

# 8

## Contacts and Contact Lists

Your virtual assistant can also help you create new contacts, create new contact lists, and update your existing contact list by phone.

- **Add Contact (72)** —This command enables you to, over the phone, add a new contact to your overall list of contacts.

⇒ To create a new contact over the phone, follow these steps.

1. At CommuniKate's "What would you like to do?" prompt, say "**Add Contact.**"
2. Kate will respond with "Say or touch-tone the mailbox number"
3. When Kate prompts you, you may respond in one of two ways: (1) say the contact's mailbox number; or (2) touch-tone the contact's mailbox number.
4. Kate will then state the mailbox contact's name. Say, "Yes" to confirm or "No" to enter a mailbox number.
5. After you confirm the contact, Kate will ask if you want to create additional contacts. Respond with "Yes" to add another contact, or "No" to return to the Main Menu.

- **Create Distribution List (73)** —This command enables you to create new distribution lists over the phone.

⇒ To create a new contact list over the phone, follow these steps.

1. At CommuniKate's "What would you like to do?" prompt, say "**Create Distribution List**" or touch-tone the command.
2. When Kate prompts you, say or touch-tone a two-digit number for the list. (You may select a number between 01 and 99.) If the number you select is already in use, Kate will ask you to repeat this step.
3. After Kate confirms the creation of your new list, she will ask if you want to add contacts to your new list. Say, "Yes" to add contacts to the list, or "No" to return to the Main Menu.
4. Kate will then prompt you to add a contact to your list. You may respond in one of three ways: (1) say the contact's name; (2) say the contact's mailbox number; or (3) touch-tone the contact's mailbox number.

5. Kate will then confirm the contact's mailbox number and name. Say, "Yes" to confirm or "No" to enter a different mailbox number or name. Repeat the name or reenter the mailbox number.
  6. After you confirm the contact, Kate will ask if you have additional contacts to add. Respond with "Yes" for each contact you want to add, or "No" to return to the Main Menu.
- **Adding New Contacts to a Distribution List (74)** — This command enables you to update an existing distribution list by adding contacts to it.

⇒ To update a contact list over the phone, follow these steps.

1. Say "**Add Contacts to Distribution List**" or touch-tone the command.
2. After Kate prompts you for a list to update, say or touch-tone the list's two-digit number.
3. After Kate prompts you with a confirmation of your selection, say, "Yes" to begin updating your list.
4. Kate will then prompt you to add a contact to your list. You may respond in one of three ways: (1) say the name of a contact who has already been created; (2) say the contact's mailbox number; or (3) touch-tone the contact's mailbox number.
5. Kate will then confirm the contact's mailbox number and name. Say, "Yes" to confirm or "No" to reenter the mailbox number or to add a different mailbox number or name. (**Note:** If the mailbox number or name you enter is not valid, Kate will respond with, "Sorry about that. Let's try again.")
6. After you confirm the contact, Kate will ask if you have additional contacts. Respond with "Yes" to add a contact, or "No" to return to the Main Menu.

## **Removing Contacts and Distribution Lists by Phone**

Anytime CommuniKate asks for a list (such as commands Broadcast Message, Broadcast Voice Message, Broadcast Fax, Add Sender as Contact, Add (phone/fax) Caller As Contact, and the commands below) the user can touch-tone the two-digit list name (as may have been created with the Create New List command).

Whenever CommuniKate asks for a list, you can say, "What are my options?" and CommuniKate will read back all the list names, one by one, with a pause between each. During each pause respond by saying, "Use that one," "Use this one," "Use that list,"

“Use this list.” You can also interrupt Kate and say the name of a list, whether or not it has already been stated by the system.

You have the following phone commands available for removing contacts.

- **Reading Information for a Single Contact (88)** —This feature is invoked from the Main Menu.

⇒ To read information for a contact, follow these steps:

1. At CommuniKate’s “What would you like to do?” prompt, say “**Read Contact Information**” or use the “88” touch-tone command.
2. At CommuniKate’s “Say the name of your contact” prompt, speak the contact’s name. CommuniKate will read back the contact’s phone numbers and E-mail address and return you to the Main Menu.

- **Read Contacts in a Distribution List (89)** — Use this feature to have CommuniKate read back the contacts and their data contained in a distribution list. You can invoke this feature from the Main Menu.

⇒ To read information for a contact, follow these steps:

1. At CommuniKate’s “What would you like to do?” prompt, say “**Read Contacts in a List**” or use the “89” touch-tone command.
2. At CommuniKate’s “Say the name of the contact list” prompt, say list’s name. CommuniKate will tell you that if you want to delete the contact list, say “**Remove contact**” after he has read the contact name and contact information.
3. CommuniKate will one-by-one, with a pause between each, state the name of each contact in the list, providing member information (e.g., phone number, fax number, mailbox, E-mail address, and so on. Use “the Remove contact” voice command to delete the contact.
4. When finished reading your contact list information, CommuniKate will return you to the Main Menu.

- **Removing a Contact in a Distribution List (90)** — This feature allows you to remove a contact from selected lists or entirely from your main contact pool. This feature is invoked from the Main Menu.

