

WIN[®] IVP/INTEGRAVOICE USER GUIDE



WIN[®]
WIN[®] Communications Corporation

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What is WIN IVP/WIN IntegraVoice?

The *WIN IVP/WIN IntegraVoice* is an automated attendant/voice messaging system that functions like having your own personal receptionist. Depending on how your system is configured, *WIN IVP/WIN IntegraVoice* can take your calls when you do not want to be disturbed, record messages from callers when you are unavailable, screen your calls when you are busy, and much more. *WIN IVP/WIN IntegraVoice* provides a more efficient use of human and telephony resources through the use of the most current voice processing technology.

Accessing the System

As a User, you can access the *Win IVP/WIN IntegraVoice* 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 Win IVP/
WIN IntegraVoice**

From inside: _____
From outside: _____

Call Win IVP/WIN IntegraVoice:

To access *Win IVP/WIN IntegraVoice* 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 *Win IVP/WIN IntegraVoice* extension number is. Dial this number when you want to call *Win IVP/WIN IntegraVoice* from inside your company's facilities. You may also call *Win IVP/WIN IntegraVoice* 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: _____

Enter System Access Code*

After *Win IVP/WIN IntegraVoice* 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 default access code is 999.

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

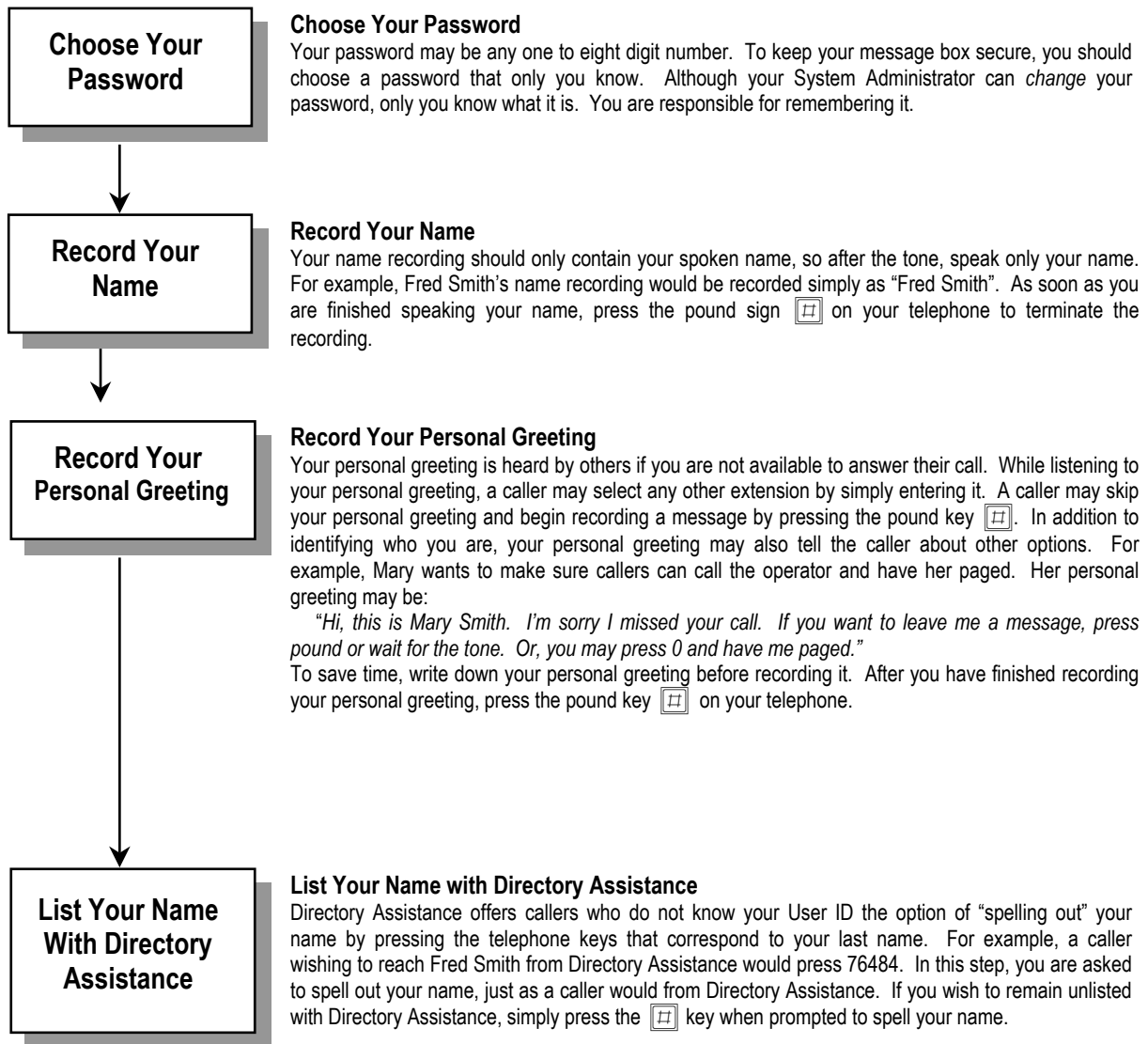
After you enter the System Access Code and your User ID, you are prompted to enter your password. Until you change it, your password is the same as your User ID. As the name implies, this number controls access to your message box. You are prompted for your password each time you access your message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

