

WINVOICE SYSTEM ADMINISTRATOR GUIDE



WIN[®]
WIN[®] Communications Corporation

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SYSTEM ADMINISTRATION

BEFORE YOU BEGIN

As the System Administrator, you play a key role in the every day operation of *WINvoice*. It is important that you understand at least the basics of how *WINvoice* operates. You should be familiar with all features available to Users. Completely understand the *User Guide* before covering the material in this manual.

BASIC SYSTEM MAINTENANCE

As mentioned above, the System Administrator performs a key role in the operation of *WINvoice*. Following are some examples of your basic duties as a System Administrator.

- Record the main system greeting and whattodo.
- Record any audiotext announcement.
- Train Users.

These procedures along with many others that you may need to perform are documented in step-by-step detail later in this manual.

QUESTIONS AND ANSWERS

As the System Administrator, you are responsible for answering questions from Users. You should have a relatively good working knowledge of how the system operates. You will also help new or inexperienced Users become accustomed to using the system. Even if you don't immediately have an answer to someone's question, you can easily get the answer from the *WINvoice* documentation, your vendor's technical personnel and your own experience with the system.

USER TRAINING

Although Quick Setup takes most Users through the process of setting up their mailbox, all Users should be able to perform at least the following tasks in order to benefit from the system. As the System Administrator, you also need to be able to perform these tasks in order to best train your new personnel.

- Select a personal greeting.
- Record a personal greeting.
- Listen to messages.
- Delete messages.
- Forward a message to another User.
- Send a message to another User.

PROBLEM REPORTING

In the event that a User or caller reports a problem with the system, you and/or the vendor's technical personnel work to determine the cause of, and solution to the problem. The cause of a problem may be one or more of the following.

- User error
- Insufficient training
- Incorrect system configuration
- Faulty hardware
- Faulty software

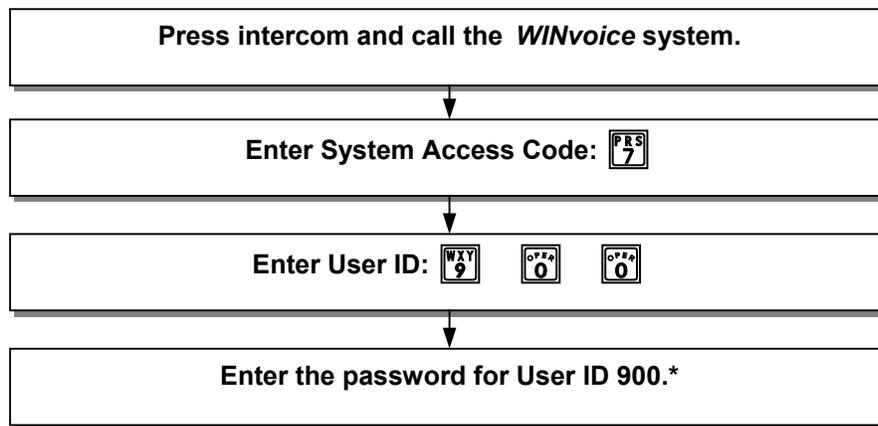
The System Administrator plays a central role in separating those issues that can be addressed within the organization (i.e. training, User error, etc.) and those issues that can be addressed by the vendor's technical personnel. Some problems, especially those experienced just after the system is installed, can only be resolved through cooperation between both parties, the vendor and your company.

SYSTEM ADMINISTRATOR MENU

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

- | | |
|---|--|
|  | PLAY THE CURRENT DATE AND TIME
This option plays the current date and time of the system. |
|  | CHANGE SYSTEM TIME
This option allows the System Administrator to change the time on the system. |
|  | CHANGE SYSTEM DATE
This option allows the System Administrator to change the system date. |
|  | RESET A PASSWORD
This option allows the System Administrator to change a User's password to the default password. |
|  | ACTIVATE/DISABLE USERS
This option allows the System Administrator to disable a User from the dialplan or reactivate a disabled User. |
|  | 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. |
|  | AVAILABLE RECORDING SPACE
This option tells the System Administrator how much recording space is available. |
|  | NETWORK ADMINISTRATION
This option prompts the System Administrator to record names for AMIS network sites. |
|  | RETURN TO USER MENU
This option returns the System Administrator to the User menu. |
|  | 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



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

USERS ON THE WINVOICE SYSTEM

All Users must complete Quick Setup before they can receive messages. New messages will be purged after 2 weeks if not listened to. Saved messages will be purged 2 weeks after the day they were saved.

NORMAL USERS

The Normal Type of User is the most common type of User on the system. A User of this type is associated with each person in your company who has a physical extension number on your telephone system. That extension number directly corresponds to their User ID, or mailbox number, on the *WINvoice* system.

If your *WINvoice* system is a primary attendant, a caller hears your main company greeting and whattodo when the system answers. When a caller enters a User's extension number, *WINvoice* places the caller on hold and dials the User's extension number. *WINvoice* then listens for a ring signal. If the User does not answer the ringing phone, *WINvoice* returns to the caller and plays the User's personal greeting. The caller may then leave a message, enter another extension number, or press 0 to reach the operator.

If the caller chooses to leave a message, *WINvoice* records the message and turns the message light on at the User's extension. When a User accesses their mailbox, *WINvoice* turns the message light off on the extension.

