

WIN® SMART VOICE INSTALLATION MANUAL



WIN®
Communications Corporation

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Welcome to Smart Voice

Introduction

The WIN® Smart Voice, Voice Mail System is a digitally integrated circuit card which installs directly into all WIN® 440CT Series Telephone Systems. Digital Integration allows Smart Voice to deliver advanced features, yet is a cost-effective automated attendant/voicemail system specially designed to meet all the needs of the small office user.

The Smart Voice, through digital integration, incorporates advanced features, which allow Smart Voice to communicate information to your telephone set. Information such as: Number of Messages and Calling Name and Number can be viewed directly on your telephone display. Smart Voice also incorporates display controls allowing “Smart Key” navigation of User Mode Menus.

WIN® Smart Voice is scalable to 2, 4, 8, or 16 answering ports which may be used as automated attendant and/or voice messaging ports.

Smart Voice may be configured to support multiple ACD Hunt Group applications.

Smart Voice provides 10 to 500 hours of voice storage through the use of Compact Flash Memory or a fixed hard drive option available at the time of purchase.

Using This Manual

This Manual covers all new features provided by the Smart Voice, as well as, installation procedures.

The programming techniques discussed include:

- ◆ Telephone (DTMF) programming
- ◆ Visual programming via the “**SCREENS**” DOS based Graphical User Interface
- ◆ Visual programming via the Windows Graphical User Interface

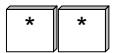
Throughout this manual, system prompts and installer instructions are discussed. When a system or instruction prompt is shown it will be displayed as follows:

“System Speech will always be in italics and red type.”

Installer instructions are always shown within a box.

“Logging into User Mode”

When installing Smart Voice, from time to time the installer may be required to access the main greeting prompt from Smart Voice. Due to the advanced features provided by Smart Voice, the process of logging into a mailbox has changed from previous WIN® Communications voicemail systems.

When placing an internal call to Smart Voice, the caller is automatically prompted to enter the password for the mailbox of the calling station. This means that to reach the main greeting of Smart Voice, the caller must dial  to exit User Mode and return to the main greeting. Another way to reach the main greeting is to call in from an outside line.

Service Requirements

In the event of equipment malfunction an authorized Factory Representative must perform all required maintenance. It is the user's responsibility to report the need for service to the authorized representative. In the case repairs are required, contact:

WIN® Communications Corporation
6755 Jimmy Carter Blvd.
Norcross, GA 30087
www.win-phone.com

Contact Information

Customer Service Monday – Friday 8:30am – 5pm EST 1-800-289-9255

Technical Support Monday – Friday 8:30am – 6pm EST** 1-800-283-7877 (PIN code required)

**After hours emergency support is available

Warranty Information

12 Month Limited Warranty

For twelve (12) months from the date of original purchase, WIN® Communications Corporation warrants that the WIN® Smart Voice will be free from defects in material and workmanship, and WIN®'s liability is limited solely to the repair or replacement, at WIN®'s option, of such defective parts which are:

1. Returned, shipping and handling charges prepaid, to the warehouse designated by WIN®, properly packed and in good mechanical condition, with a statement included describing the defect.
2. Proven to be defective upon WIN®'s inspection. The cost of labor to inspect and remove defective parts shall be borne by the installing or servicing party.

The above warranty does not apply to materials used outside of the Territory or to parts normally consumed during operation.

WIN Communications cannot be held responsible in any way for digital information that may be lost during the repair procedure.

