

**TO ASK FOR A PERSON,  
DEPARTMENT, COLLEGE, OR CAMPUS**

Dial **0** from any FAU phone.  
From an external phone, dial **561-297-3000**.

*IntelliSPEECH®* answers: "Operator. Who do you wish to reach?"

**You can make your request at any time during the welcome message.**

*IntelliSPEECH®* will recognize the name and say: "Please hold on while I transfer you to (NAME)."

If you say a name, department, college, or campus that is not recognized, the system will say: "I think you said (NAME), is this correct?"

- Either say "yes" or "no." If you say "yes," you will be transferred to that extension.
- If you say "no," the system will attempt to recognize the name, department, college, or campus three times before transferring to the FAU operator.

**ADDITIONAL SPEECH COMMANDS**

*IntelliSPEECH®* will recognize the following speech commands to help you navigate the system.

**If you say, "Backup,"**

The system will go back to the prior option.

**If you say, "Goodbye,"**

The system will say, "goodbye," and exit you out of the system.

**If you say, "Operator,"**

The system will transfer you to the FAU Operator.

If you are experiencing problems with the way your name is pronounced, please call the *IntelliSPEECH®* Help Line at 561-297-0880.



**835 Hanover Street  
Manchester, NH 03104  
Ph: 603-629-4242  
[www.intellispeech.com](http://www.intellispeech.com)**

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One of Florida's 11 Public Universities