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Checking Messages

Checking your messages includes listening to and managing your voice messages, E-mail, and fax messages.

Message Guidelines

CommuniKate helps you receive and manage three kinds of incoming messages:

- **Voice.** Voice messages may be up to three minutes long. The maximum number of messages you can keep is 200 (a combination of new and saved). When you reach that limit, CommuniKate informs your callers that a message cannot be left when the mailbox is full. Unsaved messages are automatically deleted fourteen (14) days after receipt.
- **E-mail.** CommuniKate retrieves unread E-mail messages and reads them to you by way of text-to-speech conversion. CommuniKate supports POP3 and IMAP4 E-mail accounts. You may maintain up to a total of five E-mail accounts through CommuniKate. Enabling CommuniKate's E-mail reading ability requires that you set up each of your E-mail accounts by providing User Name, Password, Service Provider, and Server Name. You can securely set up and update your E-mail information on your website. Please refer to Chapter 16 "My Account", section "E-mail Account Settings" page 131 for instructions.

Note: While CommuniKate reads your E-mail, she does not remove E-mail from your E-mail server. You will still receive E-mail with the personal information manager you are using on your PC.

- **Fax.** CommuniKate checks your faxes by reading the fax header information, including date received and number of pages. You may store up to seventy-five (75) fax pages in your CommuniKate mailbox. At that point, your mailbox is full, and CommuniKate will not accept additional faxes until you clean out your mailbox of unwanted fax messages.

During a CommuniKate session, your voice, E-mail, and fax messages will exist in one of these stages:

- **New.** These are messages waiting to be checked (that is, not read or listened to).
- **Saved.** These are messages you chose to save.
- **Deleted.** These are messages you deleted from your mailbox.

Note: CommuniKate stores the messages you deleted for forty-eight (48) hours (excluding E-mail), just in case you need them back. See the **Restore Deleted Messages** and **Restore Deleted Faxes** commands below.

Checking Messages Command Set

You have the option of using either voice or touch-tone commands.

Checking Messages Basic Command Set	
Voice Command	Touch-Tone Command
Listen to Messages	10
Answer Messages	12
Access Saved Messages	11
Restore Deleted Messages	13
Restore Deleted Faxes	14
Re-send Last Message	67
Check My E-mail	80
Check My Faxes	81

Using the Checking Message Commands

- **Listen to Messages** (10)—This command tells CommuniKate to play the voice messages in your mailbox, starting from the most recently received to the oldest.

CommuniKate always updates you about new messages received and considers voice messages you have read as “active” in your mailbox until you delete or save them. When you use the **Listen to Messages** command, CommuniKate plays back only the messages you have not yet heard, which she treats as “new.”

Note: If a message has been heard but not saved or deleted, CommuniKate will consider it as a *new* message the next time you are listening to your messages.

Speed Touchtone/Voice Mail

You may more quickly access your voice mail by using the Speed Touchtone Voice Mail feature. This feature enables you to directly access your messages and bypass the regular prompts and commands.

The touchtone sequence includes: (1) the * key, (2) your four-digit Security Code, and (3) the Listen to Messages touchtone “10”.

⇒ To speed dial to your voice messages, follow these steps:

1. Wait for Kate's opening prompt: "Hello, I'm the personal assistant for_____".
2. Then touchtone the seven-key sequence as a single string of touchtones. For example, if your Security Code is 1234, you would press these keys: *123410

Manage your voice messages by using the following voice command subset:

