



## Speak2Dial User Guide

### » How to use Speak2Dial

**Step 1** - Dial the Speak2Dial number (or select the Speak2Dial softkey or speed dial if it is configured).

**Step 2** - Say the person's first and last name you wish to reach.

### » Typical system responses

Below is a table of typical responses from Speak2Dial to a caller. Each response in the table corresponds to an appropriate action to take. If you are experiencing an error and the action listed in the table does not resolve the issue please contact Telesphere Technical Support by calling 888.MY.SPHERE(697-7437).



### Typical Speak2Dial Responses

Response	Description	Action
<b>I'm sorry, I do not understand.</b>	The system could not match the name that you gave to a user in the Speak2Dial directory. Either the system did not hear you well enough or the user you are looking for does not exist in the directory.	Say the name again. If you are in a noisy environment try to move to a more quiet area. If you are using a speakerphone, pick up the handset. If the person you are trying to reach is new to your company please wait 24 hours and try again.
<b>Do you mean &lt;name&gt;?</b>	The system needs you to clarify who you would like to reach. It will play back the user's name (spoken in their own voice if available) and wait for you to say 'yes' or 'no'.	Say 'Yes' if the system is presenting you with the name of the person you want to reach. Say 'No' if it is not.
<b>&lt;name&gt;... connecting now.</b>	The system believes it knows who you would like to reach and is playing you the user's name (spoken in their own voice if available) so you know if it has chosen correctly.	If the name the system played is the correct person you'd like to reach, do nothing and you will be connected. If it is not the person you want to reach say 'Cancel'.
<b>There are no more names to present.</b>	The system has already presented you with all of the matches to the name you supplied and you have either cancelled the call or said 'No' to each.	Say the name again. If you are in a noisy environment try to move to a more quiet area. If you are using a speakerphone, pick up the handset. If the person you are trying to reach is new to your company please wait 24 hours and try again.