

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?"



[†] 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.
[‡] Depending on how your MiCollab AM system is set up, this command may not be available. [§] Local store only. Please consult your system administrator for additional information.

Calls

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>"

[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" [†]
"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" [†] **Voice**
"Forward message"
8 "Reply to message" **Voice Email**
"Reply all to message" [‡] **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" [‡]
"...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")