

1 Quick-Start Tutorial

This quick-start section will help you set up CommuniKate on the phone and your CommuniKate website. After you have completed this easy startup, not only will you be ready to begin using CommuniKate—CommuniKate will begin working for you!

Step 1: Telephone Tutorial

Let's begin by calling CommuniKate so we can run through a brief tutorial that will:

- record your spoken name
- record your personal greeting
- set personal destinations (or choose to do it later)
- give you a brief demonstration of some of CommuniKate's functions.

This tutorial works only for your initial setup call. However, your name and personal greeting may be re-recorded at any time you wish. Now let's begin.

1. Dial your Personal CommuniKate number. Immediately after your virtual assistant answers, press the star (*) key. This tells CommuniKate that you have a mailbox in the system.
2. When CommuniKate asks for your Security Code (four-digit), type in the one that was assigned to you or sent to you by E-mail. (You'll find your security code in the letter that is part of the fulfillment package.)
3. Follow CommuniKate's instructions to record your spoken name and greeting. CommuniKate will then prompt you to set up such information as your home phone number, fax number, cellular, and so on. You will also be able to listen to a demonstration of some of CommuniKate's functions.
4. When you're finished listening to the tutorial, say "Goodbye" or hang up to disconnect. Then call yourself, using your CommuniKate number. Listen to CommuniKate answer your call and identify you. Tell her to take a message, and then leave yourself a message. By doing this, you'll be able to hear your spoken name and personal greeting. How do the recordings sound? If you're not satisfied, call back and re-record either recording. (To change your personal greeting or name recording, see Chapter 6, "Phone Destination and Message Management," and follow the instructions in the section "Change Your Personal Greeting.")

When you're satisfied with the results of your telephone setup, you're ready to move on to Step 2—setting up your website!

Step 2: Set Up Your Website

If you've gotten this far, you've already completed setting your personal options. Good work— you're nearly finished with your complete CommuniKate setup! In fact, your assistant is now ready to receive calls, identify callers, and take messages for you. Now, onto your website setup!

System Requirements for CommuniKate on the Web

To use CommuniKate on the Web, your system will need to meet the following hardware and software requirements.

Hardware Requirements:

To use CommuniKate on the Internet, you need a multimedia computer with:

- a sound card
- speakers
- a 28.8 bps or faster modem.

Software Requirements:

To engage all of CommuniKate's features, you will need the following software packages:

- Web browser: Microsoft Internet Explorer 4.0 (or higher) or Netscape 4.5 (or higher)
- Adobe Acrobat Reader or TIFF image viewer to view your faxes. To download the latest version of Acrobat Reader. Point your browser to <http://www.adobe.com/products/acrobat/readstep.html>. To download the latest version of AlteraTIFF, point your browser to <http://www.mieweb.com/alternatiff/>.
- Nullsoft's **WinAmp** or Microsoft **MediaPlayer** (included with Windows 95, Window 98, or Windows 2000) to stream your voice mail over the Internet. Or, if you prefer, **RealPlayer** will also work. You will need to use version 5.0 or higher. If you want to download a free copy of the latest version of RealPlayer, point your browser to www.real.com and follow the instructions on the website for downloading and installing RealPlayer.

Acquiring an MP3 Player

You will need a copy of the latest audio software. To get a freeware copy, point your browser to either <http://www.winamp.com/getwinamp/> (for WinAmp) or <http://www.microsoft.com/windows/windowsmedia/en/download/default.asp> (for Microsoft MediaPlayer).

You will likely need to provide information about your computer's operating system, processor, and Internet connection or modem speed. **Tip:** For your modem's speed, choose "28.8" if you do not know your modem speed or are using a fast connection to the Internet.

For assistance with listening to messages or viewing faxes, please contact CommuniKate Customer Care.

Logging In

1. Point your browser to your website.
Click on LOGIN.



CommuniKate Login Window

2. Type in your personal CommuniKate number into the CommuniKate Phone # field.
3. Type in your website password in the **Password** field. (You received your Password and PIN on the Web.) If you don't know or remember your password, please call Customer Service.

Note: The website password is case-sensitive and must be entered exactly as it is printed above with no capitalization or spaces.

4. Type in your security code in the **Security Code** field.

Note: During this initial setup, if you check the box "Remember my Access Phone Number and Password," —you'll only need to enter your security code each time you access the website.

The CommuniKate Sidebar Menu

On the left side of the screen is the CommuniKate sidebar menu, which lists available actions you can use within your website. Again, there are many advanced features that you will want to explore, but right now we're going to work in only those areas required to help you use CommuniKate as quickly as possible.

Settings and Options

We will now set up your CommuniKate account with the necessary settings and your preferences.