- 2 personal greetings, 20 seconds in length
- 25 messages at 120 seconds in length
- User mode starting menu is the Message Management Menu
- Pager notification and message waiting light

OUTSIDE USERS

The Outside Users are individuals in your company who do not have a physical extension number on the telephone system, but need voice messaging service. The Outside User boxes function just like those of the normal User. The only difference is that, since there is no telephone to transfer the caller to, *WINvoice* immediately plays the personal greeting for this type of mailbox as soon as the caller enters an Outside User ID.

Since Outside Users do not have physical extension numbers on the telephone system, it is their responsibility to check frequently for new messages.

- 1 personal greeting, 20 seconds in length
- 25 messages at 120 seconds in length
- User mode starting menu is the Message Management Menu
- Pager notification

STANDARD AUDIOTEXT USERS

This type of User is not associated with a person. A caller who selects a User of this type is not transferred to an extension, nor is the caller allowed to leave a message for the User. Only a message plays, after which, the caller is placed back to the whattodo. The audiotext message may be changed at any time by simply re-recording the personal greeting for this User. The information recorded in the message could be your address, your fax number, your business hours or any type of information you would like callers to have.

- 1 personal greeting, 60 seconds in length
- No messages
- User mode starting menu is the Call Management Menu

SINGLE DIGIT AUDIOTEXT AND TRANSFER-ONLY USERS

This type of User is not associated with a person. 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 (Audiotext). 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.

OPERATOR

The default Operator for *WINvoice* is User ID 0. Whether a caller dials zero or does not dial anything from the main greeting he or she is directed to the extension programmed for User ID 0. By default, the extension for User ID 0 is extension 0. You may select another extension.

AUTO-DETECT USERS

These types of Users are not associated with a person. They allow you to configure *WINvoice* to automatically transfer to a fax extension or TDD equipment when the appropriate tone is detected.

PUBLIC DISTRIBUTION LISTS

WINvoice 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

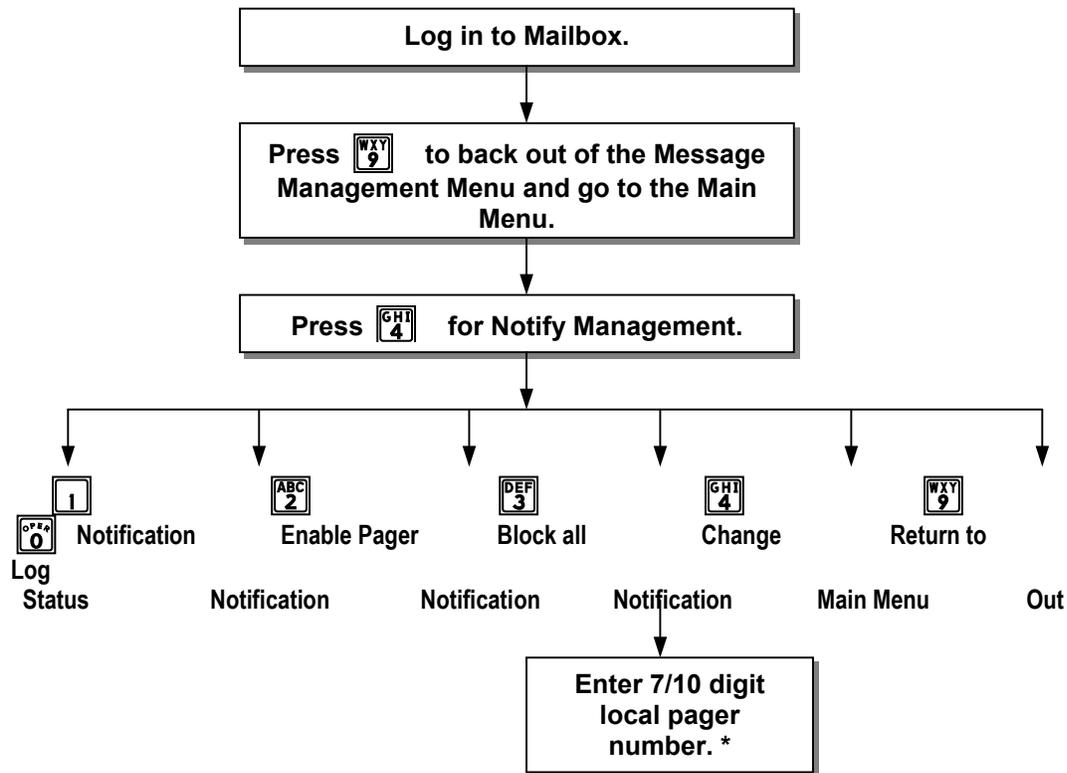
An additional 7 public distribution lists (User IDs 953-959) may be created.

User Type	Number of Personal Greetings	Personal Greeting Length	Max Messages	Message Length	Login Start Menu	Notification Type	Message Expiration
Normal	2	20 secs	25	120 secs	Message Mgt.	Light, Pager	Default
Outside	1	20 secs	25	120 secs	Message Mgt.	Pager Only	Default
Audiotext	1	60 secs	0	N/A	Call Mgt.	N/A	N/A
Single Digit	1	60 secs	0	N/A	Main Menu	N/A	N/A
Operator	2	20 secs	25	60 secs	Message	N/A	Default

ACTIVATING PAGER NOTIFICATION

Pager notification may be activated for any User or Outside User ID on the *WINvoice* system. If pager notification is active, the User's pager is activated for every new message every day, twenty-four hours a day. The User may activate and deactivate pager notification from within their User mailbox. When the User receives a new message, 9's will appear on the pager display. This is the notification that there are messages in his or her *WINvoice* mailbox.

