

First Steps With Teleserver Memo Pro



Dear User,

Before you start to use Teleserver Memo Pro, we recommend you read the following short introduction in order to get acquainted with all the functions Teleserver Memo Pro offers you. Teleserver Memo Pro helps you in your daily work with customers, partners, and colleagues:

- Callers can leave a message when you are not at your desk or on another line
- You are informed immediately of incoming messages - even when you are not in the office - by a notification phone call
- You can forward messages to co-workers, with or without your own comments
- You have a suitable greeting ready for any situation
- If you are not available, you can leave family and friends a confidential message that they can access with a password
- In your absence, you can inform callers that they have the option of being transferred to a representative or assistant who can help them right away
- You can send colleagues internal messages, without calling them first

These are just some of the functions that Teleserver Memo Pro features to improve your company's external and internal communication. In Teleserver Memo Pro, you have a personal assistant. You will be surprised at how easy working together with your new partner is. You can access all functions with the keys on your telephone. Spoken instructions assist you every step of the way.

Enjoy using Teleserver Memo Pro!

Examples of mailbox greetings

1. Example of a mailbox greeting without call transfer through silence and without option to "dial out" of the mailbox with a touch-tone (DTMF) phone.

"This is the voice mailbox of Jane Smith, The Good Company Ltd.! I am attending a seminar today until 1 o'clock. Please be so kind as to leave a message after the tone. I will return your call after 1:30. Thank you!"

2. Example of a mailbox greeting with call transfer by remaining silent (also for Assistant Function)

"This is the voice mailbox of Jane Smith, The Good Company Ltd.! I am attending a seminar today until 1 o'clock. Please be so kind as to leave a message after the tone. I will return your call after 1:30. If you would like to speak to the operator (or my assistant/representative), just hold, you will be transferred automatically to the operator."

3. Example of a mailbox greeting with option to "dial out" of mailbox

"This is the voice mailbox of Jane Smith, The Good Company Ltd.! I am attending a seminar today until 1 o'clock. Please be so kind as to leave a message after the tone. I will return your call after 1:30. If you would not like to leave a message, please press extension ... and you will be transferred to my assistant Mr. ..."



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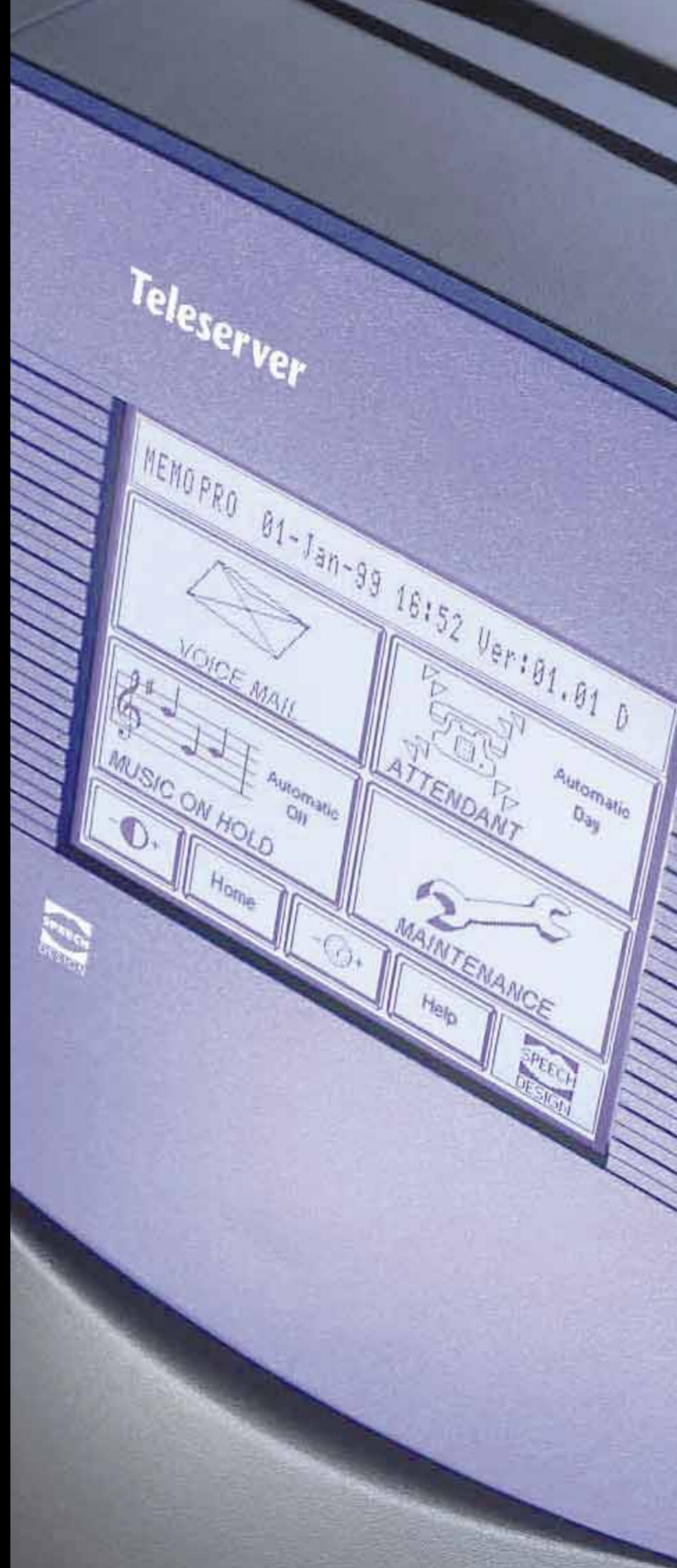
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Teleserver Memo Pro at a glance!



