



WIN[®]

WINVOICE

User's Guide

Contents

WINvoice

ACCESSING THE SYSTEM	1
QUICK SETUP	2
USER MODE OVERVIEW	3
MAIN MENU	3
USER MODE TIPS	4
MESSAGE MANAGEMENT	5
MESSAGE MANAGEMENT TIPS	7
LISTENING TO MESSAGES	8
FORWARD MENU	9
SEND MENU	10
SENDING A SINGLE MESSAGE TO MULTIPLE USERS	11
SENDING AN AMIS NETWORK MESSAGE	12
CALL MANAGEMENT	13
RECORD ADDITIONAL PERSONAL GREETINGS	14
DISTRIBUTION LIST MANAGEMENT	15
WHAT IS A PERSONAL DISTRIBUTION LIST?	15
CHANGE NOTIFICATION	16
HOW CAN <i>WIN WINVOICE</i> NOTIFY?	16
USER SETUP	17

Accessing the System

As a User, you can access the *Win WINvoice* system to listen to your messages, change your password, record your personal greeting or perform any other User functions. In order to access the system in this manner, you must **log in to User Mode**.

Call WINvoice

From inside: _____
From outside: _____

Call WINvoice:

To access *WINvoice* as a User, call it just as you would call anyone else in your company with a telephone extension number. Your System Administrator can tell you what the *WINvoice* extension number is. Dial this number when you want to call *WINvoice* from inside your company's facilities. You may also call *WINvoice* from outside your company's facilities by dialing a 7- or 10-digit number (i.e. from your home telephone). Your System Administrator can also tell you what this telephone number is.

Enter System Access Code

System Access Code: 7

Enter System Access Code

After *WINvoice* answers your call, you hear your company's greeting, also known as the *main* greeting. If you want to listen to your messages, change your password, record your personal greeting or perform any other *User Mode* functions, you first need to enter the System Access code. This is the number that you or anyone else in your company dials from the main greeting to *log in to User Mode* (request access to User features on the system). Your System Administrator can tell you what this number is. The access code is 7.

Enter Your User ID

Enter Your User ID

After you enter the System Access Code, you are prompted to enter your User ID. The User ID is what others dial to reach you or leave you a message in your *message box*. Your System Administrator should have already reserved a *User ID* (User Identification number) for you. Your User ID is often the same number as your telephone extension number. If you are not sure, check with your System Administrator.

