



# Magic Button

PBXact 810, 820, 830, 850 and 850CT





## What is the Magic Button?

The Magic Button is an extensive speech recognition call management tool built into every PBXact system. It allows users to control their PBX experience with nothing more than their voice.

With the touch of the Magic Button, you can use your voice to control calls, set your away status, send and receive messages, call and page groups of people in your organization, and even ask what the date, time or weather is!

You can initiate conversations with people in your organization, your customers or any telephone number. Just say “call John Smith”, “call extension one thousand one”, “call 5-5-5-1-2-3-4”, “Intercom John Smith”, or “Intercom Extension 1-0-0-1”.

When you are on the phone with someone else, you can say things like “transfer to John Smith”, “transfer to extension 1-0-0-1”, “transfer to John Smith’s voicemail” or “park call”. After parking a call, you will be told the parking slot the caller is in. If you forgot the parking slot, you can retrieve a list of parked calls by saying “list parked calls”. If you or someone else parked a caller in slot seventy-one, you or anyone else in your organization could say “retrieve call seven one” or “retrieve call seventy one” and be immediately connected to that caller.

In addition, you can interact with call groups (ring groups), page groups, and voicemail blast groups. You can say “what groups can I page?”, “what groups can I call?”, or “what voicemail blast groups are there?”. Depending on the groups setup on your system, you can say things like “page all”, “page warehouse”, “call group sales”, or “leave a message for group sales”.

Checking your voicemail has never been easier now that there is the Magic Button. Just say “check messages” and you can login and check your messages with your voice, including having the options of listening to messages, moving messages, deleting messages, and even fast-forwarding and rewinding messages by saying “fast forward” and “rewind”. Additionally you can setup your voicemail by saying “record my name”, “record my greeting”, or “record my temporary greeting”. Finally, you can leave messages for other people by saying things like “leave a message for John Smith.”

Controlling your phone calls is easy with the Magic Button. You can tell the Magic Button your home or mobile telephone number and instantly forward your calls when you are away. Say “set my home phone number to 5-5-5-1-2-3-4” or “set my mobile number 5-5-5-1-2-3-4”. You will then be able to say “forward my calls to my home phone” or “forward my calls to my cell phone”. Additionally, you can forward your calls to any extension or external phone number by saying “forward my calls to extension one-thousand-one” or “forward my calls to 5-5-5-1-2-3-4”. To turn off call forwarding, just say “disable call forwarding”. Don’t want to be disturbed? Just say “enable do not disturb” and your phone won’t ring. When you are ready to take calls again say “disable do not disturb.”

Information is always just a finger press away with the Magic Button. Say “What time is it?”, “What is the date?”, or “What is the weather like?”

Out of the office? No problem. With the Magic Button, you can assign a special inbound DID phone number or hidden IVR option to allow employees access to all Magic Button functionality on the road. Users login with their extension and voicemail password (using their voice), and become their extension and have full access to all Magic Button functionality.

You can control your away status and even find out where other people in your organization are. If you are going to lunch, just push the Magic Button and say “I’m at lunch”. The Magic Button will prompt you if you would like to set a return time and record a temporary away message. Likewise, you can say “I’m away”, “I’m in a meeting” or “I’m out of town”. When you are back, just say “I’m back”. Asking “where is John Smith?” will tell you if John Smith has set an away status. If John Smith is away, you will be prompted with the option to be notified when John Smith is back. As soon as John Smith is back you will be paged and notified that John Smith is back and have the option of connecting to John Smith.

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# How to use the Magic Button

**Function:** **Call**

**Description:** Call an internal or external call to an extension or outside number

**Speak:** *Call <firstname> <lastname>*  
*Call extension <extension>*  
*Call <7,10,or 11 digit phone number>*

**Examples:** Call John Smith  
Call extension one-thousand-one  
Call extension one-zero-zero-one  
Call extension one-oh-oh-one  
Call seven-four-three-nine-three-one-two  
Call seven-four-three-ninety-three-twelve  
Call one-eight-hundred-five-five-five-one-zero-zero-zero

**Initiate:** Simply press the  on your phone and say any of the above commands.

**Function:** **Intercom**

**Description:** Immediate Intercom of a extension in the system

**Speak:** *Intercom <firstname> <lastname>*  
*Intercom extension <extension>*


**Examples:** Intercom John Smith  
Intercom extension one-thousand-one  
Intercom extension one-zero-zero-one  
Intercom extension one-oh-oh-one

**Initiate:** Simply press the  on your phone and say any of the above commands.

**Function:** **Import Outlook/Exchange Contacts**

**Description:** Connects to Exchange imports user contacts and puts them in a grammar file specific to that user. The user will now be able to use the call command to call members of their personal contact list. Just say “call contact name” and be connected immediately with that contact.

