
Memo Lite
Installation and Operation Manual



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1 USING THIS MANUAL

This manual was written for three groups of people: for end users (employees in any organization), those responsible for the purchase and system administration of Memo Lite together with the company PBX (Managers, System Administrators, EDP- or Organizational Managers, etc.) as well as the professional installer.

a) For the user

This manual instructs you how to get the most out of Memo Lite, whether you are at the switchboard, in a telephone team, work in a hotline or simply have an extension number. For quick access to the system please see the short user instructions and "wallet card" delivered with the system.

b) For those responsible for purchase and system administration within the organization


You are most likely the first person users come to when they need help. You thus have a large amount of influence in ensuring that the system is accepted quickly and used effectively.


Please distribute the short user instructions and wallet cards in your organization.

c) For the PBX technician

Please give a short introduction of the system to the person in the organization who will be responsible for Memo Lite, and ensure they have the complete documentation after installing the system.

We recommend reading the complete Installation and Operation Manual carefully before installing Memo Lite for the first time. The enclosed integration notes should provide ample information about the PBX you are working with. Should you encounter difficulties during the installation, please call our SPEECH DESIGN offices.

Texts beginning with  **CAUTION** mark important information. They warn against irretrievable loss of data or configurations.

 **NOTE** gives information that is useful for installing and working with Memo Lite.

Our Tip:

Let Memo Lite tell you about itself. The system talks you through the functions with voice prompts. The enclosed short user description and user cards give a quick overview of the system and help you start quickly.

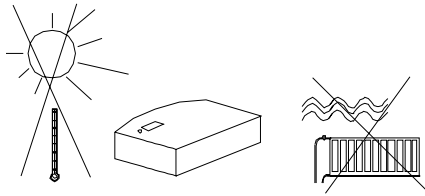
2. IMPORTANT SAFETY PRECAUTIONS

Memo Lite is a modular peripheral system designated to be connected to a PBX. Any other use is not recommended and may result in a loss of approvals.

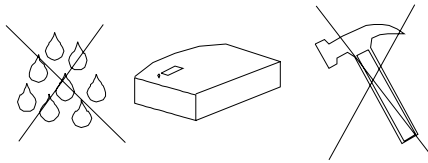
The system has been produced with great care and tested extensively. However, in application where a technical failure can cause damage or harm, the use of this system is not recommended. The manufacturer will not be liable for damage or harm following a technical defect or misuse, except when such liability is dictated by law.

Please observe the following safety precautions:

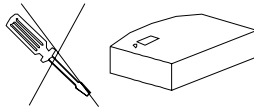
Please do not operate the system near hot objects (radiators). Protect it from direct exposure to sun.



The system should not be operated in a humid environment or come in contact with moisture. Hard mechanical shock can lead to malfunction or even permanent damage!



The unit may only be opened by a trained service technician. All power supplies must be removed before opening.



CAUTION:

It is very important that these instructions be followed. Not doing so can be dangerous!

Only use the power supplies delivered with the system!

The power wall outlets should be close to the system and easily accessible.

Security norms and certifications

Memo Lite fulfils the security regulations EN60950 and EN41003.

3. WHAT IS MEMO LITE?

3.1 Brief introduction

Memo Lite is a Voice Mail System and a multiple answering machine for PBX-extensions. Each extension number (staff member, hotel guest, etc.) has a personal mailbox. As a so-called mailbox owner, he or she controls the system remotely over the telephone keys.

External as well as internal callers can leave a message in the mailbox, for example when the mailbox owner is unavailable or on the other telephone line. Mailbox owners can send colleagues inter-office messages.

If switchboard staff is busy or not available, Memo Lite can receive calls automatically, greet callers with the company greeting, and transfer the calls to any extension.

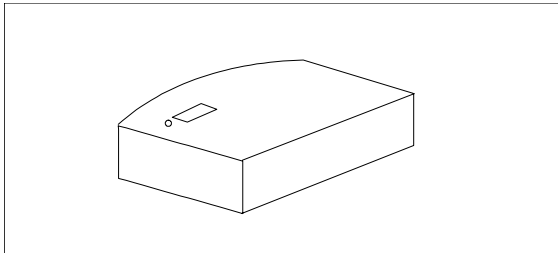


Fig.1 : Memo Lite

Memo Lite features the following:

- Complete remote access to Memo Lite functions over the telephone
- User instructions (audio scroll) in choice of languages
- Call-answering with standard and personalized greetings
- Answering of all calls re-routed (busy/no answer/diverted); the second caller at each extension is transferred to the mailbox, if so desired
- All messages recorded with date and time stamp
- Automatic message notification by message waiting lamp and external/internal phone call (can be activated/deactivated by mailbox owner)
- Remote control from any DTMF phone, personal password
- Forwarding of received messages to other mailboxes with comment option
- Sending of internal messages to one or more mailbox users

- Assistant function: callers can be directly transferred to an assistant or representative rather than leaving a message
- Selecting extensions: callers with a DTMF (touch-tone) phone can transfer their own calls
- Recording greeting messages: easy recording with any DTMF (touch-tone) phone

