

2 CommuniKate-Over-the-Phone Basics

It's a good idea to become familiar with some of the basic voice commands that you will be using repeatedly during your CommuniKate sessions. Here you will find information on these commands and some guidelines on how to use them.

Accessing Your Account

Access your account by dialing your CommuniKate account number and pressing the "*" key during the initial prompt.

Or, to save yourself some time, give CommuniKate one of the following commands:

- **Listen to Messages**
- **Make a Call**
- **Transfer My Calls**
- **Send Message**
- **Check My E-mail**
- **Check My Faxes**

CommuniKate will ask for your four-digit security code and then execute the command.

To bypass her login prompt, when Kate begins speaking, press *(star) and then your four-digit security code. This will take you directly inside your box. For example, if your Security Code is 1234, to access your account, dial your CommuniKate toll free number and when she answers, press *1234.


Speaking to CommuniKate

Speak clearly and naturally to your assistant, and without long pauses between words. CommuniKate's natural speech recognition is designed to interpret a wide range of voices and accents, and it looks for regular speech rate and volume. You also need not worry if you have a cold; CommuniKate is speaker independent and will understand you even with a stuffed-up nose. CommuniKate copes with varying microphone quality well, but certainly works best without extraneous noise that can be confused with voices.

(Speakerphones perform well under quiet circumstances, but accuracy and performance will decline in particularly loud environments that produce many sudden, sharp sounds.)

Getting CommuniKate's Attention

If you ever need to get CommuniKate's attention to perform a new function, say, "Main Menu," and CommuniKate will return with the phrase, "What would you like to do?" Also, saying "Cancel" or pressing the "*" key once voids your most recent command.

- **Main Menu** (Press "*" two times). This command immediately takes you to the Main Menu and CommuniKate's "What would you like to do?" prompt.
 **CommuniKate Tip:** Use this command when you need to go to the top of the menu with CommuniKate's basic options, or if you simply want to start afresh.
- **Cancel** (Press "*" once). This command voids the most recent command you gave to CommuniKate.

Frequently Used Voice Commands

The following commands are among those you will use most often in a CommuniKate session. Become familiar with them, as you will find them very useful in quickly navigating CommuniKate's many features.

General Voice Commands	
Voice Command	Touch-Tone Command
Main Menu	Press "*" two times
What are my options?	None
Dial	None
Read my Contact information	None
What time is it?	79
Enable Barge-Thru	96
Disable Barge-Thru	97
Wait a moment	95
Let me put you on hold	98
Good-bye	99

- **What are my options?** If you need to know what CommuniKate can do for you, ask, "What are my options?" CommuniKate will return a list of available commands.
- **Dial.** This feature allows you to do instant dialing. At CommuniKate's "What would you like to do?" prompt, say "**Dial**" and immediately say the phone number you want to reach. Should you ever misdial, you can terminate the call by saying, "**Stop Dialing**", a second after CommuniKate says, "Dialing." You may also press the "*" key once to terminate the call.

- **Redial.** To redial the last contact or phone number you dialed, say, "Redial the last phone number" and CommuniKate will place the call.
- **Read My Contact Information.** CommuniKate stores all your contact information, and makes it available at your fingertips. When you use this command, CommuniKate provides the phone number, fax, pager number, and E-mail address of a contact.
- **What time is it?** Ask this question at the "What would you like to do?" prompt and CommuniKate will report the current time. (**Note:** CommuniKate can be configured to most time zones around the world, but new accounts are by default configured to Central Standard Time.)
- **Barge-Thru.** CommuniKate listens for your commands even while she is talking. This feature is called **Barge-Thru** and is enabled by default when you begin using your CommuniKate account. If you wish to turn off this feature and have CommuniKate wait to listen until she has finished speaking to you, tell CommuniKate, "**Disable Barge-Thru.**" Say, "**Enable Barge-Thru,**" to turn it on again.

Note: While Listening to Messages, barge-thru is disabled by default. To enable it, you may only do so through your personal website on the My Account, Options and Security section.

- **Disable Barge-Thru.** This command is particularly useful if you are in an environment (such as a construction site) filled with loud noises that CommuniKate might misinterpret as speech.
- **Wait a moment (or, Wait a minute).** This command tells CommuniKate to ignore all voice instructions for thirty (30) seconds before returning with the "What would you like to do?" prompt.
- **Hold, or Let me put you on hold.** This command tells CommuniKate to ignore commands for three (3) minutes. If you don't press a key by the end of that time period, CommuniKate assumes you are finished with your session and terminates your call.
- **Good-bye.** When you are finished with CommuniKate, you can tell her, "Good-bye!" This terminates your session.

What Your Callers Can Do

Expecting only phone calls from CommuniKate? Not hardly. Callers to your virtual assistant have the option to:

- call you
- leave a message
- join a conference you have scheduled
- send a page or an E-mail.

You can create conferences both on the phone and the web, and CommuniKate will send incoming messages to your existing pager number and E-mail address.

Note: When you receive an inbound call, if your caller's background is too noisy, CommuniKate will sense this problem and automatically switch from voice recognition to touch-tone commands.

Caller's Option to Re-record a Voice Mail Message

A caller who opts to leave a voice message may record the message up to three (3) times. If the caller is not satisfied with the initial recorded message, the caller may re-record the message two (more) times.

A caller who leaves a message follows this sequence:

1. After listening to the front-end options, the caller will choose to have CommuniKate "Take a message."
2. The caller will hear the subscriber's personal greeting.
3. At the tone, the caller records a message to be placed in the user's voice mailbox.
4. After the caller finishes recording the message, CommuniKate prompts the caller with these options and their touchtones:
 - Deliver (1)
 - Deliver urgent (2)
 - Append (3)
 - Review (4)
 - Re-record (5)
 - Cancel (*)

The caller may choose the **Re-record** option twice before leaving the message.