

## 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"

## 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

## Skype for Business (SFB)

### Voice Access

Quick Reference Guide

### Voice Mail

### Email

### Calendar

### Personal Contacts/ Directory

### Personal Options

## Skype for Business (SFB)

From your extension Press and hold 1 or dial 3-6200

From another phone, dial 713-743-6200 Enter your extension and PIN followed by #

Note: If 713-743-6200 indicates that no voice mail box exists in the system use 713-743-6111 instead.



**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 Skipto 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 Extension  
Press 00 to search 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"

