



Release Notes for Spoken Commands in Cisco Unity 5.0(1)

Published June 15, 2007

These release notes contain configuration and end-user instructions, limitations and restrictions, and open and resolved caveats for the Spoken Commands feature in Cisco Unity 5.0(1).

See the following sections in this release note for information about configuring and using the Spoken Commands feature:

- [About Spoken Commands, page 1](#)
- [Enabling Spoken Commands, page 2](#)
- [Using Spoken Commands, page 2](#)
- [Spoken Commands List, page 4](#)
- [Limitations and Restrictions, page 7](#)
- [Caveats, page 8](#)

About Spoken Commands

The Spoken Commands feature enables subscribers using the Press-or-Say input style to say the name of a menu option, as an alternative to pressing the touchtone key or saying the key number that corresponds to the menu option. For example, instead of saying “Three” or pressing the three touchtone key to delete a message, subscribers can now also say “Delete.” Subscribers who do not have the Press-or-Say input style enabled may only press touchtone keys to respond to menu options.

The standard and custom conversation versions support spoken commands. Spoken commands are available only for options from the Main menu and when listening to or sending voice messages. To access other parts of the conversation, such as Greetings and Personal Settings under the Setup menu, subscribers must still press or say the name of the applicable touchtone key. See the [“Spoken Commands List” section on page 4](#) for the full list of the spoken commands supported.

To use spoken commands, subscribers must have both voice recognition and the Press-or-Say input style enabled. See the [“Enabling Spoken Commands” section on page 2](#) for more information on enabling this feature.



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**Tip**

See the following documents for additional information on using voice recognition:

- For information on administering voice recognition and for tips on improving voice recognition performance, see the “Managing Voice-Recognition Features” chapter in the *System Administration Guide for Cisco Unity*.
- For voice recognition usage considerations, see the “Using the Press-or-Say Phone Input Style” chapter in the *User Guide for the Cisco Unity Phone Interface*.

Enabling Spoken Commands

The Spoken Commands feature requires subscribers to have both voice recognition and the Press-or-Say input style enabled. See the “Managing Voice-Recognition Features” chapter in the *System Administration Guide for Cisco Unity* for more information on enabling both of these features.

You use the Advanced Settings Tool to enable spoken commands for users with the Press-or-Say input style enabled. See the “[To Enable the Spoken Commands Feature](#)” procedure on page 2 for steps on enabling this feature.

To Enable the Spoken Commands Feature

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- Step 1** On the Cisco Unity server desktop, double-click the **Cisco Unity Tools Depot** icon.
 - Step 2** In the left pane, under Administrative Tools, double-click **Advanced Settings Tool**.
 - Step 3** In the Unity Settings pane, click **Conversation—Spoken Commands**.
 - Step 4** In the New Value list, select **1** to enable Spoken Commands, and click **Set**.
 - Step 5** When prompted, click **OK**.
 - Step 6** Click **Exit**. You do not need to restart the Cisco Unity software or server for the change to take effect.
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Using Spoken Commands

After you log on to Cisco Unity, you hear “Voice ready.” If voice recognition resources are unavailable, you do not hear this prompt and you cannot use spoken commands for the duration of your call. If you want to use voice recognition, hang up and try again in a few moments.

See the “[Spoken Commands List](#)” section on page 4 for a list of the spoken commands supported. Note that spoken commands are available only for options from the Main menu and when listening to or sending voice messages. To access other parts of the conversation, such as Greetings and Personal Settings under the Setup menu, you must still press or say the name of the applicable touchtone key.

If you are not comfortable saying the menu options or you are in a situation where your commands are not recognized by the system (for example, you are on a mobile phone where there is background noise), you can press keys to choose menu options. Or, you can choose to turn off the Press-or-Say phone input style, or temporarily disable this feature on a per-call basis. Once this input style is turned off, spoken commands are not available and you must press keys to choose menu options. If you temporarily disable

the Press-or-Say input style, it is available again the next time you log on to Cisco Unity. For information on disabling the Press-or-Say input style, see the “Using the Press-or-Say Phone Input Style” chapter in the *User Guide for the Cisco Unity Phone Interface*.

Spoken Commands Considerations

This section describes considerations for users who primarily use spoken commands with Cisco Unity:

- Consider disabling the Continue Adding Names setting for addressing messages. When addressing messages with this setting enabled, it is not possible to stop adding names to the list with a spoken command. Instead, you must either press the # key or say “pound” to exit this function and continue with sending the message.

This Continue Adding Names setting is located on the Phone Menu page of the Cisco Personal Communications Assistant. See the “Changing Your Phone Menu Preferences” chapter of the *User Guide for the Cisco Unity Assistant* for more information on changing this setting.

- If you have enabled Cisco Unity to begin playing new messages automatically after logging on, note that (if you have new messages) you are in the New Message menu conversation after you log on to Cisco Unity and your menu options are different than what is available from the Main menu. If this becomes confusing, consider disabling this setting.