*You may not be required to perform these steps if you call the *Win IVP/WIN IntegraVoice* from inside your company and your telephone system offers voice messaging integration.

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. You may also hear the Main Menu each time you log in to User Mode, depending upon system integration and what menu the System Administrator chose as the log in menu for Users calling from inside the company. From the Main Menu, you may access all of *Win IVP/WIN IntegraVoice's* features (including, if you wish, Quick Setup).

User Mode Overview

Main Menu

After you log in to the system, you are presented with the 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 or Call-Screening setting of your message box.

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.

Notify Management

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

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 Helpful Hints

- ◆ When logging into the system, it is normally not necessary to wait for each prompt before entering the information requested by that prompt.
- ◆ From almost anywhere in User Mode, you may press  to log out of User Mode and return to the main greeting.
- ◆ 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.
- ◆ 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.
- ◆ If you're 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.
- ◆ If you don't know someone's User ID, you may enter the directory assistance code (usually   ). You will be prompted to spell out their name instead.
- ◆ It is good practice to change your personal greeting to indicate you are out of the office. Personal greetings may be pre-recorded to handle different situations.

Message Management



Play Next Message

Automatically saves the current message and plays the next message.



Replay Current Message

Replay the current message, including the time stamp.



Advanced Options

After selecting this option, the following submenu is available:



Play Previous Message

Plays the previous 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

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

Allows you to check the status of messages that you have sent to other Users.



Play First Message

Immediately plays back the first message in playback order.



Play Saved Messages

Immediately plays back the first saved message in playback order.



Erase All Messages

All messages are marked to be erased and will be erased upon exit from User Mode.



Erase Current Message & Play Next Message

The message you are currently listening to is marked for erase and the next message begins to play.

Message Management

JKL 5 Forward Current Message

Forward the current message to another User or a list of Users. The following submenu is available:

I 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.

→ **I 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.

Message Management



Send a New Message

Send a new message to another User or a list of Users. The following submenu is available:



Send Message

Deliver the recorded message. This option may be used only after you have selected a forwarding destination (options or).



Record Message

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



Review Message

Replay the message you have recorded.



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.



Send Message with Options

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



Set Private

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



Set Certified

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



Set Urgent

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



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.



Reset Delivery Options

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



Append to Message

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



Select Personal List Number

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



Select User ID

Select the User to whom the message will be sent.




Select Network User ID


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

Message Management

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).

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.

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.

Change Call-Screening

Change 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, *WIN IVP/WIN IntegraVoice* tells you who the caller is by playing back their recording. 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 option with your system.

Select Next Personal Greeting

Select which of your personal greetings will play when you are not available. For example, if you are allowed two personal greetings and 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.

Delete A Personal Greeting

This option prompts you to select the personal greeting you wish to delete.

Choose Personal Greeting

This option prompts you to select the personal greeting you wish to play.

