

SPEAKING HOUSE – NEW USER GUIDE

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Description of the new database structure:

There are two types of accounts, Master and Sub accounts. Master accounts are responsible for payment for every code and Sub account assigned to them. Sub accounts are assigned to Master accounts only. A Master account can have an unlimited number of Sub accounts assigned to it. These Sub accounts are then assigned 5-digit codes AKA Boxes. Every Master account has one default Sub account (since we cannot assign codes to a Master account). The default Sub Account Number and Master Account Number are different...this may lead to some confusion at first but is very simple. The Master account number can be used to log into and view the Master account information, all Sub accounts assigned to the Master account, and the codes assigned to those Sub accounts. The Master account can view or make changes to any and all data within it's account. The Sub account number can be used to login and view or edit only that Sub account and the codes assigned to it. Each code has it's own “functionality” to transfer calls and send email notification independently of other codes under the same Sub account. (This is a dramatic change from the previous database where only the account, not each code, had the ability to transfer calls and send email notification).

TELEPHONE ADMINISTRATION:

1. **How to record a message:** NOTE: You should have your script ready before you call in to record the message.

- **866-731-INFO users** Dial (866) 731-4636 – Do not call in on the local 623 number below!
- **623-SPEAKING users** Dial (623) 773-2546 – Do not call in on the National 866 number above!
- Press 1 for English
- Then **press *** at the next menu (the system will not prompt you to do this).
- The System prompts you to “Enter your ID followed by the # sign” **Enter your 8 digit Sub Account Number then press #**
- The System prompts you to “Enter your Password followed by the # sign” **Enter the 4-8 digit password then press #**
- The System prompts you to “Enter your Four digit code followed by the # sign”. **Enter the first four digits of the five digit code number you want to record then press #**
- The System prompts you “Please select the language you would like to edit **Press 1 to record English, Press 2 to record Spanish**”.
- The System prompts you “To record information **press 1 (when you finish recording the message press #)** to listen to your information (the current recorded message) please press 2, to select a different language press 3, to select a different ID (Code to record) Press *”.

NOTE: You must record the transfer prompts there are no built in or automated transfer prompts during or after your recorded message, for example; "Press 1 for FREE loan pre-qualification, press 2 to transfer directly to my cell phone, or press 3 for a faxable flyer". You must press # at the end of your recording to save the recording.

