

19 Help

CommuniKate's **Help** page provides several resources that help answer your questions and provide instruction for using CommuniKate on the Web.

Help Screen

Help Voice: 0/4 Fax: 0/1

FAQ Frequently Asked Questions : Answers to the most commonly asked questions about CommuniKate's features.	User Guide User Guide : Detailed descriptions and instructions for using CommuniKate's features.
Quick Phone Guide Quick Phone Guide : A listing of all the voice and touch-tone commands for using CommuniKate on the telephone.	Customer Care If you need assistance, please contact us by e-mail or phone E-mail: Phone:
Contact Us Online	
Subject: <input type="text" value="General Question"/>	
<input type="text"/>	
<input type="button" value="Send"/>	

Help Screen

Help Screen Features

The screen is divided into five areas of help, each designed to address a different need. These areas include:

- Frequently Asked Questions (FAQ)
- Quick Phone Guide
- User Guide
- Customer Care
- Contact Us Online

Using the Help Screen

You may access any of the help features by clicking on their associated links.

Frequently Asked Questions (FAQ)

This feature provides answers to the commonly asked questions about CommuniKate's features. If you're having difficulty with a feature, or want to learn more about a feature you especially like, you probably aren't alone. Consult the FAQ.

Quick Phone Guide

The Quick Phone Guide is a quick-reference guide that lists all the voice and touch-tone commands for accessing CommuniKate by telephone. If you need a reminder about which touch-tone command you need, click on the [Quick Phone Guide](#) link.

User Guide

If you need more help about a specific feature, or want to read more about how you might gain more from a feature, click on the [User Guide](#) link.

Customer Care

Should you require more direct help, please don't hesitate to use our Customer Care E-mail link or call our Customer Care department.

Contact Us Online

Should you have a specific problem that needs our attention, a suggestion, or a question, please use the **Contact Us Online** dialog box.

⇒ To send us a message, follow these steps:

1. From the Subject drop-down box, select a topic that most closely describes the kind of message you are sending.
2. Type your message into the text box.
3. Click on the Send button.

That's it! You will receive a response from us shortly.