Lync Voice Access
Quick Reference Guide

Voice Mail
Email
Calendar
Personal Contacts/Directory
Compose a Message
Personal Options

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Lync
communication • collaboration

Personal Contacts
(Touchtone)

Search Contacts

[spell name]	Directory Search (Note: searches your Outlook Contacts)
00	Find Name in Directory
##	Email Alias
#	Extension
1	Select Name

Options After Contact is Found

1	Replay Contact Details
2	Call Contact
3	Send a Voice Message
4	Find Another Contact

Personal Contacts/Directory
(Voice)

Say "Personal Contacts"
Then say [Contact Name]. When one result is found say "Yes" or "No." When more than one result is found, say the number of your desired result, i.e. Joe Smith option 1, Joey Smith option 2, Jody Smith option 3.

Options After Contact is Found

"Call the Office"	"Send a Message"
"Call the Cell"	"Play Details"
"Call the Home"	"Find Another Contact"

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Compose a Voice Message
(Touchtone)

Search Contacts

[spell name]	Directory
##	Email Alias
#	Extension
00	Personal Contacts
*	Cancel
1	Accept Name

Options After You Accept a Name

1	Record and Send Message
2	Add Another Recipient
3	Remove Last Recipient

Options After Recording Your Message

1	Accept
11	Accept / Send with High Importance
2	Replay
3	Erase and Rerecord
4	Continue Recording

Personal Options
(Touchtone)

Options

1	Turn On/Off Out-of-Office Greeting
2	Record a Greeting
3	Change your PIN
4	Use Voice User Interface
5	Change Your Local Time Zone
6	Use the 24-Hour Time Format

Out-of-Office Greeting Options

1	Accept Greeting
2	Rerecord
3	Delete and Use Default

Options Available at All Times

* Cancel
0 Repeat Menu
00 Return to Main Menu

Voice Mail
(Touchtone)

Options

1	Hear Again	9	Mark as Unread
7	Delete	#	Next Message
8	Reply	00	More Options

More Options

11	Previous Message	5	Envelope Info
2	Call Contact	6	Forward
44	Flag for Follow-up		

Options While Listening

2	Pause	4	Slower
3	Fast Forward	5	Envelope Info
33	Skip to End	6	Faster

Voice Mail
(Voice)
Say "Voice Mail"

Options

"Play"   "Reply"
"Next"   "Main Menu"
"Delete Message" "More Options"
"Call Sender"

Voice Mail
(Voice)
(continued)

More Options

"Previous"   "Find by Name"
"Play Header"   "Envelope Info"
"Forward"   "More Options"
"Mark as New"

Options While Listening

"Pause"   "Slow Down"
"Fast Forward"   "Envelope Info"
"Skip to End"   "Faster"

Email
(Touchtone)

Options

1	Hear Again	#	Next Message
7	Delete	00	More Options
8	Reply	6	Forward
9	Mark as Unread	2	Call
##	Next Unread	11	Previous

Options While Listening

2	Pause	4	Slower
3	Fast Forward	5	Envelope Info
33	Skip to End	6	Faster

Email
(Voice)
Say "Email"

Options

"Play"   "Reply All"
"Next"   "Mark as Unread"
"Delete Message" "Main Menu"
"Reply"   "More Options"

More Options

"Next Unread"   "Find by Name""
"Previous"   "Delete Convers."
"Call Sender"   "Hide Convers"
"Play Header"   "Message Details"
"Forward"   "More Options"
"Flag for Follow-up"

Options While Listening

"Pause"   "Slow Down"
"Fast Forward"   "Envelope Info"
"Skip to End"   "Faster "

To Forward a Voice Mail, Email Message or Meeting Details:

1. Say "Forward" or Press 6
2. Find Contact
   Say [name from directory]
   Say "Personal Contact"
   Say "Find Messages from [Directory)
   Spell name (Doe, John) to search Directory
   Press ## to search Email Alias
   Press # to search by Extension
   Press 00 to search by Personal Contacts
3. Record Message
   Say "Play it Back," "Continue Recording" or "Start Over"
   Press 1 to Accept, 2 to Reply, 3 to Erase and Record, 4 to Continue Recording
4. Send
   Say "Send It" or "Send with High Importance" or Press 11

Calendar
(Touchtone)

Options

1	Replay Meeting	5	Meeting Details
3	I'll be Late	7	Decline
4	Accept	#	Next Meeting

More Options

11	Listen to Prior Meeting	77	Clear Calendar
22	Call the Organizer	8	Reply to Organizer
55	Attendance Details	88	Reply to All
6	Forward Meeting	##	Skip to Next Day

Calendar
(Voice)
Say what day, i.e. "Today's Calendar," "Tomorrow's Calendar," "Monday's Calendar" or "Calendar for June 5"

Options

"Next Day"   "Clear My Calendar"

"Send I'll Be Late Message"   "Main Menu"
"Meeting Details"   "More Options"
"Play Header"

More Options

"Decline"   "Forward"
"Call Organizer"   "Previous"
"Reply"   "First"
"Reply to All"   "Last"
"Attendance Details"   "More Options"