

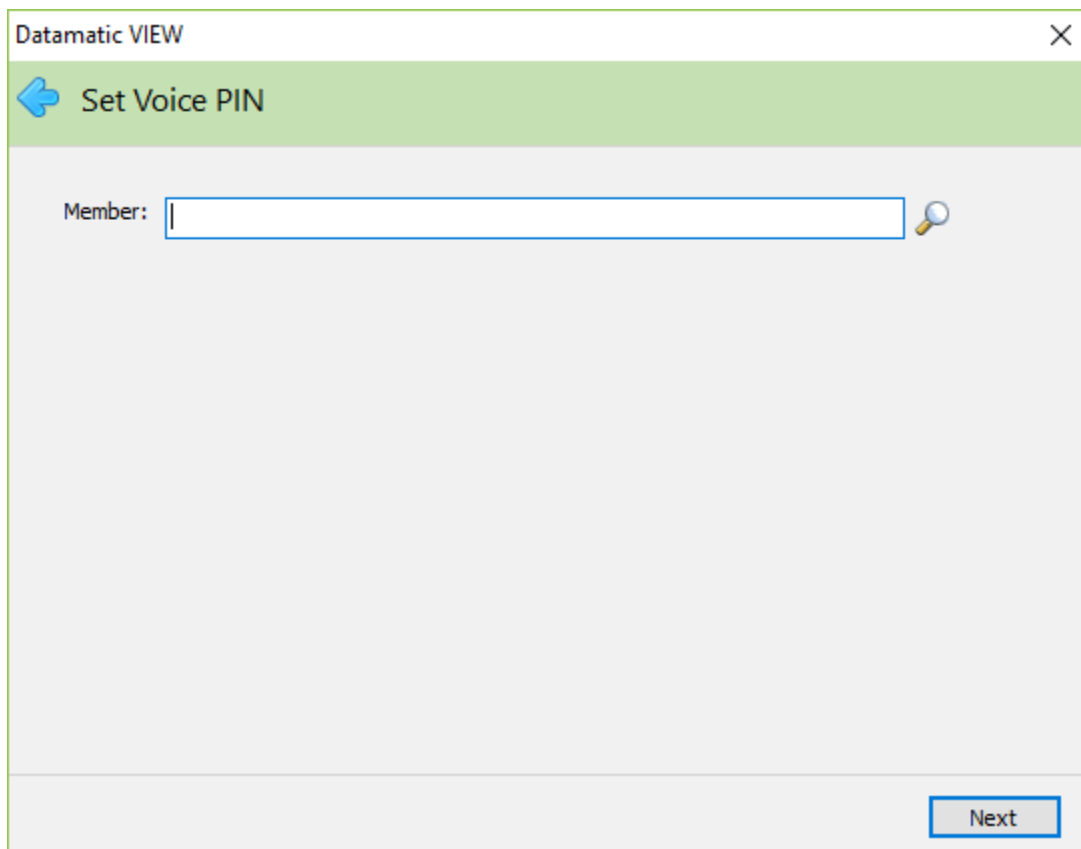
## Voice Response (Optional Software)

### PIN

To enter a Voice Response PIN for a member, select one of the following:

- [\[Main Ribbon or Member Ribbon > Tools > Set Voice PIN\]](#).
- With the member displayed, select Member Information > Voice Response PIN.

The Set Voice PIN wizard is used to enter the initial voice response PIN for a member or to change the voice response PIN.

