

WIN® SMART VOICE USER GUIDE



WIN®
WIN® Communications Corporation

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Welcome to WIN[®] Smart Voice

The *Smart Voice* is an **automated attendant/voice messaging system** that functions like having your own personal receptionist.

Depending on how your system is configured, *Smart Voice* can take your calls when you do not wish to be disturbed, record **messages** from **Callers** when you are unavailable, **screen your calls** when you are busy, and much, much more.

Smart Voice provides a more efficient use of human and telephony resources by employing the most current voice processing technology.

<i>Automated Attendant</i>	<i>A function of Smart Voice in which incoming Calls are answered and processed by Smart Voice.</i>
<i>Voice Messaging System</i>	<i>A function of Smart Voice in which messages are recorded for a User or group of Users.</i>
<i>Messages</i>	<i>Speech recorded within a mailbox.</i>
<i>Caller</i>	<i>An individual calling the company from an outside line.</i>
<i>Call Screening</i>	<i>A feature provided by Smart Voice where Callers are required to answer a "Who's calling" request. The recorded response is then played to the User along with a menu of options allowing the Caller to accept, reject, or request a message for the call.</i>

Logging into Smart Voice

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

Smart Voice provides a **Smart Access** login feature to Users. When a User dials the voicemail from an internal extension *Smart Voice* automatically initiates a login to User Mode. The Caller is prompted to enter the password for the mailbox. If the Caller does not wish to complete the login to User Mode, simply dial * * to return to the main greeting.

Each time a User logs into User Mode, from an outside line, *Smart Voice* requires the User to identify the **User ID** to be accessed and the password for that User ID.

<i>User</i>	<i>An individual who is defined on the Smart Voice system.</i>
<i>Password</i>	<i>A one to eight digit number used to protect access to your User ID.</i>
<i>Personal Greeting</i>	<i>The recorded message played by your mailbox and heard by Callers when you are unavailable to take a call.</i>
<i>User ID</i>	<i>A one to eight digit number assigned to each User. This is the number or "mailbox" that a Caller enters to select a User. The User ID is often the same number as the Users telephone extension number.</i>
<i>Smart Access</i>	<i>A function of Smart Voice that recognizes Users when they call from an internal extension. Smart Access then initiates a login to User Mode for the User ID of the calling internal extension.</i>
<i>User Mode</i>	<i>A function of Smart Voice allowing Users to access their mailbox, listen to messages and perform maintenance.</i>

Calling Smart Voice

To access *Smart Voice*, place an **intercom call** to it just as you would anyone else in your company with a **telephone extension number**. Your **System Administrator** can tell you the *Smart Voice* extension number. Dial this number when you want to call *Smart Voice* from inside your company's facilities.

You may also access *Smart Voice* from outside your company's facilities by dialing the company's 7 or 10 digit **main telephone number**. Your System Administrator can provide you with this telephone number.

<i>Intercom Call</i>	<i>A call placed between two internal extensions within the WIN[®] Telephone System</i>
<i>Telephone Extension Number</i>	<i>The number dialed by other internal extensions to call your telephone.</i>
<i>System Administrator</i>	<i>Individual within the company responsible for maintaining a basic database of Users and System Access information</i>
<i>Main Telephone Number</i>	<i>The 7 or 10 digit number dialed by Callers to reach your company.</i>

Entering The System Access Code

When accessing *Smart Voice* from an outside line, *Smart Voice* will answer with 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 function, you must announce yourself as a User to *Smart Voice* by entering the **System Access Code**. Your System Administrator can provide you with the System Access Code.

The default System Access Code is 999.

*Note: This step is not necessary when accessing Smart Voice from your own **internal extension**.*

<i>Internal Extension</i>	<i>Telephones connected directly to the WIN[®] Telephone System as opposed to an outside line.</i>
<i>System Access Code</i>	<i>Code used by Users to announce them as a User on the system and allow access to User Mode.</i>

Entering Your User ID

When accessing *Smart Voice* from an outside line, and after entering the System Access Code, the User is required to enter the User ID of the **mailbox** to be accessed. 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.

Note: This step is not necessary when accessing Smart Voice from your own internal extension

<i>Mailbox</i>	<i>A one to eight digit number assigned to each User. This is the number or "mailbox" that a Caller enters to select a User. The User ID is often the same number as the Users telephone extension number. a.k.a User ID</i>
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Entering Your Password.

When accessing *Smart Voice* from an outside line, and after entering the System Access Code and user ID, or when accessing the *Smart Voice* from an internal extension, 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 mailbox. To keep your mailbox secure, you should change the password to a number that only you know.

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.

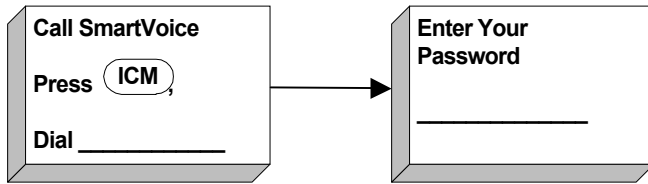
*Note: Should you wish to check your messages from an internal extension other than your own, press ** to return to the **Main Greeting** and follow the instructions for an outside login.*

Login

Referring to the action of entering the System Access Code followed by the User ID and Password, thereby allowing access to the User Mode

Main Greeting

The recorded message heard by Callers after the system answers their call.



Outside Login

When accessing *Smart Voice* from an **outside line** it is necessary to enter the System Access Code. The default System Access Code is 999. However, the **installer** can change this code. Consult the System Administrator to verify the System Access Code.

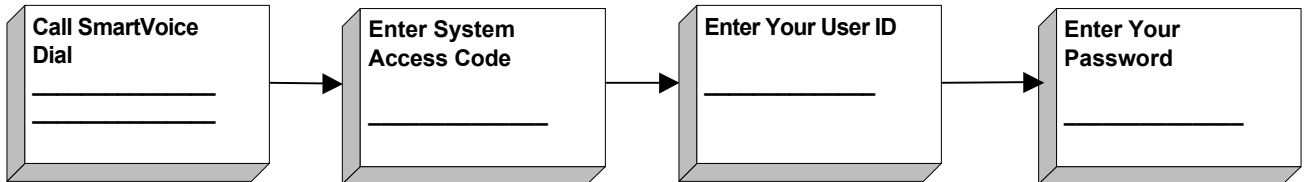
Once the System Access Code has been entered the Caller is prompted to enter the User ID and password of the mailbox the Caller wishes to access.

Installer

The individual or entity responsible for installing and maintaining the WIN® Telephone System and Smart Voice product.

Outside Line

Telephone lines provided by the carrier to allow access to the Public Network.



Quick Setup

YOU MUST COMPLETE QUICK SETUP BEFORE YOU CAN RECEIVE MESSAGES!

Quick Setup helps you customize your mailbox. The first time that you login to your mailbox you are automatically placed into Quick Setup. Even if you are not familiar with voice messaging it should only take a few minutes to complete Quick Setup.

While in Quick Setup, you will be asked to record your name and a personal greeting, choose a password, and list your name with **directory assistance**. Don't worry if you don't get it right the first time. Quick Setup will always ask you to confirm your input for each step.

You should always listen to each menu completely the first few times you access Quick Setup.

Following is a summary of the four steps of Quick Setup. It may help you to review this section before going through Quick Setup for the first time.

Directory Assistance *A function of Smart Voice allowing a Caller to access a User ID by entering the first few letters of the first or last name of the User to be reached.*

Choosing Your Password

First, you will be asked to choose a password, which controls access to your mailbox. Your password may be any number from one to eight digits and you will be asked for it each time you log into your mailbox.

Recording Your Name

Next, you will be asked to record your name. This recording should only contain your name. For example, Fred Smith would record his name by speaking

"Fred Smith"

Others will hear this recording as:

"You have selected 'Fred Smith'"

Recording Your Personal Greeting

Next, you will be asked to record your personal greeting. Others hear this recording if you are unable to answer their call. Your personal greeting should include your name and any options available to the Caller. For example,

"Hi this is Fred Smith, I'm sorry that I missed your call. Please leave your name, telephone number, and a brief message after the tone or enter any other extension now."

You may find it easier to write down what you want to say before you make this recording.

Note: Callers are also allowed to press the # key during your greeting to immediately skip to the record beep and leave a message.

Listing Your Name with Directory Assistance

Next, you will be asked to list your name with Directory Assistance. Directory Assistance is available to others who do not know your User ID. You may not be required to be part of Directory Assistance. If so, your User ID may remain unlisted.

Note: Directory Assistance can be listed by first or last name. Check with your System Administrator for your organization's choice.

“Congratulations! You have completed Quick Setup!”

After completing Quick Setup, you hear the Main Menu options. You may also hear the Main Menu each time you log into user Mode, depending on system integration and what menu the System Administrator chose as the log in menu for Users accessing User Mode. From the Main Menu, you may access all of *Smart Voice*'s features including, if you wish, Quick Setup.

User Mode Overview

After you log into User Mode, you are presented with 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.

Following is an overview of how *Smart Voice* integrates with the WIN[®] Telephone System and a list of the User Mode menus.

WIN[®] 20 and 32 Button Display Telephone Integration

While all stations enjoy visual message waiting notification, and optional audible message waiting notification, WIN[®] 20 and 32 Button Display Telephones provide users with an additional visual notification of messages within the display of the telephone. All WIN[®] Digital Telephones provide a visual message waiting indication by flashing the red Information LED in the upper right corner of the telephone. Users with WIN[®] 20 and 32 Button Display Telephones will receive additional visual notification of messages that have been recorded by displaying “MSG” in the lower left corner of the display. Additionally, users with WIN[®] 32 Button Display Telephones are provided with the number of messages in the upper right corner.

All WIN[®] Digital Telephones support an optional audible beep tone that will sound for 8 seconds. This feature is standard to all display telephones.

Note: This display is in conjunction with any other message notification that may have been configured, such as cell-phone notification etc.