Record Any Personal Greeting

This option prompts you to select the personal greeting you wish to record.

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.

List Management



Review Next User

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




Re-Review Current User

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



Remove All User IDs From List

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



Remove Current User ID From List

Remove the current User ID from the current list.



Review Last User ID

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 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 IVP/WIN IntegraVoice* 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).

Notify Management



Notify Status

Review Notify settings, including whether or not you will be notified of new messages and, if applicable, the outside telephone number for notification.



Enable all Notifications

Enable notification of new messages.



Disable all Notifications

Disable notification of new messages.



Change Notification Number

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



Return to Main Menu

This option returns you to the Main menu.



Log Out

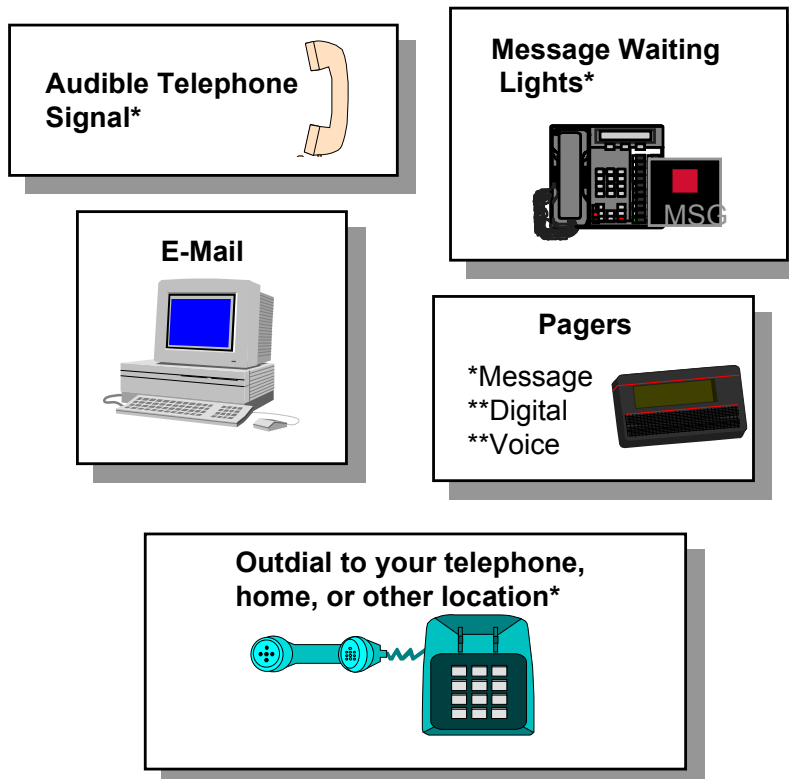
This option logs you out of User mode and returns you to the main system greeting.



Replay Menu Options

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

How Can WIN IVP/WIN IntegraVoice Notify?




* Dependent on Phone System Capabilities

User Setup




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.



Record Name

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



Review Name

This option plays back your current name recording.





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).



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.



Review Directory Assistance Listing

This option plays back your listing with Directory Assistance.



Return to Main Menu

This option returns you to the Main menu.