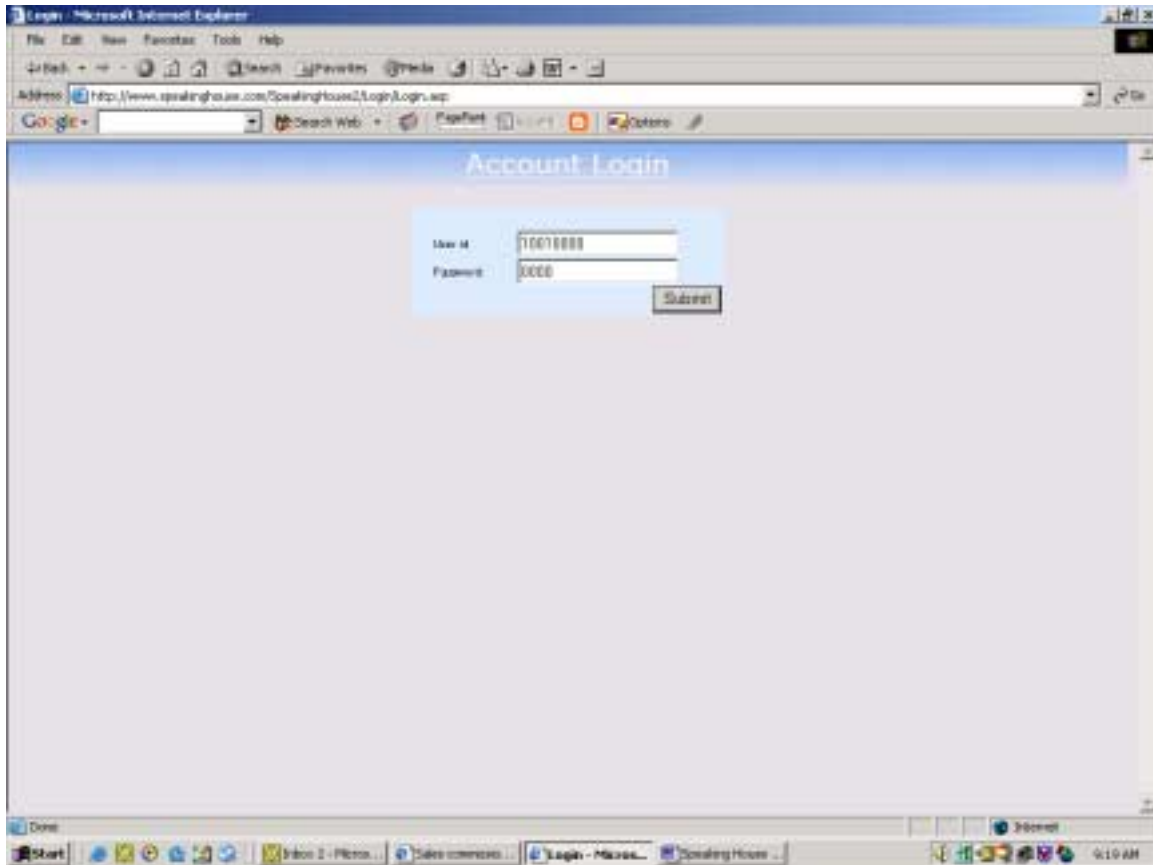
WEB ADMINISTRATION:

1. How to login:

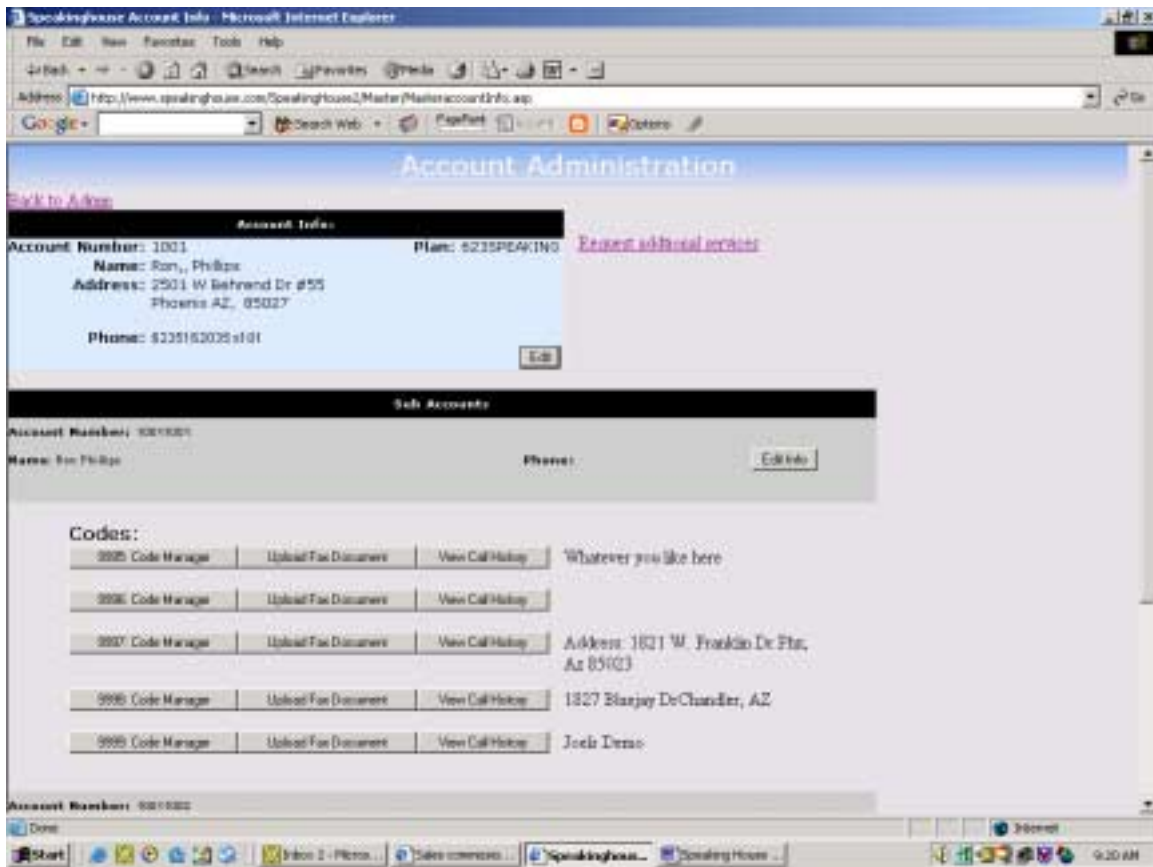
- Go to: www.speakinghouse.com
- Click the "Members" button.