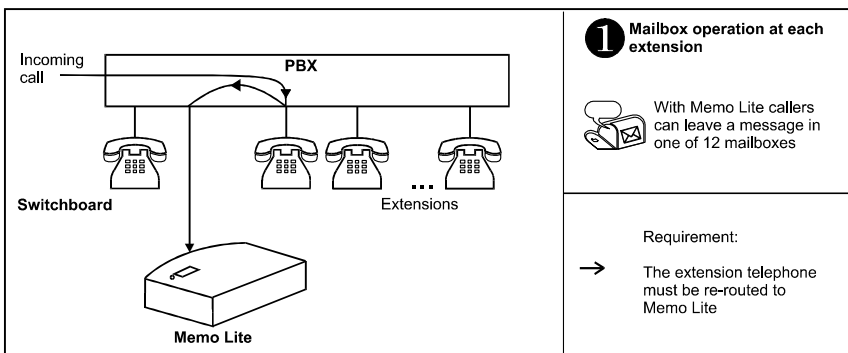
3.2 Description of the functions

Voice mail functions at each extension

With Memo Lite, you are always available for customers and business partners, even when you are not in the office or on another line. Instead of being confronted with endless ringing or busy signals, your customers can leave you a message, or be transferred to the operator or another company representative of your choice.

You are immediately notified of incoming messages - whether at your desk, at home, or while travelling. By entering a phone number for notification - for example, your home phone number - you determine where you will be informed of calls. You can access the system from any telephone anywhere, and use all mailbox functions. In this way, you can, for example, change your voice mail greeting while away from the office.

At the press of a telephone key, you forward messages with or without your own comments, or send internal messages to colleagues. Instead of an - often vague - handwritten note, the recipients of your message get clear, complete, and quick verbal information.

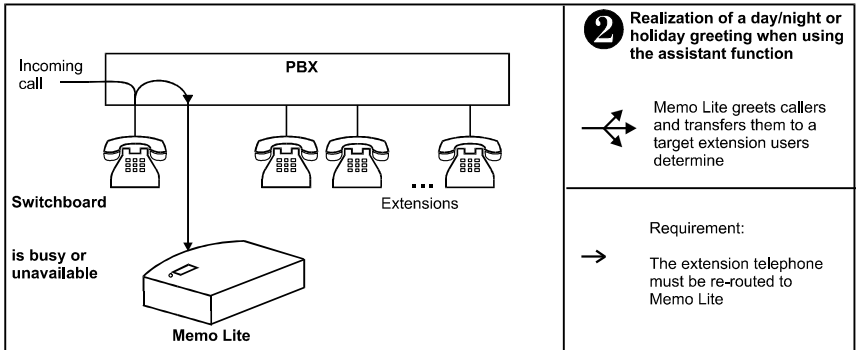


Realization of a company greeting (Automated Attendant)

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With the Memo Lite assistant function, an automatic company greeting, i.e. an "automated switchboard" is easily set up. In times of high traffic at the switchboard, Memo Lite ensures that callers are not confronted with continuous ringing or busy signals, which can lead to call abandonment. Up to two callers can be greeted and transferred simultaneously. Callers with a DTMF (touch-tone) phone can transfer their own calls. The automated attendant function provides considerable support at the switchboard.



4. OPERATION OF MEMO LITE

To access your mailbox, simply dial Memo Lite's extension number from an internal or an external DTMF (touch-tone) phone. Your professional installer will tell you the phone number which connects the system to your PBX.

Depending on where you are calling from, Memo Lite will ask you to enter your password and mailbox number. The system guides you with vocal instructions at all times.

All you need to do is follow these "voice prompts" until you are familiar with the system. Using the keys on any DTMF telephone, you can scroll through messages, announcements, and functions, or forward received messages and your own messages to other mailboxes.

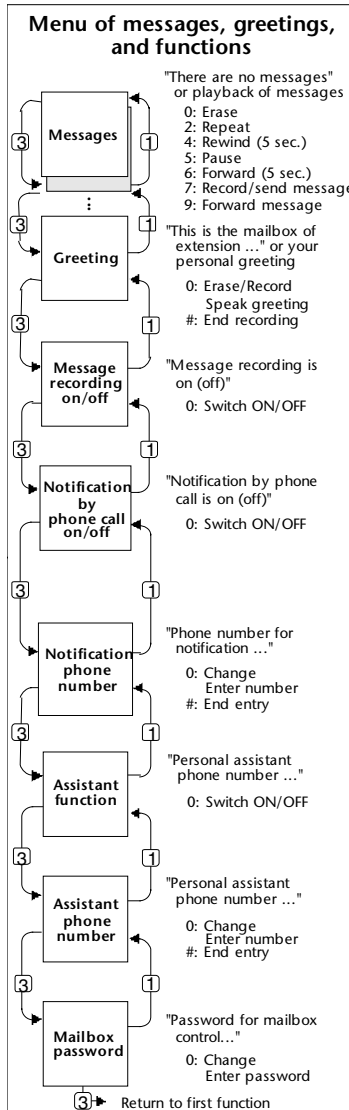
DTMF (phone-key) control of your mailbox

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	9 comment and forward received message
* interrupt greeting, enter password	0 erase/modify	# end recording

NOTE:
Instead of a DTMF (touch-tone) phone you can use a beeper.