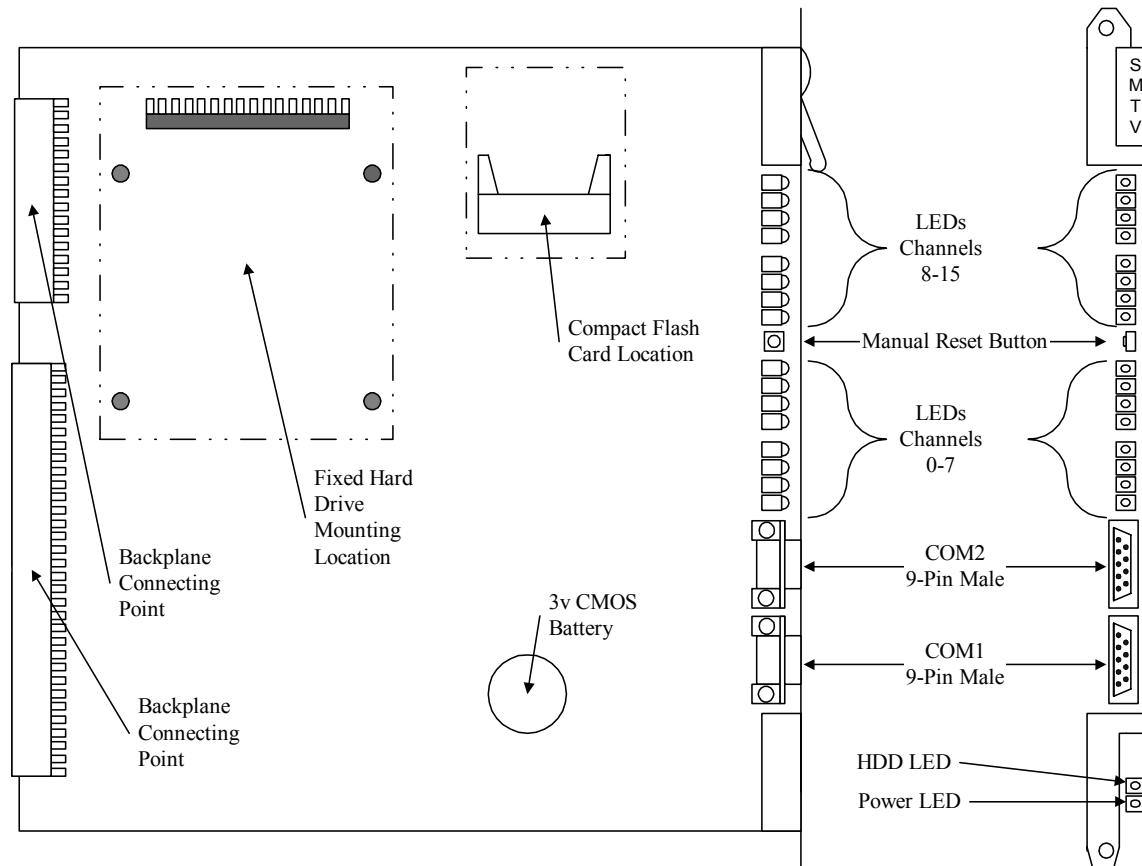
30 Day Out Of Box Failure Policy

If a technician in the field is having a problem with a component of the WIN® Smart Voice, that has been installed within the past 30 days, the technician must contact WIN® Technical Support to troubleshoot the part in question. If the part is determined by WIN® Technical Support to be defective, an out of box failure (OBF) number will be issued. The purchase order (PO) number from the order in which the part was ordered and the system serial number (stamped on the part itself) must be given to the technical support representative for verification. In the event that the part in question does not fall within the OBF policy range, it could be covered under warranty. In this case a RA will be offered in lieu of an OBF.

Once the OBF number is issued, the sales department will issue a RC (return for credit) number and an advance replacement will be shipped. The defective part must be returned to WIN® within 30 days of issuance of the advance replacement in order to receive proper credit for the original part. The part will be replaced with an equivalent part from WIN®'s inventory.

It is the dealer's responsibility to return defective parts in the original carton, and in like new condition to WIN® prepaid. WIN® reserves the right to apply reasonable charges to any equipment returned that is not in like new condition.

Technical Specifications



Port Configurations

Smart Voice may be ordered as a 2, 4, 8, or 16 port units, and may be expanded to a maximum of 16 ports. Port upgrades are obtained in 4 port increments.

**Contact Dealer Support Services (770)-447-9555 or Technical Support 1-800-283-7877 for ordering upgrade procedures

Power Requirements

Smart Voice installs directly into any WIN® 440CT Series cabinet. The Basic Service Cabinet supplies all necessary power to Smart Voice.

Do not insert or remove Smart Voice while the telephone system is active. Smart Voice is not “hot-swappable”.

Port Upgrade Procedure

Smart Voice is upgradeable in 4 port increments to 16 ports. Contact your regional sales manager for pricing and availability. Once the order for a port upgrade has been purchased, a technical support agent will remotely configure Smart Voice to support the additional channels.

WIN® Technical Support does require an onsite technician at the time of upgrade.

Please note that some telephone system programming may be necessary for additional support of channels. WIN® Technical Support does not provide this programming as part of the upgrade procedure.

Maximum Smart Voice Systems per Telephone System

Telephone System	Maximum Smart Voice Systems
WIN®48CT	1
WIN®96CT	2
WIN®128CT	2
WIN®128PCT	2
WIN®440CT	2

Programming Maintenance

Local Programming

Smart Voice's digital integration allows for automatic configuration of mailboxes. Once installed into a WIN®440CT Series Telephone System, Smart Voice will poll the telephone system, any physical port that has an assigned telephone will automatically have a normal user mailbox created and be assigned message waiting LED and cell phone notification.

Additionally, users may perform programming by DTMF tones via telephone programming or access the **SCREENS** programming interface by connecting a Laptop / PC to Smart Voice.

Remote Programming

Smart Voice has a built in modem for remote connection to the **SCREENS** programming interface. The modem is accessible from any voice port by dialing #*# during the main greeting.

Telephone System Requirements

NOTE: Smart Voice will not operate outside of a WIN®440CT product line telephone systems in any capacity.

Hardware

Smart Voice is a proprietary voice processing circuit board specifically designed for the WIN® 440CT product line only.

Software

Smart Voice requires a specific minimum software revision for the telephone system CPU.

Telephone System CPU	Minimum Software Revision
WIN®48CT	V5.015
WIN®96CT	V5.015
WIN®128CT	V9.015
WIN®128PCT	V9.015
WIN®440CT	V9.015

**Contact Dealer Support Services (770)-447-9555 or Technical Support 1-800-283-7877 for details on obtaining the newest version of software.

System Placement

Smart Voice may reside in any valid, numbered slot of any telephone system cabinet. Refer to the specific Telephone System Installation and Maintenance Guide for valid card placement information.

Necessary Tools for Installation

The installing technician should be certified on the WIN[®] 440CT Telephone system and be familiar with basic voicemail terminology and methods. The physical tools required for installation are:

- ◆ A copy of this manual
- ◆ Phillips screwdriver
- ◆ Laptop
- ◆ Laptop PC must have an available serial COM port for connection to Smart Voice
- ◆ NULL Modem cable for Smart Voice *SCREENS* programming connection
- ◆ Serial modem cable for connection to the WIN[®] Telephone system

Features

Mailboxes

Smart Voice systems will support up to 65,000 mailboxes. Refer to the IVP Installation and Maintenance Manual for more details on mailbox types and specifications.

Memory

Smart Voice provides a 128MB Compact Flash Memory Card or 18GB Fixed Hard Drive option for voice storage. Smart Voice systems configured as 2, 4, 8, or 16 ports may be configured with the 128MB Compact Flash Memory Card providing a minimum of 10 hours recording space. Smart Voice 4, 8, and 16 port systems may be ordered with an optional fixed hard drive configuration that will allow for 500 hours of recording space.

Smart Keys

Note: Only 32 Button Display Telephones allow smart Key operation.