2. Master Accounts:

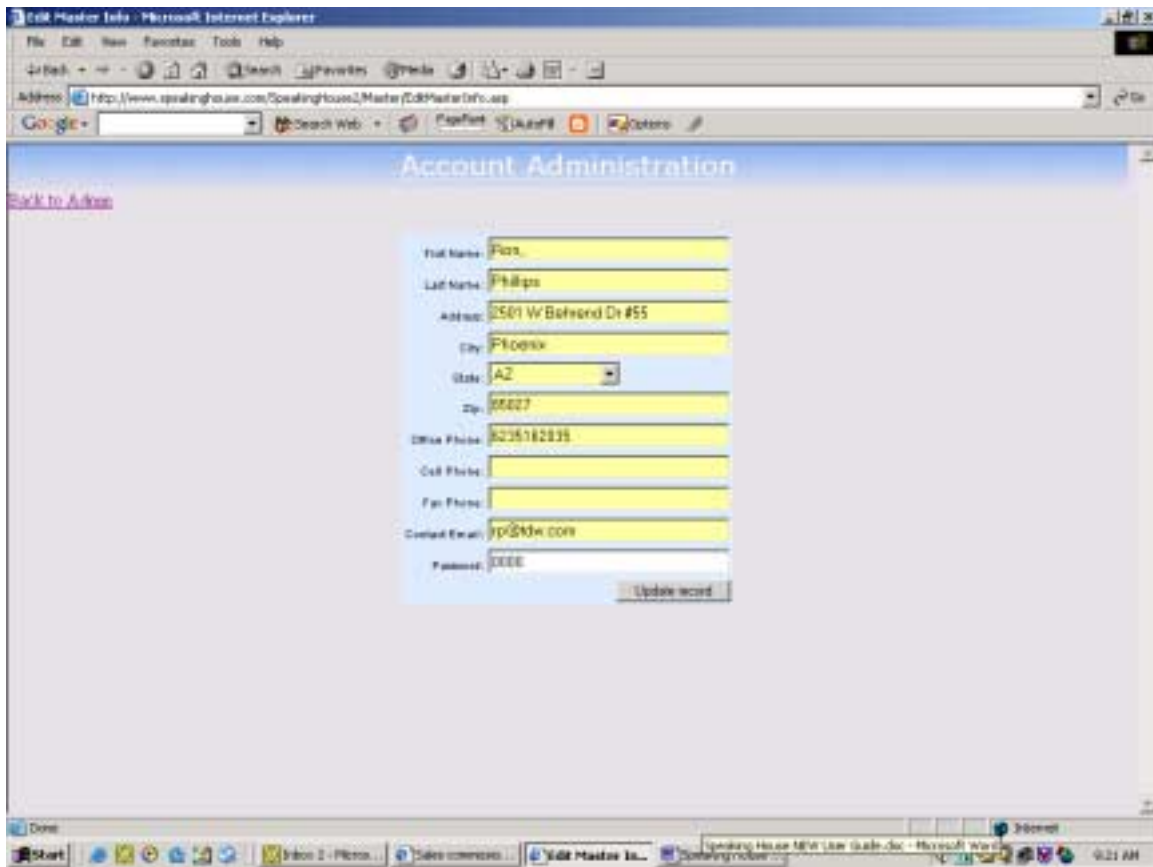
- Login using the Master Account Number as the User Id (8 digits) and Password (4-8 digits) See pic below