DTMF (Phone-Key) Control of Your Mailbox

| | | | | | |
|---|------------------------------------|---|-----------------|---|--------------------------------------|
| 1 | scroll backward | 2 | repeat | 3 | scroll forward |
| 4 | rewind by 5 sec. | 5 | pause | 6 | forward by 5 sec. |
| 7 | record and send a message | 8 | select greeting | 9 | comment and forward received message |
| * | interrupt greeting, enter password | 0 | erase/modify | # | end recording |

Teleserver Memo Pro Mailbox User Card

- Your own extension number (= your mailbox number): _____
- Teleserver Memo Pro's phone number: (____) _____
area code phone number Teleserver's ext.
- Password for mailbox control: _____
- Password to hear your private message : _____
(To hear your "private message", callers must call your extension and enter " " and the password during your greeting)

To check/program your mailbox: call Teleserver Memo Pro (for number, see above) and follow the system's instructions. You must use a DTMF (touch-tone) telephone or a portable beeper.

INSTALLING YOUR PERSONAL MAILBOX:

Before you can use Teleserver Memo Pro, you must first set up your personal mailbox. To do this:

1. Call Teleserver Memo Pro at the following number from your extension phone:

(Should you not have the phone number, ask your telephone technician!)

2. Enter a ____-digit number of your choice. This is your password for remote access to Teleserver Memo Pro:

(Your telephone technician will give you the number of digits for the password)

3. Enter your mailbox number (= your extension)!

4. Teleserver Memo Pro will ask you to confirm your password by entering it again.

Your mailbox has now been installed!

You will now hear the system say "No user name available... There are no messages."

5. To record your name, press 3 several times until you hear the announcement "No user name available."

6. Press 0, wait for the prompt, then say your name after the tone.

7. Press # to end the recording.

Important:

If you don't record your name, you will hear the system say "No user name available" each time you check your messages. The user name is particularly important for your colleagues, when they forward or send messages to you. Your name and mailbox number give double assurance that the information will reach the intended recipient.

GETTING FAMILIAR WITH YOUR MAILBOX:

Once you have set up your mailbox, hang up and call Teleserver Memo Pro again. The system will then ask you to enter your password. After you have done this, you will hear an announcement about whether or not you have new messages, and, if so, how many.

Always scroll backwards and forwards between functions with the keys 1 and 3 on your telephone. Press 0 to erase messages and change functions.

For a quick overview of key functions, just detach the "Teleserver Memo Pro Mailbox User Card" from this booklet to keep in your wallet or diary. This way, you always know how to use Teleserver Memo Pro wherever you are.

RECORDING YOUR PERSONAL GREETING:

After installation, the first thing to do is record your personal greeting. Otherwise, you hear "The first greeting text" followed by the standard default greeting of "This is the voice mailbox of extension..."

To record your personal greeting, use keys 3 and 1 to scroll through your mailbox until you hear the above standard greeting. Press 0 to replace the standard greeting by a personally recorded one. The system will prompt you to record your personal greeting and to end the recording by pressing #. You can correct the recording at any time by pressing 0, and the system will ask you to start recording again. Press 8 to record your other two greetings (you have a total of three). Follow the same steps as with the first greeting.

From now on, your mailbox will answer all calls with your personal greeting!

You can call your extension from another phone, check your greeting, and leave a message. This way, you can see how your mailbox appears to your callers.

Important:

For Teleserver Memo Pro to be able to take your calls, your extension must be diverted or rerouted to Teleserver Memo Pro at "no answer" and/or "busy". Consult your PBX manual or your PBX technician if Teleserver Memo Pro doesn't answer calls!

PRIVATE MESSAGE:

You can use your mailbox to exchange confidential messages with your family, friends or important business associates. Such persons receive a special "private message password" from you and use it to retrieve your messages! After hearing your private message, callers can leave an answer in your mailbox.

Important:

In order to retrieve your private messages, callers must use a touch-tone (DTMF) telephone!

To record your **private message**:

1. Call Teleserver Memo Pro and enter your password.
2. Press 3 repeatedly until you hear "No private message has been recorded."
3. Press 0 to erase the standard text and to record your private message. End your recording by pressing # or correct with 0.

