



WILDFIRE USER GUIDE

QUICK START CONTENTS

Try This First 1

Getting Help. . . . 2

Starting a Session 3

Managing Messages. . . . 4

Sign-offs and Schedules 5

Your Contact List. . . . 6

Making Calls 7

Taking Calls 8

Improving Speech Recognition. . . . 9

Updating Your Account. . . . 10

Conference Calls. . . . 11

Command Reference. . . . 12 & 13

Advanced Topics. . . . 14

I.

Try This First

Listen to Wildfire	Call the demo line to hear how Wildfire sounds. (1-800-WILDFIRE or 1-800-945-3347)
Start a Wildfire session	1. Call your Wildfire number. 2. Press <input type="button" value="*"/> when Wildfire asks your name. 3. Give your passcode when Wildfire asks for it.
End a Wildfire session	Press <input type="button" value="4"/> or say Good-bye, Wildfire.
Check your messages	1. Start a new session or say Find then messages. 2. Say What's it say? or press <input type="button" value="9"/> <small>WXYZ</small> 3. Say Next item or press <input type="button" value="6"/> <small>MNO</small> 4. Say Throw it away or press <input type="button" value="8"/> <small>TUV</small>
Phone home	Say Call then home. Next, try the Call command with your other basic places: work, car, mobile and other.
Store phone numbers for other places, people, and groups	Say Create a contact or press <input type="button" value="2"/> <small>ABC</small>
Call a contact	Say Call or press <input type="button" value="2"/> <small>ABC</small> Press <input type="button" value="4"/> <small>GHI</small> <input type="button" value="4"/> <small>GHI</small> to end the call and stay in session
Get help	Say What are my options? or press <input type="button" value="0"/> <small>OPER</small> for a list of commands. Press <input type="button" value="*"/> to stop a Wildfire command.

Working with Wildfire

Working with Wildfire is like having a conversation with a human assistant. First you call Wildfire on the phone. Then you talk, listen, and respond.

During a conversation with Wildfire, you can send and receive messages, place and take calls, store phone numbers, adjust your schedule, and set reminders. This is called a *Wildfire session*.

While in session, Wildfire can recognize a predefined set of words and phrases called commands. Wildfire also recognizes touchtones on your phone. For example, you can say **Call** or press ABC to make a call.

Commands





Wildfire asks you to repeat the most common commands (printed on the last page) during your first session. Refer to tab 11, *Command Reference*, or the *Wildcard* (tucked in the front cover) for a complete list.











What's next?

Read this booklet. Then turn to page 6, *Your Contact List*. After you add names to your contact list, Wildlife can place your calls.

Getting Help

2.

To get help	 or say What are my options?
If you're lost	   or say Wildfire!
	Wildfire commands map to touchtones Press the first letter of the command, then listen to Wildfire's instructions

TO...	SAY...	or PRESS...
Place a call	Call	
Return a call	Give them a call	
Search	Find	
End a call	Hang up	 
Get Wildfire's attention	Wildfire!	 
Put Wildfire on hold	That'll be all for now	 
Cancel a command	Never mind	

Getting results with Wildfire

During your first session, Wildfire asks you to repeat several commands. This helps Wildfire recognize your voice better and quicker. See *Improving Speech Recognition*.

Speak naturally

Wildfire uses speech technology to recognize your voice. It works best when you speak naturally, without pauses. For example, say "John Doe" rather than "Johhnnnn Dohhhh." Talk clearly as if Wildfire is a human assistant.

Listen for audible cues

As you work with Wildfire, you will hear:

- Blip** when Wildfire is ready to listen
- Bonk** if Wildfire did not understand you
- Bell** when a new message arrives
- Ring** when a call comes in

3.

Starting a Session

Call Wildfire

Press when Wildfire asks your name.

Enter passcode

Use touchtones followed by the pound key .

Wildfire offers a tutorial the first time you call.
 At the end of this tutorial, say **Wildfire!** then say **Find...messages.**
 On subsequent calls, Wildfire tells you about your messages. See *Managing Messages.*

How to get started...

(Dial Wildfire's number.)

Ring...

*Hello. I am the Wildfire assistant to (Alex Bell).**Please say your full name.**What's the passcode?**Oh hi!...*(Enter passcode) **Wildfire! and That'll be all for now**During your first session, Wildfire tells you to "say **Wildfire!** if you need me."

Wildfire! or ^{WXY}^{WXY} tells Wildfire to come to the *foreground* and listen to a command. When Wildfire is silent or you feel lost, say **Wildfire!**

That'll be all for now or ^{TUV}^{TUV} tells Wildfire to go to the *background* and wait.

