



one-X[®] Speech Command Quick Reference

Overview

About this quick reference

This quick reference provides the commands you will use most often with Avaya one-X Speech. For more commands, see the Command Summary on the Documentation tab of your User Preferences Web pages.

When using this quick reference, keep in mind the following conventions:

- **Required words for a command are displayed in bold type style.** An example of a command is **Cancel**.
- *Optional words for a command are enclosed by parentheses and displayed in italic type style.* An example of a command with optional words is **How many (unread) messages do I have?** In this example, *(unread)* is an optional word.

Tips

- Before you can initiate a command sequence, one-X Speech must ask “What can I do for you?”
- If you do not hear a beep after you say a command, repeat the command.
- To end any recording, press # or be silent for a few seconds.
- While one-X Speech is on hold (after you say **Take a break** or return from placing the call on hold), one-X Speech listens for you to say **Avaya, come back**.
- For optimal speech recognition by one-X Speech, use a good noise-canceling headset.
- *For IMAP/Lotus e-mail users:* If one-X Speech cannot connect to your e-mail server, make sure you have completed the “Your E-mail Settings” section including your current password, on the General tab of your User Preferences Web pages.

Commands

General commands

- Give me a demo
- Take a break
- Avaya, come back
- Cancel
- Help me
- What are my options?
- Leave a comment
- Good-bye [or hang up]

Message information and retrieval

- How many *(unread)* messages do I have?
- Read my *(unread)* messages
- Read my *(unread)* voicemails
- Read my *(unread)* e-mails

* Note:

- The **Read my *(unread)* voicemails** command is available for Microsoft Outlook users and IMAP/Lotus e-mail users only.
- The **Read my *(unread)* e-mails** command is available for Microsoft Outlook users and IMAP/Lotus e-mail users only.

Message navigation

- Next message
- Previous message
- Get more detail
- Continue

Message creation

- Send a message

Message actions

- Reply to this message
- Call the sender
- Forward this message
- Save this message
- Delete this message
- Restore this message
- Read attachments

Calls

- Make a call
- Dial a number
- Drop this line
- Connect all calls
- Connect me to line <n>. <n> is the line number.
- Drop line <n>. <n> is the line number.

Contacts

- Read my contacts
- Get more detail
- Look up <contact>*.

* Say a specific name for <contact>.

Reach-me

- Follow me
- Hold my calls
- What is my Reach-Me status?
- Put me on schedule

Appointments

The commands in this section are available for Microsoft Outlook users and IMAP/Lotus e-mail users.

- Read my appointments
- Schedule an appointment
- Find free time
- Delete this appointment

* Note:

- To use these commands, Lotus users must have Calendar reading enabled. For more information, see *Getting Started for Subscribers* in the User's Guide.
- The **Delete this appointment** command is available for Microsoft Outlook users only.

Tasks

The commands in this section are available for Microsoft Outlook users only.

- Read my tasks
- Create a task
- Delete this task

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