To activate/deactivate Pager Notification:



*NOTE: The pager number must be local. It is not necessary to place a 9 (Trunk Access Code) in the notification dialstring.

NOTIFICATION CYCLE

Moments after a message is left, the pager is called. If the User does not call in to pick up the new message, the pager will be called approximately 10 minutes from the initial attempt. The delay between attempts increases the longer the message goes un-retrieved. The delay continues, adding 10 minutes to each attempt, not to exceed 1 hour between attempts. The table below contains an example of the paging cycle for an un-retrieved message left at 9:00 AM.

Attempt	Accumulated Delay	Example
First	No delay	9:00 AM
Second	10 Minutes	9:10 AM
Third	20 Minutes	9:30 AM
Fourth	30 Minutes	10:00 AM
Fifth	40 Minutes	10:40 AM
Sixth	50 Minutes	11:30 AM
Seventh	60 Minutes	12:30 PM
Eighth	60 Minutes	1:30 PM
Ninth	60 Minutes	2:30 PM
Tenth	60 Minutes	3:30 PM

Note: All notification attempt schedules reset upon receipt of each new message. For this reason if you receive a new message every 5 minutes, your pager will go off every 5 minutes for each new message.

RECORDING SYSTEM GREETINGS AND WHATTODOS

SYSTEM GREETINGS

Customized greeting and whattodo for open and closed mode operation should have been recorded during your installation process. The following information is offered for assistance should you wish to re-record the greeting and whattodo.

The first prompt a caller hears when reaching the *WINvoice* 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 file 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.”

Immediately following the greeting, *WINvoice* plays the whattodo. The open whattodo is recorded in the personal greeting number 2 for User 980. The night whattodo is recorded in the personal greeting number 4 of User 980. The whattodo informs the caller “what-to-do”, or gives the caller options.

“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.”

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 with restart after messages enabled
- 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:

1. The whattodo is played immediately after the greeting, so the transition between the greeting and whattodo should flow smoothly.
2. Callers may eventually come back to the whattodo, so the whattodo must make sense without being prefaced by the greeting.
3. 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.

SYSTEM GREETING SCRIPTS

Description	Written Script
Open greeting	<hr/> <hr/>
Open whattodo	<hr/> <hr/> <hr/> <hr/> <hr/>