Press **3** or **1** to scroll through all messages, recordings, and functions (see the following figure).

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4.1 Installing a mailbox

A mailbox with answering and messaging functions can be installed for up to 12 internal extensions. The mailbox has the same number as the extension.

The system is delivered with no mailboxes installed. It is recommended to initialize the mailboxes as a part of the system installation procedure. You can, however, add mailboxes at any time from the extensions.

Operating steps:

Installing a mailbox from your extension phone

- 1** Call Memo Lite. Your telephone technician will tell you the number.
- 2** When prompted, enter your personal password with which you will control your mailbox (use digits 0 to 9). Ask your PBX technician for the required number of digits.

CAUTION:

Remember your password! We recommend you write it on the user card delivered with the unit. You will need the password to listen to messages.

- 3** When prompted by Memo Lite, enter your mailbox number (= your extension number).
- 4** Wait for the prompt, then confirm the password by entering it a second time.

Your mailbox has now been installed!

You will now hear Memo Lite say "No new messages..."

NOTE:

After installation, the first thing to do is record your personal greeting. Otherwise, Memo Lite uses the standard default greeting of "This is the voice mailbox of extension..." (see the following chapter).

4.2 Recording personal mailbox greetings

With Memo Lite, you record your personal greeting to fit any situation. You hear the standard greeting "This is the voice mailbox of extension..." until you record your own greeting.

A clear and informative greeting is essential so that your callers can leave you a message. Following are several examples of how these greetings might sound (see also Chapter 7.1).

Examples for mailbox greeting recordings:

1. Example of a mailbox greeting without call transfer by remaining silent and without the option of "dialling out" of the mailbox with a touch-tone (DTMF) phone.

"This is the voice mailbox of Jane Smith, The Good Company! I am attending a seminar today until 1 o'clock. Please leave me 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.

This is when you want callers to be able to a) leave a message, or b) be transferred to a colleague who can help them, for example, to your assistant.

"Welcome to 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 my assistant, Charlene Johnston, please remain silent and you will be transferred automatically."

3. Example of a mailbox greeting with DTMF (touch-tone) call transfer

This is when you want callers to be able to a) leave a message, or b) transfer their own calls to a colleague.

"Welcome to the voice mailbox of Jane Smith, The Good Company, Ltd.! I am attending a seminar today until 1 o'clock. Please leave a message after the tone. I will return your call after 1:30. If you would not like to leave a message, please dial the extension ... and you will be transferred to the operator."

Operating steps:

To record a personal greeting text

- 1 Call Memo Lite. When prompted, enter your password.
- 2 Scroll with **3** through your mailbox until you hear the following prompt and the standard default greeting "This is the voice mailbox of extension..." If you have already recorded a personal greeting, you will hear this in place of the default greeting.
- 3 Press **0** until you hear Memo Lite prompt you to record your greeting.
- 4 Speak your greeting into the handset.
- 5 Press **#** to end the recording. (Press **0** at any time to correct).
- 6 Listen to your new greeting through the handset.

The recording of your greeting has now been completed. You can hang up or continue with other mailbox functions.

4.3 Playing/erasing/forwarding messages

Immediately upon entering your remote access password, Memo Lite informs whether or not you have any messages.

Operating steps:

To play/erase messages

- ➊ Call Memo Lite and enter your password.
- ➋ Scroll with **3** or **1** to skip forwards and backwards between the messages.
- ➌ You can control message playback by pressing keys (see Chapter 2, "DMTF (phone key) control of your mailbox").
- ➍ Press **0** to erase the message you are hearing or just heard. Press **0** again to confirm erasure.

📌 NOTE:

All messages are recorded with a date and time stamp, announced after the message.

Operating steps:

To forward received messages

- ➊ Press **9** during playback of the message you would like to forward.
- ➋ Memo Lite will ask you if you would like to record a comment to accompany the message.
- ➌ Press **#** to end recording your comment or **0** to correct.
- ➍ Press **9** to forward the message along with your comment. Memo Lite will ask you to enter the mailbox number of the recipient (= extension number)
- ➎ Press **9** again to send the message.

- 6 If you would like to send this message to another recipient, just enter the new mailbox number. Press # to cancel.

The playing/erasing/forwarding of messages has now been completed. You can hang up or continue with other mailbox functions.

 **NOTE:**

Messages can only be forwarded to recipients who have installed a mailbox and have switched the message recording on. Memo Lite will inform you if this is not the case.

4.4 Recording and sending inter-office messages

You can send an internal message to a colleague or a group of colleagues. In this way, Memo Lite takes over an internal mail function within your company.

Operating steps:

To send inter-office messages

- ❶ Call Memo Lite and enter your password.
- ❷ If necessary, press **3** or **1** to reach the messages function.