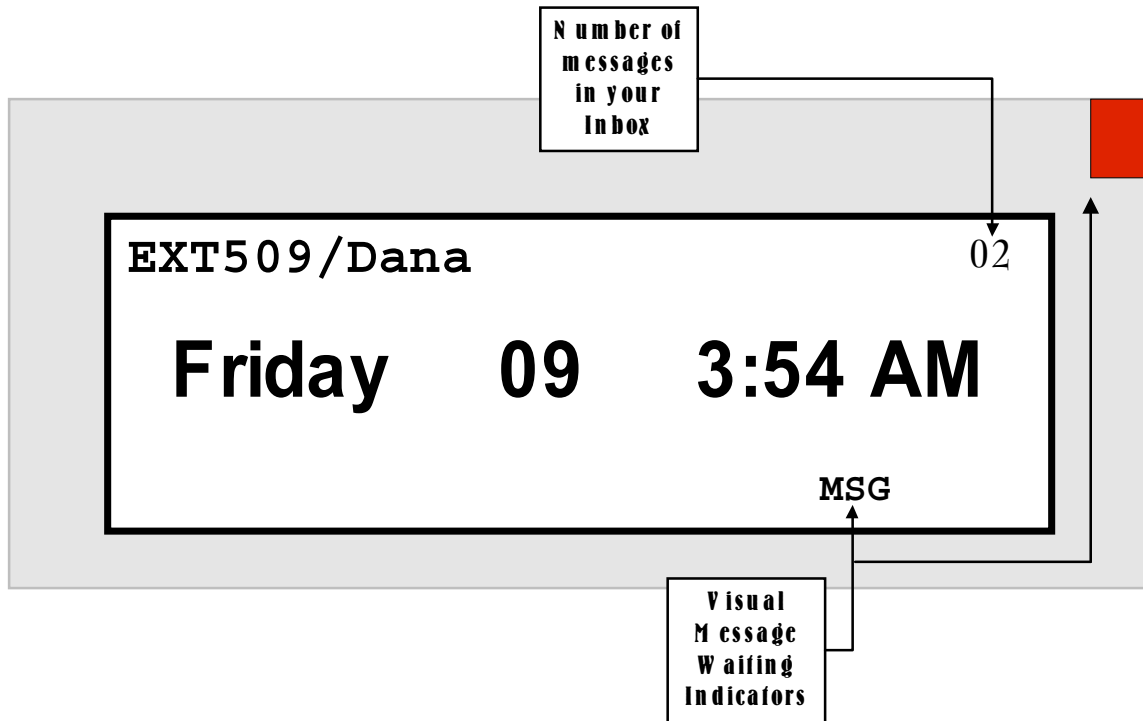


Figure 1 32 Button Display Telephone in Idle Condition with Messages Waiting

Urgent Message Notification

When a Caller or User sets a message as Urgent, *Smart Voice* provides the recipient with a special visual notification. WIN[®] 20 and 32 Button Display Telephones will flash the red Information LED at very rapid pace.

Caller ID Integration

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.

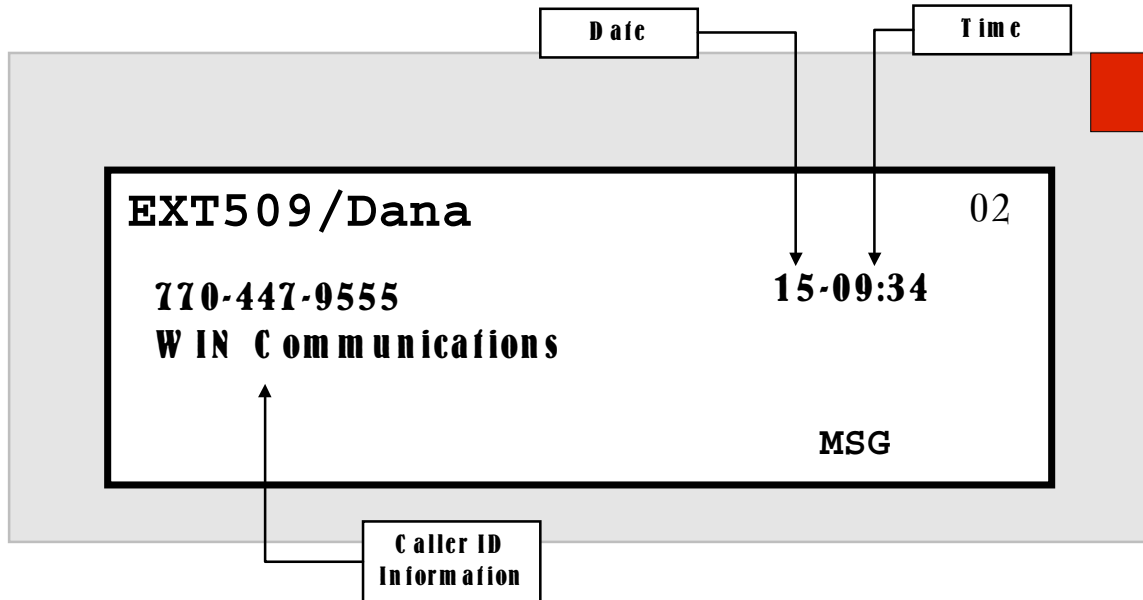


Figure 2 Caller ID Information is Displayed During Message Retrieval

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. Check with the System Administrator for configuration of this feature.

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

To use this feature:

- A. Log in to User Mode.
- B. Listen to messages
- C. While Caller ID information is displayed press the Voicemail Callback Key.
- D. The telephone number will be dialed.

Live Monitor

Smart Voice can be configured to call your internal telephone anytime that a Caller is leaving a message in your mailbox. This feature allows a User the option of retrieving the Caller from the mailbox and connecting directly to the Caller. Check with your System Administrator for configuration of this feature.

Note: Live Monitor is an optional feature and must be configured by the Telephone System Installer.

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 monitor the incoming caller's message as it is recorded.

Smart Voice provides the User the option to interrupt the process of leaving a message and connect the User 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.

To use this feature:

- A. A caller begins to leave a message in your mailbox.
- B. Smart Voice places an intercom call to your telephone.
- C. Your telephone will ring and, if you are using a WIN[®] 20 or 32 Button Display Telephone, show "Monitor Request" in the display.
- D. Once the call is answered you will be able to monitor the caller's message.
- E. By pressing CO key #1 on your telephone, see the following illustration, you can connect to the caller and end the message, or hang up and allow the Caller to continue recording.

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

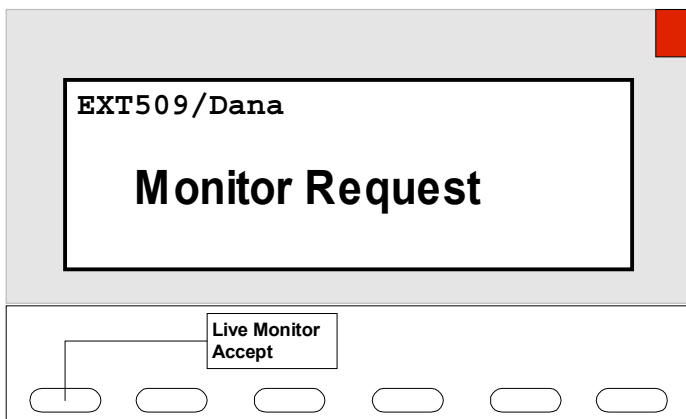


Figure 3 While listening to a Caller Recording a Message, "Monitor Request" is displayed. Press CO key 1 to interrupt, and connect directly to the Caller.

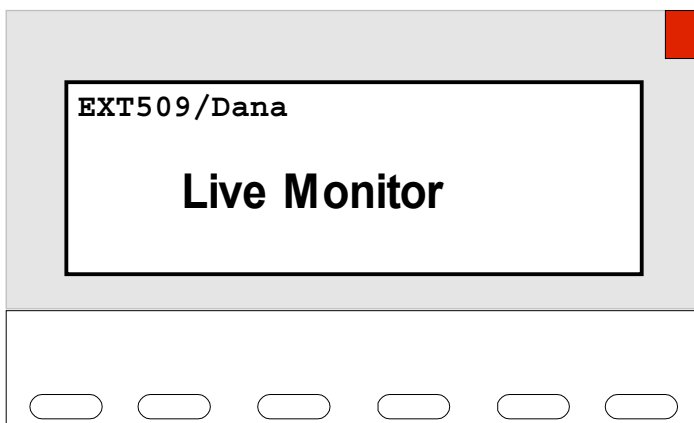


Figure 4 Once the Live Monitor Feature has been activated "Live Monitor" will show in the display.

User Mode Menus

The following list of User Mode menu options is for use with or without *Smart Key* operation.

Important User Mode Tips

- From almost anywhere in User Mode, you can press 0 to log out of User Mode and return to the Main Greeting.
- From any level, you can press 9 and return to the previous menu level. If you are in the Main Menu, pressing 9 logs you out of User Mode and takes you back to Main Greeting.
- Pressing # 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 forward to the message itself.
- If you don't know a User ID, you may enter the Directory Assistance code (default is 411) and spell out the name instead. The System Administrator will determine whether Directory Assistance is by first or last name.
- When logging into the system, it is not normally necessary to wait for each prompt before entering the information requested by that prompt.
- You can configure the order in which you messages are played back to be the same order in which they were received, first-in-first-out, or in the opposite order, last-in-first-out. This is done from the User Setup menu.

Main Menu

1

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 has been heard.

ABC
2

Call Management

Call Management enables you to record your personal greeting, select an alternate personal greeting, and change the Call Blocking or Call-Screening setting of your mailbox.

DEF
3

List Management

List Management helps you to 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.

GHI
4

Notification Management

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

JKL
5

User Setup

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

PRS
7

Quick Setup

Quick Setup is an automated process to step Users through the process of setting a password, recording your name file, recording a personal greeting, and spelling your name for Directory Assistance. Quick Setup is automatically launched the first time the User logs into their mailbox.