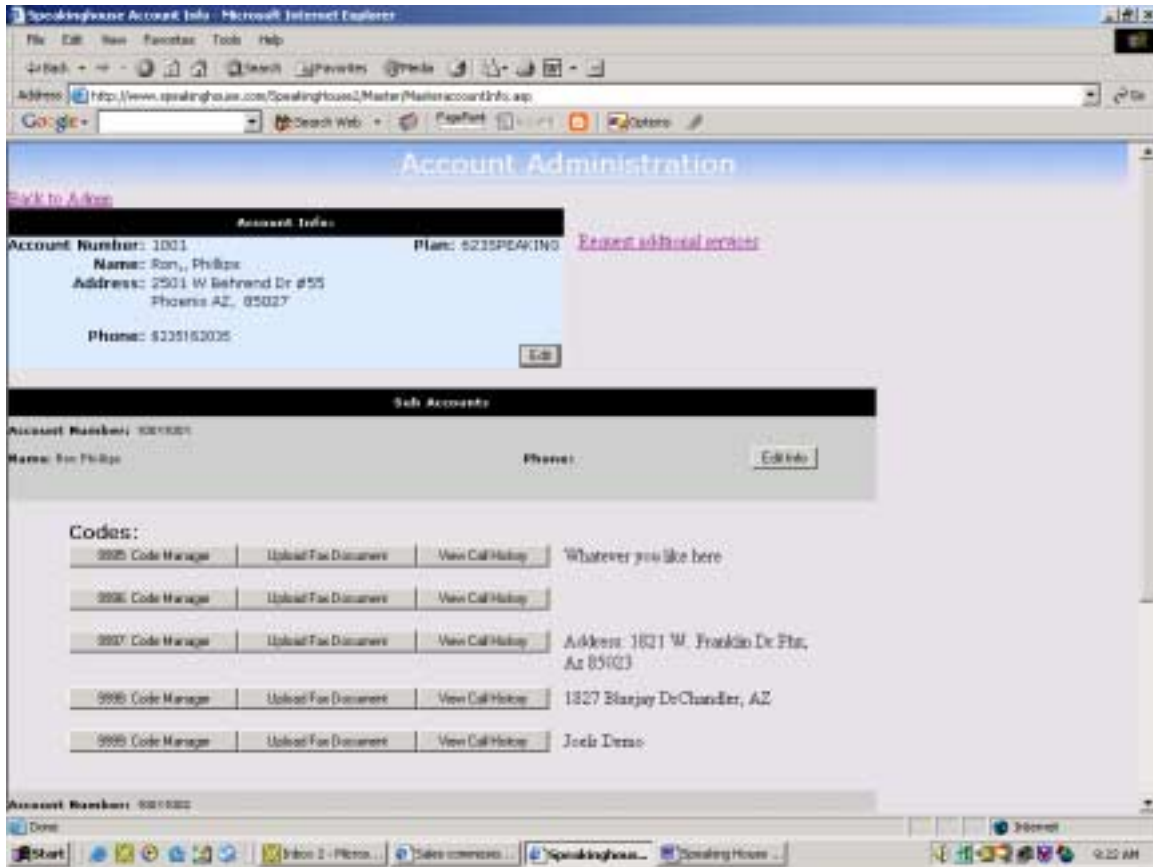
From the "Account Administration" Screen you can see your Master account in the Blue box. You may edit your Master account information by clicking on the "Edit" button in the lower right corner of the blue field. See pic below



Here you can change your contact email address, password etc...edit your Master Account info and click the "Update record" box in lower right hand corner of screen to save the new information. See pic below.