Enter Your Password

Enter Your Password

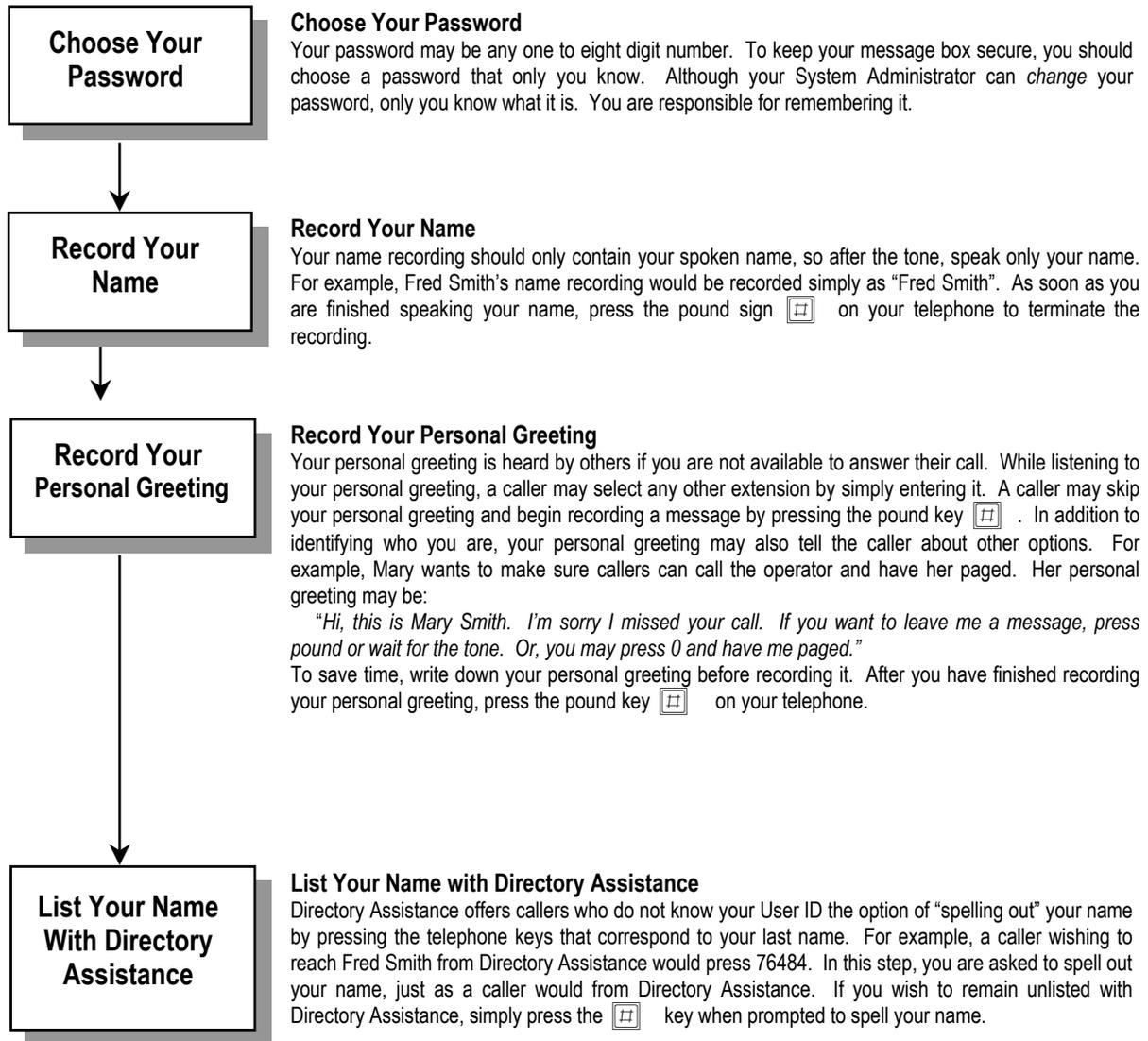
After you enter the System Access Code and your User ID, you are prompted to enter your password. Until you change it, your password is the same as your User ID. As the name implies, this number controls access to your *message box*. You are prompted for your password each time you access your *message box*. To keep your *message box* secure, you should change it to a number that only you know.

Your first menu is Message Management. To access all other menus, press 9 to back out to the Main Menu.

Quick Setup

The first time you log in to the system, you are automatically placed into Quick Setup. Even if you are not familiar with voice messaging, it should take no more than a few minutes to complete Quick Setup. Quick Setup helps you to choose a password, record your name, record your personal greeting, and spell your name for Directory Assistance. Quick Setup asks you to confirm your input for each step before proceeding to the next step, so even if you get it wrong, you get a chance to try again.

You must complete Quick Setup before you can receive messages. Following is a summary of the four steps of Quick Setup. It may help you to review this section before going through Quick Setup the first time.



After completing Quick Setup, you hear the Main Menu options. All subsequent logins place you in Message Management where you may listen to messages. To access all other User menus, press 9 to back out to the Main Menu.

User Mode Overview

Main Menu

From the Main menu, you may select any of the following options by pressing the appropriate key on your telephone keypad. Most of these options, in turn, lead to other menus with their own sets of options.

Message Management

From Message Management, you may listen to your messages, send a new message to another User (or a list of Users), forward a message, and erase messages. You may also review or erase a message that you sent to another user before it is listened to.

Call Management

Call Management enables you to record your personal greeting, select an alternate personal greeting, and change the Call Blocking setting of your message box.

Distribution List Management

List Management helps you define and manage up to ten *private distribution lists*. A distribution list is a list of other Users to whom you can easily send messages.

Change Notification

From Change Notification, you may enable or disable notification of new messages. You may also define the outside telephone number for new message notification.

Change User Setup

From User Setup, you may change your password, record your name, change the order in which your messages are played, and define your name spelling with Directory Assistance.

Quick Setup

Quick Setup allows you to go back through the new User setup tutorial. Quick Setup walks you through changing your password, recording your name and personal greeting and listing yourself in Directory Assistance.

System Date And Time

This option plays the current system date and time.

or **Log Out**

These options log you out of User mode and return you to the main system greeting.

User Mode Tips

Logging into the System:

- When logging into the system, it is normally not necessary to wait for each prompt before entering the information requested by that prompt.