WIN[®] 32 Button Display Telephone users have the option of using Smart Keys to maneuver within the User Mode menus. The first six keys of the 32 Button Display Telephone may be configured as Smart Keys. 32 Button Display Telephones indicate the function of each key in the display of the telephone. The function of each key will vary depending on which menu is active. Smart Keys are programmed by the installer and are active only while logged into User Mode and cannot be used for any other function.

Overview

Smart Keys number 1 and 6 are fixed function keys, while Smart Keys 2 through 4 vary based on the menu selected by the user. As shown in the following figure, Smart Key number 1 always returns the User to the previous menu, or, if in the Main Menu, will log the User out of User Mode. When a User is logged out of User Mode, the User is returned to the Main Greeting for the company. In this case the Smart Keys are disabled.

Smart Key number 6 is also a fixed function key. When pressed, Smart Key 6 will always restart the speech for the current menu. In the case that the current menu provides more options, Smart Key 6 will toggle the display to show the additional/previous menu options.

Programming

NOTE: Smart Keys require the permanent use of feature keys 1 – 6 (the top row). These keys will be programmed as Smart Keys and cannot be used for any other function.

Telephone System Programming:

Software Required: V9.017

Hardware Required: Smart Voice, **32D-TEL ONLY**

Telephone System Programming:

STA	Identify 32D-TEL Terminal Type	
KEY	Program VMCT+ Keys	
	Key 1: VMCT+ 1,	Key 2: VMCT+ 2
	Key 3: VMCT+ 3,	Key 4: VMCT+ 4
	Key 5: VMCT+ 5,	Key 6: VMCT+ 6

Smart Voice Programming

No programming necessary, this feature is automatic

Usage

Refer to Addendum B, User Mode Menus for a schedule of all User Mode Menus along with a guide for Smart key usage.

Smart Access Internal Login

When accessing Smart Voice from any internal extension the Smart Voice utilizes the Smart-Access feature. Each time an internal extension places an intercom (ICM) call to the Smart Voice, Smart Voice initiates a User Mode login for the calling extension. The calling User is then prompted to enter the password for the User ID to complete the login to User Mode.

Note: Should you wish to check your messages from an internal extension other than your own, press ** to return to the Main Greeting and follow the instructions for an outside login.

Auto Configuration

Smart Voice uses digital integration features to automatically build a normal user mailbox for every physical extension within the telephone system. This feature is automatically activated each time that Smart Voice is power reset.

Live Monitor

Smart Voice can be configured to call your internal telephone anytime that a Caller is leaving a message in your mailbox. Live Monitor allows a User to monitor the Caller while recording a message into the User's mailbox. WIN® 32 Button Digital Display Telephone Users have the option to retrieve the Caller from Smart Voice and connect directly to the Caller.

Overview

Smart Voice provides WIN® 32 Button Digital Display Telephone Users the option of monitoring the incoming caller's message as it is being recorded. Once configured, each time a Caller begins to record a message into a mailbox the User's internal telephone extension will be called. When the User answers this call they will be able to hear the message being recorded and have the option of pressing a key to interrupt the message and connect directly to the Caller. This feature is similar to screening one's home telephone calls with an answering machine and then answering the call while the caller is recording the message.

Telephone System Programming:

Software Requirement: V9.017

Hardware Requirement: Smart Voice, 32D-TEL

Telephone System Programming Necessary:

COS	Add feature 49: Live Monitor Accept to the station's COS.
KEY	Assign Smart Keys (VMCT+) to the 32 Button Display Telephone (see Smart Keys)

Smart Voice Programming Necessary:

Smart Voice	Step 1 Enter SCREENS
	Step 2 Select the Receptionist Menu
	Step 3 Select the User Directory Menu
	Step 4 Highlight the User ID to be modified.
	Step 5 Press ENTER until page 2 of the User ID appears
	Step 6 Press F4 to enter edit mode
	Step 7 Highlight the "IVR or EMAIL Data" field.
	Step 8 Toggle the Live Monitor Function. To turn on Live Monitor place an "A" in this field. To turn off Live Monitor leave this field blank.
	Step 9 Press F10 to save the selection
	Step 10 Exit the menu

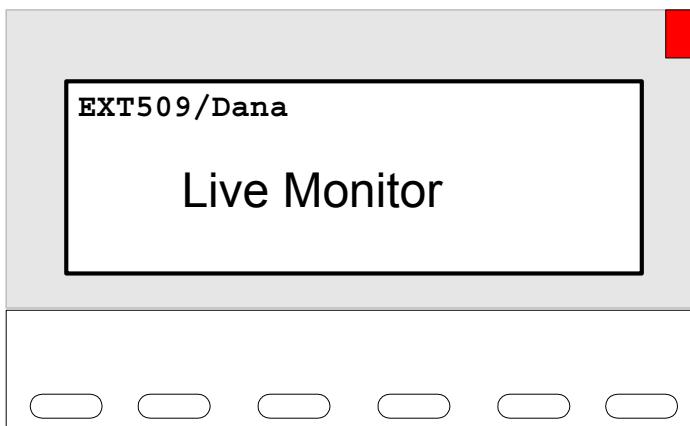
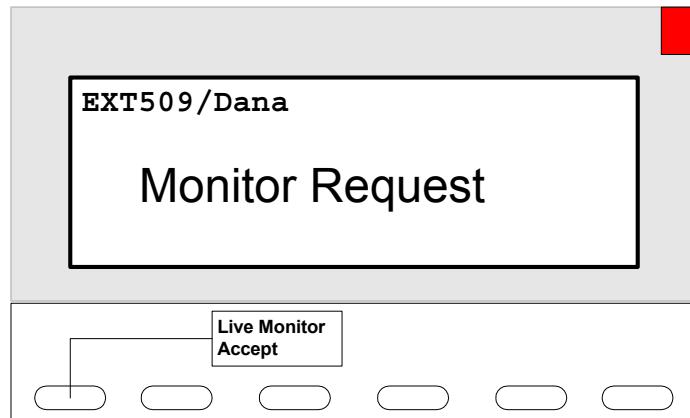
Usage

Once configured, the Live Message Monitor feature is automatic.