1. Go to the sidebar menu and click on the **My Account** option. This brings up the My Account directory screen.

The screenshot shows the 'My Account' page with a header 'My Account' and 'Voice: 0/0 Fax: 0/4'. The main content is a grid of settings categories, each with a brief description:

Options and Security	Personal Destinations
Options and Security: Determine how your assistant interacts with callers and notifies you about incoming messages. Set your current time zone. Also change your password and security code.	Personal Destinations: Edit your contact data, such as phone and fax numbers, pager information and e-mail address.
Call Transfer	Personal and Billing Addresses
Call Transfer: Program where to accept phone calls: a specific phone number or contact, to the phone number you are currently calling from (follow me) or send calls directly to voice mail.	Personal and Billing Addresses: Edit your personal information - name, street, and billing addresses.
Web Preferences	E-mail Accounts
Web Preferences: Select formats and preferences for viewing faxes, hearing voice messages, reading and composing e-mails and other web site options.	E-mail Accounts: Specify account information (server type, user name, etc.) for the e-mail accounts that you wish to access over the phone and on the web.
Advanced Rules	Call Records
Call Transfer Rules: Set call transfer rules, based on caller ID and current date and time. Fax Forwarding Rules: Set fax forwarding rules, based on caller ID and current date and time. Voice Mail Greeting Rules: Set the voice mail greeting played to callers, based on caller ID and current date and time.	Call Records: Review all the traffic on your account. Records can be exported to Microsoft Excel. Calls are listed by date, time, originating callers number, number dialed, length, and outcome (busy, no answer, connect).

My Account Screen

2. Go to the **Options and Security** section and click on the **Options and Security** link. This brings up a screen for your virtual assistant preferences and Security settings.

My Account Voice: 0/0 Fax: 0/4

Save Back ?

Assistant Options

Call Screening: Ask Caller Name

Menu Offered to Your Callers: Voice/Touch-Tone Menu

Notification of Regular Messages: E-mail with attachment E-mail without attachment Pager
 Phone call

Notification of Urgent Messages: E-mail with attachment E-mail without attachment Pager
 Phone call

Message Indication Tone: Indicate new messages with a different ring tone

Message Report: Full

Time Zone: Central (GMT-06:00)
 Automatically adjust clock for Daylight Saving Time changes

Default Message Order: Newest to Oldest

Barge-Thru in Voice Mail: Disabled

Security

New Security Code: New Password:

Retype New Security Code: Retype New Password:

Virtual Assistant and Security Options

- Using the drop-down boxes and check boxes, enter your preferences in the Assistant Options section and then your **Security Code** and **Password** in the Security section. When finished, click on the **Save** button.

Note: Barge-Thru while listening to messages is disabled by default on all accounts. Currently, it may only be enabled via the website.

- Go to the CommuniKate Sidebar menu and again click on the **My Account** option.
- Go to the **E-mail Account** section and click on the **E-mail Account** link. This brings up the **E-mail Account** screen.

My Account Voice: 0/0 Fax: 0/4

Save Back ?

Main E-mail Account

User Name: Password: Password (again): Service Provider: Other Server Name:

Additional E-mail Accounts

Name	User Name	Password	Password (again)	Service Provider	Server Name
Office	<input type="text"/>	<input type="password"/>	<input type="password"/>	Other	<input type="text"/>
Home	<input type="text"/>	<input type="password"/>	<input type="password"/>	Other	<input type="text"/>
Personal	<input type="text"/>	<input type="password"/>	<input type="password"/>	Other	<input type="text"/>
Other	<input type="text"/>	<input type="password"/>	<input type="password"/>	Other	<input type="text"/>

E-mail Accounts Screen

You will need to fill in the following fields:

Main E-mail Account. In this section, enter settings for your main E-mail account.

- **User Name.** This is your E-mail user name given to you by your ISP. Frequently, it's the part of your E-mail address that precedes the "@" symbol.
- **Password.** This is your alphanumeric E-mail password from your ISP. (Please note that your website password is case-sensitive and must be entered with no capital letters or spaces.)
- **Retype Password.** Re-entering your password in this field provides confirmation of your password.
- **Service Provider.** Select your provider's name from the drop-down menu (e.g., "Yahoo").
- **Server Name.** If you selected Other in the Service Provider field, you need to enter your E-mail server name here. You will likely need to contact your Internet Service Provider (ISP) for this information.

Additional E-mail Accounts. In this section, you can enter settings for additional E-mail accounts (up to four) that you may want to check through your CommuniKate account. These settings are the same as those you use for your main E-mail account.

6. When finished, click on the **Save** button.
7. Once again, click on the **My Account** option in the sidebar menu to open the **My Account** directory screen.
8. Go to Personal Destinations and click on the **Personal Destinations** link. This brings up the **Personal Destinations** screen.