Closed greeting	<hr/> <hr/>
Closed whattodo	<hr/> <hr/> <hr/> <hr/> <hr/>

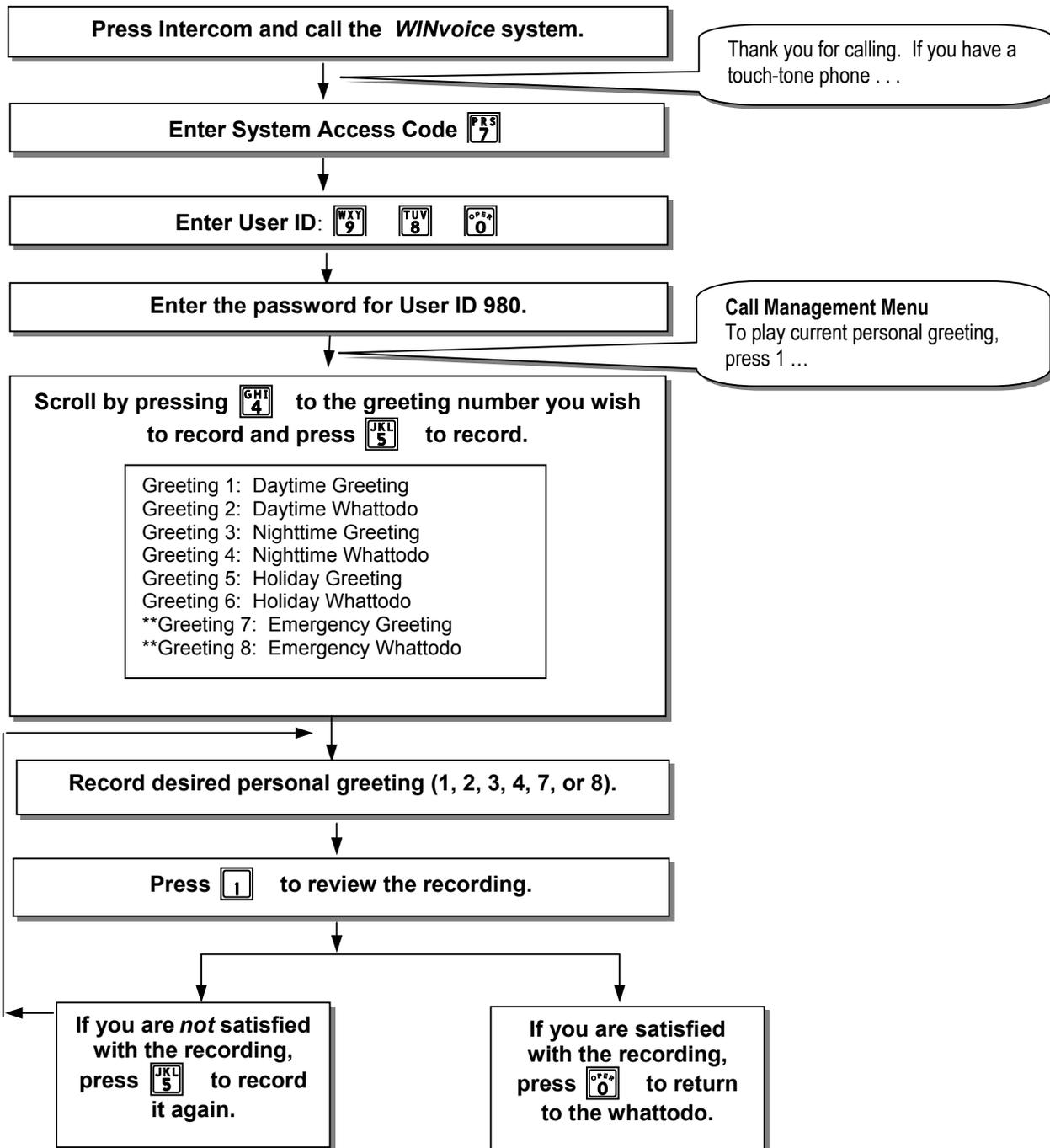
PRE-DEFINED USERS FOR CUSTOM SPEECH

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**

CHANGING SYSTEM GREETINGS

The process of recording the greetings and whattodos for open, closed or holiday modes is the same as recording a personal greeting in a mailbox, only the User ID and password are different. All greeting and whattodo messages (daytime, nighttime and emergency) for the main company will be recorded in User ID 980. Perform the following steps for recording the greetings and whattodos.



NOTE: To activate a new open greeting and whattodo see “Manually selecting Open and Closed mode”. Greetings 7 and 8 will immediately override the current greetings until the next change from day to night.

TEMPORARY GREETING AND WHATTODO