The New Messages Automatically setting is located on the Phone Menu page of the Cisco Personal Communications Assistant. See the “Changing Your Phone Menu Preferences” chapter of the *User Guide for the Cisco Unity Assistant* for more information on changing this setting.

- Consider disabling the setting to have Cisco Unity prompt you to confirm your choice when you delete new and saved messages by phone. It is not possible to use a spoken command as a response; instead, you must either press or say the applicable key.

The Ask Me to Confirm Deletions of New and Saved Messages setting is located on the Advanced Settings page of the Cisco Personal Communications Assistant. See the “Changing Advanced Settings” chapter of the *User Guide for the Cisco Unity Assistant* for more information on changing this setting. If you choose to delete this setting, it is recommended that you choose to move deleted messages to the Deleted Items folder, rather than be permanently deleted.

- Consider using the Streamlined Send menu for sending messages as this menu enables you to use spoken commands to edit messages—for example to revise message addressing, rerecord messages, and mark messages as special delivery. If you use the Standard Send menu, you will need to press or say the applicable touchtone keys to set these options.

The Streamlined Send setting is located on the Phone Menu page of the Cisco Personal Communications Assistant. See the “Changing Your Phone Menu Preferences” chapter of the *User Guide for the Cisco Unity Assistant* for more information on changing this setting.

Spoken Commands List

This section lists the voice commands available to subscribers when the Press-or-Say input style is enabled.

- [Main Menu](#)
- [Message Type Menu](#)
- [Send Message Menu](#)
- [During Message Playback](#)
- [After Message Menu](#)

Main Menu

While listening to the Main menu, say:

Task	Say
Play new messages	New messages, Play new messages
Send a message	Send message, Send a message
Review old messages	Old messages, Review old messages
Change setup options	Setup, Setup options
Find messages	Find message, Find a message
Disable the Press-or-Say input style	Disable press-or-say
Change Call Handler Greetings	Greetings administrator
Transfer to an extension	Transfer to extension
Manage broadcast messages	Broadcast message administrator
Exit the Main menu	Exit
Hear help information	Help
Repeat menu	Repeat

Message Type Menu

If subscribers have the Message Type menu enabled, subscribers may say the following spoken commands from the New Messages Message Type menu.

Task	Say
Play new voice messages	Voice Mail
Play new e-mail messages	E-mail
Play new faxes	Faxes
Play new receipts	Receipts

Task	Say
Play all new messages	All messages
Return to Main menu	Cancel, Exit

Send Message Menu

Send Message menu options are provided for the:

- [Streamlined Send Menu](#)
- [Standard Send Menu](#)

Streamlined Send Menu

Task	Say
Send a message	Send, Send message
Send a forwarded message	Forward, Forward message
Send a reply message	Send reply
Mark message as urgent	Mark urgent
Set return receipt	Return receipt
Mark message as private	Mark private
Set future delivery	Future delivery
Review recorded message	Review recording
Rerecord message	Rerecord, Rerecord message
Add to recording	Add, Add to message
Add name to recipient list	Add name
Hear all names and delete names	Hear names, Hear all names
Cancel message	Cancel, Cancel Message
Confirm names while addressing or locating a message	Yes, No

Standard Send Menu

Task	Say
Hear message options	Message options
Rerecord message	Rerecord, Rerecord message
Address message	Address, Change addressing
Set special delivery	Special delivery
Review message	Review, Review message

Task	Say
Send a message	Send, Send message
Send a forwarded message	Forward, Forward message
Send a reply message	Send reply
Cancel message	Cancel, Cancel message, Exit
Confirm names while addressing or locating a message	Yes, No

During Message Playback

While listening to messages, you can use spoken commands that correspond to options on the After Message menu; however, Cisco Unity does not recognize spoken options for adjusting message speed and volume. See the [“After Message Menu” section on page 6](#) for this list of available spoken commands.

After Message Menu

While listening to the After Message menu, say:

Task	Say
Mark message as new, Restore message as new	Mark new
Save message, Restore message as saved	Save
Mark message as urgent	Mark urgent, Mark message urgent
Delete message	Delete
Reply to message	Reply
Reply to all	Reply to all
Forward message	Forward
Play next message	Next message, Next
Play previous message	Previous message, Previous
Hear message properties	Properties, Message properties
Call sender	Call sender, Call the sender
Resend message	Resend message
Repeat message	Repeat Message
Play first message in list	First message
Play last message in list	Last message
Call operator	Operator, Call operator
Send quick message	Quick message, Send quick message
Cancel	Cancel

Limitations and Restrictions

Spoken Commands Are Not Available for All Cisco Unity Options

Spoken commands are not available for the following Cisco Unity options:

- Setup Options
- Greetings Administrator
- System Transfer
- Cisco Unity Broadcast Message Administrator
- Help

Subscribers Are Unable to Use Spoken Commands For the Dropped Call Recovery Feature

If subscribers inadvertently disconnect while listening to or sending messages, the Dropped Call Recovery allows them to call back into Cisco Unity within a specified period of time and resume the activity without losing their place. When calling back into Cisco Unity, subscribers are unable to use spoken commands to confirm that they want to continue with listening to or sending messages. Instead, subscribers must press or say the applicable touchtone key.