- **Answer Message** (12) — Use this command when you want to reply to a voice mail with another voice message. (Instructions follow)
- **Replay Message** (2) — This command takes you to the beginning of a message. Use to restart or replay a message.
- **Rewind** (4) — Press "4" on the phone keypad to rewind a message in approximately a five-second increment. The voice command, "Rewind", yields approximately a ten-second increment.
- **Pause** (5) — Press "5" on the phone keypad to pause a message. Then press any key to resume playing at point of interruption. The voice command "Hold" also works here.
- **Fast Forward** (6) — Press "6" on the phone keypad to fast-forward a message in approximately a five-second increment. The voice command, "Fast Forward" yields approximately a ten-second increment.
Note: The Rewind (4) and Fast Forward (6) commands are "stackable". That is, pressing "4,4" yields a ten-second rewind. Pressing "6,6" yields a ten-second fast forward.
- **Previous Message** (7) — Use to go to the previous message. Press "7" on the phone keypad to invoke this command.
- **End of Message** (8) — Use to fast-forward to the end of a message. Press "8" on the phone keypad to invoke this command.
- **Next Message** (9) — Use to exit the current message and advance to the next message. Press "9" on the phone keypad to invoke this command.
- **Call Customer Service** (0) — Press "0" on the phone keypad to invoke this command.
- **Forward Message** (14) — forwards an existing message to one or more contacts, lists, or an combination of these two.
- **Forward Message to Contact** (15) — forward an existing message to a single contact.
- **Forward Message to List** (16) — forward an existing message to a single list.
- **Send to Trash** (33) — sends the current message to trash
- **Save Message** (34) — saves the current message to the message archive (Note: Messages that have already been saved cannot be saved again. And, saving a message prevents it from being automatically deleted by the system after fourteen (14) days.)
- **Play Caller ID** (36) — plays the caller's ID
- **Save Caller ID as Contact** (37) — saves the caller's ID to your contact list
- **Return the Call** (38) — returns the call, using the caller's ID.

- **Send Message** (84) —record a new message and send it to any combination of one or more contacts or distribution lists.
- **Previous Message**—plays back the previous message
- **First Message**—plays the first message (most recent) on the list
- **Last Message**—plays the last message (oldest) on the list.
- **Cancel** (*)

⇒ To listen to your messages, follow these steps:

1. At CommuniKate’s “What would you like to do?” prompt, say “**Listen to Messages.**”
2. As CommuniKate reads your new messages to you, manage each using the above command subset. After your last message CommuniKate informs you that there are no other messages and asks, “What would you like to do?”
3. After you have finished listening to your messages, continue with your CommuniKate session.

- **Access Saved Messages** (11)—This command plays back saved messages.

Saved messages may be accessed at any time.

⇒ To access your saved messages, follow these steps:

1. At CommuniKate’s “What would you like to do?” prompt, say “**Access Saved Messages.**”
2. As CommuniKate reads your saved messages to you, manage each message using the same command subset as the **Listen to Messages** command (with the **Save Message** option as the only exception).
3. After your last message CommuniKate informs you that there are no other messages and asks, “What would you like to do?”

After you have finished listening to your messages, continue with your CommuniKate session.

- **Answer Messages** (12) —This feature enables you to reply to a voice message with another voice message. You may use this command while listening to a voice message or after listening to it. Your voice message answer will be left in the mailbox associated with the original sender.

⇒ To answer a voice message, follow these steps:

1. While the message is playing, or after it plays, say “**Answer Message**” or use the touch-tone command.
2. After CommuniKate prompts you for your answer, leave your voice message.
3. To end your message, press any key. CommuniKate will respond with a set of options.
4. If you are satisfied with your reply, say “**Deliver the Message.**” Your voice message answer will be sent to the receiving party’s mailbox.

Note: The answered message does *not* include the original voice message.

Forwarding a Message

- **Forward Message (14)**—Use while on the Listen to Messages (10) menu to send an existing message to one or more contacts, lists, or any combination of those two. You may also add your own preface to a forwarded message. You have the option of forwarding your message as urgent.

If you are forwarding your message to one destination only, you may shorten the process for forwarding a message by using one of the following single-destination shortcuts from the Listen to Messages menu:

- **Forward Message to Contact (15)**—Use to preface or send an existing message to a single contact.
- **Forward Message to List (16)**—Use to preface or send an existing message to a single list.

Using the Forward Message Command

⇒ To forward a message, follow these steps:

1. Make certain you are in the **Listen to Messages (10)** menu.
2. Say **Forward Message** or touchtone “**14.**” CommuniKate will respond with, “Forward message. Let’s add recipients first. Select recipients by saying the name of the contact or list, or by entering a mailbox number. When you’re done, say, ‘That’s all,’ and we’ll move on. Who’s first?”
3. Follow CommuniKate’s prompts to add more recipients. When you are finished adding, say, “That’s all.” CommuniKate will respond with, “OK then. Say, ‘Forward,’ ‘Forward urgent,’ or ‘Record a preface.’”