Log Out

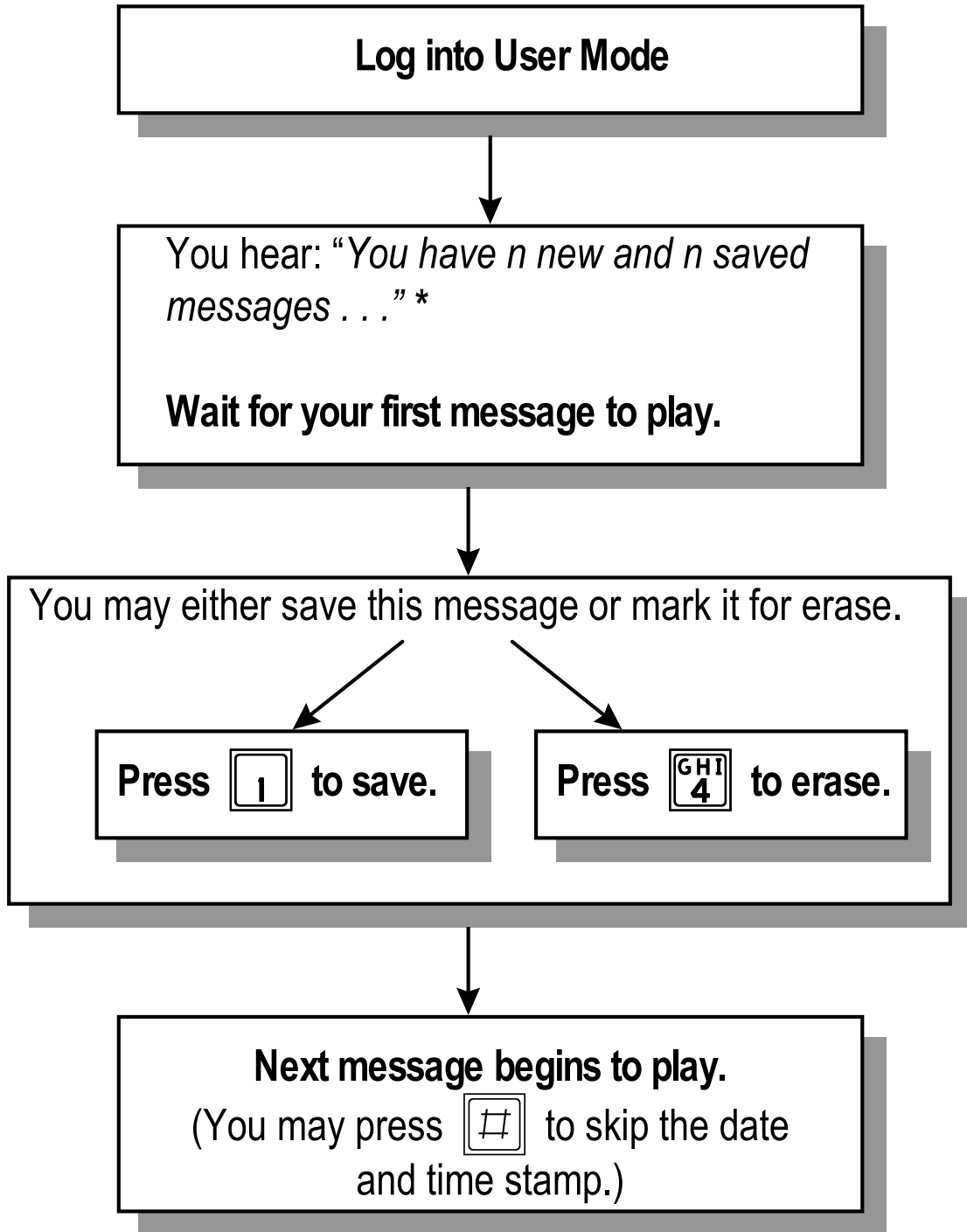
This option logs you out of User mode and returns you to the main system greeting.