Logging out of User Mode:

- From almost anywhere in User Mode, you may press  to log out of User Mode and return to the main greeting.

Returning to the Previous Menu:

- From any level, you may press  and return to the previous menu level. If you are in the Main Menu, pressing  logs you out of User Mode and takes you back to the main greeting.

Replaying a Menu:

- From any menu, you may press  to replay the menu.

Skipping Ahead to the Next Step:

- Pressing  also signals to the system that you want to skip ahead to the next step. For example, if you are listening to the prefix of a message that was forwarded to you, pressing  skips directly to the forwarded message itself.

Recording Messages and Greetings:

- If you are calling from a quiet environment, you may simply stop talking when you have finished recording a message. The silence marks the end of your message and will be trimmed from the final recording. If you are recording from a noisy environment, you should press  when you have finished. These rules apply to any recording including your name file and personal greeting.
- It is good practice to change your personal greeting to indicate that you are out of the office. Personal greetings may be pre-recorded to handle different situations.

Directory Assistance:

- If you do not know someone's User ID, you may enter the directory assistance code  . You will be prompted to spell out their name instead.

Message Management



Play Next Message

Plays your next message with time stamp.



Replay Current Message

Replays the current message, including the time stamp.



Advanced Options

After selecting this option, the following submenu is available:



Play Next Message

Automatically saves the current message and plays the next message.



Quick Messaging

Record and send a message to another User without ringing their telephone or hearing their personal greeting. It prompts you for the destination and then immediately begins recording your message. This method of sending a message requires a minimum amount of key strokes.



Erase All Messages

After selecting this option all messages are marked to be erased and will be erased upon exit from User Mode.



Unerase All Messages

Selecting this option unmarks all messages that were marked for erasure. This allows you to exit User Mode without deleting any messages that were marked during that session.



Check Unheard Sent Messages

This options allows you to check the status of messages that you have sent to other Users. You may listen to and delete the messages if they have has not been heard by the recipient.



Play First Message

This option immediately plays back the first message in playback order.



Play Saved Messages

This option immediately plays back the first saved message in playback order.



Erase Message Just Heard

Erases the message currently being listened to and immediately begins playback of next message in playback order.

Message Management



Forward Current Message

Forward the current message to another User or a list of Users.



Send a New Message

Send a new message to another User or a list of Users.



Replay the Current Message



Power Playback

Play all messages. This enables you to listen to all of your messages with a single button. Selecting option  takes you out of Power Play.

Note that this option is only available while listening to the Message Management menu. Pressing  during message playback moves forward within the message (works like fast-forward on a tape player).



Return to Main Menu

This option returns you to the Main Menu.



Log Out

This option logs you out of User mode and returns you to the main system greeting.



Replay Menu Options

Message Management Tips

- ◆ You may configure the order in which your messages are played back to be the same as the order in which they were received (first-in-first-out), or in the opposite order (last-in-first-out). This is done from User Setup.
- ◆ To forward a single message to more than one User or distribution list without re-recording the forward prefix, simply re-select the destination and forward the message.
- ◆ To send a single message to more than one User without re-recording the message, refer to “Sending a Single Message to Multiple Users” on page 17.

The following options are available **only during Message Playback**:

Move Back Within Message

This option works just like the rewind control on a tape player. After selecting this option, playback of the message is resumed a few seconds before the current point.

Move Forward Within Message

This option works just like the fast-forward control on a tape player. After selecting this option, playback of the message is resumed a few seconds after the current point.