📧 NOTE:

In the message function, you either hear the standard text "There are no messages" or a playback of received messages.

- ❸ Press **7** and speak your message.
- ❹ Press **#** to end the recording. Correct with **0**.
- ❺ Enter the mailbox number (= extension) of the recipient.
- ❻ Press **7** to send the message, cancel with **#**.
- ❼ If you would like to send your internal message to another mailbox owner, enter the corresponding mailbox number. Cancel with **#**.

The recording and sending of inter-office messages has now been completed. You can hang up or continue with other mailbox functions.

📧 NOTE:

Messages can only be forwarded to recipients who have installed a mailbox and have switched the message recording on. Memo Lite will inform you if this is not the case.

4.5 Switching message recording ON/OFF

Your mailbox default records incoming messages from callers. However, it is possible to switch the message recording facility off, which results in an "announcement only" mailbox.

The following table describes how Memo Lite operates, depending on the message-recording setting as well as the assistant function, which is described later (see Chapter 4.7).

	Message recording	Assistant function	Action
1	Off	Off	Callers hear your personal greeting text in the mailbox, then "Thank you. Goodbye!"
2	On	Off	This is the Memo Lite standard setting! Callers hear your personal greeting text and can leave a message in your mailbox.
3	Off	On	Callers hear your personal greeting text. Afterwards, they are transferred to an extension number (e.g., that of your colleague) which you have previously entered.
4	On	On	Callers hear your personal greeting text. If they remain silent (after the tone), they are transferred to the extension number previously entered as the assistant extension.

Operating steps:

To switch message recording ON/OFF

- ❶ Call Memo Lite.
- ❷ Press **3** to scroll through your mailbox until you hear "Message recording is on/off."
- ❸ Press **0** to modify the message recording status.

Switching message recording ON/OFF has not been completed. You can hang up or continue with other mailbox functions.

4.6 Switching notification phone call ON/OFF

If you wish to be alerted upon receiving an important message, you can store a phone number (home, cellular, etc.) for notification in your mailbox. You can also switch the notification function ON/OFF without having to re-enter the number.

When the phone notification function is on and the message arrives, Memo Lite calls the number stored in the mailbox and prompts you to enter your password. After password entry, you can control your mailbox in the usual manner (with a DTMF (touch-tone) phone or beeper).

 **NOTE:**

The notification function can only be activated if a phone number has been stored. A DTMF phone (touch-tone) is required to listen to the message after being notified.

Operating steps:

To switch notification by phone call ON/OFF

- 1 Call Memo Lite and enter your password.
- 2 Press **3** to scroll through the mailbox until you hear "Notification by phone call is ON/OFF."
- 3 Press **0** to modify the status of ON or OFF. Then, enter the phone number for notification by following steps 4 to 7 below.
- 4 Press **3** to scroll through the mailbox until you hear "There is no phone number for notification programmed" or "Notification phone number:..."
- 5 Press **0** to modify.
- 6 Memo Lite prompts you to enter the phone number.
- 7 Enter the new notification phone number. Press **#** to end your entry.



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- 8 Press **1** to scroll backwards until you hear "Phone number for notification is OFF / ON". Press **0** to switch the phone call for notification on.

The operating steps for entering a phone number for notification has now been completed. You can now hang up or continue with other mailbox functions.

4.7 Activate/deactivate assistant function

During your absence, for example, while you are on holiday, you can activate the assistant function. Callers are then informed that they will be transferred to an assistant or colleague of your choice. To do this, program the extension number of your assistant or colleague in Memo Lite.

Operating steps:

To activate assistant function and enter assistant extension number

- 1** Call Memo Lite and enter your password.
- 2** Press **3** until you hear "Personal assistant extension function deactivated."
- 3** Press **0** to activate the assistant function. If you have not entered a number, you will first have to enter the phone number of your assistant or representative according to steps 5 to 7 below.
- 4** In this case, press **0** to temporarily deactivate the function.
- 5** Press **3** until you hear "No personal assistant extension programmed..."
- 6** Press **0**, wait for the prompt, then enter the telephone number of your assistant or representative.
- 7** Press **#** to end entry of the number.
- 8** Press **1** to scroll back until you hear "Personal assistant extension function deactivated." Press **0** to switch the function on.

The operating steps for switching the assistant function on have been completed. You can now hang up or continue with other mailbox functions.

NOTE:

In your mailbox greeting, let callers know that they will be transferred to an assistant or representative (see Chapter 7.1). Make sure your assistant or representative has his or her mailbox in recording mode.

