

6 Phone Destination and Message Management

CommuniKate gives you control over your message settings as well as the phone destinations for your incoming calls. The commands in this section allow you to personalize CommuniKate’s “look and feel” for yourself and your callers.

Phone Destinations and Message Management Command Set

Phone Destination and Message Management Basic Command Set	
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Using the Phone Destination and Message Management Commands

Set My Personal Options (40)—This command is really the front door to the set of commands that you can use to change your personal settings.

You may change these personal options:

- **Security Code**—the unique number that identifies you to CommuniKate
- **Name Recording**—the recording heard by all callers trying to reach you
- **Personal Greeting**—the information played for callers before they are sent to voice mail
- **Set Advanced Greeting**—use to record or set a custom greeting
- **Message Notification**—the alert CommuniKate sends to you when a fax or message arrives in your mailbox
- **Telephone Numbers**—the telephone destinations where CommuniKate can reach you
- **Call Screening**—the information provided to you about your callers

Using the Personal Options Command Set

If you use the **Set My Personal Options** command, CommuniKate will tell you what your personal options are. After CommuniKate reminds you of your options, she is ready for your voice command.

- **Change Security Code (41)**—This command activates a new Security Code number to use for accessing your CommuniKate account on the phone and the web.

⇒ To change your **Security Code**, follow these steps:

1. After CommuniKate reminds you what your personal options are, say “**Change Security Code.**”
2. After CommuniKate asks you to touch-tone your new, four-digit security code, press the digits on your phone.
3. After CommuniKate asks you to verify the new code by re-entering it, again press the exact digits. CommuniKate responds with, “Security code saved.”
4. You are ready to exit this feature and continue with your CommuniKate session.

- **Change Name Recording (42)**—This command revises your name as it reads in the message, “Hello, you’ve reached the personal assistant for (your name).”

These voice-command options are available to you:

- **Use this Recording**—tells CommuniKate you are satisfied with the recording
- **Listen to the Recording**—for reviewing your current recording
- **Re-record the Name**—to change the way you present your name to callers
- **Cancel**—use to cancel a recording.

⇒ To re-record your name recording, follow these steps:

1. After CommuniKate reminds you what your personal options are, say “**Change Name Recording.**” CommuniKate then recites to you the current recording and reminds you of your options.
2. Say “**Re-record the Name.**” CommuniKate will then give you instructions for recording your name.
3. Say the name you want to use, and then press any digit on the phone to stop recording.

4. After CommuniKate plays back your new recording, she will remind you of the voice-command options above. If you are satisfied with the recording, say “**Use This Recording.**” CommuniKate responds with, “This name recording will be used”. If you want to do another recording, restart the procedure by saying “**Change Name Recording.**”
 5. When you are finished recording, say “**Main Menu**” to exit this feature and continue with your CommuniKate session.
- **Change Personal Greeting (43)**—This command records the message callers hear when you are unavailable. This greeting can be up to ninety (90) seconds long.

For changing your greeting, these voice-command options are available to you:

- **Use this Greeting**—tells CommuniKate you are satisfied with the recording
- **Listen to Greeting**—for reviewing your current recording
- **Re-record Greeting**—to change the way you present your name to callers
- **Cancel**—use to cancel a recording.

⇒ To change your **Personal Greeting**, follow these steps:

1. After CommuniKate reminds you what your personal options are, say “**Change Personal Greeting.**”
 2. After CommuniKate plays your personal greeting, she will remind you of your options. Say “**Re-record Greeting.**”
 3. CommuniKate will give you instructions for re-recording your greeting. At the tone, start recording. Press any digit on the phone to stop recording. CommuniKate then plays back your new greeting and prompts you for a command.
 4. If you are pleased with your new greeting, say “**Use this Greeting.**” If not, say “**Re-record Greeting**” to restart the procedure.
 5. When you are finished recording your personal greeting, say “**Main Menu**” to exit this feature and continue your CommuniKate session.
- **Change Call Screening (44)**—This command determines what information CommuniKate gives to you about your callers.

Your **Call Screening** options are:

- **Ask Caller Name**—asks your callers to announce their name. If they remain silent, CommuniKate announces the caller ID
- **Match Caller ID**—announces calls with caller ID
- **Stop Call Screening**—deactivates call screening.

⇒ To change your **Call Screening** setting, follow these steps:

1. After CommuniKate reminds you what your personal options are, say “**Change Call Screening.**”
2. After CommuniKate reminds you of your **Call Screening** options, select the option you want.
3. After CommuniKate confirms the changed setting, you may exit this feature and continue with your CommuniKate session.

Set Advanced Greeting (Custom Greetings)

Use of this feature enables you to record your own greetings or to select pre-recorded CommuniKate greetings your callers will hear.

- **Pre-recorded CommuniKate Greetings (“Canned”).** These are pre-recorded greetings drawn from a pool of “canned” greetings spoken by CommuniKate.
- **User-recorded Greetings (“Custom”).** These are greetings that you record and CommuniKate plays back in your voice.

Note: By default, the caller will hear the “Unavailable” greeting if the Automatic Number Identification (ANI) is not available to Kate.

Greeting Categories

The following greeting categories are available to you, in either a pre-recorded or user-recorded format:

- “Unavailable”—used when the subscriber is not answering
- “Busy”—used when the subscriber is busy
- “Extended Absence”—used when the subscriber is away (e.g., a vacation)
- “After Hours”—used to greet callers after business hours

Recording a Custom Greeting

For those times when you may prefer to use a more personal or more specifically worded greeting than CommuniKate’s pre-recorded offerings, select the custom greeting option to record your own greeting.

