













## Handle Calls Using Your Voice

Why try to memorize system-related key sequences or your contacts' phone numbers? Instead, press the Response Point button (also known as, "the magic blue button"), and use the sound of your voice to call imported contacts, retrieve a parked call, transfer a call to voicemail, and much more. Print this guide and post it next to your phone. That way, you'll have an at-a-glance reference nearby when you want to handle calls by voice dialing.

Task	Voice Command
Call an internal extension number.	Press the <b>Response Point button</b>  , and say the name of the user you want to contact.
Call an external phone number.	Press the <b>Response Point button</b>  , and say the name and location of the person you want to contact. For example, say "Denise Smith at home" or "Denise Smith at mobile." (External phone numbers must be specified as contacts first using the Assistant program.)
Park a call, which can be retrieved from any phone.	Press the <b>Response Point button</b>  , and note the number of the parking slot.

Retrieve a parked call.	Press the <b>Response Point button</b>  , and say "Retrieve my call."
Transfer a parked call.	Press the <b>Response Point button</b>  , and say "Transfer my call to <user name>."  <b>Tip:</b> When multiple calls are parked, say "Transfer call" and then the name of the user to whom you want to transfer the call.
Transfer a parked call to voicemail.	Press the <b>Response Point button</b>  , and say "Transfer my call to <user name>'s voicemail."  <b>Tip:</b> When multiple calls are parked, say "Transfer call <number> to <user name>'s voicemail."
Send a page.	Press the <b>Response Point button</b>  , say "Page," and say the name of the user that you want to page. Start speaking after you hear the tone that lets you know you've been connected.
Call 1-800-CALL-411.	Press the <b>Response Point button</b>  , and say "Call four one one" to connect to this free directory assistance service.

Task	Voice Command
Make an intercom call.	Press the <b>Response Point button</b>  , say "Intercom," and say the name of the user that you want to call. Start speaking after you hear the tone that lets you know you've been connected.
Answer an intercom call.	<p>If you've selected the <b>Turn on 2-way audio so that both parties can hear and speak to each other immediately</b> check box, start speaking when you hear the caller's voice.</p> <p>If you've cleared this check box, press the <b>Response Point button</b>  before you start speaking.</p>
Send a page.	Press the <b>Response Point button</b>  , say "Page," and say the name of the user that you want to page. Start speaking after you hear the tone that lets you know you've been connected.
Check voicemail – in the office.	Press the <b>Response Point button</b>  , and say "Voicemail."
Check voicemail – out of the office.	Dial your office phone number. If the automated voice answers, say "Voicemail."