4.7.1 "Automated Attendant" with the help of the assistant function

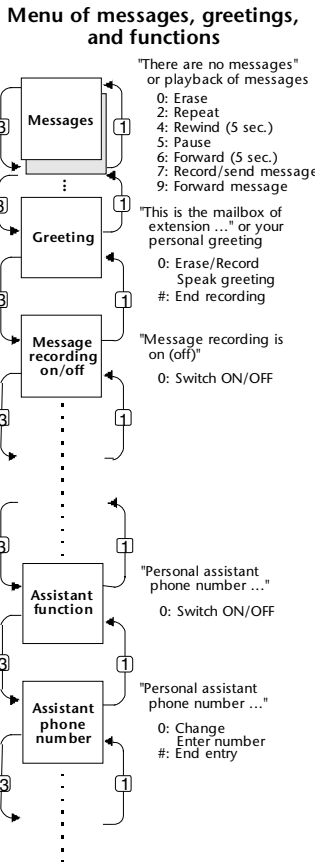
An "Automated Assistant", an automatic company greeting, can be realized with the Memo Lite assistant function. Advantage: if the switchboard is busy or unattended, Memo Lite makes sure callers don't abandon calls after encountering frustrating busy signals and never-ending ringing.

NOTE:

To be able to use the "automated attendant", the automatic company greeting, the service technician must re-route calls by "no answer" and "engaged."

1. Automated attendant with transfer to the operator

Callers are greeted with your company-specific announcement (for example, the day greeting) and then transferred to the operator/switchboard or a representative who will answer calls.



Operating steps:

Automated attendant with call transfer to the operator

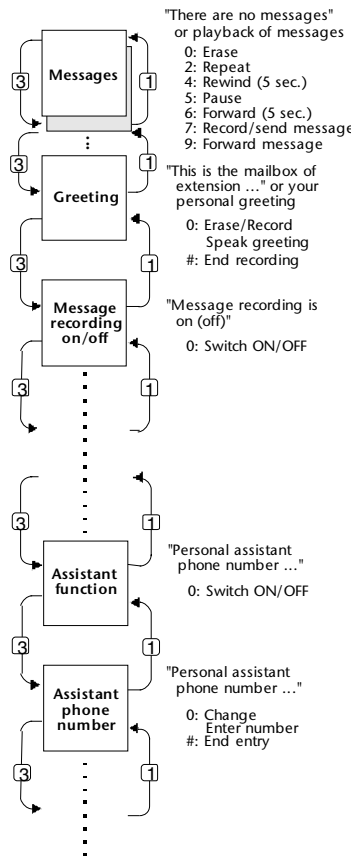
- 1** Go to the telephone which will function as the "switchboard" and call Memo Lite (then follow the system prompts).
- 2** Press **3** in the mailbox until you hear the standard greeting "This is the voice mailbox of extension..." or a previously recorded personal greeting text.
- 3** Press **0** , wait for the prompt, and record a new greeting.
- 4** Speak a company greeting text (day, night, or holiday) into the handset.
(see greeting text examples on page 25 and 37).
- 5** Press **#** to end. (Press **0** to correct your recording at any time). Listen to your greeting in the handset.
- 6** Press **3** until you hear the system announcement: "Message recording is on..."
- 7** Press **0** to switch the message recording function off.
- 8** Press **3** until you hear "No personal assistant extension programmed..."
- 9** Press **0** , wait for the prompt, then enter the extension number of the operator or the operator's representative.
- 10** Press **#** to end.
- 11** Press **1** until you hear "Personal assistant extension function deactivated."
- 12** Press **0** to switch the assistant function on. To switch the function back off, press **0** again.

The operating steps for setting up a mailbox as an auto attendant have been completed (with call transfer to the operator). You can now hang up or continue with other mailbox functions.

2. Automated attendant without call transfer to the operator, but with message recording.

Callers are greeted with the company greeting (e.g., the night greeting) and can leave a message.

Menu of messages, greetings, and functions



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Operating steps:

Automated attendant with message recording

- ① Go to the telephone which will function as the "switchboard" and call Memo Lite (then follow the system prompts).
- ② Press **3** in the mailbox until you hear the standard greeting "This is the voice mailbox of extension..." or a previously recorded personal greeting text.
- ③ Press **0**, wait for the prompt, and record a new greeting.
- ④ Speak a company greeting text (day, night, or holiday) into the handset (see greeting text examples on page 25 and 37).
- ⑤ Press **#** to end. (Press **0** to correct your recording at any time). Listen to your new greeting in the handset.
- ⑥ Press **3** until you hear the system announcement: "Message recording is on." If the message recording function is switched off, press **0** to switch it on.

The operating steps for setting up a mailbox as an auto attendant have been completed (with message recording). You can now hang up or continue with other mailbox functions.

4.7.2 Tips for creating a company greeting

Make sure the operator is aware of the use of different greetings. Avoid formulations that could lead callers to think they are speaking to an answering machine, and that no one is in the office. Keep the greeting as short as possible.

Examples:

Misleading for callers:

"Hello, this is...", or "This is Company XY"

Better:

"Welcome to..." or "This is the operator..., welcome,..."

Use as...	Day Greeting	Appropriate target extension
Automated attendant	Greeting and request for patience: (e.g.): <i>"Welcome to... We will answer your call shortly. Please wait a moment."</i>	Operator extension Switchboard:...

Fig.1: Examples for company greetings/automated attendant

NOTE:

For information about a professional text concept and sound-studio quality for recordings, contact ProEmotion (long-term partner of SPEECH DESIGN in Germany) using the fax forms printed in the appendix.

