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## Release Notes for First-Look Feature: Spoken Commands in Cisco Unity 5.0(1)

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This document contains information about the Spoken Commands feature in Cisco Unity version 5.0(1).

This first-look feature is not officially supported by Cisco TAC and is provided to customers in an attempt to demonstrate functionality that may be included in a subsequent release. By default, this feature is not enabled. Customers are welcome to sample the feature with a small number of users—with the understanding that functionality may be limited. We strongly recommend against using the feature widely in a production environment.



Tip

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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 <chapter> in the *System Administration Guide for Cisco Unity*.
  - For voice recognition usage considerations, see <chapter> in the *User Guide for the Cisco Unity Phone Interface*
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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](#)
- [Known Issues, page 5](#)

## About Spoken Commands

The Spoken Commands feature enables subscribers using the Press-or-Say input style to say the name of a menu option, in addition 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.



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Spoken commands are only available 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, subscribers must still press or say the name of the applicable touchtone key. See the [“Spoken Commands” section on page 3](#) 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.

## 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 (First Look)**.
  - 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

When the Press-or-Say input style is enabled, the Spoken Commands feature lets you say the name of a menu option, in addition to pressing the key or saying the key number that corresponds to the option. Spoken commands are only available 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, you must still press or say the name of the applicable touchtone key. See the [“Spoken Commands” section on page 3](#) for the full list of the spoken commands supported.

After you log on to Cisco Unity, you hear “Voice recognition on.” If voice recognition is 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.

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 use only keys to choose menu options. If you temporarily disable

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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

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

- [Main Menu](#)
- [Send Message Menu](#)
- [During Message Menu](#)
- [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 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

### Send Message Menu

Reviewers: It was hard for me to verify whether all commands are included here, so a sanity check is appreciated. Also - can the Standard Send tables be combined into one table?

**REVIEW DRAFT – CISCO CONFIDENTIAL****Streamlined Send Menu**

<b>Task</b>	<b>Say</b>
Send a message	Send, Send message
Forward a message	Forward, Forward message
Reply to a 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
Cancel message	Cancel, Cancel Message
Confirm names while addressing a message	Yes, No

**Standard Send Menu (with Continuous Add Mode)**

<b>Task</b>	<b>Say</b>
Address message	Address, Change addressing
Record message	Record, Recording, Record message
Set special delivery	Special delivery
Review message	Review, Review message
Send message	Send, Send message
Forward message	Forward, Forward message
Cancel message	Cancel, Cancel message
Confirm names while addressing a message	Yes, No

**Standard Send Menu (without Continous Add Mode)**

<b>Task</b>	<b>Say</b>
Hear message options	Message options, Reply options
Send message	Send, Send message
Forward message	Forward, Forward message
Reply to message	Send reply

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<b>Task</b>	<b>Say</b>
Rerecord message	Rerecord, Rerecord message
Cancel message	Cancel, Cancel message
Confirm names while addressing a message	Yes, No

**During Message Menu**

While listening to messages, you can say the key numbers that correspond to options on the Playback menu; however, Cisco Unity does not recognize spoken options for adjusting message speed and volume.

**After Message Menu**

While listening to the After Message menu, say:

<b>Task</b>	<b>Say</b>
Rewind five seconds	Back, Skip back
Mark message as new	Mark new
Save message	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

**Known Issues**

To be done closer to release.

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