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## Making Calls and Sending Data

In addition to placing normal phone calls, CommuniKate also has several powerful and advanced features that enable you to take your communications to a higher level. These include conferencing, sending E-mails and pages, and sending messages to a contact or a list of contacts.

### Making Calls and Sending Data Command Set

Making Calls and Sending Data Basic Command Set	
Voice Command	Touch-Tone Command
Make a Call	20
Set Up a Conference Call	26
Make Members Only Conference	#26
Join the Conference	27
Join Members Only Conference	#27
Send Message	84
Send Message to Contact	85
Send Message to List	86
Send a Page (to a contact)	83

### Using the Making Calls and Sending Data Commands

- **Make a Call** (20)—This command enables you to place a call to one of your destinations, to call a contact, or dial a number.

This basic command has a command sub-set that equips you to direct a call to any of your destinations. CommuniKate provides, among others,

- **Office** (21)—directs a call to your office number
- **Home** (22)—calls your home number
- **Contact** (23)—calls one of your contacts
- **Dial a Number** (25)—dials a touch-tone number.

⇒ To place a call, follow these steps:

*For a Destination:*

1. At CommuniKate's "What would you like to do?" prompt, say "**Make a Call.**"

2. CommuniKate prompts, “Say, Call My Contact, Call Home, Call the Office, Dial a Phone Number, Set Up a Conference, Join a Conference, or Cancel.”
3. Tell CommuniKate where you want to direct your call. (For example, “**Call Home.**”) CommuniKate responds with, “Dialing.”

*For a Contact:*

1. At CommuniKate’s “What would you like to do?” prompt, say, “**Call My Contact.**”
2. Then CommuniKate asks for the full name of the person you are trying to contact, and then dials the number.  
**Note:** You must respond by saying the name as it appears exactly on the contact list, without pauses between the names, or CommuniKate may not recognize the name.
3. If the contact’s name has multiple phone numbers, CommuniKate then confirms the name and asks, “Is this OK? Respond with “Yes,” and CommuniKate will begin dialing your contact.

*For Dialing a Number:*

1. At CommuniKate’s “What would you like to do?” prompt, say “**Dial a Number.**”
2. CommuniKate asks you to say or touch-tone the phone number you want to call.
3. Say or enter the phone number (including the area code), and CommuniKate will make the call.

**Tips:** Here are two handy dialing commands that can be very useful:

- *Stop Dialing.* Should you decide to terminate a call but continue your session, press the “\*” (star) key twice quickly or say “**Stop Dialing.**” CommuniKate terminates the call and asks if you want to talk to someone else.
- *Redial the Last Phone Number.* You can redial the last contact or number you reached with the **Redial the Last Phone Number** command.
- **Urgent Messages** —This feature enables you to send a message as “Urgent.” Kate will then tag the message as “Urgent.” Urgent messages are placed at the top of the recipient’s voice mail message list by both date and time stamp. When the receiving party listens to his or her voice messages, any Urgent messages are played first, in the order of last received.

Once an Urgent message has been read, it is no longer flagged as “Urgent.” To forward a message received as an Urgent message, the new sender must re-tag the message as “Urgent.”

⇒ To tag a message as Urgent, follow these steps:

1. Record your voice message.
2. After Kate prompts you for a contact's name, say the name exactly as it appears on your contact list.
3. Kate will prompt you with, "Would you like to mark this message as urgent?" Respond with, "Yes". Your message is then sent to the selected contact with an **Urgent** tag.

You may also tag or re-tag voice messages as Urgent on your website.

### **Important Notes:**

- The Voice Mail page on the receiving party's website will display Urgent messages first and tag them as "Urgent."
- This Urgent feature applies only to voice mail, not to fax or E-mail messages.
- **Call a Contact Directly** (Voice Only Command) —using the contact's name and phone destination.

Contact Name and Destination Command: **Call my contact <contact name> at <phone destination>**

This voice command provides a quicker, more direct way to call contacts. It enables you upfront to select a contact by name and then one of the contact's phone destinations, thereby bypassing several prompts. You may use this command from the Main Menu, or from the Make a Call menu.

The complete command line for this command is: "Call my contact <contact name> at <phone destination>." For example, say "Call my contact **Jim** at **home**."

If your contact has only one phone destination, you need not include the destination part of the command. Kate will know the only destination that exists and send your call to it.

The abbreviated command line is: "Call my contact <contact name>." For example, "Call my contact **Jim**."

If your contact has more than one listed phone destination, Kate will present you with a selection routine that provides a confirmation prompt for each valid phone destination belonging to your contact.

⇒ To use this feature, follow these steps:

1. At Kate's "What would you like to do" prompt (Main Menu), say **Call my contact <contact name>** at **<phone destination>**. Kate will reply with, "Dialing," and then connect you to your party
  2. If you do not include the destination in your command, and your contact has more than one destination listed, Kate will go into a selection routine and ask you to confirm the destination you want from the list of valid destinations she presents.
- **Call a Contact Directly (23)** —using the Call Contact (23) command.

This feature also works with the touch-tone command **Call Contact (23)**. You may use this feature from either the Main Menu or the Make a Call menu.