TUV
8

System Date and Time

This option plays the current system date and time

Message Management

1

Play Next Message

Plays the next message, along with the time stamp.

ABC
2

Replay Current Message

Restarts the current message from the beginning

DEF
3

Additional Options

This option launches the *Advanced Options* Menu

1

Play Next Message

Automatically saves the current message and begins playing the next message.

DEF
3

Quick Messaging

Record and send a message to another User without ringing their telephone or hearing their personal greeting.

GHI
4

Erase All Messages

After selecting this option, all messages will be erased upon exiting user Mode.

JKL
5

Un-erase All Messages

Selecting this option will reverse the erase operation of messages. This option must be selected before exiting User Mode.

MNO
6

Check Un-heard Sent Messages

This option allows you to check the status of the messages that you have sent to other Users and to “un-send” if the message has not been heard by the recipient

PRS
7

Play First Message

This option immediately returns to the start of the message sequence.

TUV
8

Play Saved Messages

Selection of this option immediately goes to playback of the first saved message in playback order

GHI
4

Erase Current Message & Play Next Message

Marks the message for erase upon exiting User Mode, and begins immediate playback of the next message in the playback order.

JKL
5

Forward Current Message

Forwards the current message to another User or a list of Users. After selecting this option, you are placed into the Forwarding menu.

1

Forward Message

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

ABC
2

Record Message Pre-fix

Record a separate message to 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

Replays the forwarding prefix if you have recorded it.

GHI
4

Special Delivery Options

After selecting this option, you are placed into the delivery options menu. This menu allows you to determine how the message will be delivered to the station.

1

Send Message With Options

Sends 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 messages to any other User.

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 will play your message in front of all other messages in the destination User's mailbox. Multiple Urgent messages are delivered according to the mailbox settings.

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 enter 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.

MNO
6

Send A New Message

Send a new message to another User a list of Users. After selecting this option, you are placed into the Send menu from which the following options are available:

1

Send Message

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

ABC
2

Record Message

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

DEF
3

Review Message

Replay the message that you have recorded.

GHI
4

Send With Delivery Options

After selecting this option you are placed into the following menu, after which you are returned to the Send New Message Menu

1

Send Message With Options

Send the messages 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 another User.

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 will place your message in front of all other messages in the destination User's mailbox.

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 will allow you to redefine the delivery options.

JKL
5

Append to Message

Continue Recording, adding to the end of the current recording

MNO
6

Select Personal List Number

Select the User to whom the message will be sent.

PRS
7

Replay The Current Message

Restarts the current message from the beginning.

TUV
8

Power Playback

Play all messages. This enables you to listen to all of your messages with a single button. While in Power Play, almost all Message Management options are still available, For example, you can skip to the next message by pressing 1, replay the current message by pressing 2, erase the current message by pressing 4, etc. Selecting option 3, however, takes you out of power play.

Note that this option is only available while listening to the Message Management menu. Pressing 8 during message playback moves forward within the message.

During Message Playback

The following options are only available during Message Playback



Move Back Within Message

This option works just like a rewind function 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 resumes 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 will resume at the same point where it was paused.



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 from another User, you may press # during playback or the forwarding prefix to skip it and begin playback of the forwarded message itself.

Call Management

1

Play The Current Personal Greeting

Playback your current personal greeting

ABC
2

Change Call Blocking

Changes your Call Blocking status. If Call Blocking is enabled, callers who select your User ID go straight to your personal greeting without trying your extension.

DEF
3

Change Call-Screening

Changes your call screening setting. If Call Screening is enabled, callers who select your User ID are asked to state their name before they are transferred to your extension. After you answer the call, Smart Voice tells you who the caller is by playing back their answer. You are then given the option of accepting the call, rejecting the call, sending the call to another extension or requesting a message. Check with your System Administrator about the availability of this feature.

GHI
4

Select Next Personal Greeting

Selects which of your personal greetings will play when you are not available. For example, if you are allowed two personal greetings and your current greeting is number 1, selecting this option causes personal greeting number 2 to play when you are not available.

JKL
5

Record Current Personal Greeting

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

MNO
6

Delete Any Personal Greeting

This option deletes the personal greeting of your choice.

PRS
7

Select Personal Greeting

This option prompts the system to play the personal greeting of your choice

TUV
8

Record Any Personal Greeting

This option prompts you to record the personal greeting of your choice.

List Management

1

Review Next User

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

ABC
2

Re-Review Current User

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

DEF
3

Remove All User ID's From List

Removes all User ID from the current list.

GHI
4

Remove Current User ID From List

Removes only the current User ID from the current list.

JKL
5

Review Last User ID

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

MNO
6

Create New or Select Existing List Number

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

PRS
7

Add New User ID To List

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

TUV
8

Add New Network ID To List

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

Notify Management

1

Notify Status

Requests a review of your notification status, including whether you will be notified of new messages and, if applicable, the outside telephone number for notification.

ABC
2

Enable All Notification

Enable notification of new messages.

DEF
3

Disable All Notification

Disables notification of new messages

GHI
4

Change Notification Number

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

User Setup

1

Change Password

Your password can be any number from one to eight digits in length. It cannot contain * or #. To speed up the entry process when you are done entering your new password press #.

ABC
2

Record Name

This recording should contain only your name. Press # when you are finished speaking.

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 16 letters of your name through the telephone keypad. Press # when you are finished spelling your name. 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.

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. Following is a list of all User Mode menus and a description of how the *Smart Keys* operate under each condition. *Smart Keys* are programmed by the installer and are active only while logged into User Mode and cannot be used for any other function. Following is an overview of *Smart Voice* menus and how *Smart Keys* are configured within those menus.

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, that 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.

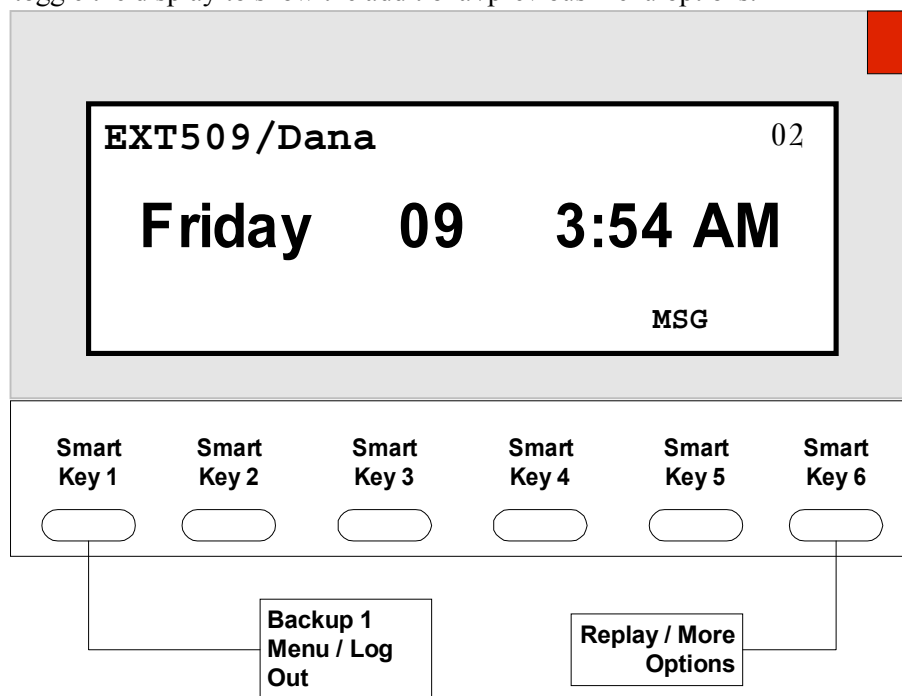


Figure 5 Smart Keys 1 and 6 Provide Fixed Functions

User Mode Menus

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

Main Menu

1

Message Management (MESG)

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 has been heard. (see Message Management Menu)

ABC
2

Call Management (CALL)

Call Management enables you to record your personal greeting, select an alternate personal greeting, and change the Call Blocking or Call-Screening setting of your mailbox. (see Call Management Menu)

DEF
3

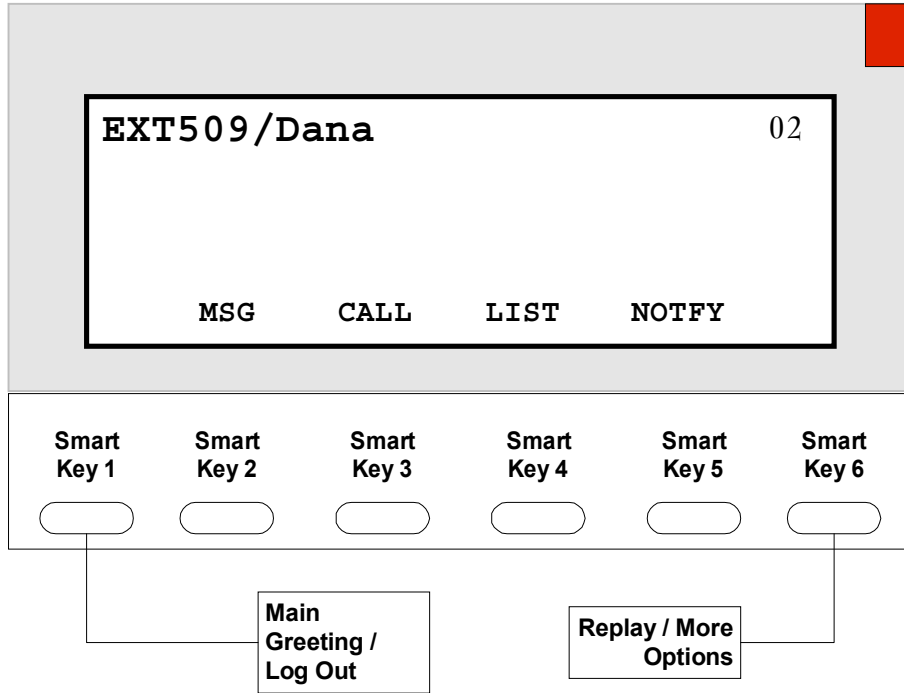
List Management (LIST)