1. When a Caller is recording a message the User's telephone will ring. If the station is a display telephone, the User will see "*Monitor Request*" in the display. Lifting the handset will allow the user to monitor the message being recorded.

2. While monitoring a message, interrupt and retrieve the caller from the voicemail by pressing Key #1 on the telephone.

NOTE: Should you decide to interrupt the Caller during the message process, Smart Voice discards the current message and ceases recording.



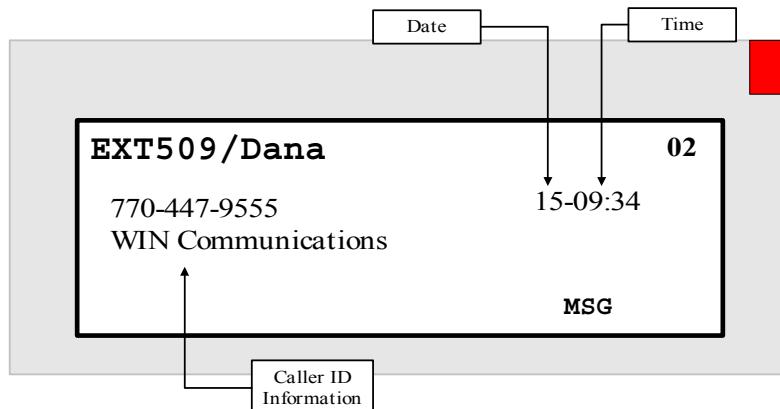
Caller Identification

Smart Voice will collect the incoming Caller ID information of Callers who leave a message in a User's mailbox when Caller ID is present. When a User retrieves messages the Caller ID will be announced before each message is played, press # to skip this information and proceed directly to the message.

When messages are retrieved from WIN® 32 Button Display Telephones, the display will provide the Caller ID of the calling party, or internal extension number, that left the message and the date and time stamp indicating when Smart Voice recorded the message.

NOTE: Caller ID is an optional feature and must be configured by the Telephone System Installer.

NOTE: The Caller ID feature is only provided to WIN® 32 Button Display Telephones.



Caller ID Callback

While listening to a message, and while Caller ID is displayed, the user may press an optional Caller ID Callback button programmed on the digital telephone, to immediately return the call. Caller ID rules may be set within the WIN® Telephone System for removing an area code or adding a "1" to long distance numbers.

Programming

All programming for this feature is done in the telephone system. Once programmed the feature is automatic.

KEY Use the KEY command to add KEY ID 50: VCBK to a key on the display station. One VCBK key is allowed per display station

CIDC Use the CIDC command to build area code rules for removing or retaining area codes when using the VCBK key.

Usage

Press [ICM] and dial the WIN® Smart Voice

"Please enter your password..."

Enter the Password for the User

While listening to messages, Caller ID information will be shown in the display of the telephone.

Press the pre-programmed [VCBK] key to return the call.

Programming Smart Voice

Introduction

Smart Voice provides the ability to program voicemail via telephone DTMF.

Programming may be completed via a series of mailboxes designed to provide the installer with a menu driven utility to easily configure the system.

Following is an explanation of the DTMF telephone programming. For detailed information on the SCREENS programming interface, please reference the WIN® IVP Installation Manual

Configure System Date and Time

NOTE: Smart Voice synchronizes its clock based on the telephone system's CPU.

The system date and time must be current for the system to operate properly. If the system date and time is not set or the system has been reset, the following message plays:

"The current system date is invalid."

Then, perform the following steps to set the system date and time.

Press [ICM] and dial the WIN® Smart Voice

"Please enter your password..."

Dial   to return to the main greeting

"Hello, thank you for calling..."

Enter the System Access Code   

"Please enter your User ID..."

Enter User ID   

"Please enter the password for User ID 900"

Enter the Password   

Press  to review the current date and time settings

Press  to change the current time.

"Enter the new time in 24-hour format..."

Press  to change the current date

"Enter the new date: YYMMDD"

When satisfied with the time date, press  to return to the whattodo.

*For security reasons, it is important that you change the password. You may change the password in User Setup.

Creating Mailboxes

Smart Voice allows installers 3 options for creating Normal User Mailboxes.

- ◆ Automatic Configuration
- ◆ Build a custom dial plan via telephone programming
- ◆ Use the **SCREENS** programming interface

Automatic Mailbox Configuration

Smart Voice will automatically configure a Normal User mailbox for each physical station that has been programmed into the telephone system when Smart Voice is powered up.

Each Normal User mailbox is built using the Normal User Template mailbox 961 and has 2 notification event records built. Notification is assigned to each Normal User mailbox to turn on and off the message waiting LED at the digital set and allows the User to access the Notification Menu in User Mode to activate cell-phone notification and enter a telephone number.