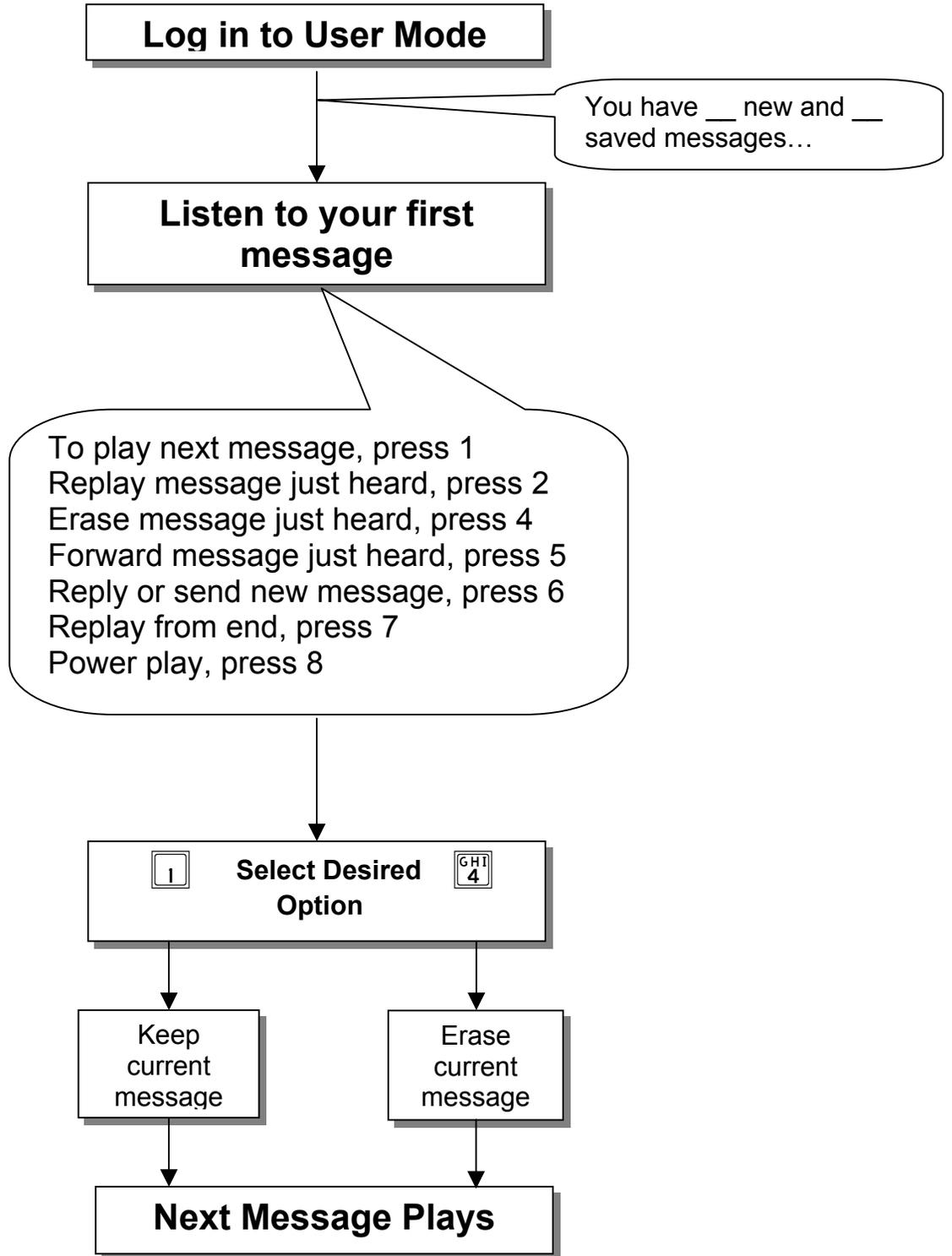
Pause Message Playback

This option works just like the pause control on a tape player. After selecting this option, playback of the message is suspended for a few seconds or until you press  again.

Skip to Next Message Component

This option allows you to skip to the end of a message component. For example, while listening to a message that was forwarded to you, press  during playback of the forwarding prefix to skip it and begin playback of the forwarded message itself.

Listening to Messages



Forward Menu

1

Forward Message

Deliver the forwarded message. This option may be used only after you have selected a forwarding destination.

ABC
2

Record Message Prefix

Record a separate message that will be heard by the destination User or Users just before the forwarded message. Although not required, it is recommended that you record a prefix when forwarding a message.

DEF
3

Review Message Prefix

Replay the forwarding prefix if you have recorded it.

GHI
4

Forward With Special Delivery Options

After selecting this option, you are placed in the following menu, after which you are returned to the “Forward Current Message” menu.

1

Send Message with Options

Send the message after selecting one or more of the special delivery options that follow.

ABC
2

Set Private

The destination User is not allowed to forward your message to any other Users.

DEF
3

Set Certified

You are sent a return message when the destination User listens to your message.

GHI
4

Set Urgent

Sending a message as Urgent places your message in front of all other messages in the destination User’s message box.

JKL
5

Set Future Delivery

You may set a message you have recorded to be sent at some future date. You will be prompted to select the future delivery date.

TUV
8

Reset Delivery Options

This option allows you to redefine the delivery options that you have selected.

JKL
5

Append to Message Prefix

Continue recording the prefix, adding to the end of the current prefix recording.