List Management helps you to 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. (see List management Menu)

GHI
4

Notification Management (NOTFY)

From Notification Management, you may enable or disable notification of new messages. You may also define the outside telephone number for new message notification. (see Notification Management Menu)



JKL
5

User Setup (SETUP)

From User Setup, you can change your password, record your name, change the order in which your messages are played, and define your name spelling with Directory Assistance. (see user Setup Menu)

PRS
7

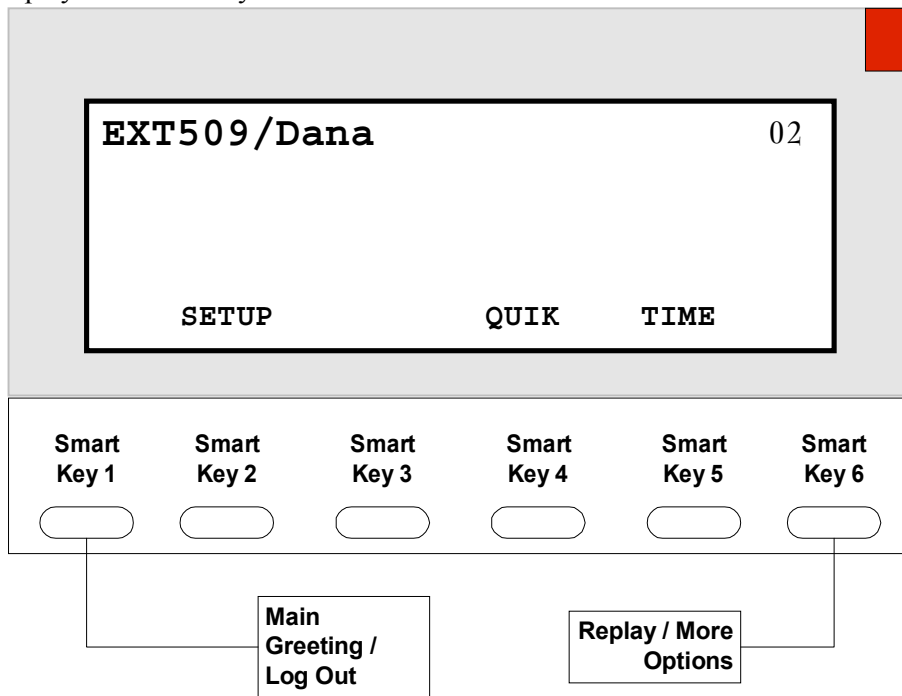
Quick Setup (QUICK)

Quick Setup is an automated process to step Users through the process of setting a password, recording your name file, recording a personal greeting, and spelling your name for Directory Assistance. Quick Setup is automatically launched the first time the User logs into their mailbox. (see Quick Setup Menu)

TUV
8

System Date and Time (TIME)

This option plays the current system date and time



Message Management

1

Play Next Message (NEXT)

Plays the next message, along with the time stamp.

ABC
2

Replay Current Message (RPLAY)

Restarts the current message from the beginning

DEF
3

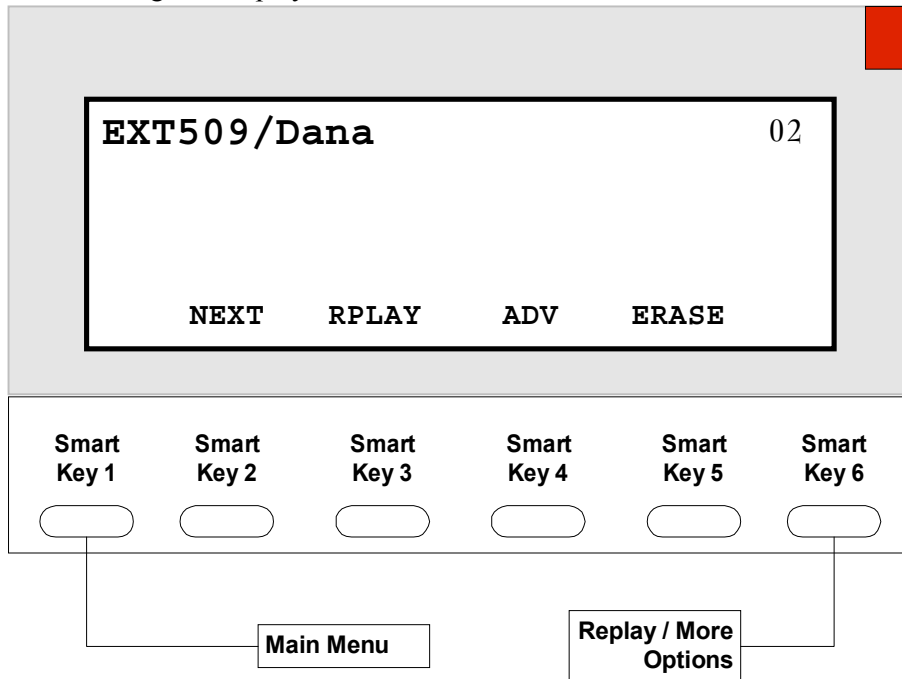
Additional Options (ADV)

This option launches the *Advanced Options* Menu (see Advanced Options Menu)

GHI
4

Erase Current Message & Play Next Message (ERASE)

Marks the message for erase upon exiting User Mode, and begins immediate playback of the next message in the playback order.



JKL
5

Forward Current Message (FWD)

Forwards the current message to another User or a list of Users. After selecting this option, you are placed into the Forwarding menu. (See Forward Current Message Menu)

MNO
6

Send A New Message (REPLY)

Send a new message to another User or a list of Users. After selecting this option, you are placed into the Send a New Message Menu. (See Send A New Message Menu)

PRS
7

Replay The Current Message (RPLAY)

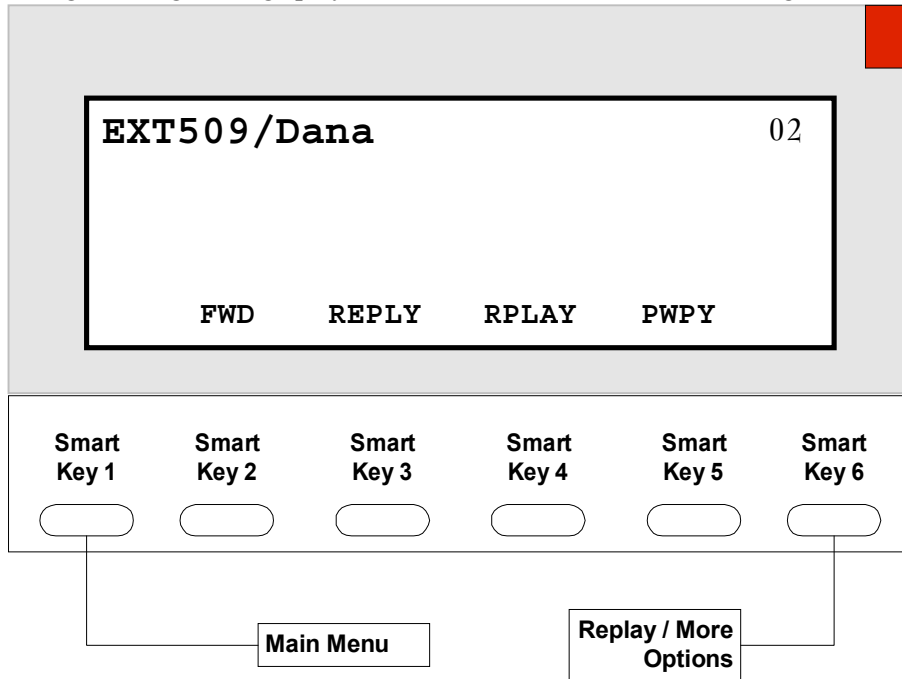
Restarts the current message from the beginning.

TUV
8

Power Playback (PWPY)

Play all messages. This enables you to listen to all of your messages with a single button. While in Power Play, almost all Message Management options are still available. For example, you can skip to the next message by pressing 1, replay the current message by pressing 2, erase the current message by pressing 4, etc. Selecting option 3, however, takes you out of power play.

Note that this option is only available while listening to the Message Management menu. Pressing 8 during message playback moves forward within the message.



Advanced Options Menu

1

Play Next Message (PREV)

Automatically saves the current message and begins playing the next message.

DEF
3

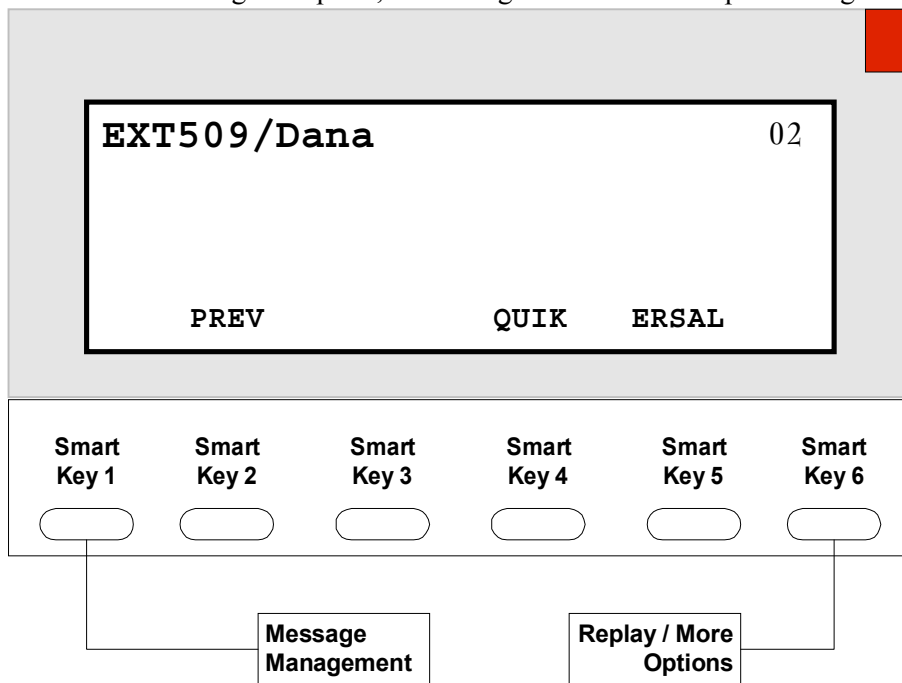
Quick Messaging (QUIK)

Record and send a message to another User without ringing their telephone or hearing their personal greeting.