4.8 Changing password for mailbox control

Your personal multi-digit password number protects your mailbox from being accessed by others. You defined the password number when you installed your mailbox. You are free to change it at any time.

Operating steps:

To change your password

- 1** Call Memo Lite.
- 2** Press **3** to scroll in your mailbox until you hear "Password for mailbox control..."
- 3** Press **0** to change your password.
- 4** Memo Lite prompts you to enter your new password.
- 5** Enter your password using the digits **0** to **9**.
- 6** For security reasons, Memo Lite asks you to enter your password again.

Your new password for mailbox control is now stored. You can hang up or continue with other mailbox functions.

CAUTION:

Please memorize your password! If you forget it, you will not be able to access the mailbox. Your mailbox must then be erased and re-installed. All messages will be lost!

5. INSTALLATION BY THE TECHNICIAN

CAUTION:

Memo Lite may only be installed by an authorized service technician according to the following procedures. It is important that you refer to the safety precautions listed in Chapter 2.

Before beginning with the installation, please carefully read the manual, especially this chapter. Make sure all requirements are fulfilled, as this could effect the proper functioning of Memo Lite.

5.1 Parts checklist

CAUTION:

Please pay careful attention while unpacking the unit to make sure that the delivery is complete and undamaged. Should you find damaged parts, it is very important that the unit is not installed under any circumstances. In such a case, please contact your supplier.

Checklist:

- 1 Memo Lite
- 1 power supply cable
- 1 documentation package consisting of:
 - Installation and Operation manual
 - Installation notes for the PBX
 - 12 short-form introduction leaflets
 - 12 wallet cards

Depending on the PBX:

- 2 cables (RJ-12)

5.2 General system requirements

Memo Lite is for PBXs. The PBX Memo Lite is to be connected to must always be prepared and configured for connection to Memo Lite.

Memo Lite must be certified for each PBX type.

Connection to the PBX occurs over an analog interface. 2 analog interfaces on the PBX are required.

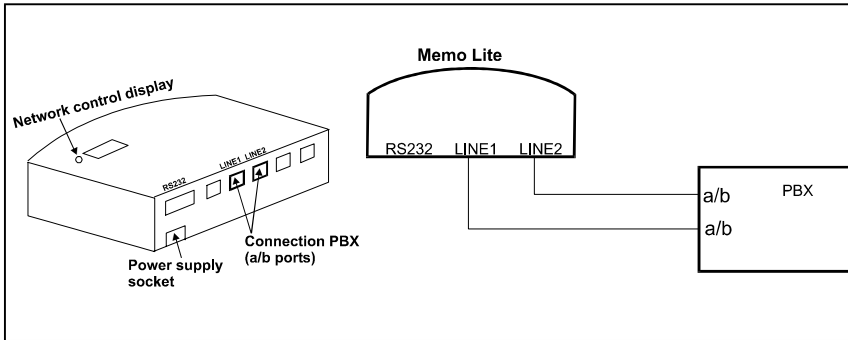
🔗 NOTE:

Please see detailed system requirements in the enclosed Installation Notes.

5.3 Connecting Memo Lite to the PBX

Installation of the a/b ports

The sockets for connection to the a/b ports are marked 'LINE1' and 'LINE2'. Please see the Installation notes for PBX-specific requirements.



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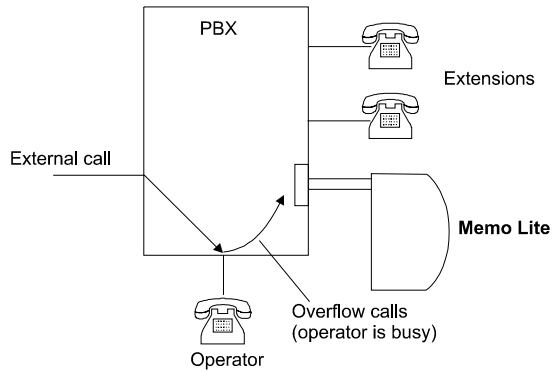
Configuration of the PBX

NOTE:

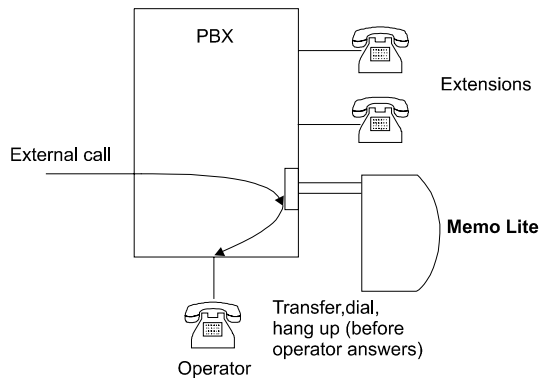
PBX-specific requirements are listed in the enclosed Installation Notes.

Configuration for the automated attendant function

- Activate rerouting of overflow external calls or all external calls to Memo Lite's extensions.