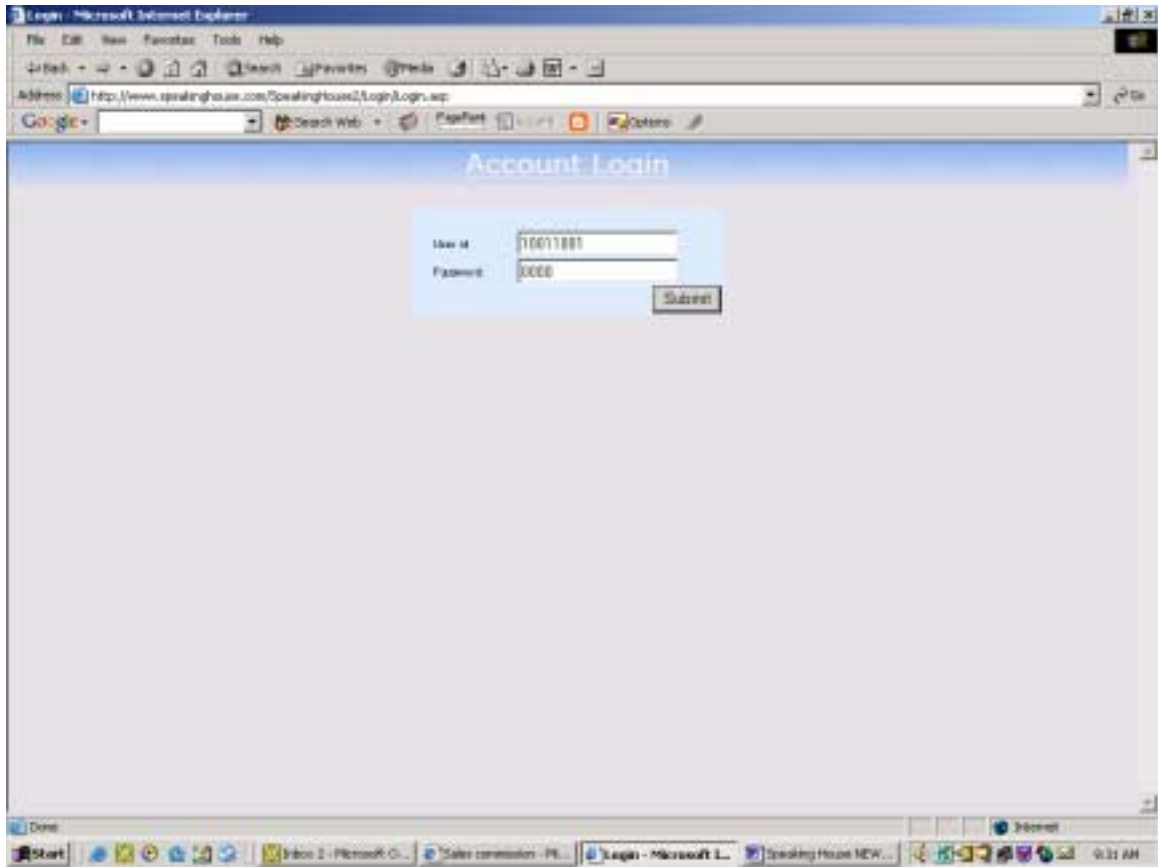


To edit any of your Sub Accounts click on the "Edit Info" button (the dark Gray box) for the Sub Account you wish to change. See pic below.