GHI
4

Erase All Messages (ERSAL)

After selecting this option, all messages will be erased upon exiting user Mode.



JKL
5

Un-erase All Messages (UNALL)

Selecting this option will reverse the erase operation of messages. This option must be selected before exiting User Mode.

MNO
6

Check Un-heard Sent Messages (UHST)

This option allows you to check the status of the messages that you have sent to other Users and to “un-send” if the message has not been heard by the recipient

PRS
7

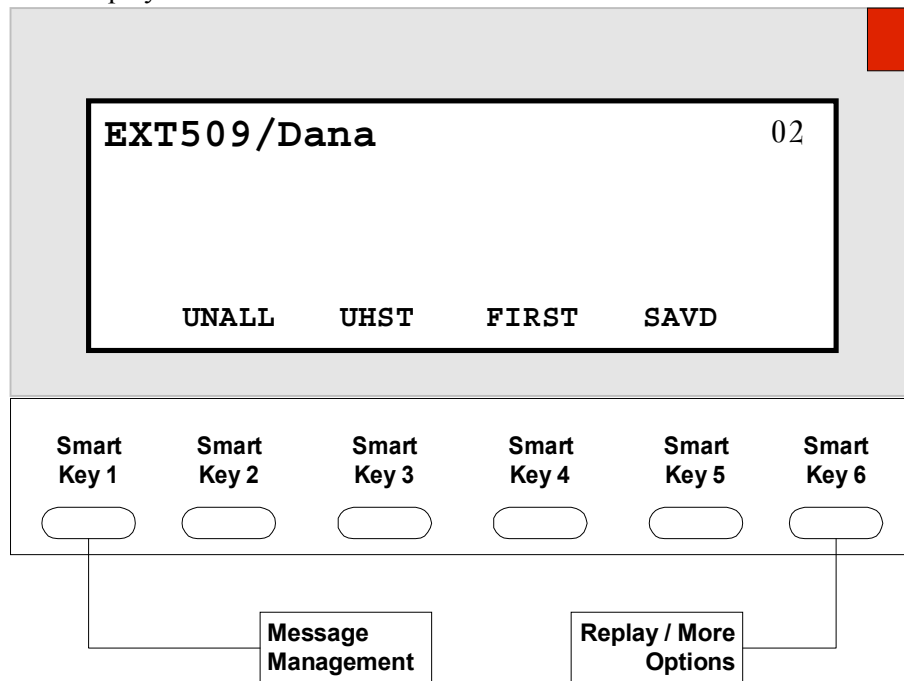
Play First Message (FIRST)

This option immediately returns to the start of the message sequence.

TUV
8

Play Saved Messages (SAVD)

Selection of this option immediately goes to playback of the first saved message in playback order



Forward Current Message Menu

1

Forward Message (SEND)

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

ABC
2

Record Message Pre-fix (REC)

Record a separate message to 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

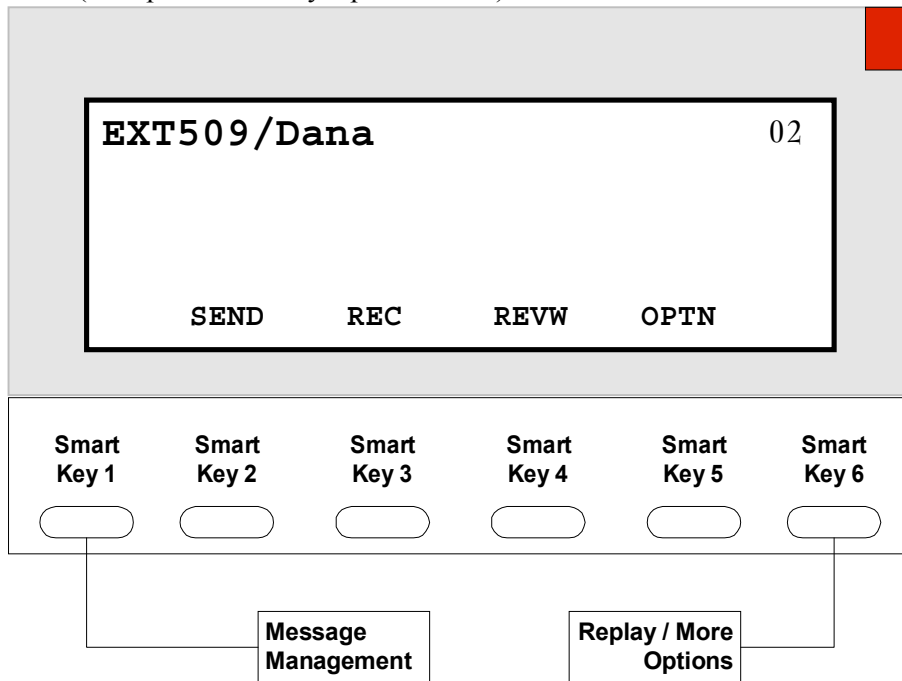
Review Message Prefix (RE VW)

Replays the forwarding prefix if you have recorded it.

GHI
4

Special Delivery Options (OPTN)

After selecting this option, you are placed into the delivery options menu. This menu allows you to determine how the message will be delivered to the station. (see Special Delivery Options Menu)



JKL
5

Append to Message Prefix (APPND)

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

MNO
6

Select Personal List Number (LIST)

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

PRS
7

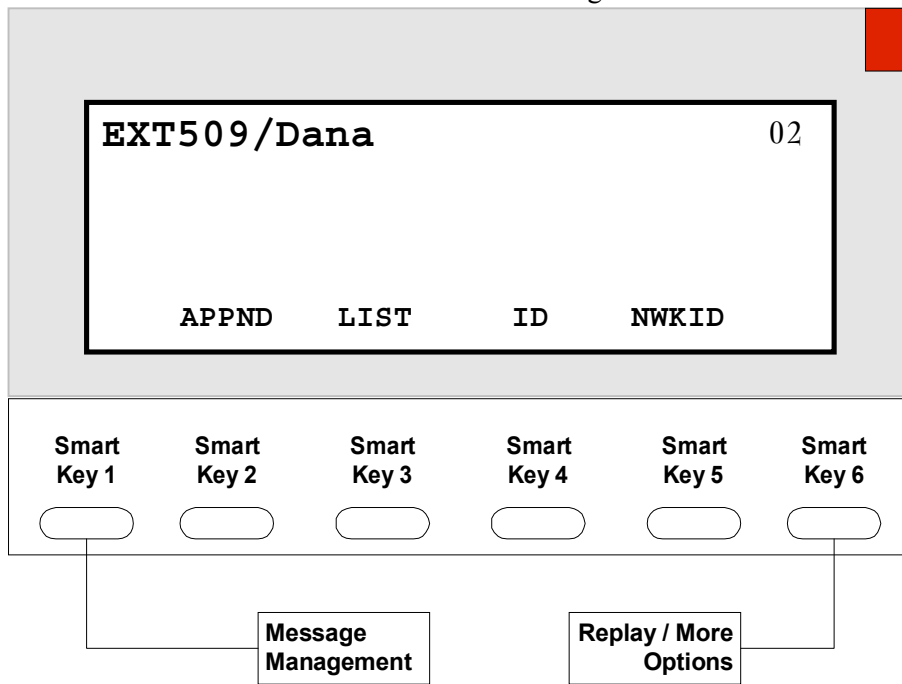
Select User ID (ID)

Select the User to whom the message will be forwarded.

TUV
8

Select Network User ID (NWKID)

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



Special Delivery Options Menu



Send Message With Options (SEND)

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



Set Private (PRIVT)

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



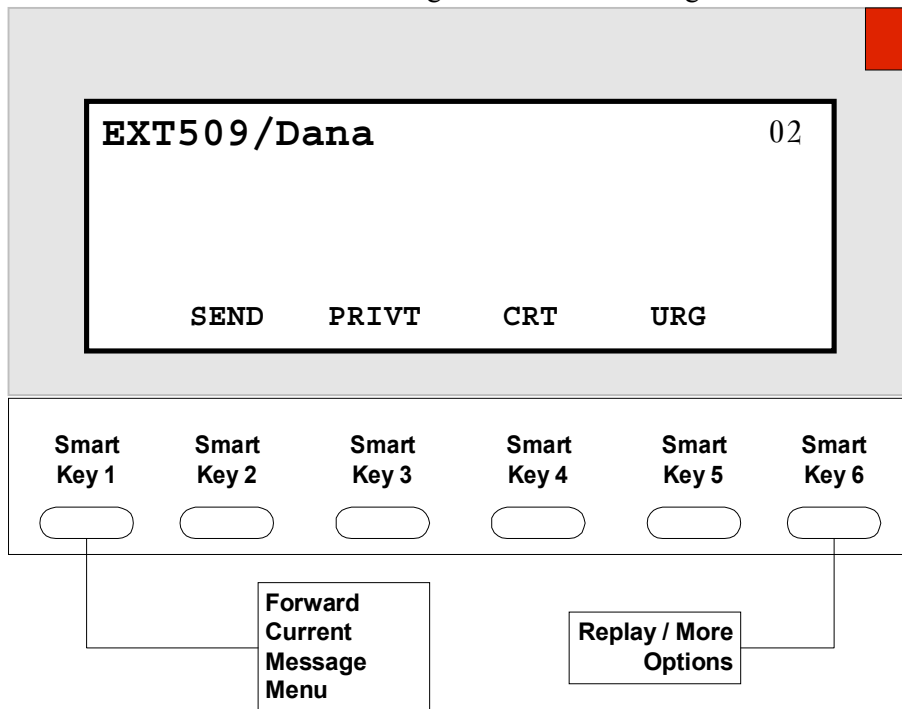
Set Certified (CERT)

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



Set Urgent (URG)

Sending a message as Urgent will play your message in front of all other messages in the destination User's mailbox. Multiple Urgent messages are delivered according to the mailbox settings.