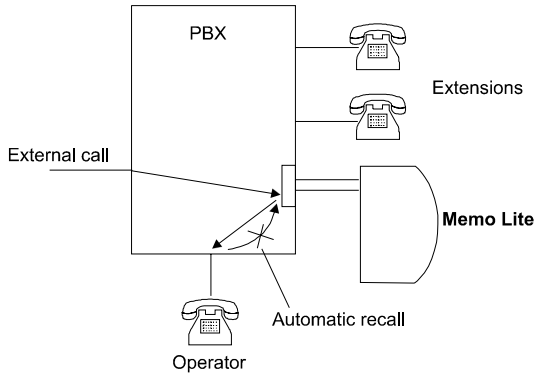
- Enable the call transfer function for all the extension (ports) to which the system is connected.



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- c) Disable the PBX function '*automatic recall*' (to the extension that executes a "blind transfer" of an external call to another internal extension, if that destination extension doesn't answer after a fixed delay). At least, set the time delay for this function to as high a value as possible.



5.4 Begin operation with Memo Lite

When all installation steps have been completed, connect the power supply plug to Memo Lite.

The red lamp on the top of the unit lights up when Memo Lite is plugged in. You (as the telephone technician) can now complete the essential basic settings. You will need a DTMF telephone. Dial into the administration menu.

📌 **NOTE:**

The basic settings are made in mailbox 22.

Operating steps:

Setting telephone parameters

❶ Call Memo Lite from a DTMF (touch-tone) phone.

❷ Enter the administrator password ' *# ', then ' 2 2 2 2 2 '.
Note: The asterisk and hash symbols are represented by a space character in the original document.

❸ Wait for the prompt, then enter the mailbox number ' 2 2 '.

You will hear several system announcements informing you of the present state of Memo Lite.

❹ Press **0** , wait for the prompt, and enter the current day, month, and year (press **0** at any time to correct your entry).

❺ Press **3** until you hear the prompt announcing the system time.

❻ Press **0** , wait for the prompt, and enter the current hour and minute (press **0** at any time to correct your entry).

❼ Press **3** in the administration menu until you hear the system announcement "...set up mailboxes..."

❽ Press **0** , wait for the prompt, and enter a mailbox number.

- 9 Enter a mailbox number. You will hear the system announcement:
- Case a) the mailbox has already been installed. The system announcement is:
- "Warning: there are messages in the mailbox. To erase the mailbox, enter the mailbox number again."
- Case b) The mailbox has not yet been set up. The system will announce: "To install the mailbox, please enter the mailbox number again."
- 10 Enter the mailbox number again to erase it as in case a) or only to install it as in case b).
- 11 Press **3** until you hear the system announce the current administrator password.
- 12 Press **0** , wait for the prompt, and enter your administrator password. Wait for the prompt, then repeat the entry (press **0** at any time to correct your entry).

The steps for beginning operation with Memo Lite are now completed. Hang up or continue setting the parameters.

 **NOTE:**

Press ' * # ' to start the entry of the administration password for mailbox '22' and then enter the 5-digit administration password.

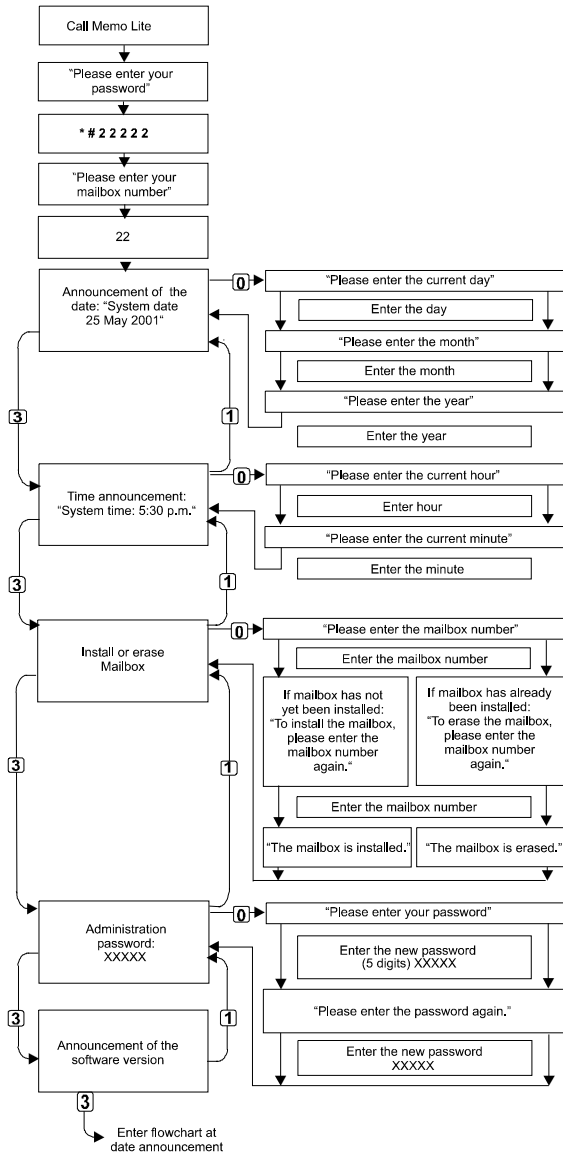
 **NOTE:**

Be sure to change the administrator password to prevent unauthorized access to the system. Give the password only to your customer contact.

