

## Portal TI®

# MARKETING FEATURES WITH PROGRAMMING INSTRUCTIONS

## Voice Messages

### What it's all about:

If you're looking for the perfect way to increase customer satisfaction and sell more high-end washes at the same time, Unitec Voice Messaging is your ticket to success. The voice-messaging feature allows you to record your greetings to guide the customer through the entire carwash transaction. Voice messages also increase wash sales by asking customers if they want to upgrade to a higher-level wash. This is particularly valuable for your first time wash customers, who may not be familiar with all your wash packages. The voice messaging option works in conjunction with Unitec's proximity sensor, which senses when a car has pulled up to the entry system and then welcomes the customer with your greeting message.

### Marketing Tip:

Allow Unitec to customize your voice messages for you. When you order your unit, complete the Custom Voice Messaging Order form providing us information on your wash names, the options you're purchasing and what you'd like your greeting message to say. Unitec uses female voices that have been tested for tone and pitch to make sure your voice messages come across loud and clear.

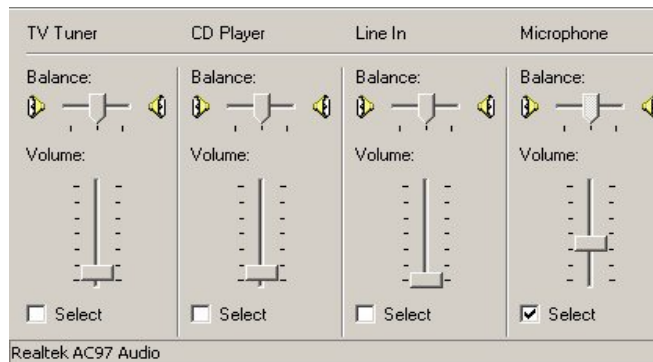


## Programming Instructions for Custom Voice Messages

### Before Recording the Messages:

1. To record custom voice files to the Portal, you'll need a PC (with a microphone port) and a microphone. The PC must have a program that allows recordings to be saved as .WAV files such as the 'Sound Recorder' application included with MS Windows.

Note that you may need to adjust the volume setting for the microphone input. When using the Windows Sound Recorder application, this is done through selecting 'Audio Properties' then Sound Recording Volume from the 'Edit' function of the main menu. Verify the microphone input is selected (see illustration below) and adjust the volume to desired level.



2. When creating customized voice messages, the new recordings will overwrite the original Portal voice files. We recommend that you create (2) folders on your PC for voice recordings, one for the original (factory default) messages and one for the new (custom) messages.
3. Your recorded messages are installed onto the Portal through the 'File Transfer' application of the Portal Management System. To use this application, you will need to connect your PC to the Portal Management System. This can be done on site or off site (through the Internet). Details on establishing a connection and using the Portal Management System are provided in your Operations Manual.
4. In preparation for recording your messages, first select the specific messages to be recorded from the list on the following pages. Write down your desired custom voice text for each message.

## Recording New Files:

1. With the microphone connected to your PC, record the desired text for the 1st message. Save this recorded message as a .WAV file in the new files directory. The file name must be exactly as listed in the Customizable Portal Voice Message list included in this document. Note that the file name is case sensitive.
2. Record all additional voice messages you'd like to change. Save each voice files as indicated in step #1 above.

## Installing New Files:

1. From your PC, log on to the Portal Management System. From the main menu, select the 'Transfer File' function and click on the 'Sounds' button. You should see a list of voice messages that are currently installed (as shown in the illustration below). Note that there are (2) options provided for transferring voice files – 'Send to Portal' and 'Get to Portal'.

2. If you plan on saving a copy of the original voice message files, select the message to be saved and then select the 'Get From Portal' button. The file name will now be displayed with a download file button. On the next screen, click 'Download File' and then on the pop-up window select 'Save'. Save the file in the folder that you created for the original factory default messages. After the file has saved, click 'Close' and 'Exit'. Repeat this process for any other factory-installed messages that you wish to save.
3. To load your custom recordings, select a message that you wish to update and click on the 'Send to Portal' button. On the next screen, use the 'Browse' button to locate the custom voice file in the New Files folder that you created on your PC and click on the 'Upload File' button.
4. Repeat this process for remaining custom voice files. Unitec recommends that you verify the files were updated correctly by running test transactions at the Portal.