A Temporary greeting and whattodo is typically used if your company is closed due to inclement weather or a holiday. These recordings should explain when you will 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. *WINvoice* will play the temporary greeting/whattodo during the open hours. *WINvoice* will automatically switch to the closed greeting after hours and play the regular open greeting on Friday.

WINvoice comes pre-configured with some additional User IDs to use in recording a temporary greeting and whattodo:

- **980 Greeting 7 (UV7): Emergency Greeting**
- **980 Greeting 8 (UV8): Emergency Whattodo**

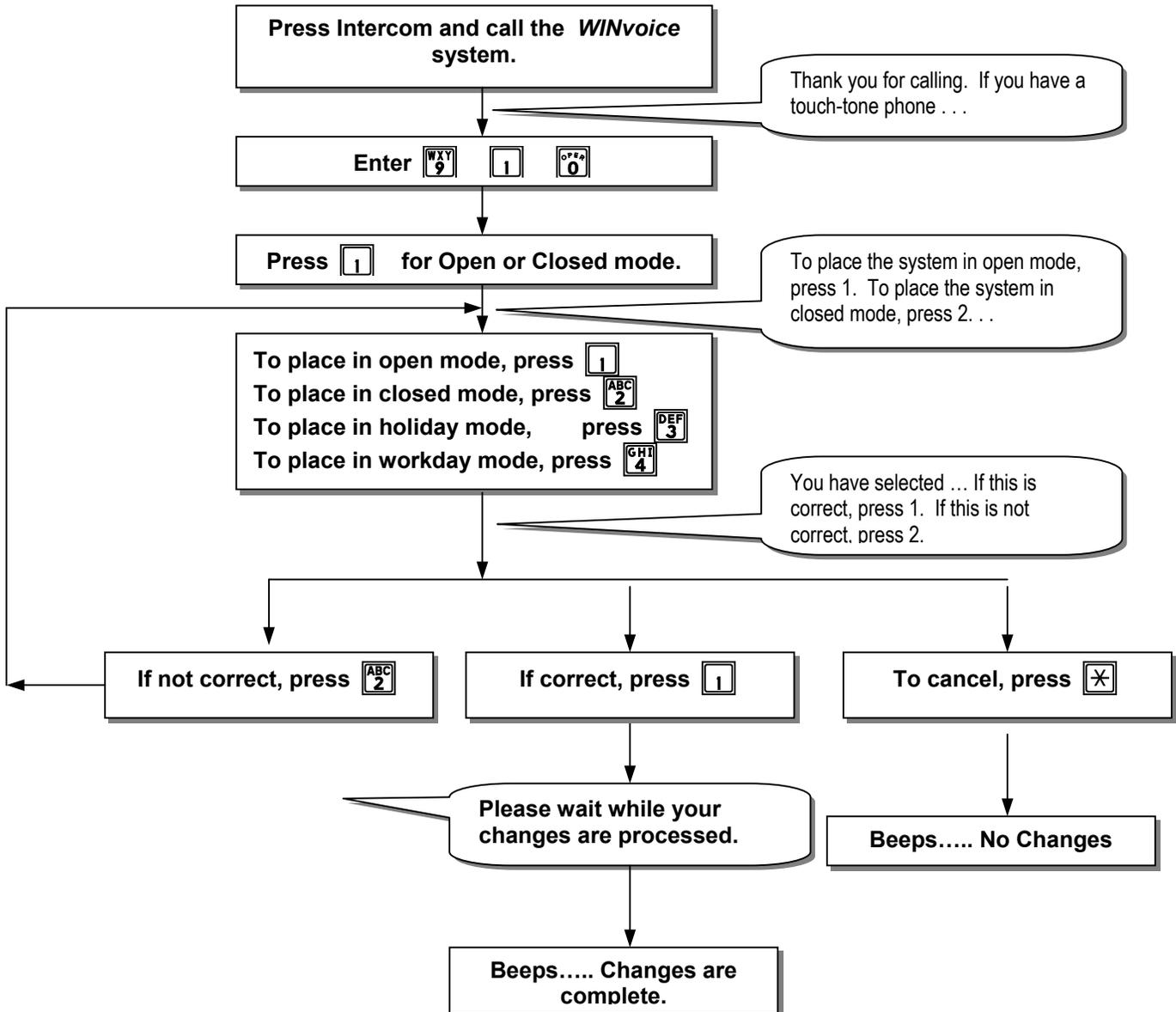
Refer to “Recording System Greetings and Whattodos” for clarification of “greeting” and “whattodo” and instructions on how to record them. Keep in mind you may only want to change the greeting *or* the whattodo, it is not necessary to change both.