Subscribers Are Unable to Use Spoken Commands to Edit List of Message Recipients

When sending messages, subscribers are able to use spoken commands to hear a list of message recipients but they are unable to use spoken commands to add or remove names from this list. Instead, subscribers must press or say the name of the applicable touchtone key.

Subscribers Are Unable to Use Spoken Commands to Exit from Addressing Messages With the Continuous Add Setting Enabled

When addressing messages with the Continue Adding Names setting enabled, subscribers are unable to use spoken commands to exit from addressing the list. Instead, subscribers should press the # key or say “pound” to exit this function and continue with sending the message.

Subscribers Are Unable to Use Spoken Commands to Specify Future Delivery Date and Time

It is not possible for subscribers to use spoken commands to set a future delivery date and time. Instead subscribers should press or say the applicable touchtone keys that correspond to the date and time.

Subscribers Are Unable to Use Spoken Commands to Empty the Deleted Items Folder

It is not possible for subscribers to use spoken commands to permanently delete messages in the Deleted Items folder. Instead, subscribers should press or say the applicable touchtone key.

Subscribers May Use Spoken Commands to Access Undefined or Restricted Conversation Menus

Subscribers who are assigned to a Custom Key Map conversation may still use spoken commands to access undefined or restricted conversation menus. For example, if the conversation is customized to remove Setup Options, subscribers will not be able to press or say “Four” for this option, but they will be able to still say “Setup Options” to access this menu.

Caveats

You can find the latest caveat information for the Spoken Commands feature in Cisco Unity 5.0(1)—in addition to caveats of any severity for any release—by using Bug Toolkit, an online tool available for customers to query defects according to their own needs. Bug Toolkit is available at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl.



Note

To access Bug Toolkit, you must be logged on to Cisco.com as a registered user.

This section contains caveat information for the Spoken Commands feature in Cisco Unity 5.0(1) only. Release notes for all versions of Cisco Unity are available at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_release_notes_list.html.

Open Caveats—Release 5.0(1)

Click a link in the Caveat Number column to view the latest information on the caveat in Bug Toolkit.
(Caveats are listed in order by caveat number.)

Table 1 *Open Caveats for the Spoken Commands feature in Cisco Unity 5.0(1)*

Caveat Number	Component	Severity	Description
CSCsj08463	vui	3	SC - Send Msg. Special delivery options not available with Standard Send
CSCsj17494	vui	3	SC - Streamline Send - Re-Record SC defined incorrectly
CSCsj17510	vui	3	SC - Streamline Send - Add Name SC defined incorrectly
CSCsj17518	vui	3	SC - Sub Main Menu, SC to transfer to ext. defined incorrectly
CSCsj17523	vui	3	SC - No Spoken Command defined for help in Sub Main Menu
CSCsj17525	vui	3	SC - No spoken command defined for help in streamline send
CSCsj17526	vui	3	SC - No spoken command defined for help in standard send menu
CSCsj17531	vui	3	SC - Standard Send Menu SC to review message defined incorrectly
CSCsj17539	vui	3	SC - Send Msg. change addressing not available with Standard Send
CSCsj17546	vui	3	SC - Streamline Send - Review Message Recipients, no SC.
CSCsj17552	vui	3	SC - Standard Send - Review Message Recipients, no SC.
CSCsj17561	vui	3	SC - Receipt after message menu no SC to play original message
CSCsj17563	vui	3	SC - Forward Message, no SC to record introduction
CSCsj17569	vui	3	SC - Msg Playback / After Msg Menu, SC to repeat msg. defined incorrectly
CSCsj17573	vui	3	SC - DCR Welcome back menu has no spoken commands
CSCsj17575	vui	3	SC - Address Searcher, continuous add mode, no spoken command to exit
CSCsj17580	vui	3	SC - Send Message, can't specify future delivery date and time
CSCsj17581	vui	3	SC - After Message Menu, no SC to choose to fax an email or fax.
CSCsj17586	vui	3	SC - No spoken command to empty the deleted items folder
CSCsj17590	vui	3	SC - No spoken command to confirm deleting a message
CSCsj17595	vui	3	SC - No spoken command to return to main menu from message stack
CSCsj17602	vui	3	SC - During receipt playback, only a subset of Spoken commands available
CSCsj17612	vui	3	SC - No Spoken Commands available during no entry prompt.
CSCsj17614	vui	3	SC - No Spoken Commands available during no speech detected prompt
CSCsj17617	vui	3	SC - Confirm Cancel Message - No Spoken Commands
CSCsj17620	vui	3	SC - Spoken Commands allow you to access menu's not defined/restricted
CSCsj17623	vui	3	SC - Spoken Commands during msg. counts takes you to main menu
CSCsj17621	vui	4	SC - Spoken Commands during hello prompt take you to main menu
CSCsj17532	vui	6	SC - Msg. Playback Menu, no SC's for Rewind or Fast Forward
CSCsj17553	vui	6	SC - No spoken command to resume a paused message playback

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