JKL
5

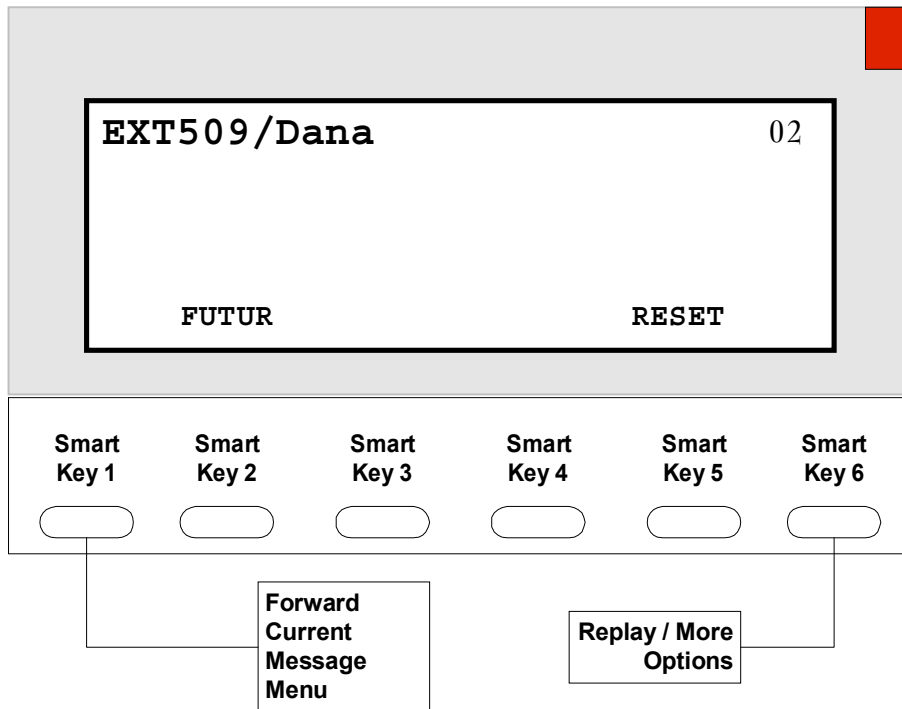
Set Future Delivery (FUTUR)

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

TUV
8

Reset Delivery Options (RESET)

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



Send A New Message Menu

1

Send Message (SEND)

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

ABC
2

Record Message (REC)

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

DEF
3

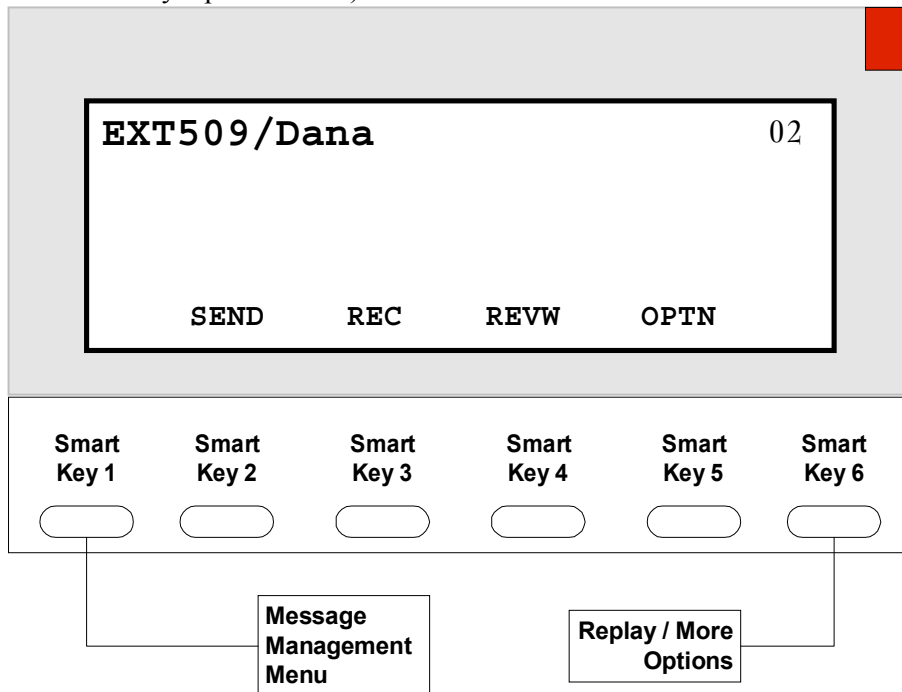
Review Message (RE VW)

Replay the message that you have recorded.

GHI
4

Send With Delivery Options (OPTN)

After selecting this option you are placed into the Special Delivery Options menu, after which you are returned to the Send New Message Menu (see Special Delivery Options Menu)



JKL
5

Append to Message (APPND)

Continue Recording, adding to the end of the current recording

MNO
6

Select Personal List Number (LIST)

Select the User to whom the message will be sent.

PRS
7

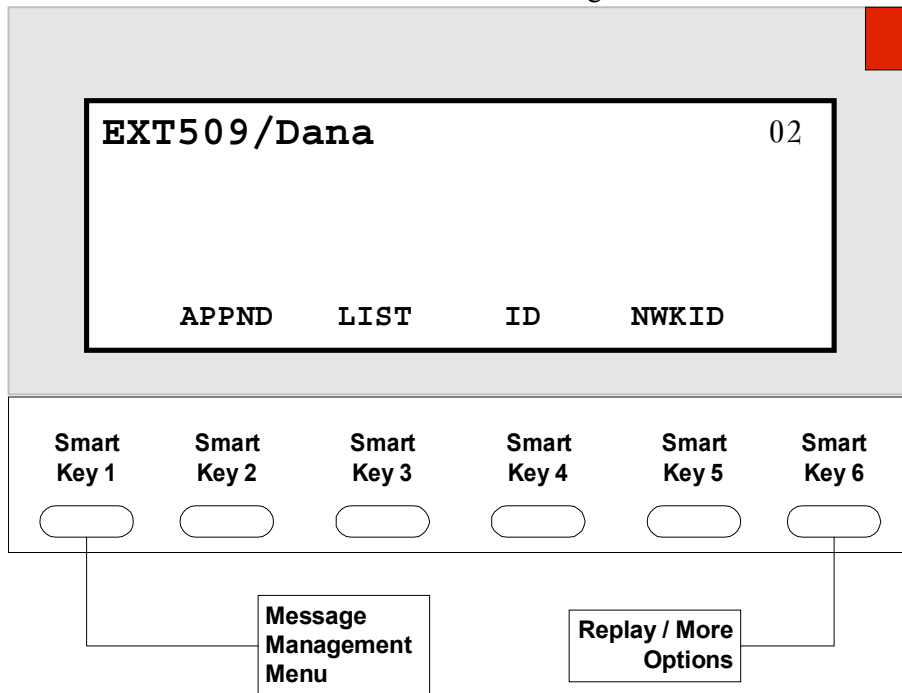
Select User ID (ID)

Select the User to whom the message will be forwarded.

TUV
8

Select Network User ID (NWKID)

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



During Message Playback

The following options are only available during Message Playback

PRS
7

Move Back Within Message (REWND)

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

TUV
8

Move Forward Within Message (FF)

This option works just like the Fast-Forward control on a tape player. After selecting this option, playback of the message resumes a few seconds after the current point.

*

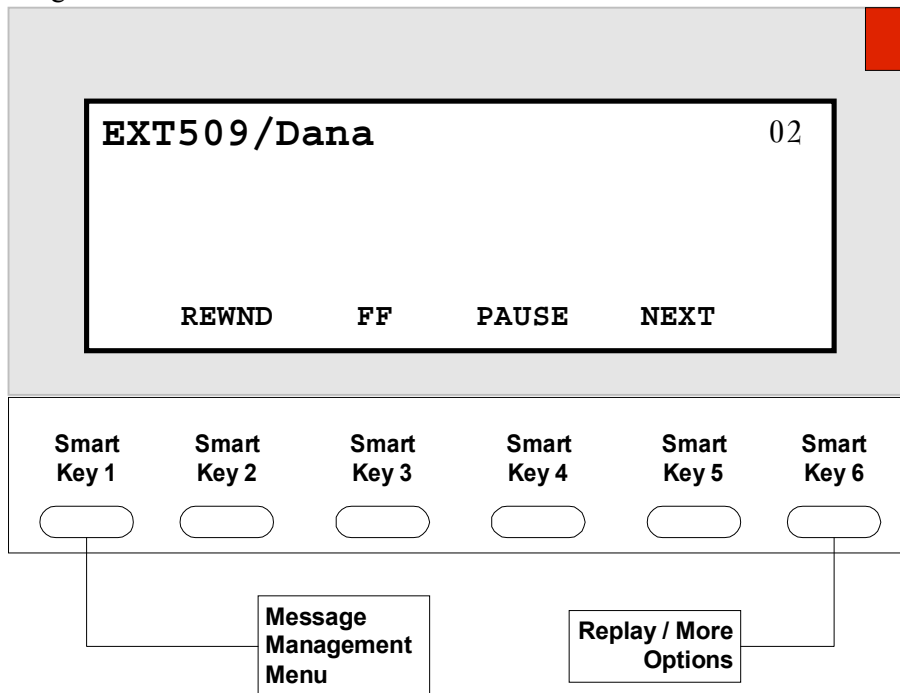
Pause Message Playback (PAUSE)

This option works just like the pause control on a tape player. After selecting this option, playback will resume at the same point where it was paused.