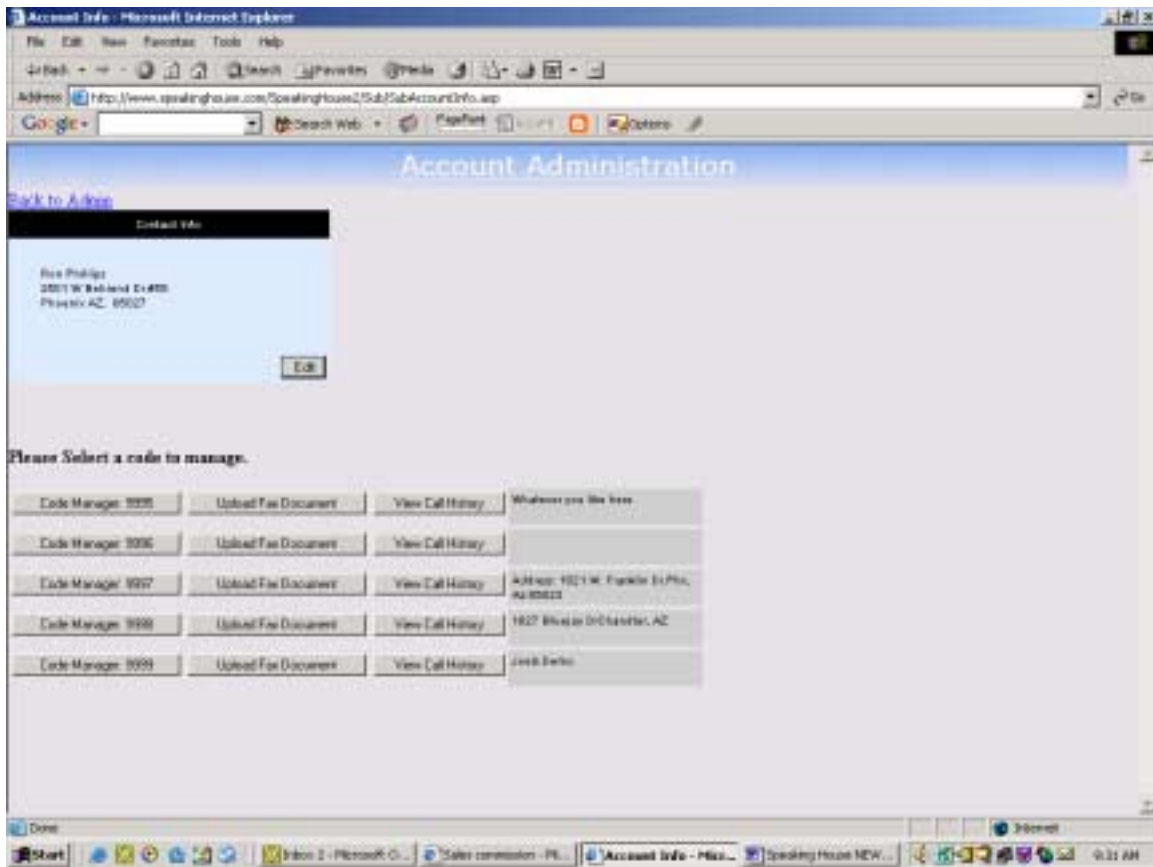


3. Sub Accounts:

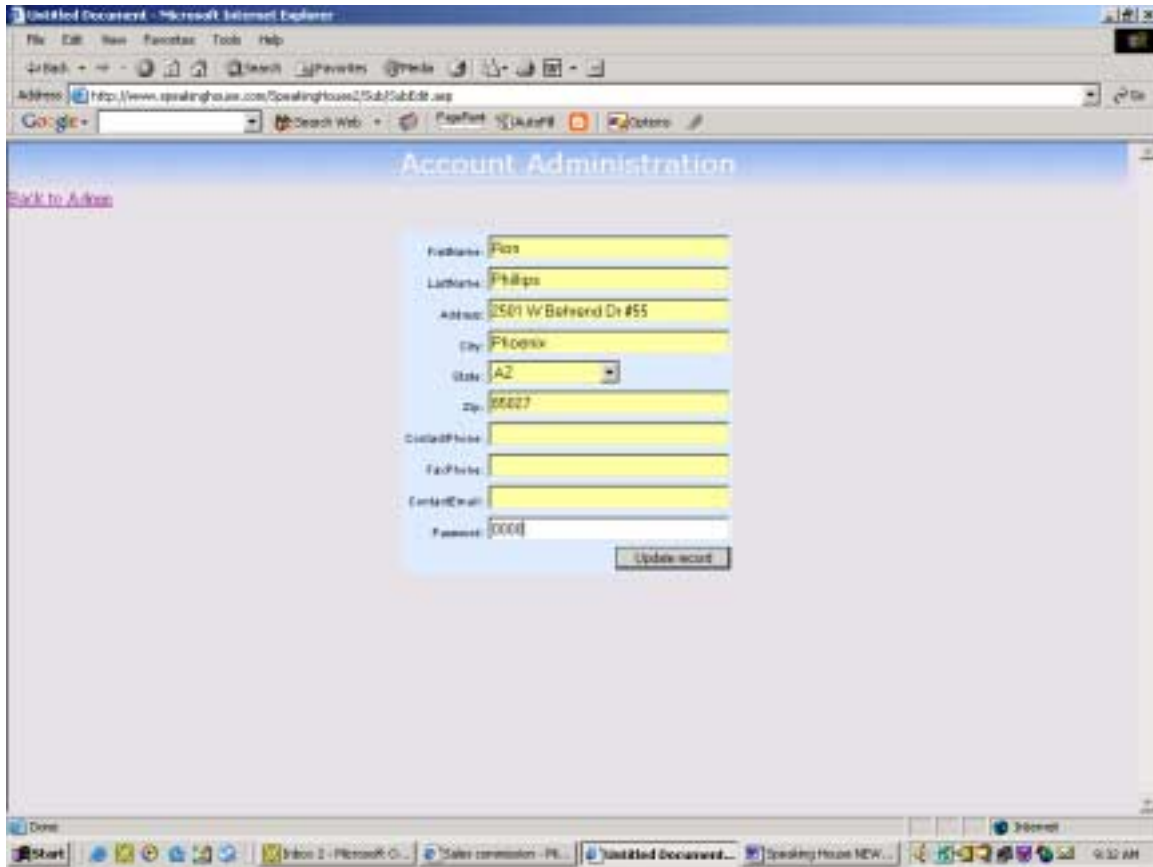
Login using the Sub Account Number (8 digits) and Password (4-8 digits) see pic below.



From the Account Administration Screen your Sub account is in the Blue box. You may edit your Sub account information including your password by clicking on the "Edit" button in the lower right corner of the blue field. You should see something like this:



Edit the info and click the "Update record" box in lower right hand corner of screen to save the new information



4. Using Code Manager:

Code manager is used to keep notes on what you are using the code for, to set the transfer phone numbers, email notification, sms notification. The code manager screen will look like this:

The screenshot shows a web browser window titled "Microsoft Internet Explorer" displaying the "Account Administration" page. The address bar shows the URL "http://www.speakinghouse.com/Speakinghouse2/Sub/RenEdit.asp". The form contains the following fields:

- Account Number: 9999
- Area Number: 6037732546
- Name: Whatever you like here
- Phone 1: 6025551212
- Phone 2: (empty)
- SMS Address: (empty)
- Email Notify Address: yp@tdw.com
- Fax Number: (empty)

An "Update" button is located at the bottom right of the form.