What do callers hear?

Anyone who calls your Wildfire number hears this greeting...

Hello, I am the Wildfire Assistant to (John Doe). Please say your full name.

If you are available, Wildfire offers to connect them.

It's me, Wildfire!Pressing when Wildfire asks your name is the fastest way to start a session, but you can say **It's me Wildfire!** instead.Then use touchtones followed by to enter the passcode. Or say the numbers digit by digit then pause.

To Listen ...

What's it say? WXYZ 9 TUV 8

Then what?

Give them a call GHI 4

Throw it away TUV 8 ABC 2

Describe it DEF 3 DEF 3

File it DEF 3 GHI 4 Next item STU 6

Wildfire tells you about your messages every time you dial in. During a session say Find ... messages to get your messages.

Wildfire holds each message while you work with it, then offers the next message.

How to get your messages ...

(Call Wildfire)

What's it say?

Throw it away.

What's it say?

Oh Hi! You have 2 messages. The first is a new message from Marie Bell.

Hi Alex. I got your message. Lunch on Tuesday sounds good to me!

Done. New message from Tom Smith.

...

Responding to messages

When you get a message, you can tell Wildfire to: **Give them a call.**

Sending messages

To send a message to a contact, say **Send a message.** Then ...

- ▶ Record the message.
- ▶ Press # to stop recording.
- ▶ Say **Yes** to send it.

Sending copies

To send a copy of a message, say:

- ▶ **Send a message**, then record it (as shown above)
- ▶ **No** to retain it.
- ▶ **Send a copy** when Wildfire says, "Now what?"

Here's an example.

Send a copy *To whom?*
 (John Doe) *Who else?*
 (Marie Bell) *Who else?*
That's all *...Should I send it?*
Yes

Forwarding messages


After you listen to a message, you can forward it with a cover note by saying **Send a copy.**

Finding messages

Wildfire rings a bell when a new message arrives. Say **Find** then **Messages.**

5.

Sign-offs and Schedules

End a session	Good-bye, Wildfire! or 	
Set a schedule	<ul style="list-style-type: none"> ▶ End a session ▶ Yes confirms your schedule; No overrides it. 	
	<p>When you end a session, Wildfire confirms your schedule or your last override.</p> <p>To change your availability and location or leave a note for callers, say Good-bye, Wildfire!</p>	
How to leave a note for callers ...	<p>Good-bye, Wildfire!</p> <p>No</p> <p>Unavailable</p> <p>One two</p> <p>Yes</p> <p>Yes</p> <p><i>(Screenshot of Wildfire interface showing a 'Yes' button)</i></p>	<p><i>You'll be at work until 7. Is that correct?</i></p> <p><i>Where will you be?</i></p> <p><i>For how many hours?</i></p> <p><i>Twelve. Is that correct?</i></p> <p><i>Do you want to leave a note for callers?</i></p> <p><i>Ok ...</i></p>

About schedules

When you get a Wildfire account (phone number and passcode), your system administrator asks about your default schedule (location and availability).

Sample default schedule

work: Mon.-Fri. (9am-7pm)

home: Sat.-Sun. (9am-9pm)

mobile: Mon.-Fri. (7am-9am)

You can override your default schedule, but only your system administrator can change it.

Overriding schedules

Say **Good-bye, Wildfire!** as shown in the above example or say **I will be.**

Where will you be?

Availability and location choices are: unavailable, taking important calls, running on schedule, home, work, car, mobile, other, phone number, or a contact's name.

Leaving a note

To leave a note for callers:

▶ Say **Good-bye, Wildfire!** or **I will be.**

▶ Tell Wildfire you will be **Unavailable** or **Taking important calls.**

Adding names

Create a contact or

What kind?

- ▶ Person
- ▶ Place
- ▶ Group

The power of Wildfire is in the contact list.
The more contacts you add, the better.

Person or place contacts store phone numbers. Group contacts hold members' names.

How to create a contact

Create a contact

Person

Guy Marconi

Guy Marconi

Mobile

(Phone number)

What kind?

What's the name?

Again please.

Which phone number ...?

What's the number?

...

Person contacts

Person contacts contain: a person's name, phone numbers (home, work, car, mobile, other), priority and spelling (See *Advanced Topics* for spelling information.)

Place contacts

Place contacts contain: a place's name, phone number and spelling.

Group contacts

Group contacts contain: a group's name, members, spelling and priority.

Updating Contacts

To update a contact, say: **Find ... Contact** then **Update it**.

Deleting contacts

To delete a contact, say: **Find ... Contact** then **Throw it away**.