If you wish for the temporary greeting to be active for a longer period of time, you may wish to record over the current open greeting. Then, every morning, the system will automatically change from the closed greeting to the temporary greeting (new open greeting). When the temporary greeting is no longer needed, re-record the open greeting for play during open hours.

If the system does not have an open/closed schedule, you may record a temporary greeting and whattodo in the Users 980 greeting number 7 and 980 greeting number 8. Manually toggle the system from open to closed mode as needed. (See “Manually Select Open or Closed Mode”.)

MANUALLY SELECT THE OPEN OR CLOSED MODE

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.



SINGLE DIGIT AUDIOTEXT MESSAGES

The following are tips to assist in setting up and recording Single Digit Audiotext messages and to re-record any message.

- Each Single Digit audiotext recorded message is to give the caller a bit of information about your company
- Write the audiotext message script using the following worksheet
- Secure someone to record the messages using a quiet environment
- Follow the steps for recording the audiotext message

AUDIOTEXT SCRIPTS

Instance	User ID	Description
0		
Script		<hr/> <hr/> <hr/> <hr/> <hr/> <hr/>

Instance	User ID	Description
0		
Script		<hr/> <hr/> <hr/> <hr/> <hr/> <hr/>

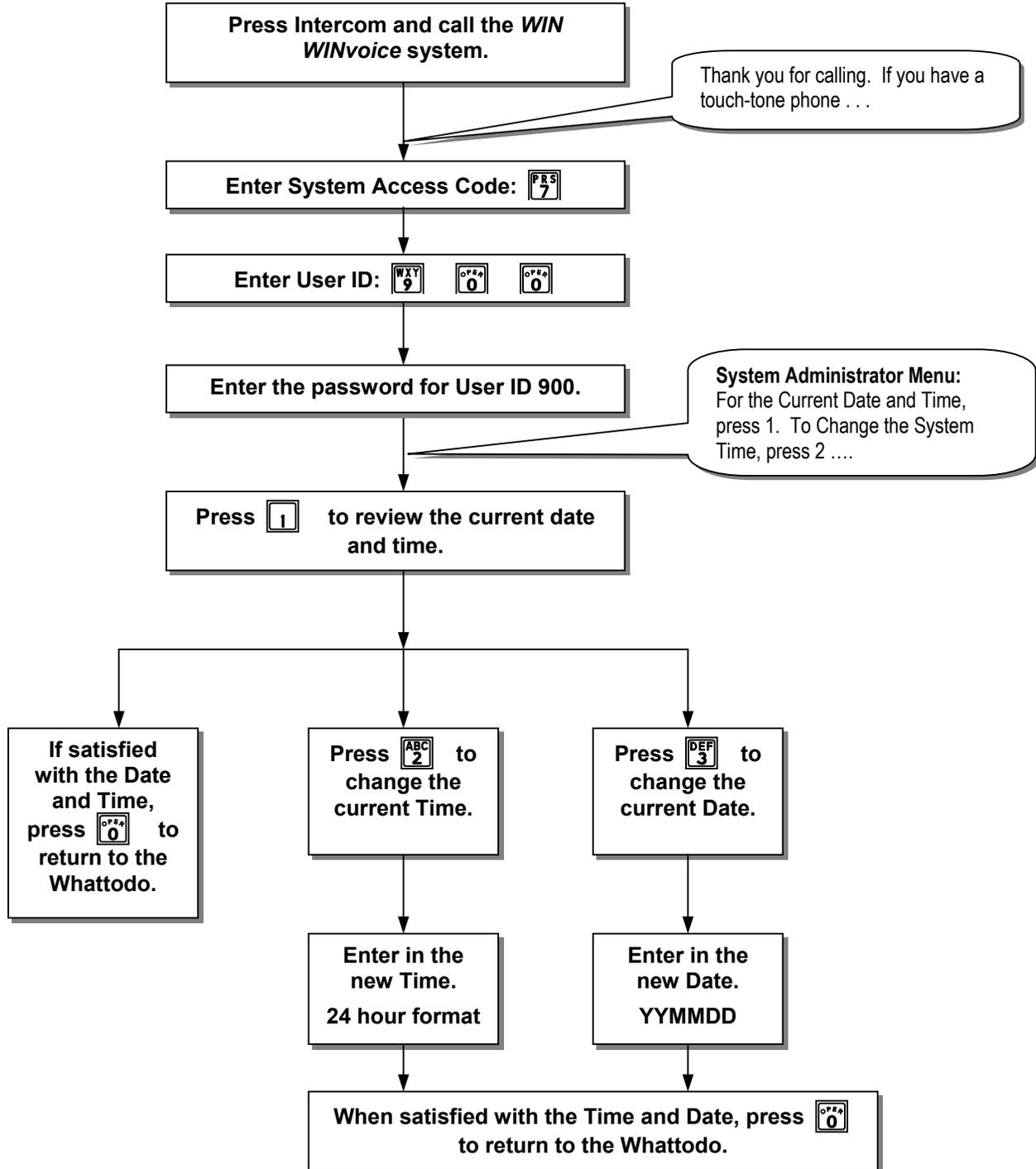
RECORDING AUDIOTEXT SCRIPTS

To record Single Digit Options or standard audiotext Users, follow the steps above for recording the greeting and whattodo. Substitute the Single Digit User ID or Standard User ID for the User ID in the steps above. Again, by default, the password for these Users is the same as the User ID.

CHANGE THE SYSTEM DATE AND TIME

If necessary, you may adjust the date and time on the WINvoice system by using the following procedure. You must change the system date and time when the system has been reset. If the date and time have not been set, the following message plays: "The current system date is invalid."

TO CHANGE THE SYSTEM DATE & SYSTEM TIME:

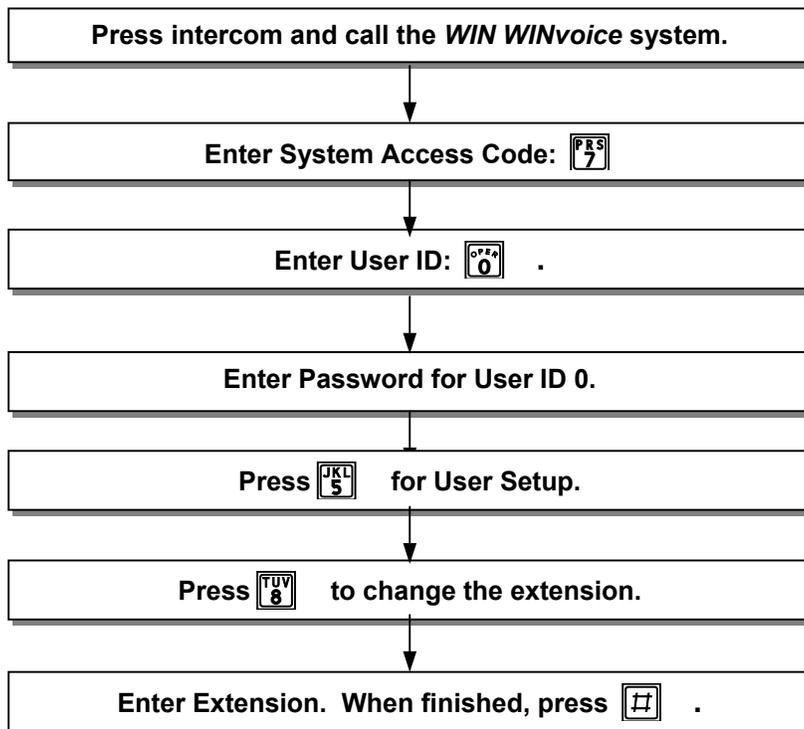


USING AND CONFIGURING THE DEFAULT OPERATOR

The default Operator for *WINvoice* 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. *WINvoice* is pre-programmed with the extension 0 for User ID 0.

To change this, perform the following step:

PROGRAMMING THE DEFAULT OPERATOR'S EXTENSION

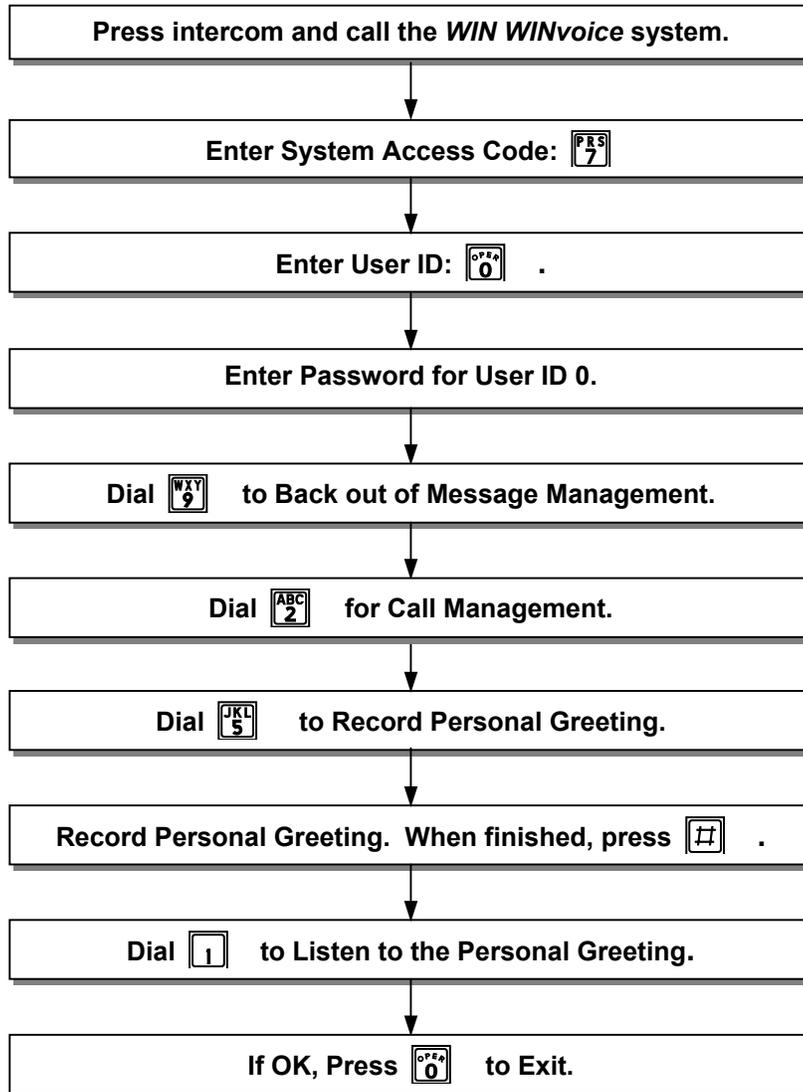


In most installations, programming the default operator's extension is all that is required. However, you may choose to customize the installation by enabling off-hours messaging for the default operator. There are two steps involved in enabling messaging for the Default User:

1. Recording a personal greeting
2. Enabling call blocking.

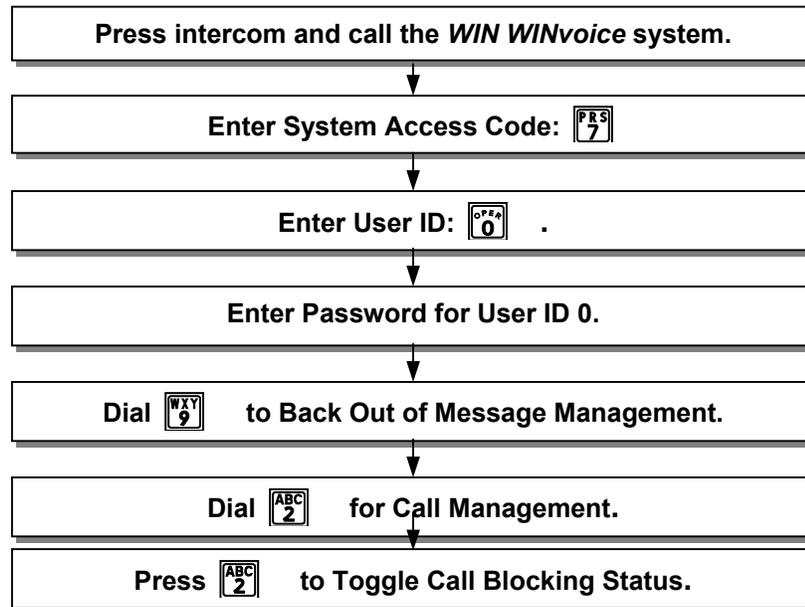
RECORDING A PERSONAL GREETING FOR THE DEFAULT USER'S MAILBOX

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.



ENABLING / DE-ACTIVATING OPERATOR PERSONAL GREETING

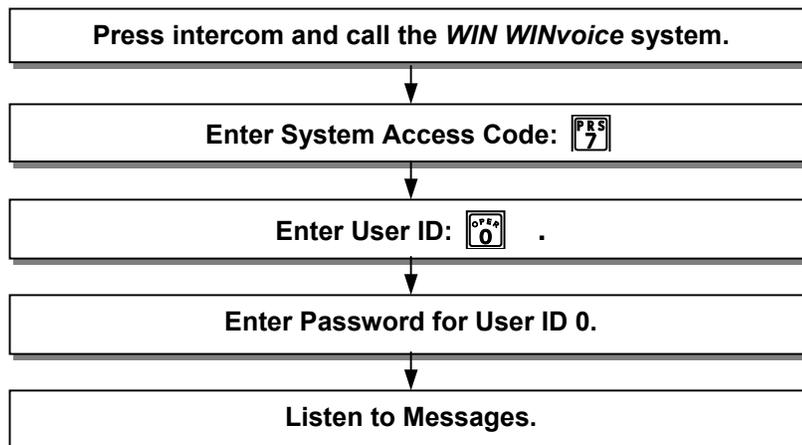
The operator manually enables call blocking when no one is able to take calls at the operator position.



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 FROM THE DEFAULT OPERATOR'S MAILBOX.

If 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.



