

Playing Messages

While listening to the Main menu, say:

“Play messages” (for all messages)

Or a combination of these options

“Play

- <new **or** saved **or** deleted>
- <urgent **or** private **or** urgent and private>
- <voice messages **or** emails* **or** faxes* **or** external messages* **or** receipts **or** meetings*>”

Or a combination of these options, for messages from Connection users

“Play

- <new **or** saved **or** deleted>
- <urgent **or** private **or** urgent and private>
- messages from <name of Connection user>”

*Not available on some systems

Message Playback

During or after message playback, say:

“Repeat message”

“Next message”

“Previous message”

“Save”

“Delete”

“Reply” **or** “Reply to all”

“Forward”

“Mark new”

“Message properties”

“List recipients” (Unity Connection 8.5 and later)

“Call sender”*

“Resend” (to resend the original message after you receive a nondelivery receipt)

*Not available on some systems

Sending a Message

While listening to the Main Menu, say:

“Send a message”

“Send <urgent **or** private **or** urgent and private> message to <name of Connection user>”

After addressing and recording the message, say:

“Send”

“Edit message”

“Review message properties” (to hear only message properties)

“Review message” (to hear the recorded message and message properties)

“Edit recipients”

“Set <urgent **or** private **or** urgent and private>”

“Cancel <urgent **or** private **or** urgent and private>”

“Set receipt”

“Cancel receipt”

“Future delivery”

“Cancel future delivery”

Placing Calls

While listening to the Main Menu, say:

“Call <name of Connection user>”

“Call <extension>”

(Say each digit individually. For example, say “One, zero, zero” not “One hundred.”)

“Call <name of contact> at <home **or** work **or** mobile>”

Universal Commands

Say these commands anytime:

“Cancel”

“Main menu” (to return to Main menu)

“Repeat” (to repeat message or menu prompts)

“Pause” **or** “Resume”

“End call” **or** “Goodbye”

“Help” (for help with voice commands)

Other Commands

While listening to the Main menu, say:

“Play <greeting name> greeting”

“Record <greeting name> greeting”

“Turn on <greeting name> greeting” (to enable the greeting indefinitely)

“Turn on <greeting name> greeting until <date>”

“Turn off <greeting name> greeting”

“Change my PIN”

“List my number in the directory”

“Do not list my number in the directory”

“Play my recorded name”

“Change my recorded name”

“Empty Deleted Items folder”*

“Touchtone conversation” (switches to phone keypad input for remainder of call)

“Setup options” (switches to phone keypad input; to switch back, keep pressing * until you hear “Voice command conversation”)

“Tutorial” (to access a set of tutorials on working with voice commands)

*Not available on some systems