#

Skip to Next Message Component (NEXT)

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 from another User, you may press # during playback or the forwarding prefix to skip it and begin playback of the forwarded message itself.



Call Management Menu

1

Play The Current Personal Greeting (PLYG)

Playback your current personal greeting

ABC
2

Change Call Blocking (CH CB)

Changes your Call Blocking status. If Call Blocking is enabled, callers who select your User ID go straight to your personal greeting without trying your extension.

DEF
3

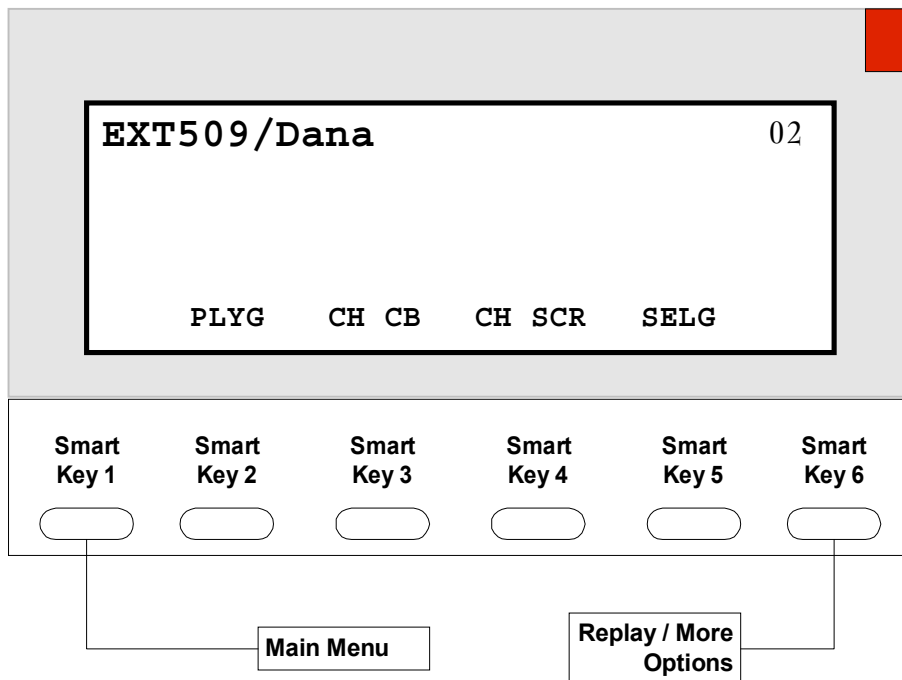
Change Call-Screening (CH SCR)

Changes your call screening setting. If Call Screening is enabled, callers who select your User ID are asked to state their name before they are transferred to your extension. After you answer the call, Smart Voice tells you who the caller is by playing back their answer. You are then given the option of accepting the call, rejecting the call, sending the call to another extension or requesting a message. Check with your System Administrator about the availability of this feature.

GHI
4

Select Next Personal Greeting (SELG)

Selects which of your personal greetings will play when you are not available. For example, if you are allowed two personal greetings and your current greeting is number 1, selecting this option causes personal greeting number 2 to play when you are not available.



JKL
5

Record Current Personal Greeting (RECG)

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

MNO
6

Delete Any Personal Greeting (DELG)

This option deletes the personal greeting of your choice.

PRS
7

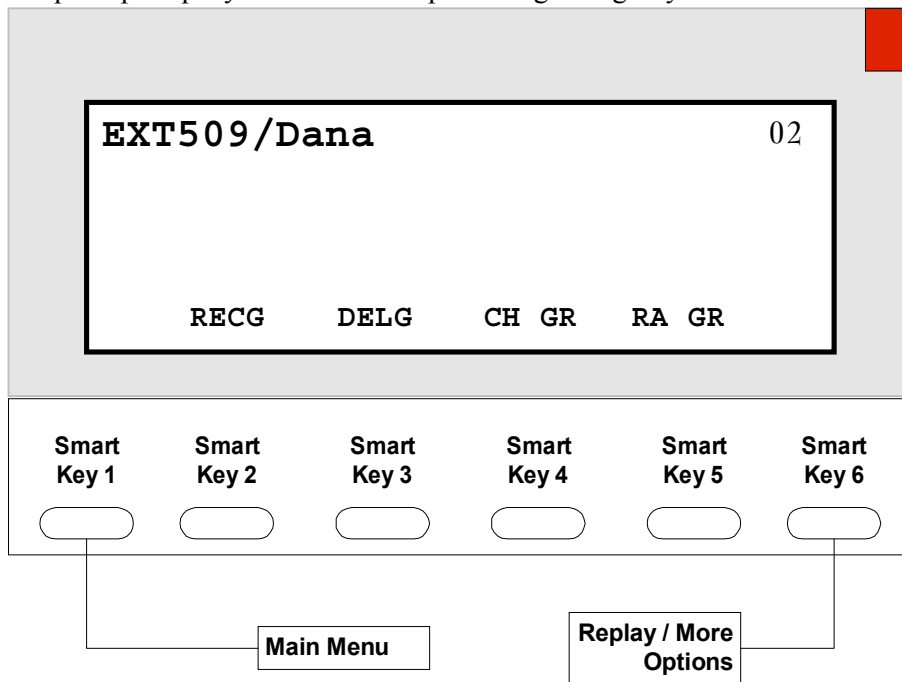
Select Personal Greeting (CH GR)

This option prompts the system to play the personal greeting of your choice

TUV
8

Record Any Personal Greeting (RA GR)

This option prompts you to record the personal greeting of your choice.



List Management

1

Review Next User (REVF)

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

ABC
2

Re-Review Current User (REVC)

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

DEF
3

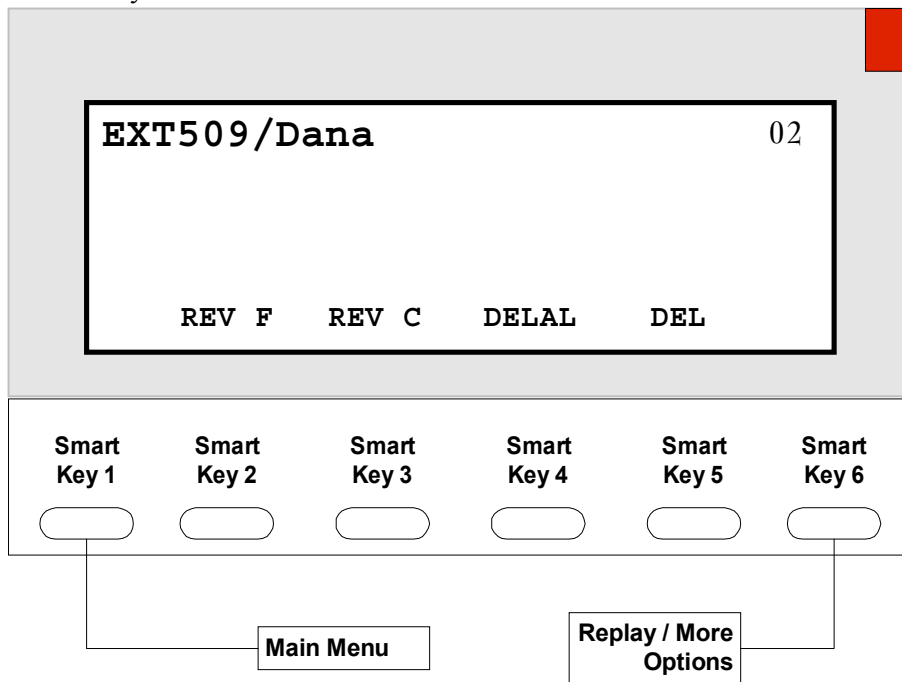
Remove All User ID's From List (DELAL)

Removes all User ID from the current list.

GHI
4

Remove Current User ID From List (DEL)

Removes only the current User ID from the current list.



JKL
5

Review Last User ID (REVL)

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

MNO
6

Create New or Select Existing List Number (EBLE)

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

PRS
7

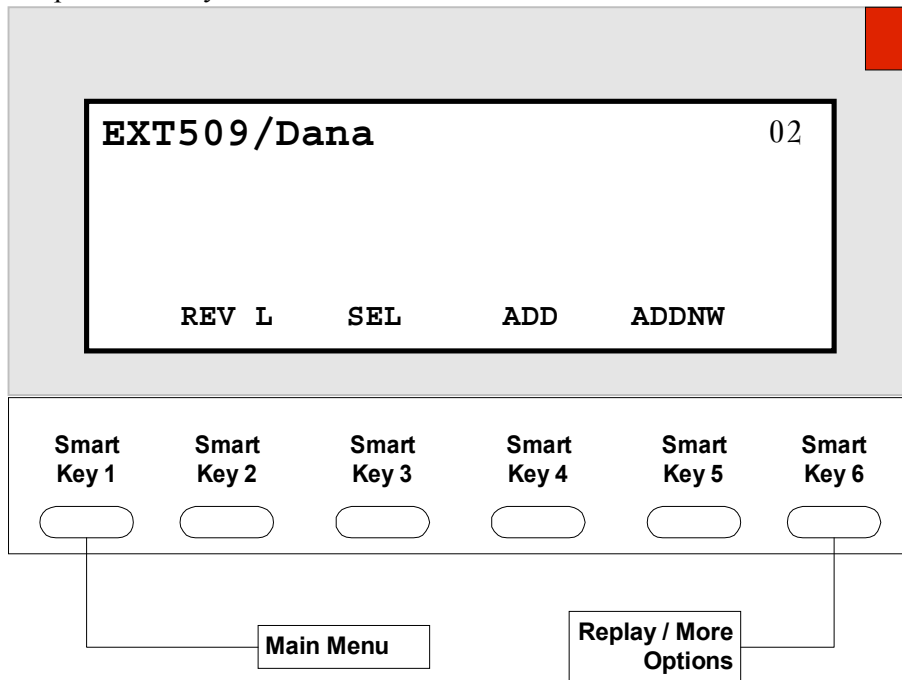
Add New User ID To List (ADD)

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

TUV
8

Add New User ID To List (ADDNW)

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



Notify Management

1

Notify Status (STATS)

Requests a review of your notification status, including whether you will be notified of new messages and, if applicable, the outside telephone number for notification.