Custom Dial Plan

To add additional Normal User mailboxes, Single Digit User mailboxes and, Audiotext boxes use the Custom Dial Plan mailbox 912. You may create 2-digit, 3-digit, or 4-digit Users. When creating a custom dial plan, keep several rules in mind:

- ◆ **Maximum Ranges:** 10-69 (2-digit range), 100-699 (3-digit range), and 1000-6999 (4-digit range).
- ◆ **When entering a range of numbers, the Starting number and Last number of the range must begin with the same lead digit.** For example, 20 through 29, 200 through 299, or 2000 through 2999 are valid entries. 20 through 39, 200 through 499, or 2000 through 5999 are not valid. To create Users 20 through 59, you must enter a single range at a time. First enter 20-29, then 30-39, then 40-49, then 50-59.
- ◆ **When entering a range of numbers, the Starting and Last User in the range must be the same length (2-digits, 3-digits, or 4-digits).** For example, 30-39, 300-399, or 3000-3999 are valid entries. 30-300 and 300-3000 are not valid entries.
- ◆ **Once you have established a range of Users for a specific leading digit, all subsequent additions must be within the same extension length of that range**

For example:

User Established Range	Leading Digit	Locked-In Extension Length	Invalid subsequent adds
30-39	3	2	300-399 (3-digits), 3000-3999 (4-digits)
400-499	4	3	40-49 (2-digits), 4000-4999 (4-digits)
5000-5999	5	4	50-59 (2-digits), 500-599 (3-digits)

If a User already exists in a range, that User is skipped over in the creation of the range.

Each Normal User mailbox is built using the Normal User Template mailbox 961 and has 2 notification event records built. Notification is assigned to each Normal User mailbox to turn on and off the message waiting LED at the digital set and allow the User to access the Notification Menu in User Mode to activate cell-phone notification and enter a telephone number

Outside user mailboxes are configured to allow the User to access the Notification Menu in User Mode to activate cell-phone notification and enter a telephone number

Create Custom Normal User, Outside/Mailbox Only User, or Audiotext User Mailboxes

Press [ICM] and dial the WIN® Smart Voice

"Please enter your password..."

Dial   to return to the main greeting

"Hello, thank you for calling..."

Dial   

"Select dial plan option. To exit, press ."

Dial 

"Enter confirmation code, press # when complete."

Dial     

"Press  to add normal users, or press  to add outside users, or press  to add audiotext users"

Select a mailbox type to build

"Enter the starting number of the range, press  #, when complete, or press  * to cancel."

Enter the starting number, press  # when complete.

"Enter last number of the range, press  # when complete, or press  * to cancel."

Enter the last number, press  # when complete.

"You have selected...If this is correct, press  1. If this is not correct, press  ABC 2. To cancel, press .

SCREENS Menu Programming

For detailed information on the SCREENS programming interface, please reference the WIN® IVP Installation Manual.

Main Greetings

Customized greeting and whattodo messages for open and closed mode operation should be recorded during the installation process.

All greetings and whattodos (daytime, nighttime, and emergency/temporary) are recorded from one User ID – User ID 980. The greetings and whattodos are recorded as individual greetings (UV1-UV4 and UV7-UV8) for this User.

- ◆ Greeting 1 (UV1): Daytime Greeting
- ◆ Greeting 2 (UV2): Daytime Whattodo
- ◆ Greeting 3 (UV3): Nighttime Greeting
- ◆ Greeting 4 (UV4): Nighttime Whattodo
- ◆ Greeting 5 (UV5): Holiday Greeting
- ◆ Greeting 6 (UV6): Holiday Whattodo
- ◆ Greeting 7 (UV7): Emergency Greeting
- ◆ Greeting 8 (UV8): Emergency Whattodo

Greeting

The first prompt a caller hears when reaching the WIN® Smart Voice is the greeting. The open greeting is recorded in the personal greeting number 1 of User 980. The closed greeting is recorded in the personal greeting number 3 of User 980. This prompt is heard only once during a call. The greeting should welcome the caller and, like a human operator, confirm that the caller has reached the correct number.

"Thank you for calling ABC Company."

The greeting should also contain any additional information the caller should hear only *once*.

"Thank you for calling ABC Company. Our office is currently closed."

Whattodo

Immediately following the greeting, WIN® Smart Voice plays the whattodo. The open whattodo is recorded in the personal greeting number 2 for User 980. The closed whattodo is recorded in the personal greeting number 4 of User 980.

***"If you know the extension number of the person you wish to reach, please enter it now.
For directory assistance, press 9 or hold for assistance."***

The whattodo informs the caller “what-to-do”, or gives the caller options. If single digit options are used, they should be included as part of the whattodo. There are several states during the duration of a call in which the caller is brought back to the whattodo.

- ◆ After leaving a message
- ◆ After entering an invalid selection or extension number
- ◆ After pressing 0 to exit from User mode

- ◆ After listening to an audiotext message
- ◆ When writing the script for the whattodo, three things should be kept in mind:

The whattodo is played immediately after the greeting, so the transition between the greeting and whattodo should flow smoothly.

Callers may eventually come back to the whattodo, so the whattodo must make sense without being prefaced by the greeting.

It is tempting to offer the caller as many options as possible. However, most callers only want one thing. That is to *talk* to someone. Give the caller no more than three or four options in the whattodo.

Refer to the System Greeting Scripts worksheet to record the greeting and whattodo for both open and closed modes. **All recordings should be made from a quiet environment.**

Holiday and Temporary Greetings

Holiday Greeting and Whattodo

The system allows you to play a different greeting during a holiday. Holiday greetings become active when you place the system in “Holiday” mode. The holiday recordings will play until you place the system in “Workday” mode. (See “Manually Select Open or Closed Mode”).

Holiday greetings and whattodos are recorded in User ID 980:

- ◆ User 980 – Greeting 5: Holiday Greeting
- ◆ User 980 – Greeting 6: Holiday Whattodo

Temporary Greeting and Whattodo

A Temporary greeting and whattodo is typically used if your company is closed due to inclement weather or some other reason. These recordings should explain when you would be back in operation and what options the caller has at that time.

Temporary greetings become active as soon as you record them. These new recordings will play until the next scheduled greeting change occurs. For example, if you plan to be closed on a Thursday, record your temporary greeting just after the Thursday “open” greeting has loaded. WIN® Smart Voice will play the temporary greeting/whattodo during the open hours. WIN® Smart Voice will automatically switch to the closed greeting after hours and play the regular open greeting on Friday.