**Speak:** Import [my] contacts

**Initiate:** Simply press the  on your phone and say any of the above commands.




**Function:** **Transfer**

**Description:** Initiates a transfer of the call that you are currently connected with to another extension or external phone number. The current caller will hear music on hold while you are in the process of transferring the call.

**Speak:** *Transfer to <firstname> <lastname>*  
*Transfer to extension <extension>*  
*Transfer to <7, 10, or 11 digit phone number>*

**Examples:** Transfer to John Smith  
Transfer to extension one-thousand-one  
Transfer to extension one-zero-zero-one  
Transfer to extension one-oh-oh-one  
Transfer to seven-four-three-ninety-three-twelve  
Transfer to one-eight-hundred-five-five-five-one-thousand


**Initiate:** Simply press the  on your phone while you are on an active call and say any of the above commands. Once the call has been connected you can speak to the user that you are transferring the call to and once you hang up your phone the transfer will be completed. This gives you the ability to inform John Smith that you are transferring Mike Smith to him.

**Function:** **Transfer to Voicemail**

**Description:** Initiates a transfer of the call that you are currently connected with to another extension's voicemail box directly. The current caller will hear music on hold while you are in the process of transferring the call to a users voicemail box.

**Speak:** *Transfer to voicemail <firstname> <lastname>*  
*Transfer to voicemail extension <extension>*  
*Transfer to <firstname> <lastname>'s voicemail*  
*Transfer to extension <extension>'s voicemail*

**Examples:** Transfer to voicemail John Smith  
Transfer to voicemail extension one-thousand-one  
Transfer to voicemail extension one-zero-zero-one  
Transfer to voicemail extension one-oh-oh-one  
Transfer to John Smith's voicemail  
Transfer to extension one-thousand-one's voicemail  
Transfer to extension one-zero-zero-one's voicemail  
Transfer to extension one-oh-oh-one's voicemail


**Initiate:** Simply press the  on your phone while you are on an active call and say any of the above commands. Once your command has been read back to you simply hang up your phone and the transfer will be completed.

**Function:** **Conference Call / 3 Way Calling**

**Description:** Initiates a conference call with the caller that you are currently connected with and another extension or external phone number.

**Speak:** *Conference <firstname> <lastname>*  
*Conference <extension>*  
*Conference <7, 10, or 11 digit phone number>*


**Examples:** Conference John Smith  
Conference extension one-thousand-one  
Conference extension one-zero-zero-one  
Conference extension one-oh-oh-one  
Conference seven-four-three-ninety-three-twelve  
Conference one-eight-hundred-five-five-five-one-thousand

**Initiate:** Simply press the  on your phone while you are on an active call and say any of the above commands. The active caller will hear music on hold while you speak the commands. Once the system has dialed the 3<sup>rd</sup> party all parties will be connected into one conversation.

**Function:** **Call Park**

**Description:** Parks the call that you are currently connected with and announces the parking slot back to you. The current caller will hear music on hold while they are parked.


**Speak:** *Park call*  
*Park caller*

**Initiate:** Simply press the  on your phone while you are on an active call and say any of the above commands. The system will read back to you what parking lot number the user has been parked in.

**Function:** **List Parked Calls**

**Description:** Retrieves a list of active parked callers on the system and reads the parking slot and caller-id information back

**Speak:** *List Parked Calls*  
*List Parked*

**Initiate:** Simply press the  on your phone and say any of the above commands. The system will read back the caller ID of each active parked call and what slot number they are parked in.




**Function:** **Retrieve Parked Call**

**Description:** Retrieves a caller from a specific parking slot and connect the caller with your phone.

**Speak:** *Retrieve call <parking slot>*

**Examples:** Retrieve call seventy-one  
Retrieve call seven-one


**Initiate:** Simply press the  on your phone and say any of the above commands. The system than connect you with the caller in that parking slot number.

**Function:** **Paging**

**Description:** Connect your phone with a page group. Once you have been connected with the page group you can simply start speaking and your voice will come over the speaker of the phones in the group.

**Speak:** *Page <page group>*

**Examples:** Page All  
Page Emergency Group  
Page Warehouse  
Page Chicago Office  
Page Sales Group

**Initiate:** Simply press the  on your phone and the page group you want to be connected with. Once you hear a beep you can start speaking and all phones that belong to the specific group will hear your page.

