

3

Receiving Calls and Messages

Incoming calls are at the core of any business day. It is imperative that they are properly and efficiently managed. But you are likely a busy person and perhaps on the move.

When you're planning to leave the phone at one location for another, or you are not sure at which of your other phone numbers you can be reached, CommuniKate can help. Simply have CommuniKate transfer your calls to the destinations where you'll be.

Receiving Calls and Messages Command Set

You have the option of using either voice or touch-tone commands to manage your incoming calls and messages.

Receiving Calls and Message Basic Command Set	
Voice Command	Touch-Tone Command
Transfer My Calls	30
Start Following Me	68
Stop Following Me	69
Call Waiting (While Using CommuniKate)	Press “#” 2 times
Call Blast	38

Using the Receiving Calls and Messages Commands

- **Transfer My Calls (30)**—this command directs calls to your destinations

You may transfer your calls to your CommuniKate destinations, which are locations where you receive information, such as phone calls, voice messages, E-mail, or faxes. The **Transfer My Calls** command has a voice and touch-tone command sub-set that enables you to transfer calls easily to the destinations you choose:

- **Office (31)**—transfers calls to office
- **Home (32)**—transfers calls to your home
- **Mobile (33)**—transfers calls to your mobile or car phone
- **Voice Mail (34)**—transfers calls to your E-mail inbox
- **Current (35)**—transfers calls to the phone you are currently using
- **Cellular (36)**—transfers calls to your cellular phone
- **Operator (37)**—transfers calls to the operator
- **Transfer Calls Via Call Blast (38)**—rings up to four destinations at once, sending the call to the first destination that takes the call.

⇒ To transfer your calls, follow these steps:

1. At CommuniKate's "What would you like to do?" prompt, say **Transfer My Calls**.
 2. When CommuniKate asks to where you want to transfer your calls, use the voice command from the above subset that points CommuniKate to the destination you want.
 3. If you use **Call Blast**, CommuniKate will query you with the above options. You may select up to four destination options.
- **Start Following Me (68)**—CommuniKate begins sending all your incoming calls to the last caller ID read during a session.

When you're not certain where or when you'll be at a location, CommuniKate will keep track of where you made your last call. That caller ID becomes your destination, and CommuniKate will transfer your incoming calls to that ID.

⇒ To turn on **Start Following Me**, follow these steps:

1. At CommuniKate's "What would you like to do?" prompt, say **Start Following Me**. This tells CommuniKate to begin following you as you change locations and move to different phone destinations.
 2. When CommuniKate confirms that this option is now active, you are free to continue or terminate your session. CommuniKate will follow you to different locations until you turn off this option.
- **Stop Following Me (69)**—stops sending all your incoming calls to the last caller ID.

⇒ To turn off **Start Following Me**, follow these steps:

1. At CommuniKate's "What would you like to do?" prompt, say **Stop Following Me**. This tells CommuniKate to turn off the **Start Following Me** option.
 2. CommuniKate then confirms that the follow me option is disabled and to where your calls will now be transferred. You are free to continue or terminate your session.
- **Transfer Calls Via Call Blast (38)**—keeps your incoming calls on hold while dialing four of your phone numbers simultaneously.

⇒ To set up Call Blast over the phone, follow this simple procedure:

1. Tell CommuniKate, "**Transfer my calls**" or "**Transfer my calls via Call Blast**."

2. After CommuniKate asks where you want them transferred, say, “**Call Blast.**”
 3. CommuniKate then asks you about each of your transfer options in sequence.
 4. You may choose to use up to four phone destinations as CommuniKate recites them to you.
- **Call Waiting (While Using CommuniKate)** (“#” key 2 times)—this command toggles between different callers on the same line by quickly pressing the “#” key twice.

⇒ This is how **Call Waiting** works. When on a call, CommuniKate will prompt you twice to let you know that you have another call on hold.

1. You are speaking to a party on the phone, and you receive an incoming call.

CommuniKate’s first prompt—while you are speaking to your party on the phone, CommuniKate whispers, “*Call Waiting.*” If you choose to answer the call, press the “#” (pound) key twice quickly.

2. If you ignore the first prompt and continue with your current call, CommuniKate issues a second prompt.

CommuniKate’s second prompt—CommuniKate whispers the caller’s name and the instruction, “*Press pound twice to switch calls.*”

(**Note:** You will hear the caller’s name only if your call screening option is set to **Ask Caller Name**. To change this option, see section “Options and Security,” pg. 123. If your options are set to **None**, call waiting will be disabled.)

Again, if you choose to answer the call, press the “#” (pound) key twice quickly.

If you choose to ignore both prompts, CommuniKate sends the call to voice mail.

Note: Whispers occur only while you are within a CommuniKate call that takes place during a CommuniKate session.

Warm Transfer

This feature may be used only when a user receives a call and it enables you to transfer the call from any one of your destinations to another. This feature is handy, for example, should you be in your office and receive a call on your cell phone. You can have CommuniKate transfer the call from the cell phone to your standard office phone.

Doing a Warm Transfer

⇒ To transfer an inbound call, follow these steps:

1. While connected to your party, press the “#” key twice, and then say, **Transfer to My [selection option] Phone**. (See selection options in step 3 below.)
2. CommuniKate will deliver the following menu:
 - Make a conference call
 - Transfer the call
 - Take the call
 - Send to voice mail
3. Choose the **Transfer the Call** option, after which CommuniKate will offer the following menu of destinations:
 - office
 - home
 - mobile
 - cellular
4. Select the destination you want.
5. After CommuniKate transfers your call, say “Take the call”, which completes the transfer.