Creating contacts from messages

- ▶ Listen to a message.
- ▶ Say **Find ... Contact**.
- ▶ Say **This one** instead of a name.
- ▶ Say **File it**.

7.**Making Calls****To make a call**Call or

ABC 2	ABC 2
----------	----------

To end a call▶

GM 4	GHI 4
---------	----------

 or say **Wildfire!** then say **Hang up**
▶ Stay on the line.**Wildfire can place calls to contacts and phone numbers.**

When you complete a call, don't hang up the receiver; Wildfire is ready to place your next call.

How to call a contact at work ...**Call**
Guy Marconi
Work
(Conversation)
Wildfire!
Hang up*Call whom?*
At which place?
Dialing ...

Here I am.
*Done.***Calling contacts**

During a session, you can tell Wildfire to call a contact.

Call *Call whom?*
(Contact name) *Dialing ...***Calling phone numbers**

During a session, you can tell Wildfire to call a phone number.

Call *Call whom?*
Phone number *What's the number?*
5085552451

#

Calling home

Wildfire knows your basic locations (home, work, car, mobile, other). Don't create contacts for these places.

Call *Call whom?*
Home *Dialing ...*If these numbers change you can **Find** your own contact and **Update** it.**Returning a call**After you listen to a message, you can tell Wildfire to: **Give them a call.**

Taking Calls

8.

The phone rings	It's Wildfire. Press <input type="button" value="*"/> to hear the caller's name.	
Do you want it?	I'll take it <input type="button" value="GH 4"/> or Take a message <input type="button" value="TUV 8"/>	
	Wildfire checks your schedule when taking a call. If you are available, Wildfire tries to find you. If you don't answer, Wildfire takes a message.	
How to take a call from Wildfire ...	Ring ... It's me, Wildfire! or <input type="button" value="*"/> I'll take it.	<i>Hello. I'm looking for Alex Bell.</i> <i>Marie Curie is calling.</i> <i>Go ahead ...</i>

Taking a call on a call

Wildfire lets you take a call while on a call (*call waiting*). Instead of a call waiting beep, Wildfire announces the caller's name. Only you can hear the name.

If you want the call ...

Press the first caller's name ...

ends the current call.

If you don't want it ...

do nothing. Wildfire will take a message.

Set your location and availability accurately.

You'll never miss a call if you tell Wildfire where you are.

Say **Good-bye, Wildfire** to set your location and availability. See *Sign-offs and Schedules*.

Create a contact for frequent callers.

Create a contact for frequent callers, so Wildfire can learn their names and give them speedier access when they call.

Wildfire calls with reminders

If Wildfire calls with a reminder, say **What's it say?**

Refer to *Advanced Topics*.

9. Improving Speech Recognition			
Train Wildfire	Do me a favor Train vocabulary		
These lists first	<ul style="list-style-type: none"> ▶ Command ▶ Contact ▶ Background 		
	<p>A few minutes of training increases Wildfire's performance and your productivity.</p> <p>Wildfire maintains several lists of commands called <i>vocabularies</i>. These lists include the words and phrases Wildfire expects to hear.</p>		
How to train Wildfire ...	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%; padding: 5px;"> <p>Wildfire!</p> <p>Do me a favor</p> <p>Train vocabulary</p> <p>Yes</p> </td> <td style="width: 70%; padding: 5px;"> <p><i>What can I do for you?</i></p> <p><i>What kind of favor?</i></p> <p><i>Let's see. We've been custom training (6) vocabularies. Would you like to work on any of these now?</i></p> <p><i>Ok ...</i></p> </td> </tr> </table>	<p>Wildfire!</p> <p>Do me a favor</p> <p>Train vocabulary</p> <p>Yes</p>	<p><i>What can I do for you?</i></p> <p><i>What kind of favor?</i></p> <p><i>Let's see. We've been custom training (6) vocabularies. Would you like to work on any of these now?</i></p> <p><i>Ok ...</i></p>
<p>Wildfire!</p> <p>Do me a favor</p> <p>Train vocabulary</p> <p>Yes</p>	<p><i>What can I do for you?</i></p> <p><i>What kind of favor?</i></p> <p><i>Let's see. We've been custom training (6) vocabularies. Would you like to work on any of these now?</i></p> <p><i>Ok ...</i></p>		

What is training?

When you train, Wildfire asks you to repeat a list of commands. This helps Wildfire recognize your voice better and quicker.

Training vocabularies

Train the most important vocabularies: command, contact, and background. You can bypass the others until later.

Train Wildfire on 3 different phones.

Give Wildfire samples of how you sound on your most-often used phones. From each phone, say

Do me a favor

Train vocabulary

Train Wildfire 3 times on 3 different phones. Examples are: desk, home, speaker or cellular.

