

## 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

## Lync/ Skype for Business Voice Access

Quick Reference Guide

### Voice Mail

### Email

### Calendar

### Personal Contacts/ Directory

### Personal Options

### To Access All Options Lync

From your extension  
Press and hold 1 or dial 3-6111

From another phone, dial 713-743-6111  
Enter your extension and  
PIN followed by #

### Skype for Business

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 #



## 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"
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"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"