UNIVERGE UM8700® Voice User Interface

Quick Reference Card

Log into UNIVERGE

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

UNIVERGE UM8700 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

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:

- 🔊 "UNIVERGE, HOLD CALL"
- 🔊 "UNIVERGE, NEXT CALL"
- 🔊 "UNIVERGE, 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"
  - … MY GREETING"
  - … MY PASSWORD"
  - … MY OUT-OF-OFFICE GREETING"
- 🔊 "REVIEW SETTINGS"

Call Screening

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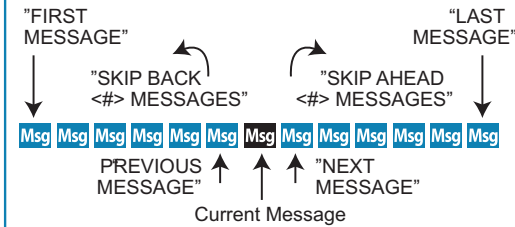- 🔊 "REVIEW CALL"
- 🔊 "TRANSFER CALL"

Mobility Controls

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

Create Messages

Create a new message

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

Message Management

"FIRST MESSAGE" ← ... → "LAST MESSAGE"

"SKIP BACK <#> MESSAGES"   "SKIP AHEAD <#> MESSAGES"

Msg Msg Msg Msg Msg Msg **Msg** Msg Msg Msg Msg Msg Msg

PREVIOUS MESSAGE ↑   ↑ "NEXT MESSAGE"

Current Message

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 UNIVERGE
- 🔊 "RESUME SESSION" — Return to UNIVERGE
- *** *** 🔊 "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" (provides prompts for all input)
- 🔊 "AVAILABILITY NORMAL"
- 🔊 "AVAILABILITY <Presence Name>"
- 🔊 "AVAILABILITY <Presence Name>"until<date/time>"*
- 🔊 "AVAILABILITY <Schedule Name>"

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.

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*date/time allows the same options as "GET CALENDAR FOR"