If you train Wildfire on a car phone, make sure the car is safely parked, the ignition is turned off, and the cellular connection is static free.

Intermittent background noise, such as horns honking, doors slamming, and sirens wailing, will degrade recognition.

Updating Your Account 10.

Your passcode	Find Contact (Your name) Update it	
Prompts	Do me a favor Change the prompts	
	You can update your account's phone numbers, passcode and prompts. Wildfire starts with instructional prompts. You can change the prompts to normal, shorter prompts.	
How to change your passcode ...	Wildfire! Find Contact (Your name) Update it Passcode	<i>What can I do for you? Find what? What's the name? Contact named (you) Update what? ...</i>

Updating your phone numbers


Updating your phone numbers with Wildfire (which will be easier than it is) is similar to updating your passcode.

**Find
Contact
(your name)
Update it
phone number**

Changing your prompts

Wildfire uses two levels of prompts: instructional and normal. When you feel comfortable working with Wildfire, you can switch from instructional to normal.

**Do me a favor
Change the prompts**

When you change to normal prompts, Wildfire phases out lengthy hints sooner. You can always touch  to get help from Wildfire.

11.**Conference Calls****To Start**

Call the first party

Put the First Call On Holdor say **Wildfire!** Press the hold button.**Add Another Call**

Call the second party.

Join The Callsor say **Wildfire!** Press the hold button.


You can add incoming calls to your conference, or use the **Call** command to add parties.

Wildfire recognizes the same commands for calls and conference calls: **Call**, **Press the hold button**, **Hang up**, and **Tell me... Who else is around?**

How to make conference calls ...

(Could I put you on hold?)













**Call****Marie Curie****Yes***All lines are on hold.**Call whom?**At work?*

Press  if you want to conference them in.

Ok ...

Command Reference

12.

Call		contact name, phone number (71), I'll spell it (42), home (41)
Create a contact		person (71), place (72), group (4)
Create an itinerary		car (2), home (4), mobile (61), work (9), other (62), phone number or contact name (71), unavailable (81), taking important calls (82), running on schedule (72)
Describe it		
Do me a favor		change the prompts (22), tidy up the office (81), train vocabulary (82), burn the trash (21)
File it		
Find		contact (22), all the contacts (21), important contacts (4), messages (61), messages from (62), new messages (63), ... (64), unsent messages (82), filed messages (31), filed messages from (32), reminders (72), active reminders (23), pending reminders (73), tutorials (83), trash (81)
First item		
Give them a call		
Good-bye, Wildfire		car (2), home, (4), mobile (61), work (9), other (62), phone number or contact name (71), unavailable (81), taking important calls (82), running on schedule (72)
Hang up		
I will be		car (2), home, (4), mobile (61), work (9), other (62), phone number or contact name (71), unavailable (81), taking important calls (82), running on schedule (72)

13.

Command Reference (cont.)

Never mind	*	
Next item	MNO 6	
Previous item	PRS 7 GHI 4	
Remind me	PRS 7 JKL 5	
Remind me to call	PRS 7 MNO 6	contact name, phone number (71)
Send a message	PHB 7 1	contact name
Send a page	PRS 7 TUV 8	contact name
Sort them	PRS 7 WXY 9	newest first (61), oldest first (62), by sender (24), by addressee (25), by priority (26), the other way (8)
Tell me	TUV 8 DEF 3	what time is it? (92), what's the date? (93), where do you think I am? (94), who's on hold? (95), who else is around? (91)
That'll be all for now	TUV 8 TUV 8	
Throw it away	TUV 8 ABC 2	
Update it	TUV 8 1	how I refer to them (4), membership (62), phone number (71), spelling (72), priority (73), passcode (74), message (61), addresses (23)
What are my options?	OPTR 0	
What are you holding?	WXY 9 ABC 2	
What's it say?	WXY 9 TUV 8	
Where were we?	WXY 9 JKL 5	
Wildfire!	WXY 9 WXY 9	

