

# MiCollab AM Quick Reference Card *Voice User Interface*



Log In

## You hear...

Your Company Greeting  
"Please say your name or enter your mailbox number."  
"Please say or enter your security code."

## You say...

"User login"  
Name or mailbox number  
Security code

## You press...

#  
Mailbox number  
Security code

Main Menu

"What would you like to do?"



<sup>†</sup> If the call results in a whisper transfer, the Record option is not supported. In such case, the MiCollab AM system will inform you that the recording is not available.  
<sup>‡</sup> Depending on how your MiCollab AM system is set up, this command may not be available. <sup>§</sup> Local store only. Please consult your system administrator for additional information.

## Calls

### Place a call

#### Inside Calls

"Ring <Employee>"  
"Ring and record <Employee>" <sup>†</sup>  
"Locate <Employee>"  
"Locate and record <Employee>" <sup>†</sup>

#### 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>"

**[Note]** 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 Zero.")

### Call Screening

"Accept call"  
"Reject call"  
"Accept and record" <sup>†</sup>  
"Acknowledge"  
"Review call"  
"Transfer call"

### Transfer Calls

Transfer calls from your desk phone.  
"Transfer call"  
"Transfer call to voicemail"

### 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:

"MiCollab, hold call"  
"MiCollab, next call"  
"MiCollab, 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"

## Messages

### Manage Messages

#### What would you like to do with this message?

**7** "Next message"  
**5** "Save message"  
**4** "Delete message"  
"Call back" **Voice**  
"Call back and record" <sup>†</sup> **Voice**  
"Forward message"  
**8** "Reply to message" **Voice Email**  
"Reply all to message" <sup>‡</sup> **Voice**  
"Reply with text" **Voice Email**  
"Forward with text"  
"Review message"  
"Get envelope information" **Voice**  
"Get phone number"  
"Previous message" **Voice**  
"First message"  
"Skip ahead <Number> messages"  
"Skip back <Number> messages"  
"Add sender" **Email**  
"Help"  
"Main menu"  
**Playback Control**  
"Rewind"  
"Fast forward"  
"Preview message"

### Create Messages

"Send a message"  
"Send urgent message"  
"Create text email"

### Control Message Speed

"Increase speed"  
"Decrease speed"  
"Slowest speed"  
"Fastest speed"  
"Normal speed"

### Check for Messages

**Check For Messages**  
"Check messages"

#### Urgent Messages (all types)

"Get urgent messages"  
"Get urgent saved/read messages"

#### All Messages (all types)

"Get messages"  
"Get saved/read messages"

#### Voice Messages

"Get voicemail"  
"Get saved/read voicemail"

#### E-mail Messages

"Get email"  
"Get saved/read email"

#### 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>  
message from <Sender>"  
Priority = "Urgent" or "Normal" \*  
Status = "Read" or "Unread" \*  
Type = "Voice", "Fax", "Email",  
"Meeting Request", or "All" \*  
Sender = "Subscriber" or "Contact"

\* Default

## Managing

### Set up Mailbox

"Review greetings"  
"Change..."  
"My name"  
"My greeting"  
"My availability greeting"  
"My security code"  
"My out-of-office greeting"  
"Review settings"

### Manage Availability

"Availability"  
"Availability normal"  
"Availability <Availability State>"  
"Availability <Availability State>  
until <date/time>"

### Manage Session

"Help"  
"Help categories"  
"Pause session"  
"Resume session"  
**\* \*** "Goodbye"  
"Logout"

### Control Mobility

"Enable/Disable..."  
"...Do not disturb"  
"...Out-of-office  
greeting"  
"...Call waiting"  
"...Missed calls"  
"...Call screening" <sup>‡</sup>  
"...Availability"

### 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  
(<Day of Week>, "A week from Friday")