**SoftPhone**

| **Command** | **Does the following** | **Comments** |
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| **Answer Phone** | Switches to the SoftPhone window and presses the enter key.  Dragon is also put to sleep. | **This is a global command that may be spoken from anywhere.**  **This command is not necessary if a switch is present.** |
| **Toggle On**  **Toggle Off** | Switches to SoftPhone, mutes the phone, and switches back to the original application. | **This is a global command that may be spoken from anywhere.**  **This command is not necessary if a switch is present.** |
| **Switch to Phone** | Use to switch focus to the SoftPhone. | **This is a global command that may be spoken from anywhere.**  **This command is not necessary if a switch is present.** |
| **Transfer Call** | Switches to SoftPhone, selects TRANS button, brings up small “Show Dictation Box”. The user dictates the number and selects the OK button. | **This is a global command that may be spoken from anywhere.** |
| **New call** | Global. Presses the F2 key to locate the cursor to the Line 1 field. brings up small “Show Dictation Box”. The user dictates the number and selects the OK button. Puts Dragon to Sleep. | **This is a global command that may be spoken from anywhere.** |
| **Good bye Now** | Switches to the SoftPhone window and presses the release key then returns to the original application. | **This is a global command that may be spoken from anywhere.**  **This command is not necessary if a switch is present.** |
| **Please Hold** | Places the call on hold and returns to the original application. | **This is a global command that may be spoken from anywhere.**  **This command is not necessary if a switch is present.** |
| **Redial Phone** | Redials the last number. | **This is a global command that may be spoken from anywhere.** |
| **<so\_ph\_btn>** | The user says:  Line 1  Line 2  Line 3  Line 4  Line 5  Line 6 | Activate Lines 1 through 6.  **These commands are used in Voice Mail only.** |
| **Button 1 to 8** | The user says:  Button 1  Button 2  Button 3  Button 4  Button 5  Button 6  Button 7  Button 8 | Used to press each of the 8 buttons.  **These commands are used in Voice Mail only.** |
| **Off Hold 1**  **Off Hold 2**  **Off Hold 3** | Switches to the SoftPhone window, Select the respective Soft Key to return to the caller placed on hold. | **This is a global command that may be spoken from anywhere.** |
| **On Park** | Switches to the SoftPhone window, Selects the PARK Soft Key. Dial extension where call will be parked. Select the PARK Soft Key then switches back to the previous window. | **This is a global command that may be spoken from anywhere.**  **This command requires editing to enter the user’s agent ID.** |

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| **Off Park** | Switches to the SoftPhone window, Selects the line key where the call is parked. Dial the Park Retrieval Code then switches back to the previous window.  Dial the extension where call was parked; if the parked call is not retrieved within 120 seconds, it rings back to the original IP phone where it was parked. | **This is a global command that may be spoken from anywhere.**  **This command requires editing to enter the user’s agent ID.** |
| **Check Voice Mail** | Switches to the SoftPhone window, presses **Enter** to get dial tone then presses Ctrl+I for the **Msg/Inbox**. | **This is a global command that may be spoken from anywhere.**  Must be edited to include the User’s telephone PIN. |
| **Voice Mail Options** | The User says:  Play  Next  Previous  Delete  Restore | **These commands are used in Voice Mail only.** |
| **Tab 1**  **-thru-**  **Tab 10** | Presses the tab key # times | Used to quickly move the focus to a tab location. |
| **Back Tab 1**  **-thru-**  **Back Tab 10** | Presses the Shift tab keys # times | Used to quickly move the focus to a tab location. |
| **\*\***  **<0to9> <0to9>**  **See information below for using these commands** | Enter two digits from zero to nine | The numbers of macro allows entering phone numbers without having to use “Press key command.  Numbers may be entered consecutively without pausing between digits.  Additional commands below allow saying the numbers and sets making it convenient for entering a telephone number format. |
| **\*\***  **<0to9> <0to9><0to9>** | Enter three digits from zero to nine. |  |

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|  | Enter for digits from zero to nine. |  |
| **\*\***  **<0to9> <0to9><0to9> <0to9><0to9>** | Enter five digits from zero to nine. |  |