Replay Menu Options

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

Listening to Messages

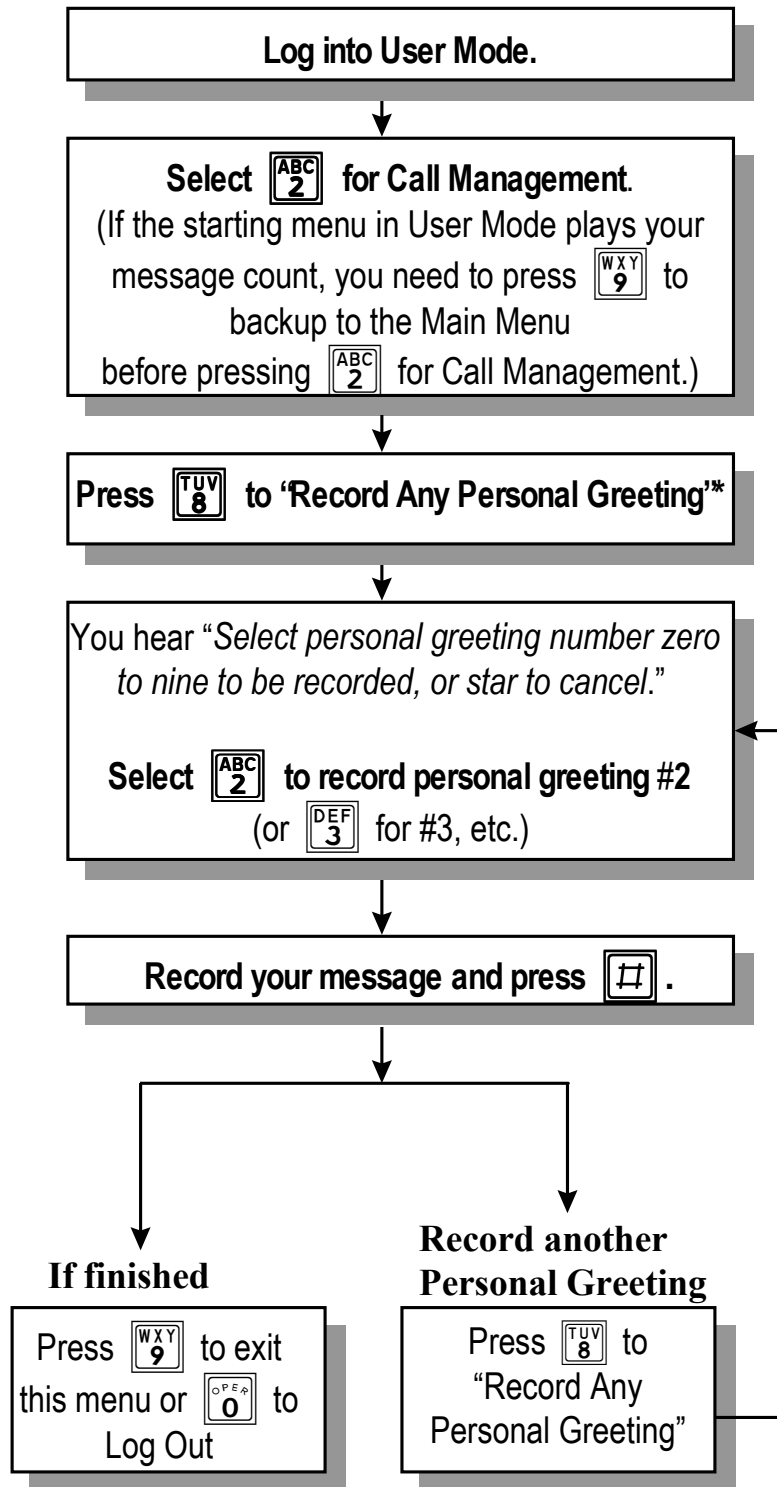


*If the starting menu in User Mode plays "To select Message Management press 1, Call Management press 2 . . ."

You need to press **[1]** to select Message Management.

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.



*You may also press **GHI 4** and **JKL 5** to sequentially go through and record personal greetings.

Quick-Change Personal Greeting

Log into User Mode.

Select **ABC** **2** for Call Management.
(If the starting menu in User Mode plays your message count, you need to press **WXYZ** **9** to backup to the Main Menu before pressing **ABC** **2** for Call Management.)

Press **PRS** **7** to "Choose Personal Greeting"*

You hear "Select personal greeting number zero to nine, or star to cancel."