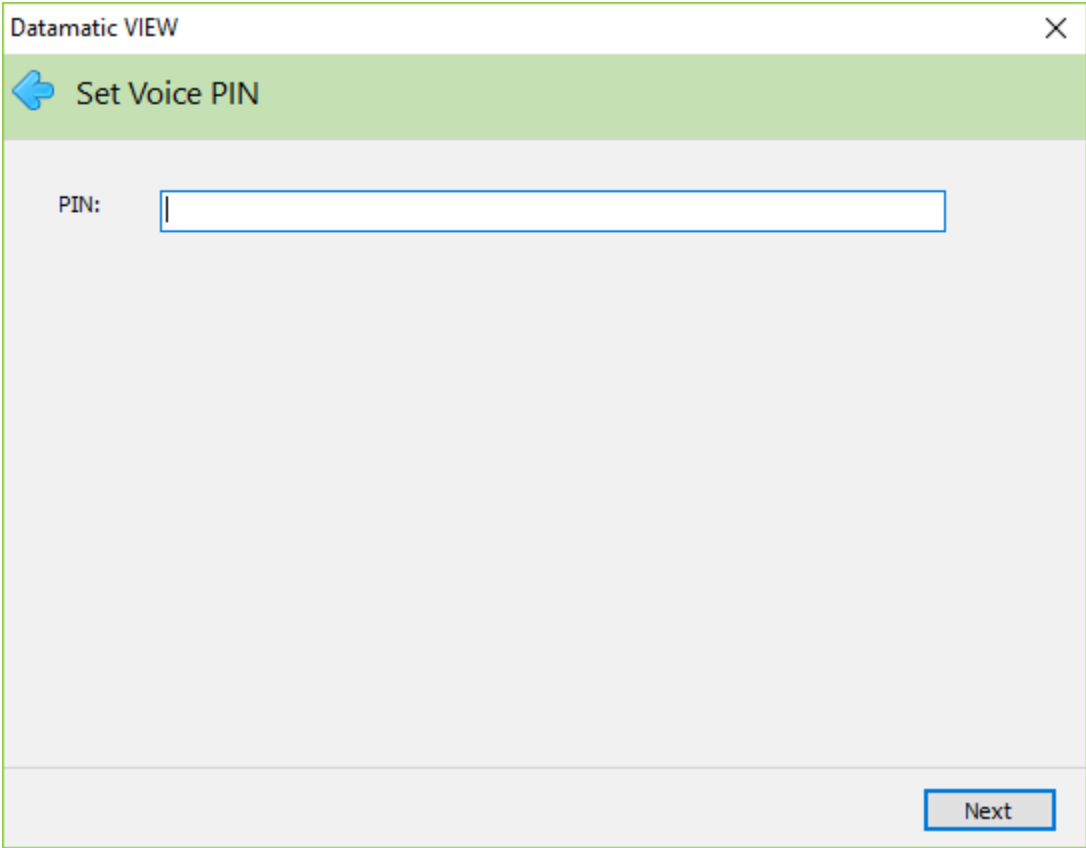


The screenshot shows a software window titled "Datamatic VIEW". The window has a green header bar with a blue back arrow icon and the text "Set Voice PIN". Below the header, there is a label "Member:" followed by a text input field. A magnifying glass icon is positioned to the right of the input field. At the bottom right of the window, there is a "Next" button.

If a member is displayed prior to this option being selected, the member number will be filled in automatically. Otherwise, enter the member number. Use the magnifying glass to the right of the field to search for the member number, if needed.

Continue to the next window.

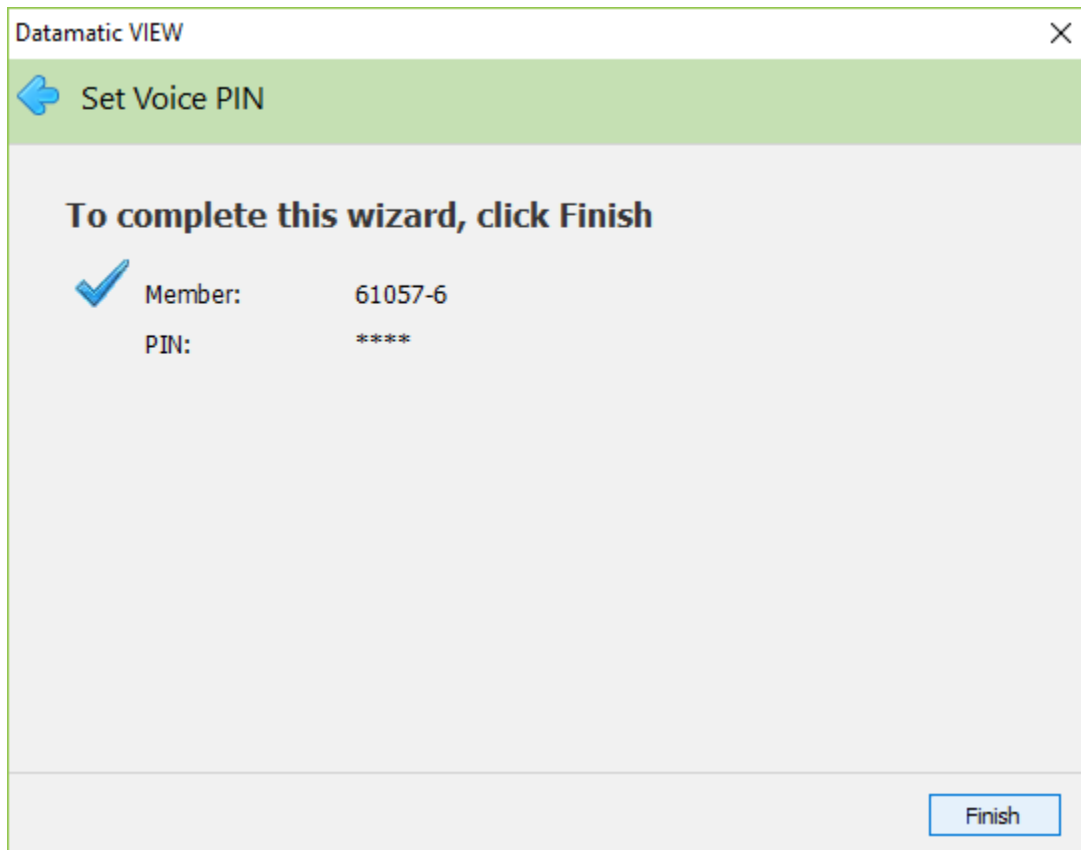
The system displays.



Enter a four-digit number in the Enter PIN field. It is not recommended to choose a zero (0) for the first digit.

Continue to the next window.

The system displays a window to preview the information entered in the windows. If necessary, select the arrow in the upper left corner of the window to return to any of the previous windows and make changes.



A supervisor override is not required to set a voice PIN for a member. The Audit Member selection under Other Inquiries will display the employee name and the date that changes are made.

Select next to return to the preview window. Select Finish to add the Voice Response PIN on the system.

After completing the windows, the Voice Response option in Member Information will automatically be changed to yes.

Inform the member of the initial PIN and advise them to change the PIN when they access Voice Response for the first (or next) time.

## Deactivate Member

To remove a member’s access to Voice Response, with the member displayed select [\[Member Ribbon > Member Information > Voice Response\]](#).

The system displays.

Datamatic VIEW

Voice Response

Current Value: Yes

New Value: [dropdown]

Reason: [dropdown]

Note: [text area]

Save

Select No as the New Value and select a reason for file maintenance. Select Save to save the change.

## Reference

**Additional Information on Voice Response** – Refer to the Voice Response manual.