⇒ To record a custom greeting, follow these steps:

1. Make certain you're at the **Set My Personal Options (40)** menu.
2. Say, **Set Advanced Greeting**, or touchtone "49."
3. When CommuniKate prompts you for which greeting you want to update, select from the following voice or touchtone commands:
 - "Unavailable" (1)
 - "Busy" (2)
 - "Extended absence" (3)
 - "After hours" (4)
4. CommuniKate will play the greeting that is currently active for the category you selected. If that greeting is one you previously recorded, CommuniKate will offer these options:
 - Use it
 - Re-record it
 - Switch to canned (pre-recorded)
5. Say, **Re-record it**.
6. At the tone, record your greeting.
7. After you finish your recording, CommuniKate will offer these options:
 - Use it
 - Review
 - Re-record.

Re-record if necessary. When you are satisfied with your recorded greeting, say, **Use it** or touchtone "1."

Note: Recordings for greetings are limited to ninety (90) seconds in length.

Using a Pre-recorded ("Canned") CommuniKate Greeting

⇒ To use a pre-recorded greeting, follow these steps:

1. Make certain you're at the **Set My Personal Options (40)** menu.
2. Say, **Set Advanced Greeting** or touchtone "49."

3. When CommuniKate prompts you for which greeting you want to update, select from the following:
 - “Unavailable”
 - “Busy”
 - “Extended absence”
 - “After hours”
4. CommuniKate will play the greeting that is currently active for the category you selected. If that greeting is one you previously recorded, CommuniKate will offer these options:
 - Use it
 - Switch to custom

Say, **Use it** or touchtone “1.”

At CommuniKate’s next prompt, you may choose to update other greetings. Say **Yes** or touchtone “1” to update another greeting, or say **No** or touchtone “2” to return to the Personal Options menu.

- **Change Telephone Numbers (50)**—This command changes the personal phone numbers identifying your Office, Home, Mobile, Cellular, Operator, Fax, Pager, and Current numbers.

CommuniKate treats these numbers as your **Destinations** (along with your alpha pager and E-mail address) for your incoming calls and messages. All of these **Destinations** can also be changed on your personal website. (See Chapter 16 “My Account”, section, “Personal Destinations” pg. 125, if you prefer to change your destinations online.)

These are your command options for setting or changing your destination phone numbers:

- Office (52)
- Home (53)
- Mobile (54)
- Pager (55) (numeric)
- Cellular (56)
- Fax (57)
- Operator (58)
- Current (51)

⇒ To change your destination phone number settings, follow these steps:

1. After CommuniKate reminds you what your personal options are, say “**Change Telephone Numbers.**”
 2. Select the destination you want to change.
 3. Enter the destination number.
 4. After CommuniKate confirms the changed setting, repeat this procedure for any other destinations you want to change.
 5. When you have finished changing destinations, you may exit this feature and continue with your CommuniKate session.
- **Change Message Notification (60)**—This command determines the method CommuniKate uses to notify you when you receive a voice message or fax.

Notification Options

When changing notification by phone, you can select specific notification methods by responding to the Assistant’s prompts with voice commands or by using touchtones.

Voice Command submenu (offered by CommuniKate):

- o Pager (see important notes below)
- o E-mail
- o Audio through E-mail
- o Broadcast
- o Turn notification off

Touchtones:

- o Notify me by pager (1)
- o Notify me by E-mail (2)
- o Notify me by audio through E-mail (3)
- o Don’t notify me (4)
- o Notify me by phone call (5)
- o Notify me by E-mail and pager (6)

⇒ To change your message notification settings, follow these two steps:

1. Say **Change Notification** or touchtone “60.” CommuniKate will confirm your current notification settings.

2. CommuniKate will then prompt you with several options. Select a notification method from the prompts offered or use a touchtone command to set notification. CommuniKate will confirm your changes and return you to the Main Menu.
- **Change Notification for Urgent Messages (#60)**—This command determines the method CommuniKate uses to notify you when you receive an urgent voice message or fax.

⇒ To change your urgent message notification settings, follow these two steps:

1. Touchtone “#60.” (**Note:** This feature does not have an associated voice command.) CommuniKate will confirm your current notification settings for urgent messages.
2. CommuniKate will then prompt you with several options. Select a notification method from the prompts offered or use a touchtone command to set notification. The Assistant will confirm your changes and return you to the Main Menu.

Important Notes About Message Notification

For Notification Set to a Pager. When notification is set to a pager, all pages from CommuniKate will indicate the phone number of the caller who left the voice message or fax. Phone numbers are preceded by a “6” for voice message notifications, and a “7” for fax notifications (except for the Nextel paging units, which are “1” for voice, “0” for fax). CommuniKate supports notification to alpha pagers through E-mail. These pagers will display more detailed information: the voice message length, number of pages in the fax, caller ID, fax ID and the contact name if the caller ID matches a contact phone number. An unretrieved page may be resent as many as twenty (20) times.

For Notification of Audio Through E-mail. The **Audio through E-mail** option sends an E-mail with the voice message attached in MP3 format, or, for faxes, the entire fax image in TIFF format will be attached to the E-mail notification. When broadcast notification is set, CommuniKate will deliver the audio message or the fax to your E-mail address along with the caller ID information. It will also send a distinctive page if a pager number is available.