MNO
6

Select Personal List Number

Select the list of Users to whom the message will be forwarded.

PRS
7

Select User ID

Select the User to whom the message will be forwarded.

TUV
8

Select Network User ID

Select the Network User to whom the message will be forwarded.

Send Menu

1

Send Message

Deliver the recorded message. This option may be used only after you have selected a forwarding destination (options **MNO 6**, **PRS 7** or **TUV 8**).

ABC
2

Record Message

Record a message to be heard by the destination User or Users.

DEF
3

Review Message

Replay the message you have recorded.

GHI
4

Send With Delivery Options

After selecting this option, you are placed in the following menu, after which you are returned to the “Send a New Message” menu.

1

Send Message with Options

Send the message after selecting one or more of the special delivery options that follow.

ABC
2

Set Private

The destination User is not allowed to forward your message to any other Users.

DEF
3

Set Certified

You are sent a return message when the destination User listens to your message.

GHI
4

Set Urgent

Sending a message as Urgent places your message in front of all other messages in the destination User’s message box.

JKL
5

Set Future Delivery

You may set a message you have recorded to be sent at some future date. You will be prompted to select the future delivery date.

TUV
8

Reset Delivery Options

This option allows you to redefine the delivery options that you have selected.

JKL
5

Append to Message

Continue recording, adding to the end of the current recording.

MNO
6

Select Personal List Number

Select the list of Users to whom the message will be sent.

PRS
7

Select User ID

Select the User to whom the message will be sent.