Temporary greetings and whattodos are recorded in User ID 980:

- ◆ User 980 – Greeting 7: Temporary Greeting
- ◆ User 980 – Greeting 8: Temporary Whattodo

If the system does not have an open/closed schedule, you may record a temporary greeting and whattodo in User ID 980 – Greetings 3 and 4. Manually toggle the system from open to closed mode as needed. (See “Manually Select Open or Closed Mode”).

Greeting Scripts

Description	Written Script
Open greeting (980-Greeting 1)	_____ _____ _____
Open whattodo (980-Greeting 2)	_____ _____ _____
Closed greeting (980-Greeting 3)	_____ _____ _____
Closed whattodo (980-Greeting 4)	_____ _____ _____

Recording Main Greetings

The process of recording of the greeting and whattodo for open, closed, or holiday mode is the same as recording a personal greeting in a mailbox. All greeting and whattodo messages (daytime, nighttime, and emergency) for the main company may be recorded in User ID 980. Follow this procedure to record the greetings.

Note: Recording greetings 7 and 8 will immediately override the current greeting until the next time Smart Voice changes from day or night. This change may be done manually or scheduled.

Press [ICM] and dial the WIN® Smart Voice

"Please enter your password..."

Dial   to return to the main greeting

"Hello, thank you for calling..."

Enter the System Access Code   

"Please enter your User ID..."

Enter User ID:   

"Please enter the password for User ID 980"

Enter the Password   

*"To play current personal greeting, press  1, to select the next personal greeting press  GHI 4, record current personal greeting press  5, to exit this menu press  WXY 9, to logout press  OPER 0, to replay options press  *."*

Press  to select the greeting number to be recorded, press  to begin recording.

- ◆ Greeting 1: Daytime Greeting
- ◆ Greeting 2: Daytime Whattodo
- ◆ Greeting 3: Nighttime Greeting
- ◆ Greeting 4: Nighttime Whattodo
- ◆ Greeting 5: Holiday Greeting
- ◆ Greeting 6: Holiday Whattodo
- ◆ Greeting 7: Emergency Greeting (Plays immediately upon recording)
- ◆ Greeting 8: Emergency Whattodo (Plays immediately upon recording)

"Begin speaking at the tone, press # when complete."

Press  when recording is complete.

When the recording is complete, if you wish to review your recording, press .

If you wish to re-record, press , or, if you are satisfied with the recording, press  to select the next personal greeting or, press  to return to the whattodo.

Loading Main Greetings

Once the greeting and whattodo for open and closed mode have been recorded, the new recordings may be activated immediately using the following procedure for manually selecting open or closed mode. Otherwise, the new recordings will play at their regularly scheduled time.

Press [ICM] and dial the WIN® Smart Voice

"Please enter your password..."

Dial   to return to the main greeting

"Hello, thank you for calling..."

Dial   

"To place the system into open mode, press 1..."

Dial to manually place the system into open or closed mode.

To place in **open** mode, press

To place in **closed** mode, press

To place in **holiday** mode, press

To place in **workday** mode, press

"You have selected ... if this is correct, press . If this is not correct, press .

If this is correct, press if this is not correct, press , to cancel, press

"Please wait while your changes are processed."

Smart Voice will play "beep" tones indicating progress. You may wait for the system to complete and return to the whattodo, or hang up.

Configuring Business Hours

WIN® Smart Voice automatically schedules events to run on specific days of the week at specific times. You may activate an event that places the system in open mode during normal hours of operation (plays the open greeting and whattodo) and another event that places the system in closed mode for after-hours operation (plays the closed greeting and whattodo). Refer to the worksheet below while activating open and closed modes.

Note: If you plan to use the same greeting/whattodo 24 hours a day, no adjustments should be made to the scheduler.

	Day	Open time for open greeting to play	Closed time for closed greeting to play
1	Monday		
2	Tuesday		
3	Wednesday		
4	Thursday		
5	Friday		
6	Saturday		
7	Sunday		
8	Weekdays - Mon-Fri		

Setting Business Hours

Press [ICM] and dial the WIN® Smart Voice

"Please enter your password..."

Dial   to return to the main greeting

"Hello, thank you for calling..."

Dial   

"...Set business hours, press .

Press 

"Enter the weekday number to modify..."

Press  for Monday

Press  for Tuesday

Press   for Wednesday

Press   for Thursday

Press   for Friday

Press   for Saturday

Press   for Sunday

Press   for all weekdays

"To change the open time..."

To change the open time, 

To change the closed time, press 

"Please enter the hour..." (24-hour format)

Enter the hour

"Please enter the minute..."

Enter the minute

"The event change you have requested is... If this is correct, press , if this is not correct, press .

If this is correct, press 

If this is not correct, press 

"To make the changes effective, press . To add more changes, press .

To make all changes effective, press 

To continue making changes, press 

Configure Single Digit User Options

Single Digit User IDs 1 through 6 may be set up to transfer callers to another extension (Transfer-Only) or play an audiotext message to callers. A Single Digit User ID may be set up to both transfer to an extension and play audiotext. However, only one of these functions will be active at a time, depending on the call blocking status of the User ID (See “Single Digit Departmental Login”).

Setting Up Transfer Only Single Digit Users

Press [ICM] and dial the WIN® Smart Voice

“Please enter your password...”

Dial   to return to the main greeting

“Hello, thank you for calling...”

Enter the System Access Code   

“Please enter your User ID...”

Enter the User ID of the Single Digit User (1-6) to be modified

“Please enter the password for User ID...”

Enter the password for the selected User ID.

“To select Call Management...”

Press  for the User Setup Menu

“...play extension number, press , change extension number, press ”

Press  to change the extension number of the mailbox.

Enter the new extension number. Press  when complete.

Note: When you enter an extension number for a Transfer-Only Single Digit User, you automatically de-activate Call Blocking. The Call Blocking option then can be heard in Call Management.

