



Telephone Instructions for **Web Smart Air™** After-hours Service

Telephone number: _____

Password: _____

You will not be billed for services provided during lease hours.

There are three possible options available when dialing the Web Smart Air (WSA) telephone override system. Choosing the first option allows you to create an override that will begin immediately. The second option allows you to schedule an override up to one week in advance. The third option allows you to cancel currently running overrides. All of these tasks and more can be accomplished by logging onto the web server.

In the examples outlined below, the WSA telephone voice will appear in *italics*. User instructions are in normal text. Once you are familiar with the menu format, you can 'type ahead' to speed up data entry. You will hear a 'double beep' tone when your selection has been accepted.

Option One - Service Starting Now

Dial the site telephone number.

Web Smart Air. Please enter your password now, followed by the star key.

Enter your telephone password, **then press the star (*) key.**

If you require service starting now, press 1. If you require future service, press 2. If you wish to cancel a service already in progress, press 3, or press any other key to hang up.

For purpose of this example, press 1.

(Note: If you have multiple zones assigned, WSA will ask you to select your zone before the next prompt. Press the key 1 through 9 that identifies your zone choice.)

After this prompt, please enter the number of service hours required followed by the star key.

Enter the required number of hours, **then press the star (*) key.**

WSA will repeat the information provided and optionally provide the total cost for the transaction.

Press the star () to accept or any other key to cancel this service request.*

Pressing the star (*) key will allow WSA to begin processing the override.

Your service request has been accepted. Thank you, good bye.

Hang up, you are done.

Option Two - Scheduled Service

Dial the site telephone number.

Web Smart Air. Please enter your password now, followed by the star key.

Enter your telephone password, **then press the star (*) key.**

If you require service starting now, press 1. If you require future service, press 2. If you wish to cancel a service already in progress, press 3, or press any other key to hang up.

Whenever two or more choices are available, WSA will list them and ask you to select only one. The first choice is always selected by pressing 1.

For the purpose of this example, select 2.

(Note: If you have multiple zones assigned, WSA will ask you to select your zone before the next prompt. Press the key 1 through 9 that identifies your zone choice.)

There are seven choices available. Schedule Monday service by pressing 1 now. Schedule Tuesday service by pressing 2 now. Schedule Wednesday service by pressing 3 now. Schedule Thursday service by pressing 4 now. Schedule Friday service by pressing 5 now. Schedule Saturday service by pressing 6 now. Schedule Sunday service by pressing 7 now, or press any other key to hang up.

Enter the required selection number. *Enter the start time now, followed by the star (*) key.*

*You will enter AM or PM later. For example, press 9, 0, 0, *, to begin service at 9 o' clock.*

*Press #, *, if you wish to cancel this request.*

Enter your desired start time, **followed by the star (*) key.**

Schedule AM service by pressing 1 now. Schedule PM service by pressing 2 now, or press any other key to cancel this request.

Select AM by pressing 1 or PM by pressing 2.

After this prompt, please enter the number of service hours required followed by the star key.

Enter the required number of hours, **followed by the star (*) key.**

WSA will repeat the information provided and optionally provide the total cost for the transaction.

Press the star () to accept or any other key to cancel this service request.*

Pressing the star (*) key will allow WSA to begin processing the override.

Your service request has been accepted. Thank you, good bye.

Hang up, you are done.

Option Three - Cancel an Active Service

Note: Pending (not yet started) services must be canceled by logging onto the web server.

Dial the site telephone number.

Web Smart Air. Please enter your password now, followed by the star key.

Enter your telephone password, **then press the star (*) key.**

If you require service now, press 1. If you require future service, press 2. If you wish to cancel a service already in progress, press 3, or press any other key to hang up.

Whenever two or more choices are available, WSA will list them and ask you to select only one. The first choice is always selected by pressing 1.

For the purpose of this example, select 3.

You have 1 zone choice available. Cancel building 1, suite 115, ending Tuesday May 27th at 2:30 AM by pressing 1 now, or press pound (#) to quit.

Enter 1 to cancel the currently running job.

Your service has been canceled. Thank you, goodbye.

Hang up, you are done.



Web Instructions for *Web Smart Air™* After-hours Service

User Name: _____

Web Password: _____

WSA URL: _____

You will not be billed for services provided during lease hours.

Logging In

Using the Microsoft Internet Explorer browser, navigate to the URL listed on the 'WSA URL' line above. Login with your tenant administrator supplied credentials.

After a successful login, you will be on a web page showing all of your current and pending override service requests. Items on this page cannot be modified, they can only be deleted.

Creating a New Override

Click on the 'Edit' button on left side of the Menu Bar. A drop-down menu will appear.

Choose 'Create New Override'.

Configure your start time, date, zone and override duration using the drop-down boxes by clicking on the arrows and highlighting your selection.

Click the 'Next' button when you are finished.

A summary screen will appear and you must click the 'Submit Override Request' button to complete the request.

Deleting an Override

Click on the 'Edit' button on left side of the Menu Bar. A drop-down menu will appear.

Choose 'View & Delete Active/Pending Overrides'.

Highlight the row for the job of interest, and click on the delete column.

Confirm your decision in the dialog box that appears, and you are done. Note: The job will appear on your page until you refresh the browser. It may take up to a minute before the job is deleted.

Additional information for Tenant Administrators

Tenant Administrators (TA) can manage users for their organization. The TA can create, modify and delete users. The TA can assign zones, passwords and additional TA's for their respective organization. These functions can also be performed by the System Administrator (SA.)

TA's can also create and delete job's for their organizations' users, but **only on the web**, as this feature is not available by telephone.

Notes on Passwords

Phone passwords must only contain numbers. We recommend using at least 8 digits, which allows 100 million different passwords in the system. Avoid using just the suite number or easily guessed sequences like 1111 1111 or 1234 5678.

Strong passwords are recommended for the web.

See <http://www.microsoft.com/protect/yourself/password/create.msp> for strong password guidelines.

Recurring Overrides

TA's can also create 'Recurring Overrides' for themselves or their users.

Create an override as described above. As a TA there are additional boxes provided for creating a recurring override. The 'Start Time' and duration of a newly entered override will be repeated automatically according to the pattern defined by the check boxes. The override will be generated just before midnight, prior to the day of interest. It will repeat automatically until the day specified in the calendar.

The 'Run on Holidays' check box allows the TA to skip overrides on holidays that match the pattern. For example, if overrides are being generated for each Thursday and the building 'Billed Holiday Report' has 'Thursday July 4th' listed as a holiday, the TA can choose to 'Run on Holidays' if he so desires. The default is no 'Run on Holidays'.

Billed Holidays

The 'Billed Holiday' report is available to all users under the 'Reports' menu option.