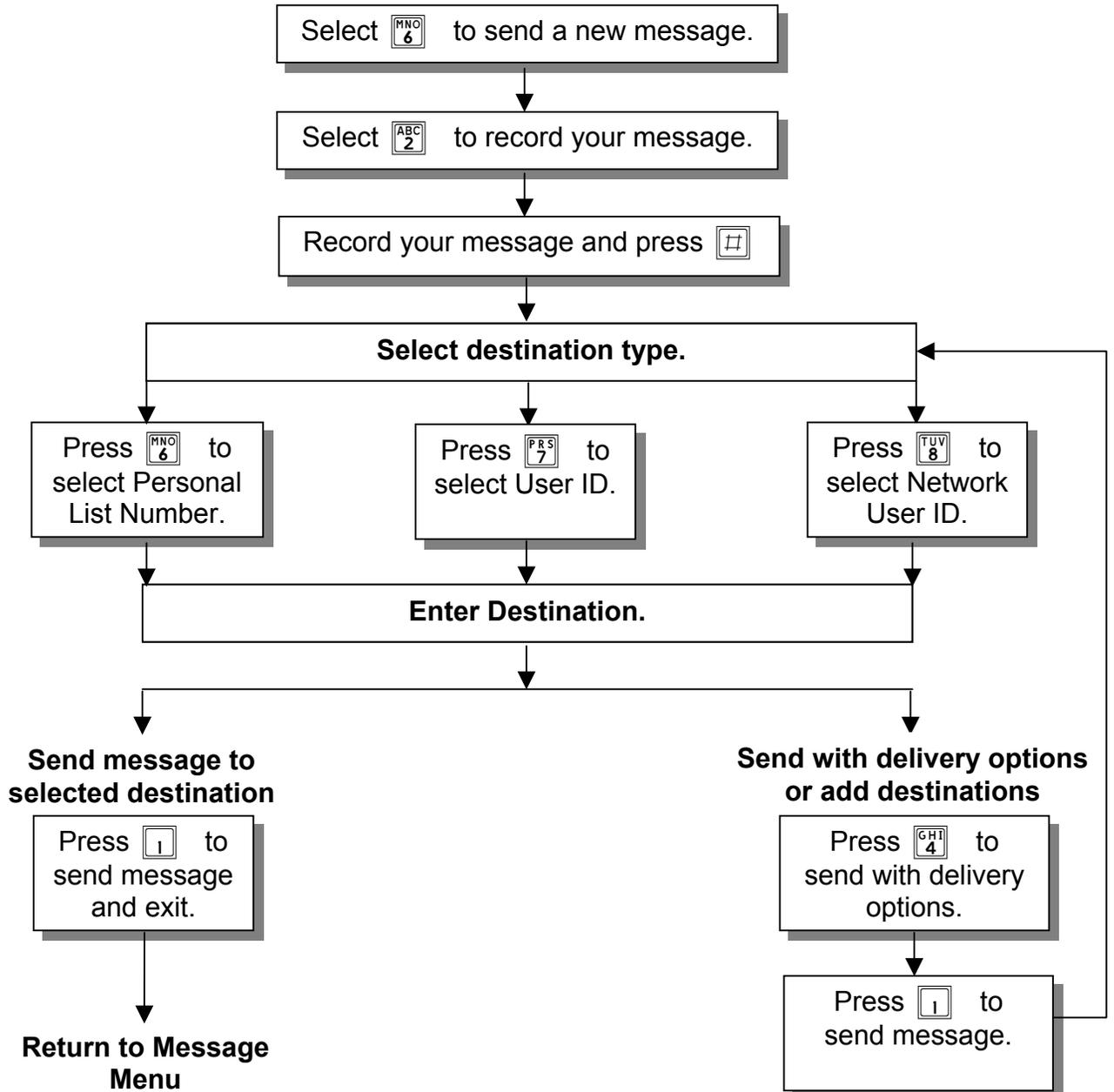
TUV
8

Select Network User ID

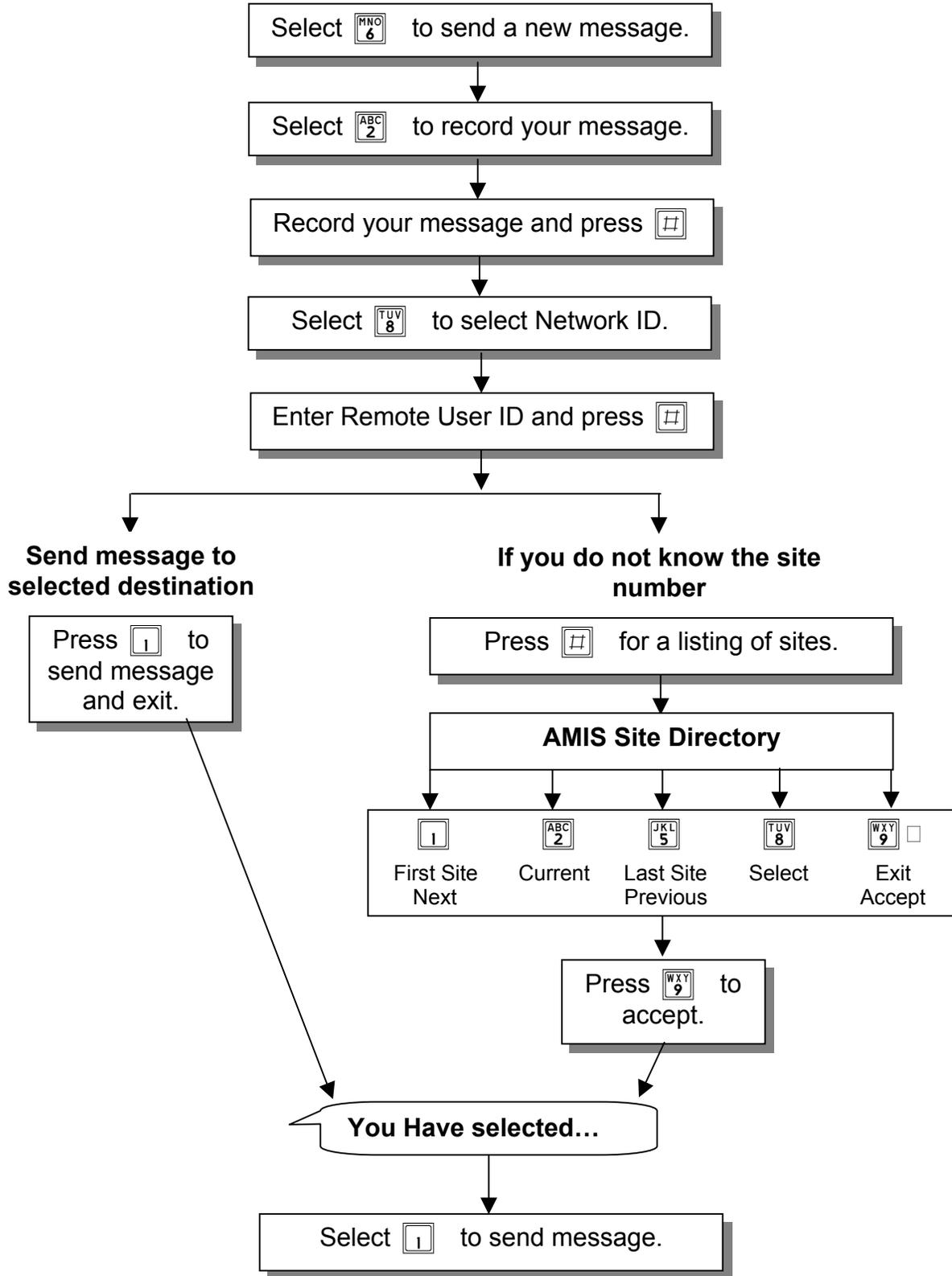
Select the Network User to whom the message will be sent.