⇒ To remove a contact, follow these steps:

1. At CommuniKate's "What would you like to do?" prompt, say "**Remove Contact**" or use the "90" touch-tone command.
  2. At CommuniKate's "Say the name of your contact" prompt, speak the contact's name.
  3. After CommuniKate asks if you want to delete the contact from your main contact pool, say: "Yes" to remove the contact entirely from your pool and all lists. Say: "No" if you want to keep the contact in your pool but want the option of selecting from which lists to remove the contact.
  4. At CommuniKate prompt, "Say the name of your contact list," say the name of the list from which you want to remove the contact. Or, ask: "What are my options?" CommuniKate will then read the names of the lists, one-by-one, that contain the contact you want to remove.
  5. After each list option CommuniKate provides, she will pause. During the pause, say "Use that list" (or, "Use this list") to remove the contact in that list, or say: "Remove contact" to delete the contact from the list. If you remain silent during a pause. CommuniKate will keep the contact just mentioned and move on to the next contact's name.
- **Remove a Distribution List (91)** —This feature deletes one or more distribution lists. You can invoke this feature from the Main Menu.

**Note:** "My contact list," although displayed on your website as a contact list, will not work, because it is a default list.

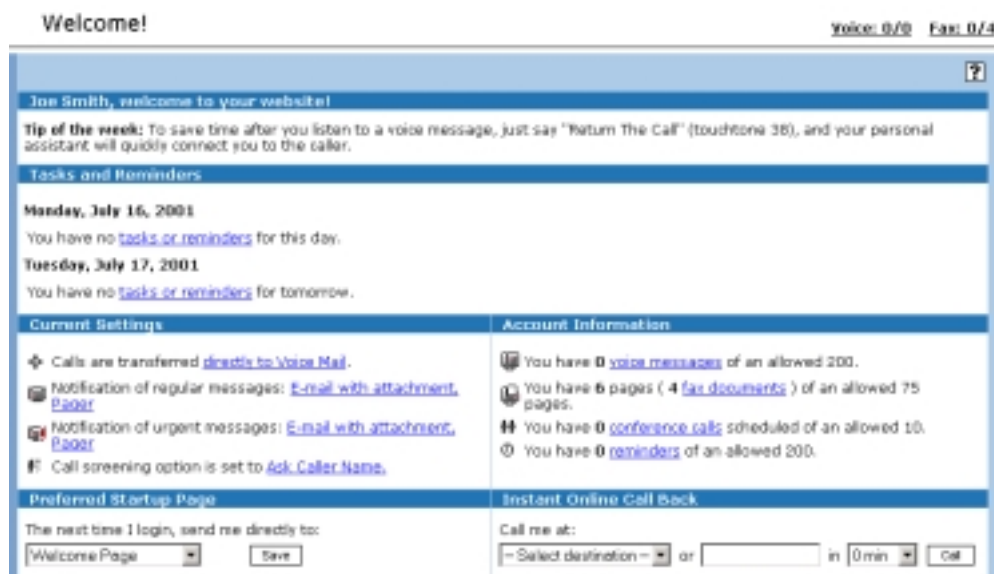
⇒ To remove a distribution list, follow these steps:

1. At CommuniKate's "What would you like to do?" prompt, say "**Remove List**" or use the (91) touch-tone command.
2. At CommuniKate's "Say the name of your contact list" prompt, say list name. CommuniKate confirms the deletion before removing the entire list and its contents.

## **Part Two:**

# CommuniKate On the Web

# 9 Welcome



Welcome Screen

## Screen Features

This screen gives you, at a glance, the important information you need to know about your account. It provides these items:

**Tasks and Reminders**—this is a summary of the number of your tasks and reminders for the next 48 hours.

**Current Settings**—this is a Quick look at current call transfer settings, notification method, and call screening settings.

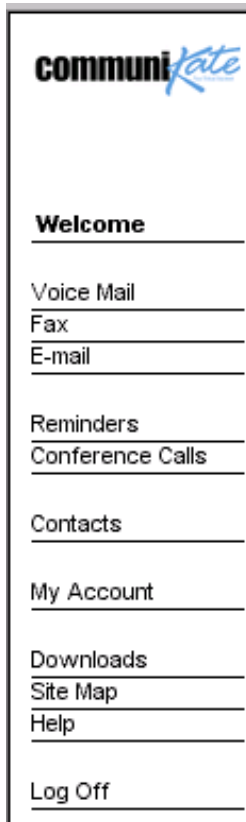
**Account Information**—this is a quick look at the total number of your stored voice messages, faxes, and reminders, and your scheduled conference calls.

**Preferred Startup Setting**—use this setting to select which page you want your site to open.

Using the links on the page, you may launch to the various highlighted settings and features.

## CommuniKate Sidebar Menu

This menu lists the key actions you will need to navigate to CommuniKate's various features. The sidebar menu always remains at the left of your screen, and its options are always available to you at any time during your CommuniKate web session.



The **Sidebar Menu** includes these features:

**Welcome**— provides a summary of your current calls, faxes, and reminders.

**Voice Mail**— use to listen to, forward, or delete voice messages.

**Faxes**—use to listen to, forward, or delete fax messages.

**E-mail**—use to view, reply, or forward, or delete E-mail.

**Reminders**—use to create, view, and edit your reminders.

**Conference Calls**—use to create a conference or to schedule, or manage a conference.

**Contacts**— use to maintain your contact lists and contact information.

**My Account**— use to view or change your personal preferences, options, and destinations.

**Downloads**—on this page you can download additional software to use with your website.

**Site Map**—from this page, launch to any feature or page on the website.

**Help**—use this page to access resources for help, or feature to send us a question or comment.

**Log Off**—click on this link to log off your website.

Each feature listed on the sidebar menu is described in detail in the following chapters of this User Manual.