4. Select your option:
 - Forward (1)
 - Forward urgent (2)
 - Record a preface (3) (only available when forwarding a message)
5. If you choose to record a preface, see the section, “Recording a Preface to Message,” directly below.

Recording a Preface to a Message

You can choose to record your own preface to add to the message you are forwarding.

⇒ To record preface, follow these steps:

1. Say “Record a preface” or touchtone “3.” CommuniKate responds with, “Record your preface.”
2. Record your preface. After you are finished, CommuniKate will acknowledge with “Preface recorded.”
3. You will then have the following options:
 - Forward (1)
 - Forward Urgent (2)
 - Review (3)
 - Re-record (4)
4. Review or re-record until you are satisfied with your preface. Then forward your message. After CommuniKate confirms your message has been sent, she will return you to the Listen to Messages menu.

Using the Shortcut Commands for Forward Message

- **Forward Message to Contact (15)**

⇒ To use the shortcut for sending a message to a contact, follow these steps:

1. Say **Forward Message to Contact** or touchtone “15.”
2. At CommuniKate’s prompt, say the contact’s name or touchtone the contact’s phone number. CommuniKate responds with, “I’m ready to forward this message to...”

3. Choose from the following options:
 - Forward (1)
 - Forward urgent (2)
 - Record a preface (3) (only available when forwarding a message).
4. If you choose to record a preface, you will have the opportunity to review or re-record the preface. (See section above, “Recording a Preface” for instructions on recording a preface.) Should you record a preface, the following options are available:
 - Forward (1)
 - Forward urgent (2)
 - Review (3)
 - Re-record (4).
5. Forward your message. After CommuniKate confirms your message has been sent, she will return you to the Listen to Messages menu.

- **Forward Message to List (16)**

⇒ To use the shortcut for sending a message to a distribution list, follow these steps:

1. Say **Forward Message to List** or touchtone “**16**.”
2. At CommuniKate’s prompt, say the list’s name or touchtone the list number.
3. At CommuniKate’s prompt, record your message.
4. Follow steps 4 and 5 above from **Forward Message to Contact (15)** instructions.

Restore Deleted Messages

- **Restore Deleted Messages (13)**- Available from the Main Menu only, this command restores all messages deleted within the past forty-eight (48) hours. Before CommuniKate carries out this command, she will prompt you to confirm your selection of this command.

⇒ To restore all deleted messages within the past forty-eight (48) hours, follow these steps:

1. Make certain you are in the Main Menu.
2. Say, **Restore Deleted Messages** or touchtone “**13**.” CommuniKate will respond with the confirmation prompt: “Did you want to restore all of your deleted messages?”

3. Say “Yes” to restore deleted messages. CommuniKate responds with, “Done.” If you respond with “No,” CommuniKate will abort the command and return you to the Main Menu.

Restore *Last Deleted Message*

Touchtone Commands: **#13** (from Main Menu)

13 (from Listen to Messages menu)

This command restores the last message you deleted while in your CommuniKate session. You may restore (or undelete) up to the last ten (10) messages you deleted while in your CommuniKate session.

Restoring from the Main Menu:

⇒ To restore the last deleted message from the **Main Menu**, say, **Restore Last Deleted Message** or touchtone “#13.” CommuniKate responds with, “Message restored.”

Restoring from the Listen to Messages submenu:

⇒ To restore the last deleted message from the **Listen to Messages** submenu, follow these two quick steps:

1. Say, **Listen to Messages**, or touchtone “10.” This places you in the Listen to Messages submenu.
2. Say, **Restore Last Deleted Message**, or touchtone “13.” CommuniKate responds with, “Message restored.”

- **Restore Deleted Faxes (14)**—This command restores all faxes deleted within the last (forty-eight) 48 hours.

You may restore all faxes deleted within the last forty-eight (48) hours. Faxes deleted before that time cannot be restored.