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Flowchart "Administration"



5.5 After installation

Memo Lite is now ready for use. Look for a person in the company to be the main contact for Memo Lite. Install a mailbox together. Refer to the enclosed short form introduction leaflets and wallet cards. These should be filled out by your contact and distributed to all users.

Your contact requires the following information from you:

- ❶ **Memo Lite's phone number** (Number of the hunt group the system is connected to). This is the number users will call.
- ❷ **Call divert**
For Memo Lite to receive calls, the telephone must be programmed to reroute that extension's calls to Memo Lite (all calls/busy/no answer). Please instruct your contact on how to activate and cancel the various diverts that the system is capable of, and ask him or her to pass this information on to colleagues.

6. SPECIFICATIONS

Number of ports:	2
Number of voice mailboxes:	12
Recording capacity:	30 min.
max. length of received messages:	2 min.
max. length of inter-office messages and comments:	60 sec.
Voice digitization:	ISDN coding
Message Waiting Lamp	yes
Notification by phone call:	yes
Date/time stamp for messages:	yes
Password length:	4 digits
Assistant function:	yes
Auto attendant:	DTMF dialling of extension numbers during the greeting
Dimensions (l x w x h): Memo Lite:	275 mm x 55mm x 180 mm
Power supply:	FW75550/05 Input: 110V to 240 VAC, 400 mA Output: 5 VDC, 2.4 A
Environmental:	
Storage:	0 - 40° Celsius 15 - 95 % relative humidity
Operation:	10 - 35° Celsius 15 - 75 % relative humidity

7. APPENDIX

7.1 Greeting examples

Automated attendant (AA)

Day greeting:

"Welcome to the Good Company. Please wait a moment, we are transferring your call."

Night greeting:

"Welcome to The Good Company. You are calling outside of our office hours. Please leave us a message after the tone, or send us a fax at the number ... We will be happy to return your call. Thank you."

Holiday greeting:

"Welcome to the Good Company. Due to a regional holiday, our offices are closed. Please leave us your name, telephone number, and reason for calling. We will return your call tomorrow."

Individual mailbox texts

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

"This is the voice mailbox of Jane Smith, the Good Company! 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!"

Example of mailbox greeting with call transfer by remaining silent:

"This is the voice mailbox of Jane Smith, the Good Company! I am attending a seminar today until 1 o'clock. Please leave me a message after the tone, and I will return your call after 1:30. If you would like to speak to the operator, please remain silent. You will be transferred automatically to the switchboard."

7.2 Sound studio contact

Fax Inquiry

Outside the UK, please fill out and send to:

ProEmotion Carolin Pukke
Krelingstrasse 30
90408 Nürnberg
Tel.: +49/911/35054 0

Fax: +49/911/35054 15

Please call us.

Company: _____

Your name: _____

Address: _____

City/Postal code: _____

Country: _____

Telephone (extension): _____

Fax: _____

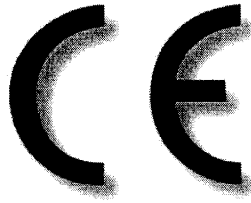
You can best reach me

on (date): _____ at (time): _____

I am particularly interested in information about:

- A professional company greeting for Teleserver Memo Pro
- Music on hold
- ACD solutions
- Changing music and information on hold online for company branches
- Training/Voice Mail coaching
- Call Center

We look forward to hearing from you!



Declaration of Conformity

This Declaration is valid for following product:

TYPE: MEMO LITE

OPTIONS: All

is herewith confirmed to comply with the requirements set out in the Council Directive on the Approximation of the Laws of the Member States relating to Electromagnetic Compatibility (89/336/EEC, +91/263/EEC, +92/31/EEC and +93/68/EEC) , the Low Voltage Directive (73/23/EEC, +93/68/EEC) and the R&TTE Directive (99/5/EEC).

For the evaluation of above mentioned Directives,
the following standards were applied:

EN 55 022:1998 Class B
EN 61000-3-2:1995 + Corrigendum:1997 + A1:1998 + A2:1998 + A14:2000
EN 61000-3-3:1995

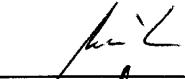
EN 55024:1999 (EN 61000-4-2; -4-3; -4-4; -4-5; -4-6; -4-8; -4-11)

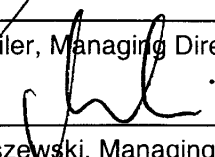
EN 60950:92/ +A1: 93/ +A2:93/ + A3: 95/ +A4: 97

The following manufacturer is responsible for this declaration:

SPEECH DESIGN GmbH
Industriestraße 1
82110 Germering
Germany

25.06.01 / Germering
Date / Place



Hans Meiler, Managing Director


Kasimir Arciszewski, Managing Director