Sending a Single Message to Multiple Users

To send a single message to more than one User without re-recording the message:



Sending an AMIS Network Message



Call Management



Play the Current Personal Greeting

Play back your current personal greeting.



Change Call Blocking

Change your Call Blocking setting. If Call Blocking is enabled, callers who select your User ID go straight to your personal greeting without trying your extension. (This feature is not available to Outside User mailboxes.)



Select Next Personal Greeting

Select which of your personal greetings will play when you are not available. For example, if your current personal greeting is number one, selecting this option causes personal greeting number two to play when you are not available.



Record Current Personal Greeting

This option prompts you to record the personal greeting that is currently playing.



Return to Main Menu

This option returns you to the Main menu.



Log Out

This option logs you out of User mode and returns you to the main system greeting.

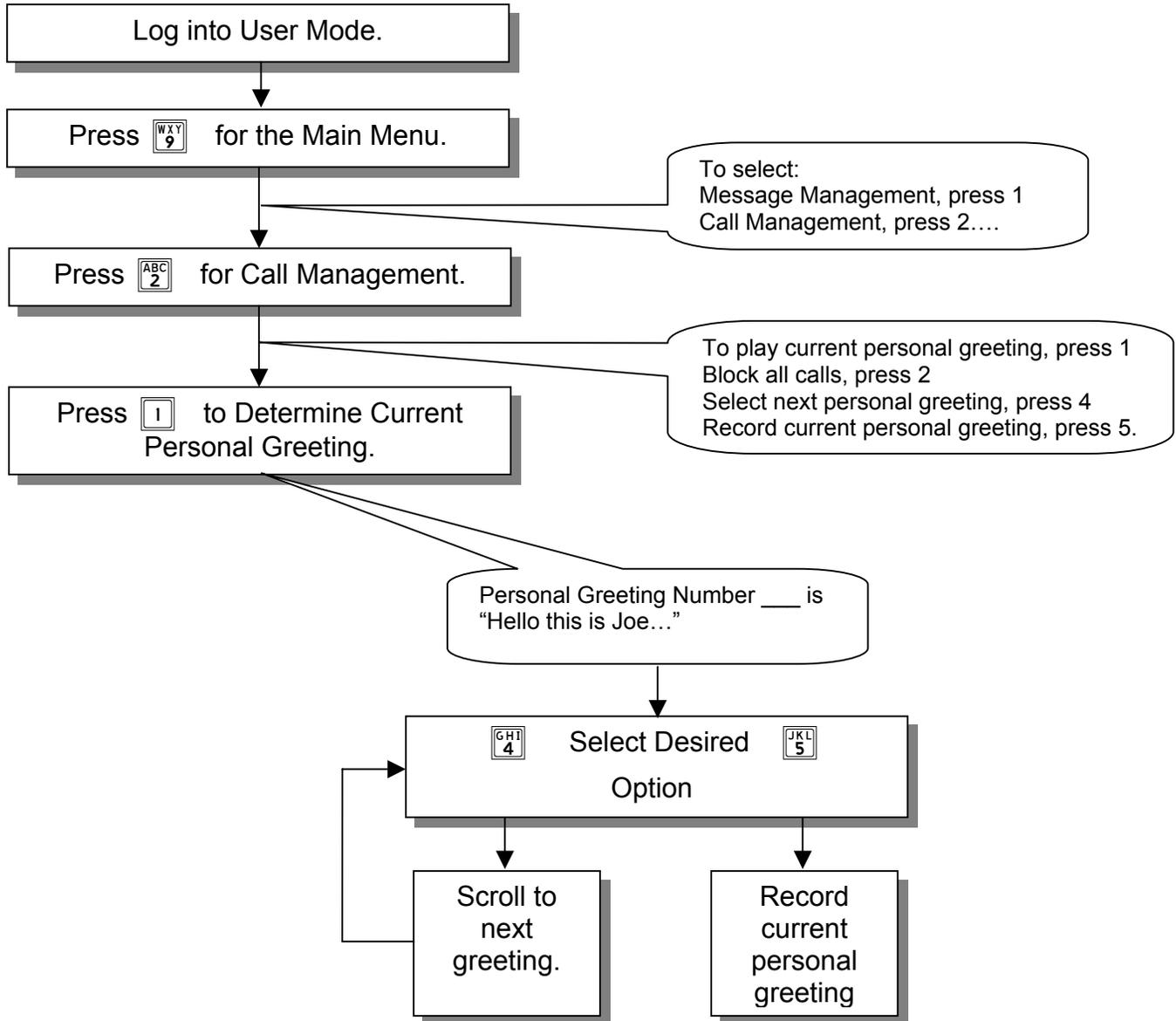


Replay Menu Options

NOTE: If an option is not available to you, it will not be spoken.

Record Additional Personal Greetings

If you have completed Quick Setup, you have already recorded personal greeting number one. It is good practice to record additional personal greetings to handle different situations. For example, a different personal greeting may play for the times you are out of the office for appointments versus the times you in the office but away from your desk. You may pre-record the additional greetings and select them from the Call Management menu as needed. It is not necessary to re-record the same personal greeting every time you are out of the office.



Distribution List Management



Review Next or First Member

Play the name or User ID of the next User in the current list.



Re-Review Current Member

Replay the name or User ID of the current User in the current list.



Remove All Members From List

Remove all User IDs from the current list. You are asked to press  to confirm your request.



Remove Current Member From List

Remove the current User ID from the current list.



Review Last Member

Play the name or User ID of the previous User in the current list.



Create New or Select Existing List Number

Use this option to select the personal list number (0-9) to work on. By default, when you first enter List Management, you are automatically working on list 0.



Add New User ID to List

This option allows you to add a User ID to the current list.



Add New Network ID to List

This option allows you to add a Network User ID to the current list.



Return to Main Menu

This option returns you to the Main menu.