⇒ To restore your deleted faxes, follow this two-step procedure:

1. At CommuniKate’s “What would you like to do?” prompt, say “**Restore Deleted Faxes.**” CommuniKate will restore your faxes and respond with “Done.”
2. After CommuniKate again prompts with “What would you like to do?” you are free to continue with your session.

- **Restore Last Deleted Fax** —This feature allows you to restore the last deleted fax that was deleted within the same Kate session. Note that you can invoke this command only while working from the Fax Menu.

⇒ To restore the last deleted fax, follow these steps:

1. Invoke the command to “**Check My Faxes**” (81). This places you within the voice message menu.
2. After Kate’s prompt, “What now?” say “**Restore Last Deleted Fax.**”
3. Kate responds with, “Message Restored. Ok, what now?”—continue checking your faxes or return to the Main Menu.

Note: You may only restore a fax that has been deleted within the same Kate session.

- **Re-Send Last Message** (67) —This feature allows the subscriber to re-send his or her last sent voice message to one or more contacts.

(**Note:** This feature does not allow you to re-send a message to a distribution list nor to a non-subscriber.)

⇒ To re-send a message, follow these steps:

1. At Kate’s “What would you like to do?” prompt, say “**Re-Send Last Message.**”
2. Kate will re-play your last sent message. This gives you the opportunity to confirm the message you want to send.
3. Kate then prompts you to say the contact’s name or mailbox number to which you want to re-send your last message. You may also touch-tone the mailbox number.
4. Say the contact’s name or the contact’s ten-digit mailbox number. Kate will confirm that the message is sent.
5. Kate then prompts you for another contact to whom to re-send the message. Repeat steps 1 through 3 for each contact to whom you want to re-send the message, or say “Cancel” to return to the Main Menu.

- **Check My E-mail** (80)—This command reads, replies to, and forwards E-mail messages.

Note: CommuniKate does not retrieve E-mail messages from a server whose content has already been read. For example, if your PC downloads messages every five minutes, CommuniKate will not be able to read those messages from your computer (unless they have not been read).

- **Check My Office E-mail**—voice command only
- **Check my Home E-mail**—voice command only

- **Check my Personal E-mail**—voice command only
- **Check my Other E-mail**—voice command only
- **Check E-mail from Contact (63)** —Available only from the E-mail Menu (80). Voice Command Shortcut: **Check E-mail From [contact's name]**.

Note: The contacts you specify must have an E-mail address in your contact database.

- **Check E-mail by Date (11)** — Available only from the E-mail Menu (80). Voice Command Shortcut: **Check E-mail Received on [date]**.
- **Switch E-mail Address (16)** — Available only from the E-mail Menu (80). Voice Command Shortcut: **Switch to [configuration choice]**. (See configuration choices below.)

The Switch E-mail Address configuration choices and their touchtones are:

- Main (1)
- Office (2)
- Home (3)
- Personal (4)
- Other (5)

⇒ To help you efficiently manage your E-mail, CommuniKate provides an extensive command subset with the following options:

- **Repeat (2)** —Repeats the current E-mail.
- **Forward to List (05)**—Forwards the E-mail to a contact list.
- **Forward to a Fax (10)** —Forwards the E-mail to a fax machine.
- **Forward to My Fax (13)** —Forwards the E-mail to your fax destination.
- **Forward to Contact (15)** —Forwards E-mail to the selected contact.
- **First E-mail (18)** —Plays the first message in the queue.
- **Last E-mail (19)** —Plays the last message in the queue.
- **Send Message (26)** —Sends a message to contacts, members, and lists.
- **Broadcast Reply (Reply to All) (27)** —Sends a reply to the sender as well as to all other recipients.
- **Next Message (31)** —Plays the next message header in the queue, starting with the most recent.
- **Read Message Content (32)** —Reads the body text of the current message.
- **Read Message Header (33)** —Reads the size, date, sender, and subject of the message.
- **Send a Reply (34)** —Replies to the current E-mail with a voice message attachment.
- **Forward Message (35)** —Forwards the message to an E-mail address or to a fax machine.

Note: With forwarded E-mail that has been forwarded through more than one person, the name in the From field will be that of the last person who forwarded the message, not the originator of the message.

