

Wash Select II™ & Wash Select II™ POS

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 standard 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 well in conjunction with Unitec's proximity sensor, which detects when a car has pulled up to the entry system and then welcomes the customer with your greeting message.

Important System Differences:

Voice messages and the proximity sensor are optional on the Wash Select II / POS.

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.

Voice Messaging Scripts

The script below will give you an idea of the voice messages you will need to set up. It may be helpful to study this script before recording messages of your own. This script also assumes that your most expensive wash is wash #4, the first one listed on the display. Also note that some of the messages are only needed if specific options are enabled (credit, Speedpass, combo wash, etc.)

1. **GREETING MESSAGE** (10.25 seconds) "Hello, welcome to your carwash name here car wash. Please select a wash or enter your code now."
2. **SELECT PACKAGE** (4.25 seconds) "Please select your package now."
3. **PACKAGE (1) PURCHASED** (8.5 seconds) "You have selected the wash 1 name here. Add more money now to purchase the wash 2 name here, or you may enter the wash if it is ready."
4. **PACKAGE (2) PURCHASED** (8.5 seconds) "You have selected the wash 2 name here. Add more money now to purchase the wash 3 name here, or you

may enter the wash if it is ready.

5. **PACKAGE (3) PURCHASED** (8.5 seconds) "You have selected the wash 3 name here. Add more money now to purchase the wash 4 name here, or you may enter the wash if it is ready."
6. **PACKAGE (4) PURCHASED** (8.5 seconds) "You have selected the wash 4 name here, our best wash. You may enter the wash if it is ready."
7. **CODE INVALID** (4.25 seconds) "Your code is invalid. Please try again."
8. **RECEIPT PROMPT** (4.25 seconds) "Would you like to have a receipt?" (receipt printer enabled)
9. **AUTHORIZING** (5.75 seconds) "Please wait while you card is being authorized." (credit option enabled)
10. **CARD FAILURE** (5.75 seconds) "Your transaction was not authorized. Please try again or try another payment method." (credit option enabled)
11. **HOPPER FAILURE** (8.0 seconds) "Your change was not completely dispensed."
12. **WASH IS READY** (8.0 seconds) "The wash is now ready. Please drive in slowly following the entrance sign on the carwash."
13. **EXACT CHANGE ONLY** (4.25 seconds) "Please use exact change only."
14. **ADD MONEY NOW** (6.75 seconds) "Please add payment for your selection." If credit option is enabled: "Please insert cash or credit card now." (The default recording plays the following message: "Please add payment for your selection".)
15. **SELECT COMBO** (6.75 seconds) "Please select friction or touch free now." (if offering combo wash)
16. **BAD CARD READ** (5.75 seconds) "Your card could not be read. Swipe your card again or try another card." (credit option enabled)
17. **ENTER PIN** (3.25 seconds) "Please enter your PIN number." (Speedpass option enabled)
18. **ENTER DATA** (3.25 seconds) "Please enter the requested information." (Speedpass option enabled)
19. **NETWORK ERROR** (4.25 seconds) "Sorry, we were unable to process your transaction at this time." (credit option enabled)
20. **SELECT CREDIT OR DEBIT** (3.25 seconds) "Please select credit or debit." (Speedpass option enabled)
21. **ONE MOMENT PLEASE** (2.50 seconds) "One moment please."
22. **BAD ORIENTATION** (5.75 seconds) "Please check your card orientation – stripe to the right." (credit option enabled)



Programming Instructions for Custom Voice Messages

1. Move the toggle switch on the top of the CPU (main circuit board) to the "Set Up" position by moving it toward the back of the WSII case. (You can find the CPU board on the inside right wall of the WSII case.)
2. Remove the coin hopper by grasping the handle on top and moving it toward the WSII door. Carefully remove the wiring harness plugged into the back of the hopper.
3. Remove the plastic CPU guard located on the inside right of the WSII case by removing the two wing nuts and the three 5/16" nuts that hold it on. Note the sticker on the face of the plastic CPU guard that says "Volume control located under cover". This will help you locate the speech board.
4. Plug the provided microphone into the microphone jack on top of the speech board. (The speech board is located on the middle right of the CPU board).
5. Locate the volume knob and adjust the volume by turning the knob clockwise about half way. (The knob should have been set fully counter clockwise at the factory.)
6. Using the keypad on the front of the Wash Select II door, scroll through the main menu by pressing the (3) key until the "speech" option appears on the main display. Press the (*) key to enter.
7. Use the (3) key to scroll through the "Speech" menu until "Record Message" is displayed, press the (*) key to enter.
8. Enter the number of the message that is to be recorded and press the (*) key to enter. (Recording begins immediately once you have chosen the message number.)
9. Speak clearly and loudly into the microphone to record each message. (Hold the microphone straight up and down, even with the middle of your chin for best results).
10. Scroll to the "Play Message" option and press the (*) key to enter. Listen to the message to be sure you are happy with the sound quality and to check the accuracy of the message.
11. Once you have recorded all messages, remove the microphone from the speech board.
12. Re-install the plastic CPU guard by lining up the hole with the standoffs on the CPU board and replace the wing nuts and the 5/16" nuts you removed earlier.
13. Plug the wires back into the back of the coin hopper. Grasp the coin hopper by the handle at the top, and place the pegs on the sides of the hopper back into the grooves on the hopper mount located on the bottom of the WSII case.
14. After you have finished programming the speech option, place the toggle switch at the top of the CPU board in "operate mode" by moving it toward the front of the WSII case.