When using this command, you will hear a list of all the contact's valid destination options. You will then be prompted to select one of the destinations. For example, CommuniKate will say, "I have (office, home, cellular) numbers for this contact. Which one would you like to try?"

⇒ To use this feature with the Call Contact (23) command, follow these steps:

1. Say Call my contact or touchtone (23).
  2. If your contact has one destination, Kate will dial that number. Should your contact have more than one destination, she will read to you the destination options for the contact. Choose the destination you want.
- **Set Up a Conference Call (26)**—This command creates a conference call and adds members, contacts, and dialed numbers to a call.

You have three methods available for creating a conference call:

- *Member-Driven Conference.* Say, "**Setup a Conference Call.**" With this method, CommuniKate provides a conference number. Then, you as the member, add the parties to the conference as needed.
- *"Meet-Me" Conference.* With this method, go to your website and schedule a time and you will be assigned a conference number that you can distribute to the participants. The callers then join the conference by dialing in.
- *Conference-on-the-Fly.* This method enables you to add parties to an existing CommuniKate call or conference. **Reminder:** You must be in a CommuniKate call for this feature to work.

**Note:** You may add up to thirty-two (32) parties to a conference call.

After you've set up your conference, CommuniKate provides a command subset that allows you to control and manage the conference.

⇒ To set up a conference, follow these steps:

*For a Member-Driven Conference:*

1. Say, “**Set up a Conference Call.**” CommuniKate then provides a conference number.
2. CommuniKate then prompts you to add parties to the conference by offering these options:
  - Call My Contact (7)
  - Dial a Phone Number (8)
  - Cancel (\*)
3. Add the parties you want to participate in the conference by providing CommuniKate with your parties' names or phone numbers. CommuniKate will dial each contact or number you provide. Please wait for each party to join the conference, or 30 to 40 seconds (in case of a busy line or no answer) before attempting to add another party.

**Reminder:** When you give CommuniKate names over the phone, you must respond by saying the name as it appears exactly on your contact list, without pauses, or CommuniKate may not recognize the name.

**Accepting an Invitation to a Conference.** A party who is being invited to join a conference call may join immediately by pressing “1” at any time during the prompt, without waiting for the prompt to finish.

4. After all your parties are connected; manage your conference call by using the following command subset:
  - **Add a Party** (1)—adds another person to the conference
  - **Return to Conference** (2)—joins the current conference in progress
  - **Disconnect Party** (3)—participants will be dropped in the reverse order they were added to the conference.
  - **End the Conference** (4)—disconnects all parties and deletes the conference
  - **Dial a Phone Number**—adds the party at the designated phone number.
  - **Exiting a Conference** (\*\*)—a participant may exit a conference at any time by pressing (\*\*). This command works no matter how the user joined the conference.

⇒ To manage a conference using the command subset, follow these steps:

1. Press the “#” (pound) key twice quickly. This temporarily removes you from the conference. At this point CommuniKate prompts you with the command subset options directly above.
2. Say the command you want to give.
3. Depending on which command you use, CommuniKate will return you to the conference or terminate it.

*For a “Meet-Me” Conference:*

This method requires that you schedule and set up the conference at your website. The participants then dial in at the scheduled time. The “Meet-Me” conference is fully covered in the “CommuniKate on the Web” part of this manual. For instructions on using the web to schedule your conference, please see Chapter 14 “Conference Calls”, section, “Scheduling a New Conference,” pg. 109.

*For a Conference-on-the-Fly:*

Because conferencing functionality is available during every phone call made through CommuniKate, any call has the potential of becoming a conference call. If you find it necessary to switch to “conference mode” during a call, follow these steps:

1. While on your call, inform your party that you will be creating a conference.
  2. Press the “#” (pound) key twice quickly.
  3. After CommuniKate prompts you with your options, say “**Make a Conference Call.**” CommuniKate will prompt you with these command options:
    - Call My Contact
    - Dial a Phone Number
    - Cancel.
  4. Select your option, and CommuniKate will then confirm it.
  5. If the confirmation is correct, say “Yes” and CommuniKate will say “Dialing” and follow through.
- **Join the Conference (27)**—This command allows you to join your own previously scheduled Meet-Me Conference in “master mode.” (The party in master mode controls the conference call.) You must be the first party to join the conference to enable master mode.

## Calling Party Pays Conference

This feature may only be used by CommuniKate members. The unique aspect of this feature is that all Kate users who call to join a conference, pay for their leg of the call. The owner of the conference must first “make” the conference. This establishes the conference bridge. After receiving the Conference Number from CommuniKate, the owner then must contact other parties who will join the conference and provide them with the three-digit Conference Number. The conference bridge will remain active for forty-eight (48) hours. During this time, those who have the Conference Number may access it.

⇒ Setting up a Calling Party Pays Conference:

1. As owner of the conference, “make” the conference by touch toning “**#26**” or saying, “**Make members only conference.**” CommuniKate responds by assigning you a three-digit Conference Number. At this point, your conference bridge exists.
2. Before members can join the conference, you will need to contact each with the three-digit conference number.