PUBLIC DISTRIBUTION LISTS

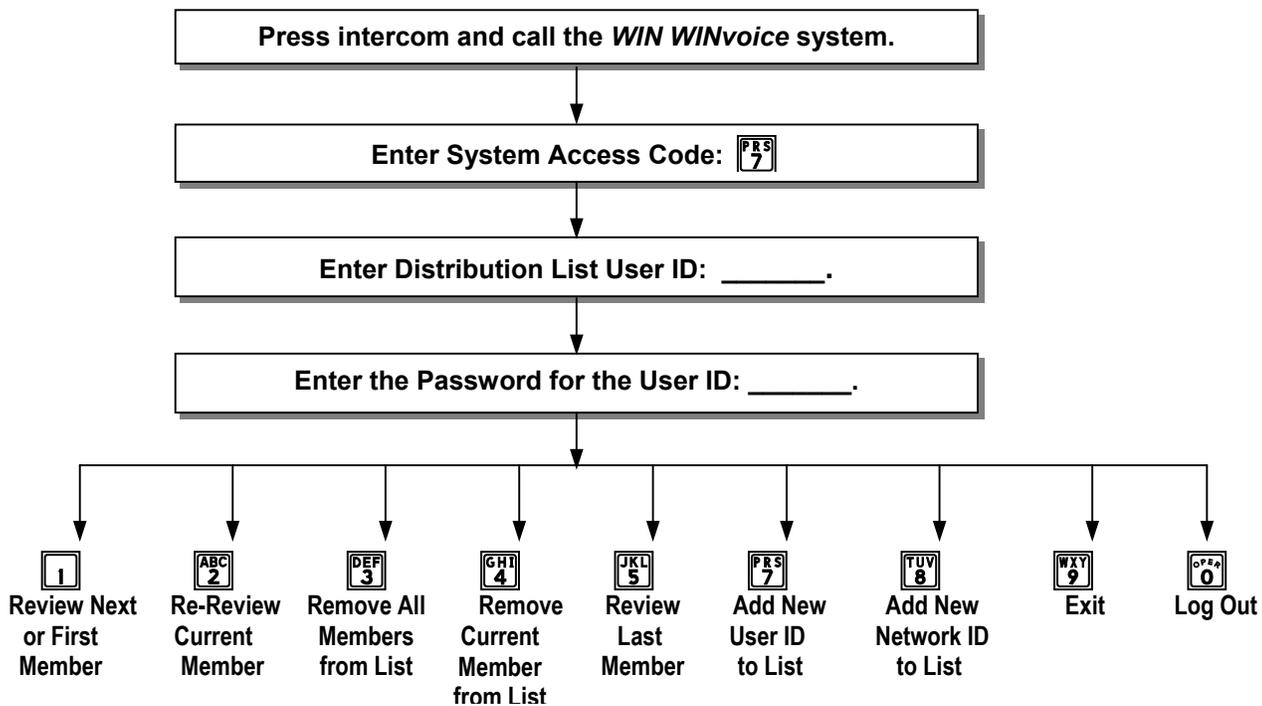
WINvoice automatically generates 3 public distribution lists:

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.

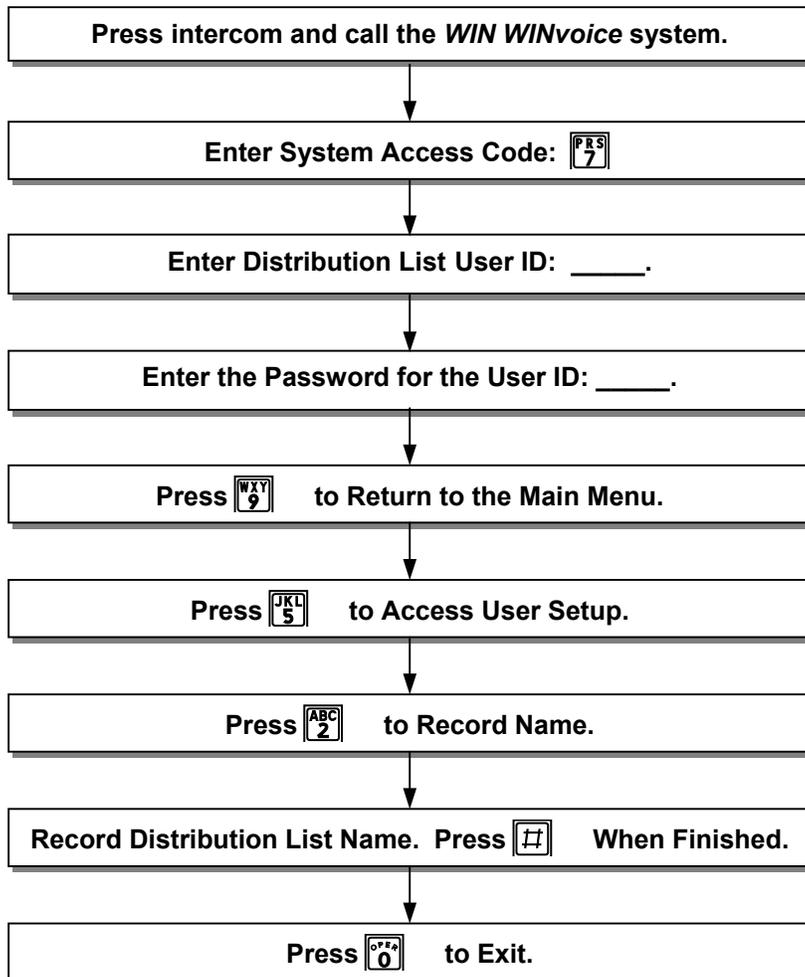
MAINTAINING OR CREATING NEW PUBLIC DISTRIBUTION LISTS

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



RECORDING PUBLIC DISTRIBUTION LIST NAMES

You may record a name for each public distribution list.



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
901 – 904	Open and Close Greeting Recording
907 – 908	Temporary Greeting/Whattodo Recording (Holiday)
950 – 959	Public Distribution Lists Maintenance