Your private message has now been stored!

To hear your private message, your authorized callers need a password. To enter this, press 3 repeatedly until you hear "Password for Private Message:..." Press 0 to erase the default password and follow the vocal prompts to enter your confidential private message password.

Important:

be sure to give the password to the person(s) you wish to leave messages for!

RETRIEVING YOUR PRIVATE MESSAGE:

Your family members or friends call your office extension from any touch-tone (DTMF) telephone. During your greeting, the caller enters * (star), followed by the password for private message received from you. They now hear your private message and can in turn leave a message for you.

INTER-OFFICE MESSAGES:

You can use your mailbox to exchange information with your colleagues without calling them directly. After entering your mailbox, press 7 if you wish to record a message and send it to a colleague's mailbox. The system will prompt you to record the message and to enter the recipient's mailbox number (= extension).

You can also add a comment to a message you have received and forward it to another mailbox along with the original message. Press 9 during or after the playback of the message you wish to forward and the system will prompt you to record your comment and to enter the recipient's mailbox number (= extension).

MESSAGE NOTIFICATION BY PHONE CALL:

If you want your mailbox to alert you by phone of received messages, you can activate the "Notification by Phone Call" function. To do this, call Teleserver Memo Pro and press 3 repeatedly until you hear "There is no phone number for notification programmed" (or, a previously entered number). Press 0 and follow the system's instructions to enter the phone number (home, cellular, etc.) that you want your mailbox to call you at upon receiving a message. If Teleserver Memo Pro should notify you at an external number, enter * then the number.

Press 1 to scroll back to the announcement "Notification by phone call is on (off)" and press 0 to switch it ON.

Upon receiving a message, your mailbox will call you at the number you have entered and prompt you to enter your password.

ASSISTANT FUNCTION:

While you are away from the office, for example, on vacation, you can activate the Assistant Function. Callers hear your greeting, afterwards, they can leave a message, or be transferred to an assistant or a representative of your choice.

To program this, call Teleserver Memo Pro. Press 3 repeatedly until you hear "Personal assistant extension function activated/deactivated." Press 0 to activate the function. Scroll with 3 until you hear "Personal assistant extension ..." Press 0, wait for the prompt, and enter the number of your assistant or colleague. End with #.

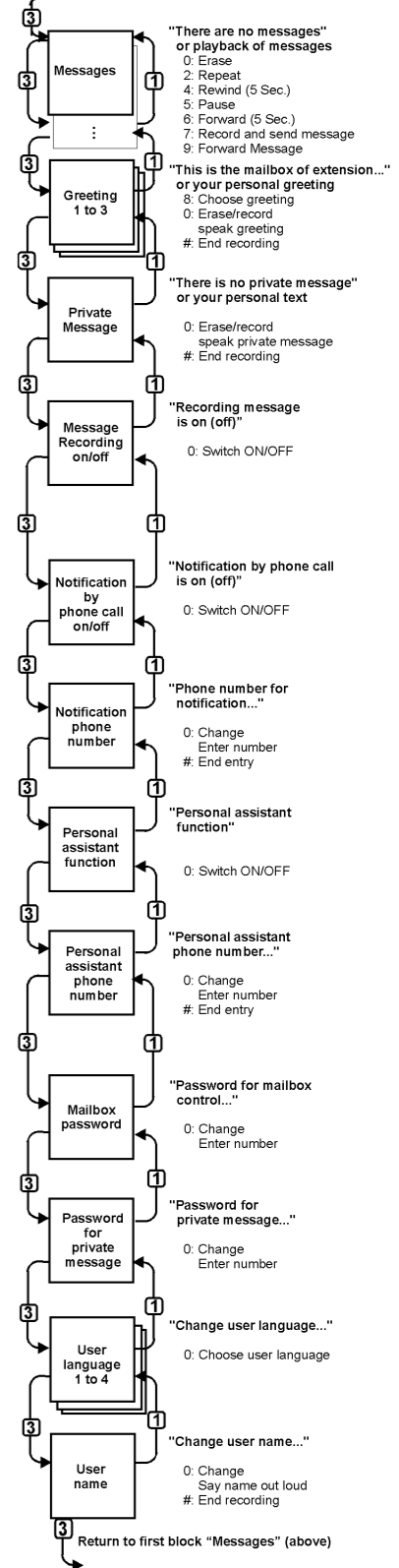
Remember to inform callers in your greeting that they will be transferred (see example greeting text 2). Make sure your assistant or colleague has activated his or her mailbox.

USE YOUR "TELESERVER MEMO PRO MAILBOX USER CARD" FOR A QUICK REFERENCE TO ALL THE TELESERVER MEMO PRO FUNCTIONS.

We wish you much success with Teleserver Memo Pro, your personal assistant!

"Teleserver Memo Pro Mailbox User Card"

Menu of messages, greetings, and functions



Teleserver
Memo Pro
at a glance!



"Teleserver Memo Pro Mailbox User Card"