**Important Note:** At this time, a Calling Party Pays Conference may ONLY be set up over the phone. In other words, you may obtain a three-digit calling party pays conference number ONLY by calling your Kate number and pressing #26 or saying “Make members only conference”. Use of the web for calling party pays conferencing is merely for managing and controlling the call.

⇒ Joining a Calling Party Pays Conference:

**Owner.** As an owner of a conference, you may join the conference bridge by touchtoning “#27” or by saying, “**Join members only conference.**”

**Member.** As a CommuniKate member, you may join a conference bridge by following these steps:

1. Dial and log into your account.
2. Touchtone “#27” or say, “**Join members only conference.**”
3. Kate will prompt you for the owner’s phone number (“Please say or touchtone the area code and phone number”). Enter the owner’s area code and phone number.
4. Kate will then prompt you for the three-digit Conference Number (“Please say or touchtone the conference number”). Enter the three-digit Conference Number.

## ⇒ Controlling a Calling Party Pays Conference – **Over the Phone**

Only the owner of a conference may control it. After parties have connected, an owner may manage a conference call over the phone by using the following command subset:

- **Add a Party (1)**—adds another person to the conference
- **Return to Conference (2)**—joins the current conference in progress
- **Disconnect Party (3)**—disconnects from the call the last party who was added to the conference
- **End the Conference (4)**—disconnects all parties and ends the conference call
- **Call My Contact (7)**—adds a contact you select to the conference call
- **Dial a Phone Number (8)**—adds the party at the designated phone number.

## Send Message

- **Send Message (84)**—Use this command to record a message and send it to any combination of one or more contacts or distribution lists. With this command, you have the option of sending your message as urgent.

Voice Command: “Send Message” (or, “Broadcast Message”)

Available from: Main Menu and the Listen to Messages (10) menu.

Touchtone Command: **84**

If you are sending your message to *one destination only*, you may shorten the process by using one of the following single-destination shortcuts from the Main Menu:

- **Send Message to Contact (85)**—Use to record a message and send it to a single contact.
- **Send Message to List (86)**—Use to record a message and send it to a single list.

## Using the Send Message Command

⇒ To send a message, follow these steps:

1. Say **Send Message** or touchtone “**84**.” CommuniKate will respond with, “OK, Select recipients by saying the name of a contact or list. Or by entering a mailbox number. When you’re done adding recipients, say ‘That’s all,’ and we’ll move on. Who’s first?”
2. To add a contact, say the Contact’s name or mailbox number. To add a list, say the List’s name or enter the number.
3. Follow CommuniKate’s prompts to add more recipients. When you are finished adding recipients, say, “That’s all.”

4. At the tone, record your message.
5. After you finish recording your message, CommuniKate will acknowledge by saying, "Message recorded." The following voice and touchtone commands will be available:

Voice	Touchtone	CommuniKate's Response
Deliver	1	"Message delivered."
Deliver urgent	2	"Urgent message delivered."
Review	3	Kate plays the message.
Re-record	4	"Re-record your message."
Append	5	"Append your message."
Cancel	*	"Cancelled."

6. Review, append, or re-record as necessary. Then send your message. After CommuniKate confirms your message has been sent, she will return you to your menu.

### Appending a Message

Before you send your message, you may choose to append it.

⇒ To append a message, follow these steps:

1. Say, **Append** or touchtone "5."
2. CommuniKate will prompt you by saying, "Append your message."
3. After you are finished, CommuniKate will acknowledge your appended message by saying, "Message appended."

### Using the Shortcut Commands for Send Message

- **Send Message to Contact (85)**

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

1. Say **Send Message to Contact** or touchtone "85."
2. At CommuniKate's prompt, say the contact's name or touchtone the contact's mailbox number.
3. At CommuniKate's prompt, record your message.
4. After recording your message, you will have these options:
  - Deliver (1)
  - Deliver urgent (2)
  - Review (3)

- Re-record (4)
- Append (5)
- Cancel (\*).

5. Review, append, or re-record as necessary. Then send your message. After CommuniKate confirms your message has been sent, she will return you to the Main Menu.

- **Send Message to List (86)**

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

1. Say **Send Message to List** or touchtone “86.”
2. At CommuniKate’s prompt, say the list’s name or touchtone the list number.
3. Record your message at CommuniKate’s prompt.

Follow steps 4 and 5 above from **Send Message to Contact (85)** instructions.

- **Send Page (83)**—This command sends a page to a contact.

⇒ To send a page, follow these steps:

- At CommuniKate’s “What would you like to do?” prompt, say, “**Send Page**” or “**Page Contact.**”
- When CommuniKate prompts you for the contact’s name, state the name exactly as it appears on your contact list. Note: The contact must be set up with pager information or the contact’s name will not be recognized.
- CommuniKate will confirm the contact’s name and ask, “Is this OK?”
- If CommuniKate’s confirmation is correct, say “Yes”. (If CommuniKate cannot confirm your contact’s name, say “No”.)
- CommuniKate will confirm your callback number and ask, “Is this correct? If all is correct, say, “Yes.” CommuniKate responds with “Done.”

**Note:** If CommuniKate encounters a busy signal, she will redial the number you want to page as many as twenty (20) times.