Can I retrieve messages during a session?	You can find messages, contacts, reminders, tutorials, and trash. For example, say Find then Messages . Wildfire will hold your messages, so you can work with them.				
How do I get oriented?	Say Wildfire! or Where were we? or Describe it or Never mind .				
Can I sort messages?	Use the Sort them command to organize anything that Wildfire can Find . See the <i>Command Reference</i> .				
How do I tell Wildfire about numbers?	Use touchtones followed by # when Wildfire asks for a number; it's quicker. Or speak the number, digit by digit then pause. For example, say "two zero" instead of twenty.				
Can I stop a command?	Press * or say Never mind .				
What are duplicate contacts?	When you Create a contact , Wildfire compares the phone numbers in its "phonebook" to the new number. Wildfire notifies you about duplication.				
What if I forget the touchtones?	Just press the key bearing the first letter of the command. If you press ABC 2 (the C key), Wildfire says, press: <ul style="list-style-type: none"> ▶ 1 to Create a contact. ▶ ABC 2 to Call. ▶ DEF 3 to Create an itinerary. 				
How do I tell Wildfire to set a reminder?	Say Remind me or Remind me to call . <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">Remind me (Team meeting)</td> <td style="width: 50%;"><i>About what?</i> <i>When?</i></td> </tr> <tr> <td>What are my options?</td> <td><i>(Wildfire gives examples of how to say the date.)</i></td> </tr> </table>	Remind me (Team meeting)	<i>About what?</i> <i>When?</i>	What are my options?	<i>(Wildfire gives examples of how to say the date.)</i>
Remind me (Team meeting)	<i>About what?</i> <i>When?</i>				
What are my options?	<i>(Wildfire gives examples of how to say the date.)</i>				
Can I turn a message into a contact?	After listening to a message, say: Find ... Contact ... This one ... File it.				

How Wildfire handles information

Wildfire always presents information in handfuls. For example, when you start a session, Wildfire presents you with a handful of reminders or messages.

Handfuls are made of *items*, such as messages, contacts or anything else you can **Find**. To scan a handful, say **First item**, **Next item**, or **Previous item**.

You can use **Find** to replace the current handful. For example, to get messages from a specific contact: **Find ... messages from**.

To re-order items in a handful say **Sort them**. For instance, to position messages from high priority contacts first, say: **Sort them ... by priority**.

If you're lost, say **What are you holding?**, to find out what Wildfire has in hand. To find out which specific item Wildfire's *finger* is on, say **Where were we?** Wildfire will operate on this time when you say, **Update it**, **What's it say**, **Throw it away**, etc.

15.

Advanced Topics (cont.)





How do I search for contacts with spelling commands?

Find *Find what?*
Contact *What's the name?*
I'll spell it *What's the spelling?*
Juliet *Blip*
Oscar *Blip*
That's all *Let's see ...*

Tell Wildfire the first few letters of the first or last name.
 When you say **That's all**, Wildfire searches for a match.

Are there shortcuts for people trying to reach me through Wildfire?




Callers can bypass Wildfire's greeting by pressing:

-  **0** to reach an operator.
 **7** to **Put my call through**.
 **8** to **Take a message and leave a phone number**.
 **#** to leave a message.

Do I have to wait for a blip when using touch tones?

You don't have to wait for a blip when using touchtones. For example, you can press **2271** to tell Wildfire to **Call ... Phone number**.

How do I manage multiple calls?

-  or say **Wildfire!** to get Wildfire's attention.
 or say **Hang up** to end the current call.
 or say **Press the hold button** to switch between any number of calls.

Can I prioritize my contacts?

Say **Find ... Contact** then say **Update It ... Priority**. High priority contacts can reach you when you set your schedule to: taking important calls.

Can I create a "hot list" of contacts?

Use **Create a contact ... group** and fill it with your important contacts. Then use **Update it ... Priority** to make all members high priority at once.

What about spelling?

Use the voice or touch tone commands (below) to spell pager messages or search for contacts.

Spelling commands

Alpha (21)	Mike (61)	Yankee (93)
Bravo (22)	November (62)	Zulu (94)
Charlie (23)	Oscar (63)	
Delta (31)	Papa (71)	
Echo (32)	Quebec (74)	Apostrophe ... (24)
Foxtrot (33)	Romeo (72)	Hyphen (46)
Golf (41)	Sierra (73)	Space (75)
Hotel (42)	Tango (81)	Go back a letter (44)
India (43)	Uniform (82)	Read that back to me
Juliet (51)	Victor (83) (76)
Kilo (52)	Whiskey (91)	That's all (88)
Lima (53)	X-ray (92)	Where were we? (95)

What are my options?

Never mind

Wildfire!

Hang up

Next item

Find

File it

Throw it away

Update it

Describe it

Call

Send a message

That'll be all for now

What's it say?

Send a reply

Give them a call

Tell me

Good-bye, Wildfire

Create a contact

Do me a favor

Common Telephone Keypads

WXY
9

Yes

MNO
6

No

GHI
4

GHI
4

Ends a call

PCR
7

PCR
7

Puts a caller on hold or takes a new call

WXY
9

WXY
9

Gets Wildfire's attention

*

Stops a command

#

Ends a recording

OPER
0

Gets a list of commands

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