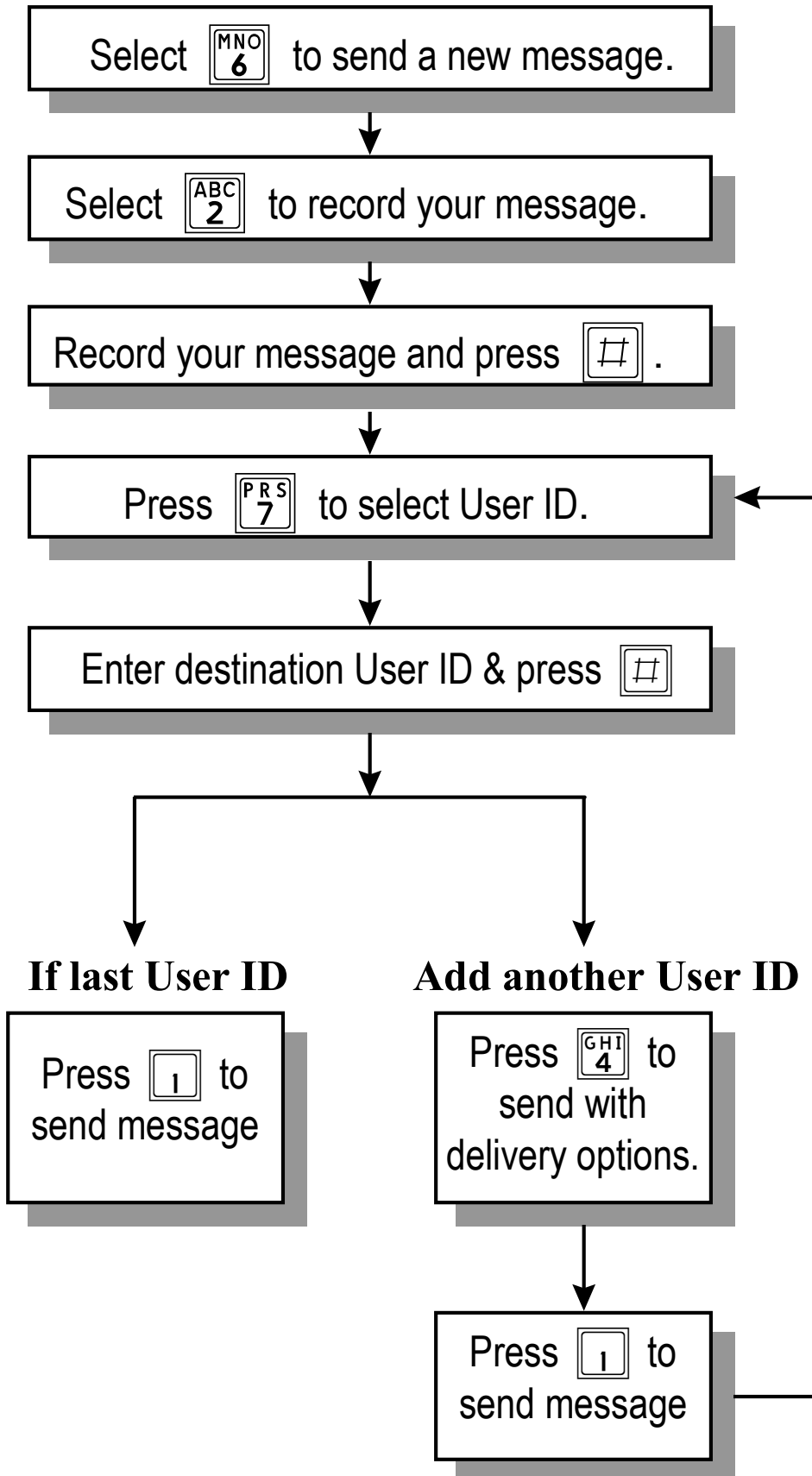
Select appropriate personal greeting number.*

You hear "Personal greeting number x is . . . followed by your recording."


*You may also press **GHI** **4** to sequentially go through and select the appropriate personal greeting. For example, if the current personal greeting is number one, pressing **GHI** **4** selects number two to play.


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




Select  to send a new message.


Select  to record your message.







Record your message and press .

Press  to select Network ID.










Enter the destination User ID and press .

Enter the appropriate site number and press . (For a listing of sites, press  )

Press  to send message.

To re-record message, press 
Review message, press 
Append to message, press 
Select personal list number, press 
Select User ID, press 
Select Network ID, press 

Enter site number . . .

Send message, press 
Re-record message, press 
Review message, press 
Send with delivery options, press  *
Append to message, press 
Select personal list number, press 
Select User ID, press 
Select Network ID, press 
Cancel message send, press 

*Available delivery options include setting the message private, certified, urgent, and setting it for future delivery.



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