**Function:** **List Page Groups**

**Description:** Have the system read back to you the available page groups that you can page.

**Speak:** *What page groups can I call*  
*What paging groups can I call*  
*What page group are there*  
*What paging groups are there*


**Initiate:** Simply press the  on your phone and say any of the above commands.

**Function:** **Ring Groups**

**Description:** Allows you to call a group of phones for things like support groups or sales groups. No more calling John in Sales and if John does not answer than call Bob in Sales and so on. Now just call the group called Sales and have all phones in the Sales Group ring.

**Speak:** *Call <group>*

**Examples:** Call Sales  
Call Support

**Initiate:** Simply press the  on your phone and say the ring group you want to be connected with. Once someone picks up you call you can begin speaking with them.

**Function:** **List Ring Groups**

**Description:** Have the system read back to you the available ring groups that you can call.

**Speak:** *What groups can I call*  
*What groups are there*  
*What ring groups can I call*  
*What ring groups are there*

**Initiate:** Simply press the  on your phone and say any of the above commands.



**Function:** **Check Voicemail Messages**

**Description:** Prompts a user for their password and consecutively plays their messages. Support for navigating to folders, moving messages, deleting messages, rewinding and fast-forwarding messages as they play back to the user.

**Speak:** *Check [my] (voicemailmessages)*

**Examples:** *Check voicemail*

*“Say your password”*


*One-two-three-four*

*“You have 2 new message and 2 old messages. You can say new messages, old messages or change folders.”*

*New messages*

*“First message...(message plays)”*


*“You can say next message, repeat message, move message or delete message.”*

**Initiate:** Simply press the  on your phone and say any of the above commands. You will than be prompted to say your password. Next the system will read back how many new and saved messages you have. You can than say either “new messages” or “saved messages”. While the messages are being played you have the ability to say “fast forward”, re-wind” “delete message”, “repeat message” or “move message” to move the message to a different folder.

**Function:** **Record voicemail username**

**Description:** Allows the user to record their voicemail name.


**Speak:** *Record [my] name*

**Initiate:** Simply press the  on your phone and say any of the above commands. You will than be prompted to save, listen or rerecord you name.

**Function:** **Record voicemail greeting**

**Description:** Allows the user to record their voicemail greeting that people hear when they are leaving you a voicemail.


**Speak:** *Record [my] greeting*

**Initiate:** Simply press the  on your phone and say any of the above commands. You will than be prompted to save, listen or rerecord you greeting.

**Function:** **Record a temporary voicemail greeting**

**Description:** Records a temporary voicemail greeting to be played after main voicemail greeting for things like informing them that you will be out of the office or at a meeting or wishing them a great labor day weekend.

**Speak:** *Record temporary message*

**Initiate:** Simply press the  on your phone and say any of the above commands. You will then be prompted to save, listen or rerecord your temporary greeting.

**Function:** **Remove a temporary voicemail message**

**Description:** Removes temporary voicemail message that was recorded.

**Speak:** *Remove temporary message*


**Initiate:** Simply press the  on your phone and say any of the above commands.

**Function:** **Leave a voicemail message**

**Description:** Leave a voicemail for another user in your organization.

**Speak:** *Leave a message for <name>*  
*Send a message to <name>*  
*Send a message to extension <extension>*  
*Leave a message for extension <extension>*

**Examples:** Leave a message for John Smith  
Leave a message for extension one-thousand-one  
Leave a message for extension one-zero-zero-one  
Leave a message for extension one-oh-oh-one


**Initiate:** Simply press the  on your phone and say any of the above commands. You will then be prompted to send, listen or rerecord your voicemail.



**Function:** **Voicemail Blast Groups**

**Description:** Record a voicemail message that will be forwarded to a group of people for things like sales groups, support groups or an all employee group.

**Speak:** *(Send/Leave) a (voicemail [message]/message) (to/for) group <group>*

**Initiate:** Simply press the  on your phone and say the Blast Group you want to be connected with. You will then be prompted to send, listen or rerecord your voicemail.

**Function:** **List Voicemail Blast Groups**

**Description:** Have the system read back to you the available voicemail blast groups that you can be connected to.

**Speak:** *What (message/voicemail) [blast] groups (are there/can I call)?*

**Initiate:** Simply press the  on your phone and say any of the above commands.

**Function:** **Set Presence**


**Description:** Allows a user to set his status to things like out of office or at lunch. Other users than have the ability to ask where is John Doe and be informed that he is out of the office until 1:30.