Setting Up Single Digit Audiotext Options

Press [ICM] and dial the WIN® Smart Voice

"Please enter your password..."

Dial   to return to the main greeting

"Hello, thank you for calling..."

Enter the System Access Code   

"Please enter your User ID..."

Enter the User ID of the Single Digit User (1-6) to be modified

"Please enter the password for User ID..."

Enter the password for the selected User ID.

"To select Call Management..."

Press  for Call Management

Press  to record the Audiotext message

Press , when recording is complete.

Press  to review recording.

Note: If you have entered an extension number in User Setup for a Single Digit Audiotext User, the call blocking feature is activated. You may now toggle this Single Digit User between Audiotext and Transfer Only. If you have no plans of transferring with this User ID and you do not want to hear the call blocking option, remove the extension. (See "Setting Up Transfer Only Single Digit Users".)

Configuring the Default Operator

The default Operator for WIN® Smart Voice is User ID 0. Whether a caller dials 0 or does not dial anything from the main greeting he or she is directed to the extension programmed for User ID 0. WIN® Smart Voice is pre-programmed with the extension 0 for User ID 0.

To change this, perform the following step:

Programming

Press [ICM] and dial the WIN® Smart Voice

"Please enter your password..."

Dial  *

"Please enter your User ID..."

Enter User ID:  0

"Please enter the password for User ID 0"

Enter the Password  OPER 0

Press  WXY 9 to return to the User Menu

Press  JKL 5 for the User Setup Menu

Press  TUV 8 to change the extension number of the mailbox.

Enter the new extension number. Press  # when complete.

Recording

The personal greeting for the Default Operator should explain to the caller that they are in a general delivery mailbox and that they should leave their name, company name, callback number and whom they are calling. This greeting is *only* played when call blocking is enabled

Press [ICM] and dial the WIN® Smart Voice

"Please enter your password..."

Dial  *  * to return to the main greeting

"Hello, thank you for calling..."

Enter the System Access Code  WXY 9  WXY 9  WXY 9

"Please enter your User ID..."

Enter User ID: 

"Please enter the password for User ID 0"

Enter the Password 

Dial  to select the Main Menu

Dial  to select the Call Management Menu

Dial  to begin recording the greeting, press  when complete.

Press  to review the recording.

Press  to return to the whattodo.

Enabling the Greeting

The operator manually enables call blocking when no one is able to take calls at the operator position.

Press [ICM] and dial the WIN® Smart Voice

"Please enter your password..."

Dial   to return to the main greeting

"Hello, thank you for calling..."

Enter the System Access Code   

"Please enter your User ID..."

Enter User ID: 

"Please enter the password for User ID 0"

Enter the Password 

Dial  to select the User Menu

Dial  to select the Call Management Menu

Toggle the Call Blocking status

Press  to Disable

Press  to Enable

Press  to return to the whattodo.

A common scenario is for the operator to turn call blocking on at night, disabling transfers to the operator's extension and allowing the caller to leave a message in the operator's mailbox. It is the

operator's responsibility to disable call blocking during business hours so that callers may get through to a live person.

Retrieving Messages

Once *call blocking* has been enabled for User ID 0, messages will begin to accumulate in this box. It is the operator's responsibility to pick up these messages.

Press [ICM] and dial the WIN® Smart Voice

"Please enter your password..."

Dial   to return to the main greeting

"Hello, thank you for calling..."

Enter the System Access Code   

"Please enter your User ID..."

Enter User ID: 

"Please enter the password for User ID 0"

Enter the Password  Listen to messages.

Public Distribution Lists

WIN® Smart Voice automatically generates 3 public distribution lists:

1. User ID 950 includes all Normal and Outside Users
2. User ID 951 includes all Normal Users
3. User ID 952 includes all Outside Users

The System Administrator maintains these lists. You may create up to 7 additional public distribution lists (User IDs 953-959) and record names for each list.

Creating New Distribution List

You may review list members, remove members from the distribution list, or add new Users to the distribution list.

Press [ICM] and dial the WIN® Smart Voice

"Please enter your password..."

Dial   to return to the main greeting

"Hello, thank you for calling..."

Enter the System Access Code   

"Please enter your User ID..."

Enter User ID of the Distribution List

"Please enter the password for User ID..."

Enter the Password for the User ID

Press  1 to review the next or first member. Press  ABC 2 to re-review the current member

Press  DEF 3 to remove all members from list Press  GHI 4 to remove the current member
from the list

Press  JKL 5 to review the last member

Press  PRS 7 to add a new User ID

Press  WXY 9 to exit

Press  OPER 0 to logout

Recording

You may record a name for each public distribution list.

Press [ICM] and dial the WIN® Smart Voice

"Please enter your password..."

Dial   to return to the main greeting

"Hello, thank you for calling..."

Enter the System Access Code   

"Please enter your User ID..."

Enter User ID of the Distribution List

"Please enter the password for User ID..."

Enter the Password for the User ID

Press  to return to the User Menu

Press  to select the User Setup Menu.

Press  to record the name, press  when complete

Press  to return to the Main Menu

Changing User Passwords

As the administrator of the system, you are responsible for the safe keeping of several User IDs. When the system is installed, all passwords are the same as their corresponding User IDs. If security is an issue, it is the System Administrator's responsibility to change passwords to the following User IDs.

User IDs	Description
0	Default Operator
1 – 6	Single Digit Users
900	Administrator
980	Open and Close Greeting Recording
950 – 959	Public Distribution Lists Maintenance

To change a User's password:

Press [ICM] and dial the WIN® Smart Voice

"Please enter your password..."

Dial   to return to the main greeting

"Hello, thank you for calling..."

Enter the System Access Code   

"Please enter your User ID..."