Log Out

This option logs you out of User mode and returns you to the main system greeting.



Replay Menu Options

NOTE: If an option is not available to you, it will not be spoken.

What is a Personal Distribution List?

A distribution list is a group (or list) of Users to whom you commonly send or forward messages. *Win IntroVoice* allows you to have up to ten personal distribution lists. There is no limit on the number of Users that any list can contain. You may send or forward a message to a list (Message Management Send or Forward menus).

Change Notification



Notification Status

Review whether or not you will be notified of new messages.



Enable all Notifications

Enable pager notification of new messages.



Block all Notifications

Disable pager notification of new messages.



Change Notification Number

If applicable, this option enables you to change the pager number for notification.



Return to Main Menu

This option returns you to the Main menu.



Log Out

This option logs you out of User mode and returns you to the main system greeting.



Replay Menu Options

NOTE: If an option is not available to you, it will not be spoken.

How Can WIN WINvoice Notify?



User Setup

1

Change Password

Your password may be any number from one to eight digits in length. It cannot contain * or #. To speed up the entry process, press  when you have finished entering your new password. (Leading zeroes are ignored.)

ABC
2

Record Name

This recording should only contain your name. Press  when you have finished speaking your name to speed up the process.

DEF
3

Review Name

This option plays back your current name recording.

GHI
4

Change Message Playback Order

While in Message Management, messages may be played back in the order received (first-in-first-out) or they may be played back in the opposite order (last-in-first-out).

JKL
5

Change Directory Assistance Listing

This option allows you to specify your listing with Directory Assistance. Directory Assistance is a service available to callers and Users who do not know your User ID but know the spelling of your name. You are prompted to “spell out” up to sixteen letters of your name on the telephone keypad. Press  when you have finished spelling your name to speed up the process. If you wish to remain unlisted with Directory Assistance, press  without entering anything.

MNO
6

Review Directory Assistance Listing

This option plays back your listing with Directory Assistance.

WXY
9

Return to Main Menu

This option returns you to the Main menu.

OPERA
0

Log Out

This option logs you out of User mode and returns you to the main system greeting.

*
X

Replay Menu Options

NOTE: If an option is not available to you, it will not be spoken.