**Speak:** *I'm in a meeting*  
*I'm at lunch*  
*I'm out of town*  
*I'm away*

**Examples:** *I'm at a meeting*  
“You are now set to be in a meeting. Would you like to record a temporary away message?”  
*No*  
“Would you like to set a return time?”  
*No.*

*I'm at lunch*  
“You are set to be at lunch. Would you like to record a temporary away message?”  
*Yes.*  
“Beep.”  
*I'll be at lunch until approximately one thirty*  
“Would you like to set a return time?”  
*Yes.*  
“Please say a time.”  
*One thirty*

*I'm on out of town*  
“You are set to out of town. Would you like to record a temporary away message?”  
*Yes.*  
“Beep.”  
*I will be out of the office on vacation until July 12<sup>th</sup>. If you need immediate assistance, please press '0' to connect and you will be connected with my administrative assistant.*  
“Would you like to set a return date?”  
*Yes.*  
“Beep”  
*July twelfth two-thousand-eight*

**Initiate:** Simply press the  on your phone and say any of the above commands. The system will than give you the ability to record a temporary greeting, set a return time and a return date.



**Function:** **Locate a user**

**Description:** This command queries the availability of a user based on their status that they have set. It allows the person searching to leave a message and be notified the minute the user changes his status back to available. Upon return, any requests for notification will be fulfilled.

**Speak:** *Where is <firstname> <lastname>*

**Examples:** *Where is John Smith*

“John Smith is at lunch until 1:30. Would you like to leave a message?”

*Yes*

“Beep.”

John this is Tom call me when you get back.

“Your message has been recorded.”

“Would you like to be notified when this person becomes available again?”


*Yes*

*Where is Jane Doe?*

Jane Doe is in the office. Would you like me to connect you?

*Yes*

“Calling Jane Doe...”

**Initiate:** Simply press the  on your phone and say any of the above commands. The system will then give you the ability either be connected with the user or if unavailable to leave them a voicemail and also be notified when they return.

**Function:** **User Return from Away Status**


**Description:** Removes away status of a user and deletes any temporary voicemail greetings. Begins notification sequence for any users that have requested to be notified upon the user's return.


**Speak:** *I'm back*  
*I am back*


**Examples:** I'm back  
Welcome back.

**Initiate:** Simply press the  on your phone and say any of the above commands.

**Function:** **User Return Notification**  
**Speak:** Automatic  
**Description:** Upon returning through the use of “I’m back”, any user that is subscribed to receive notifications of this user’s return will be automatically contacted. If they are currently on the phone, they will receive a voicemail message notifying them of the user’s return. If they are available, they will receive a page to their phone notifying them of the user’s return and prompting them if they would like to be connected to this user. If they say “yes”, the connection will be made.

**Function:** **Enable Call Forward**  
**Description:** Forwards a user’s calls to another internal extension or external number.  
**Speak:** *Forward [my] calls to [my] <homehouse>*  
*Forward [my] calls to <my cell[phone]>*  
*Forward [my] calls to another number*  
*Forward [my] calls to another extension*  
**Initiate:** Simply press the  on your phone and say any of the above commands. Note that if you are using the home or cell feature you need to have you cell and home number setup.

**Function:** **Remove Call Forward**  
**Description:** Removes any call forward settings for a user.  
**Speak:** *Disable Call Forward[ing]*  
*Cancel Call Forward[ing]*  
*Remove Call Forward[ing]*  
**Initiate:** Simply press the  on your phone and say any of the above commands.

**Function:** **Set Home Phone**  
**Description:** Sets user’s cell phone for use in call forwarding/follow me.  
**Speak:** *Set my home phone [number] to <7,10,or 11 digit phone number>*  
**Initiate:** Simply press the  on your phone and say any of the above commands.



**Function:** **Set Cell Phone**

**Description:** Sets user's cell phone for use in call forwarding/follow me.

**Speak:** *Set my (cell/cell phone/cellular phone/mobile/mobile phone) [number] to <7,10,or 11 digit phone number>*

**Initiate:** Simply press the  on your phone and say any of the above commands.

**Function:** **Enable Do-Not-Disturb**

**Description:** Enables DND. While DND is enabled all calls placed to your extension will be forwarded straight into your voicemail box and will not ring your phone.

**Speak:** *Enable do-not-disturb*  
*Activate do-not-disturb*

**Initiate:** Simply press the  on your phone and say any of the above commands.

**Function:** **Disable Do-Not-Disturb**

**Description:** Removes any call do-not-disturb setting for a user.

**Speak:** *De-activate do-not-disturb*  
*Disable do-not-disturb*  
*Cancel do-not-disturb*  
*Remove do-not-disturb*

**Initiate:** Simply press the  on your phone and say any of the above commands.





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