ABC
2

Enable All Notification (EBLE)

Enable notification of new messages.

DEF
3

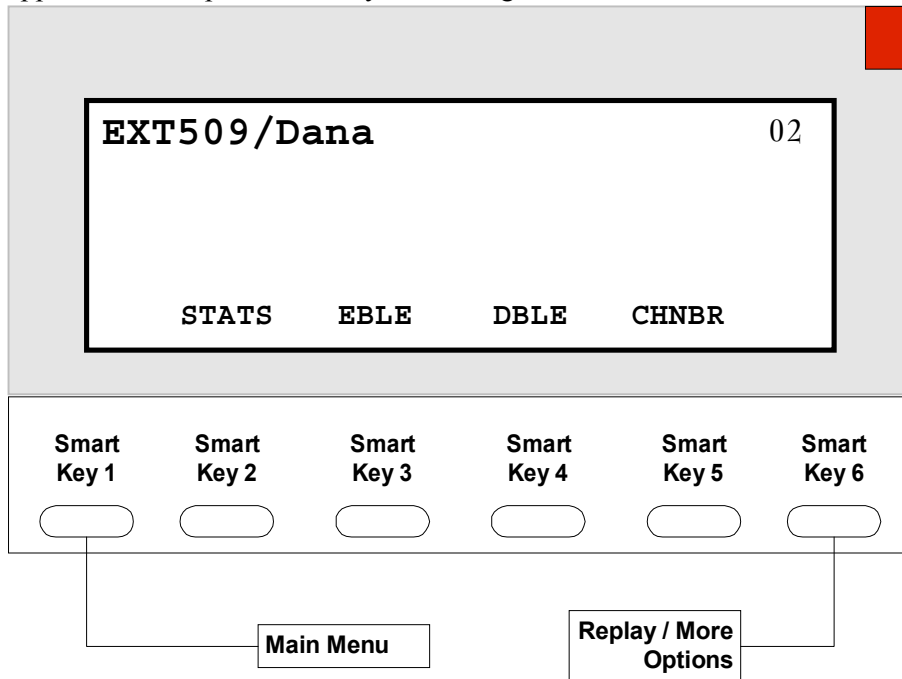
Disable All Notification (DBLE)

Disables notification of new messages

GHI
4

Change Notification Number (CHNBR)

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



User Setup and Quick Setup Menu

1

Change Password (PSWD)

Your password can be any number from one to eight digits in length. It cannot contain * or #. To speed up the entry process when you are done entering your new password press #.

ABC
2

Record Name (NAME)

This recording should contain only your name. Press # when you are finished speaking.

DEF
3

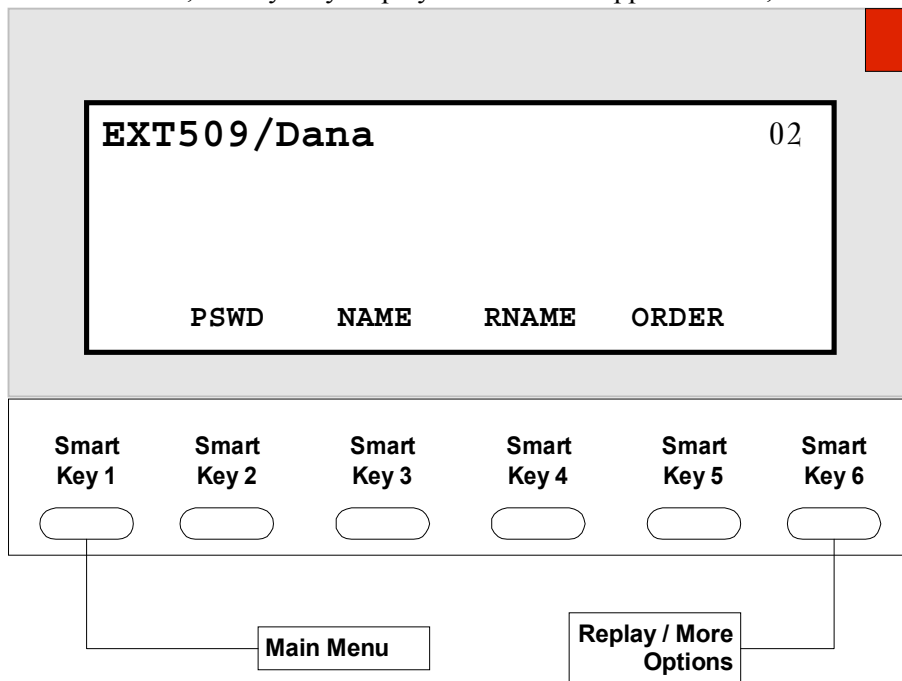
Review Name (RNAME)

This option plays back your current name recording

GHI
4

Change Message Playback Order (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

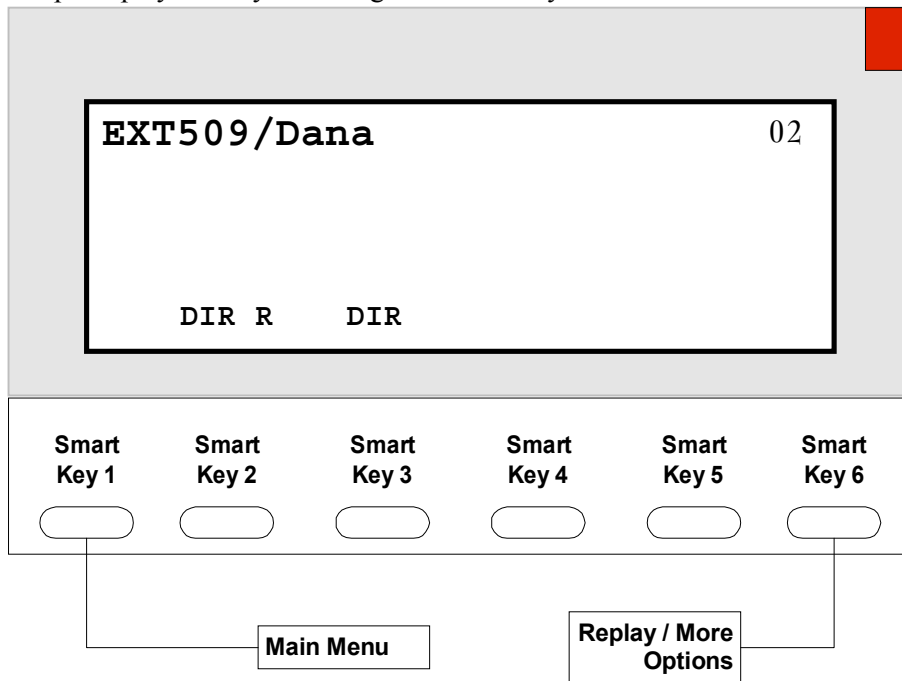
Change Directory Assistance Listing (DIR R)

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 16 letters of your name through the telephone keypad. Press # when you are finished spelling your name. If you wish to remain unlisted with Directory Assistance, press # without entering anything.

MNO
6

Review Directory Assistance Listing (DIR)

This option plays back your listing with Directory Assistance.



Glossary of Terms

Automated Attendant	A function of <i>Smart Voice</i> in which incoming Calls are answered and processed by <i>Smart Voice</i> .
Caller	An individual calling the company from an outside line.
Directory Assistance	A function of <i>Smart Voice</i> allowing a Caller to access a User ID by entering the first few letters of the first or last name of the User to be reached.
Intercom Call	A call placed between two internal extensions within the WIN [®] Telephone System
Internal Extension	Telephones connected directly to the WIN [®] Telephone System as opposed to an outside line.
Installer	The individual or entity responsible for installing and maintaining the WIN [®] Telephone System and <i>Smart Voice</i> product.
Login	Referring to the action of entering the System Access Code followed by the User ID and Password, thereby allowing access to the User Mode
Mailbox	See User ID
Main Telephone Number	The 7 or 10 digit number dialed by Callers to reach your company.
Main Greeting	The recorded message heard by Callers after the system answers their call.
Messages	Speech recorded within a mailbox.
Outside Line	Telephone lines provided by the carrier to allow access to the Public Network.
Password	A one to eight digit number used to protect access to your User ID.
Personal Greeting	The recorded message played by your mailbox and heard by Callers when you are unavailable to take a call.
System Administrator	Individual within the company responsible for maintaining a basic database of Users and System Access information
System Access Code	Code used by Users to announce them as a User on the system and allow access to User Mode.
Smart Access	A function of <i>Smart Voice</i> that recognizes Users when they call from an internal extension. <i>Smart Access</i> then initiates a login to User Mode for the User ID of the calling internal extension.
Smart Keys	A function of <i>Smart Voice</i> available to WIN [®] 32 Button Display Telephone Users only, <i>Smart Keys</i> provide Users a visual interface for maneuvering within User Mode.
Telephone Extension Number	The number dialed by other internal extensions to call your telephone.
User Mode	A function of <i>Smart Voice</i> allowing Users to access their mailbox, listen to messages and perform maintenance.
User ID	A one to eight digit number assigned to each User. This is the number or “mailbox” that a caller enters to select a User. The User ID is often the same number as the Users telephone extension number.
User	An individual who is defined on the <i>Smart Voice</i> system.
Voice Messaging System	A function of <i>Smart Voice</i> in which messages are recorded for a User or group of Users.