My Account Voice: 0/0 Fax: 0/4

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Personal Destinations

	Number of rings	Security Level	Sensitivity
Home Phone: <input style="width: 90%;" type="text"/>	5 ▾	Normal ▾	Medium ▾
Office Phone: <input style="width: 90%;" type="text"/>	5 ▾	Normal ▾	Medium ▾
Cellular Phone: <input style="width: 90%;" type="text"/>	5 ▾	Normal ▾	Medium ▾
Mobile Phone: <input style="width: 90%;" type="text"/>	5 ▾	Normal ▾	Medium ▾
Operator Phone: <input style="width: 90%;" type="text"/>			
Fax: <input style="width: 90%;" type="text"/>			
E-mail: <input style="width: 90%;" type="text"/>			
Pager Type: <input style="width: 90%;" type="text" value="Numeric Pager"/>			
Pager Data: <input style="width: 90%;" type="text"/>			

Personal Destinations Screen

9. Type in the phone numbers for all applicable fields with your various phone/fax numbers, and your pager, and E-mail address. Keep in mind that when entering phone numbers, the required format is: 999/999-9999 or 999/999-9999x999 (if you are adding an extension). Note: If you have an alphanumeric pager, the required format is: 999/999-9999@Your E-mail Address (e.g., 555/555-1234@yahoo.com).
10. Refer to Chapter 16, “My Account”, under the “Personal Destinations” section on page 125 for information on Security Level and Sensitivity settings.
11. After you have finished completing typing in your destination phone numbers and Security Level and Sensitivity settings, click on the **Save** button to apply your changes.

You’re ready for the next step—loading contacts!

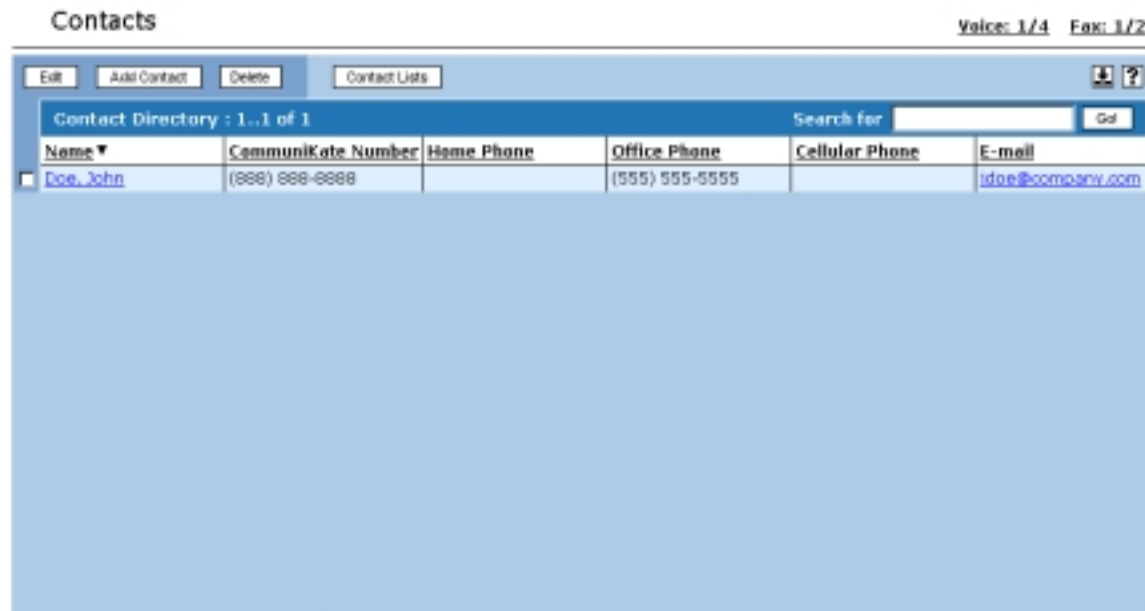
Step 3: Load Contacts (Optional)

Loading contacts into your website enables CommuniKate to make calls and faxes as well as send E-mails for you.

CommuniKate Tip: Although you are loading your contact information in the website, it is available to you for use by both phone and web.

⇒ Follow these steps to load your Contacts:

1. Click on **Contacts** in the sidebar menu on the left side of the screen. This opens the **Contact Directory** screen.



Contacts Screen

2. Click on the **Add Contact** button, which opens the **New Contact** screen.
3. Enter data for the contact you want to add to your contact list. (Key in names as you would like CommuniKate to display and read them).
4. After you have provided data for the contact, click on the **Save** button to apply it.
5. Repeat this step to store up to 2,000 contacts.

You may also download contacts from another source, such as Palm Pilot or Microsoft Outlook. (If you would like to do this, see “Appendix One: PIMSync Application.”)

Note: When you enter a contact to CommuniKate, you need to enter a name the way it is pronounced.

You may also build customized contact lists and subdivide them as you choose. You will need to use the **Contact Lists** button found on the **Contacts** screen. Because this exercise is intended to be a quick start, we’ll let you use those kinds of more advanced features on your own at a later date!

Congratulations! You’re ready to start using CommuniKate. She can now make calls, receive, and forward calls and faxes, and both send and receive E-mail. After you review the CommuniKate User Manual, you’ll be able to take advantage of the full range of CommuniKate’s services, including conference calls and broadcasting messages. Give your new CommuniKate number to friends, family, associates, clients... anyone! You’re off and running!