- **Add (or Save) Sender Address As a Contact** (36) —Adds the E-mail address of the message author to your contact list. (**Note:** Adding a contact over the phone assigns the contact a number, not a name. This command also applies to voice messages and faxes saved as contact. When adding a caller or fax, the caller ID or fax ID is assigned a contact number.
- **Send to Trash** (37) —Sends selected E-mail to trash.
- **Previous E-Mail** (38) —Plays the previous message in the queue.
- **Goodbye** (99) —Ends your CommuniKate session.

⇒ To check your E-mail, follow these steps:

1. At CommuniKate's "What would you like to do?" prompt, say "**Check My E-mail.**" CommuniKate will pause while checking your E-mail server, and then read to you the message header information including the size of the first unread message, the date and time received, the sender, and the subject line.
 2. At CommuniKate's "What now?" prompt, select from the above list of commands to manage a particular E-mail message. CommuniKate will read each unread E-mail in your inbox, starting from the most recently received.
 3. After CommuniKate informs you that you have no further messages, you may exit the **Check My E-mail** feature and continue with your CommuniKate session.
- **Check My Faxes** (81)—This command reads fax headers, sends faxes to any fax machine, forwards to E-mail inboxes, adds contacts to your address book, and broadcasts faxes.

To help you efficiently manage your faxes, CommuniKate provides the following command options:

- **Next Fax** (1) —starts with the most recent fax received and advances to the next fax received
- **Forward to My Fax** (2) —sends the fax to your fax machine number entered in the Destinations section of your Mailbox.
- **Delete Fax** (3)—deletes the fax
- **Send to Fax Machine** (6)—sends the fax to any fax number
- **Play Caller's Number** (7) —reads the sender's caller ID
- **Forward to My E-mail** (8) —sends the fax to your E-mail address
- **Save Fax Number as Contact** (9) —adds caller ID of the sender's fax machine to your contact list.

(**Note:** Adding a contact over the phone assigns a contact number to a contact name.)

- **Forward Fax (14)** — forwards the fax to a one or more contacts, lists or any combination of those two.
- **Forward Fax to Contact (15)** —use to forward a fax to a single contact
- **Forward Fax to List (16)** —use to forward a fax to a single list
- **Previous Fax**—plays the previous fax in the queue
- **First Fax**—plays the first fax in the queue
- **Last Fax**—plays the last fax in the queue
- **Cancel (*)**

⇒ To check your faxes, follow these steps:

1. At CommuniKate’s “What would you like to do?” prompt, say “**Check My Faxes.**” CommuniKate reads you the fax header information, including date and time received and number of pages.
2. At CommuniKate’s “What now?” prompt, select from the above list of commands to manage a particular fax.
3. After you have managed all your faxes, you may exit the **Check My Faxes** feature and continue with your CommuniKate session.

Forwarding a Fax

Forward Fax (14)—Use while on the Check my Faxes (81) menu to send a fax to one or more contacts, lists or any combination of those two. You may also forward a fax as urgent to an E-mail address.

Voice Command: “Forward,” “Forward it,” “Forward this,” or “Forward this fax,”

Touchtone Command: **14**

Available from: Check Faxes (81) menu.

You may shorten the process for forwarding a message by using one of the following single-destination shortcuts from the Check Faxes menu:

- **Forward Fax to Contact (15)** —Use to send a fax to a single contact.
- **Forward Fax to List (16)** —Use to send a fax to a single list.

Using the Forward Fax Command

⇒ To forward a fax, follow these steps:

1. Make certain you are in the **Check Faxes (81)** menu.
2. After you have checked the fax you want to forward, say **Forward Fax** or touchtone “**14.**” CommuniKate will respond with “Forward fax. OK, select recipients by saying,

the name of a contact or list, or by entering a mailbox number. When you're done, say, 'That's all,' and we'll move on. Who's first?"

3. Follow CommuniKate's prompts to add recipients for your fax. When you are finished adding recipients, say, "That's all." CommuniKate will respond with "OK then. Say, 'Forward,' 'Forward urgent.'"
4. Forward your fax.
 - Forward (1)
 - Forward urgent (2).

After CommuniKate confirms your fax has been sent, she will return you to the Check Faxes menu.