say any of the following commands:

- "GET HELD CALL"

From the Main Menu, you also have two options to control the session:

- "PAUSE SESSION"
- "RESUME SESSION"

Transfer Calls

Transfer calls from your desk phone

- "TRANSFER CALL"
- * # EXT "TRANSFER CALL TO VOICEMAIL"

Set Up Your Mailbox

- "REVIEW GREETINGS"
- "CHANGE ... MY NAME"
- "CHANGE ... MY GREETING"
- "CHANGE ... MY PASSWORD"
- "CHANGE ... MY OUT-OF-OFFICE GREETING"
- "REVIEW SETTINGS"

Call Screening

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

Mobility Controls

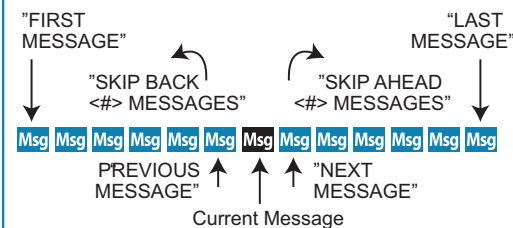
- "ENABLE / DISABLE ... DO NOT DISTURB"
- "ENABLE / DISABLE ... OUT-OF-OFFICE GREETING"
- "ENABLE / DISABLE ... CALL WAITING"
- "ENABLE / DISABLE ... MISSED CALLS"
- "ENABLE / DISABLE ... CALL SCREENING"
- "ENABLE / DISABLE ... AVAILABILITY"

Create Messages

Create a new message

- "SEND A MESSAGE"
- "SEND URGENT MESSAGE"
- "CREATE TEXT E-MAIL"

Message Management



Manage Messages

- "What would you like to do with this message?"
- 7 "NEXT MESSAGE"
- 5 "SAVE MESSAGE"
- 4 "DELETE MESSAGE"
- "CALL BACK" — Voice only
- "CALL BACK AND RECORD" — Voice only
- "FORWARD MESSAGE"
- 8 "REPLY TO MESSAGE" — Voice/e-mail only
- "REPLY WITH TEXT" — Voice/e-mail only
- "FORWARD WITH TEXT"
- "REVIEW MESSAGE" — Voice/fax only
- "GET ENVELOPE INFORMATION"
- "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"
- Playback Control
 - "REWIND"
 - "FAST FORWARD"
 - "REVIEW MESSAGE"

Message Speed Controls

- "INCREASE SPEED"
- "DECREASE SPEED"
- "SLOWEST SPEED"
- "FASTEST SPEED"
- "NORMAL SPEED"

Manage Your Session

- "HELP"
- "HELP CATEGORIES" — Play Current Options
- "PAUSE SESSION" — Suspend CallXpress
- "RESUME SESSION" — Return to CallXpress
- * # "GOODBYE" — End Call
- "LOGOUT"

Check for Messages

- "CHECK MESSAGES" Total message count
 - "URGENT MESSAGES (all types)"
 - "GET URGENT MESSAGES"
 - "GET URGENT SAVED / READ MESSAGES"
 - All Messages (all types)
 - "GET MESSAGES"
 - "GET MESSAGES"
 - "GET SAVED / READ MESSAGES"
 - Voice Messages
 - "GET VOICE MAIL"
 - "GET SAVED / READ VOICE MAIL"
 - E-mail Messages
 - "GET EMAIL"
 - "GET SAVED/READ E-MAIL"
 - Fax Messages
 - "GET FAXES"
 - "GET SAVED / READ FAXES"
 - Missed Call Reports
 - "GET MISSED CALLS"
 - "GET SAVED / READ MISSED CALLS"
 - Acknowledgements
 - "GET ACKNOWLEDGEMENTS"
 - "GET SAVED / READ ACKNOWLEDGEMENTS"
 - By Sender
 - "GET <Priority>/<Status>/<Type> MESSAGES FROM <Sender>"
- Priority = URGENT or NORMAL (default)
Status = READ or UNREAD (default)
Type = VOICE, FAX, E-MAIL, MEETING REQUESTS, or ALL (default)
Sender = SUBSCRIBER or CONTACT

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")
- ... Last <Day of Week> ("Last Monday")
- ... Next <Day of Week> ("Next Friday")
- ... A Week from ("<Day of Week>," "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>"