Enter User ID of the Distribution List

"Please enter the password for User ID..."

Enter the Password for the User ID

Press  to return to the User Menu

Press  to select the User Setup Menu.

Press  to change the password, press  when complete

Press  to return to the Main Menu

System Administrator Menu

User ID 900 is the only User with administrative privileges. Below are the available options from the System Administrator menu:

1 PLAY THE CURRENT DATE AND TIME

This option plays the current date and time of the system.

2 CHANGE SYSTEM TIME

This option allows the System Administrator to change the time on the system.

3 CHANGE SYSTEM DATE

This option allows the System Administrator to change the system date.

4 RESET A PASSWORD

This option allows the System Administrator to change a User's password to the default password.

5 ACTIVATE/DISABLE USERS

This option allows the System Administrator to disable a User from the dialplan or reactivate a disabled User.

6 RESET USER ID

This option enables the System Administrator to reset a User ID. The User's password, name, personal greetings, messages, and mailbox options will be reset.

7 AVAILABLE RECORDING SPACE

This option tells the System Administrator how much recording space is available.

8 NETWORK ADMINISTRATION

This option prompts the System Administrator to record names for AMIS network sites.

9 RETURN TO USER MENU

This option returns the System Administrator to the User menu.

0 LOG OUT

This option logs the System Administrator out and returns him/her to the main system greeting.

***** REPLAY MENU OPTIONS

To Access the System Administrator Menu

To Access the Administration User:

Press intercom and call the system.

Enter the password for User ID...

Dial  to the User Mode login greeting

Please enter the User ID...

Enter User ID:    

Please enter the password for User ID 900.

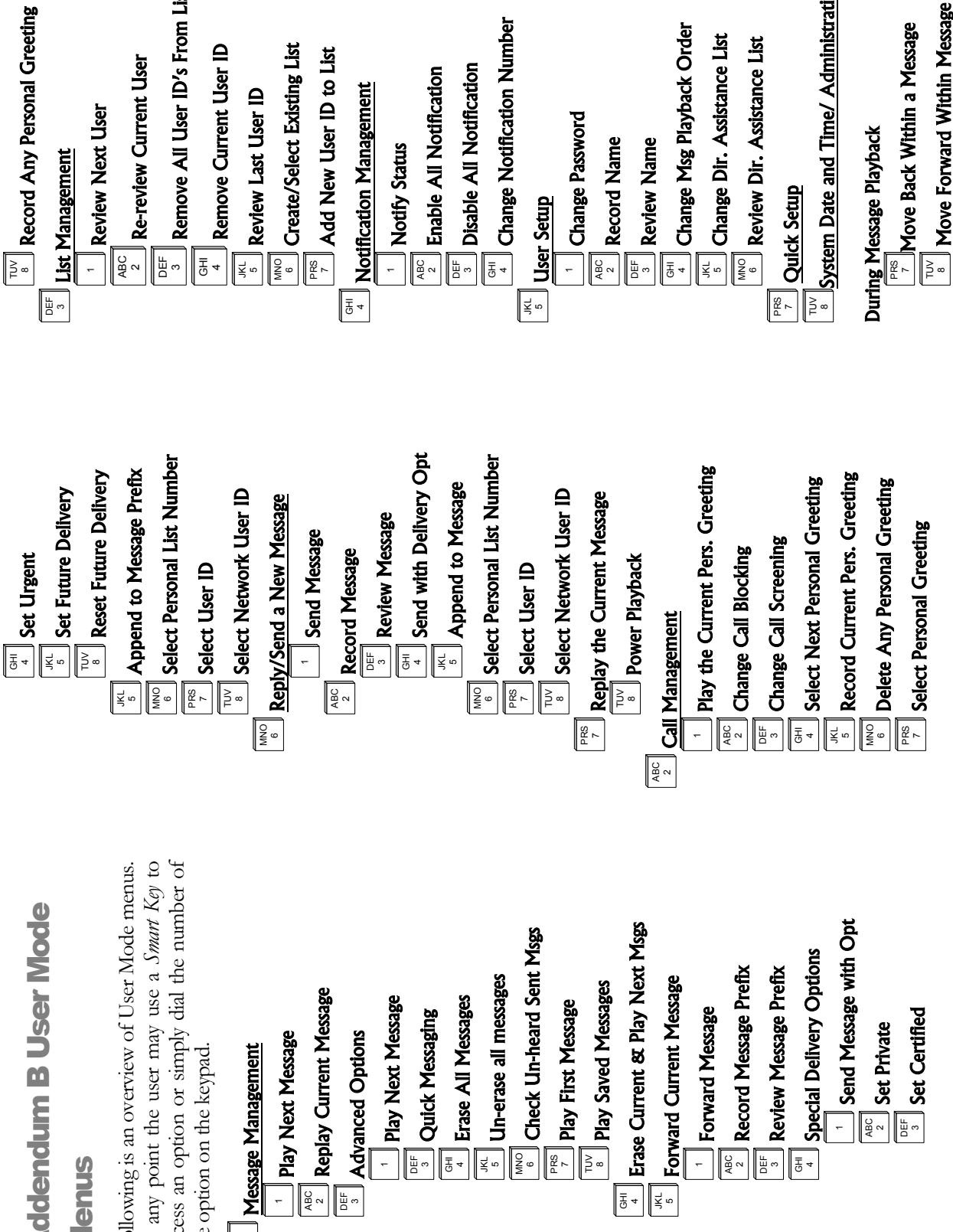
* Enter the password for User ID 900. (Default password is   

*For security reasons, it is important to change the password. You may change the password in User Setup.

Addendum B User Mode

Menus

Following is an overview of User Mode menus. At any point the user may use a *Smart Key* to access an option or simply dial the number of the option on the keypad.



* **Pause Message Playback**

Skip to Next Message Component