Notes:

- Type in your notes into the large white screen this is for your notes.

Client Connect:

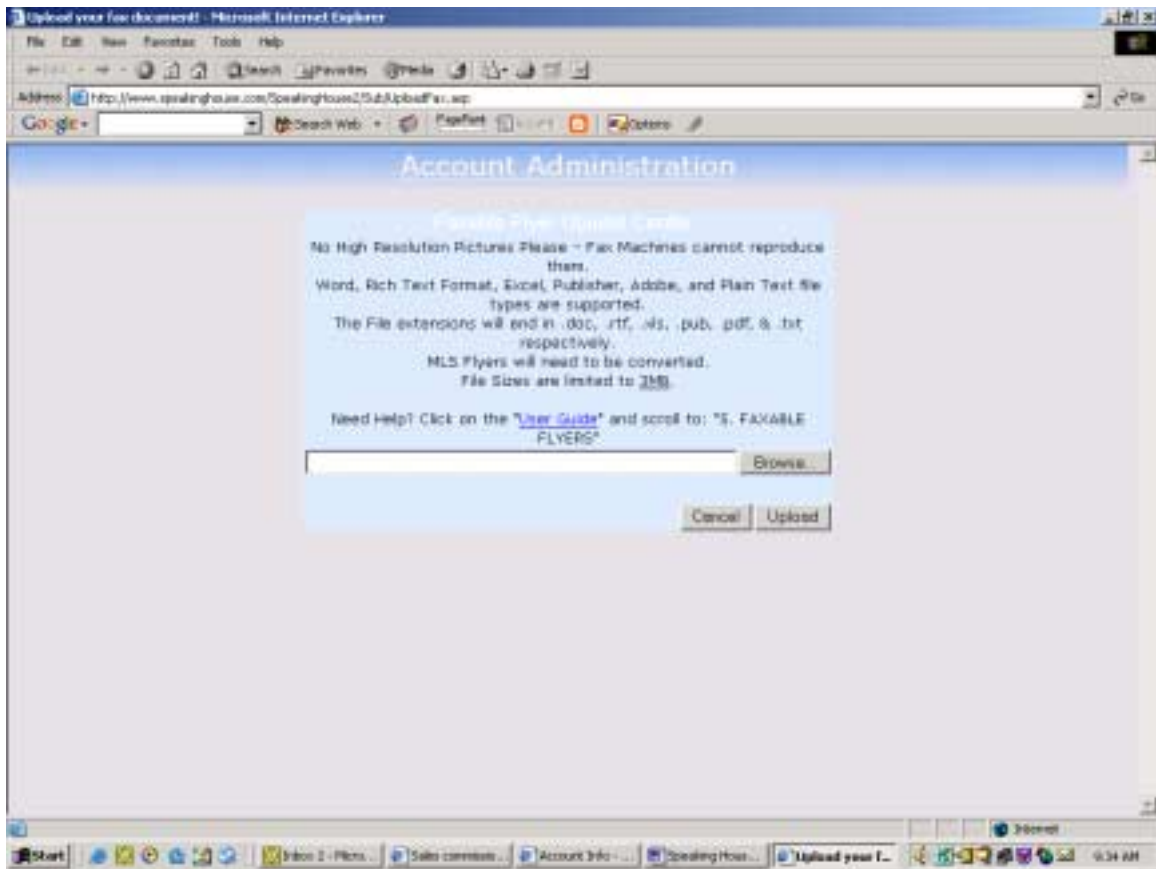
- "Phone 1" This phone number can be your cell phone, office number or home number. Callers who press 1 will be transferred to this number. If your Plan is 623SPEAKING you need to use local numbers (602, 623, 480) only.
- "Phone 2" phone number can be your cell phone, office number or home number. Callers who press 2 will be transferred to this number. If your Plan is 623SPEAKING you need to use local numbers (602, 623, 480) only.

SMS & Email Notification:

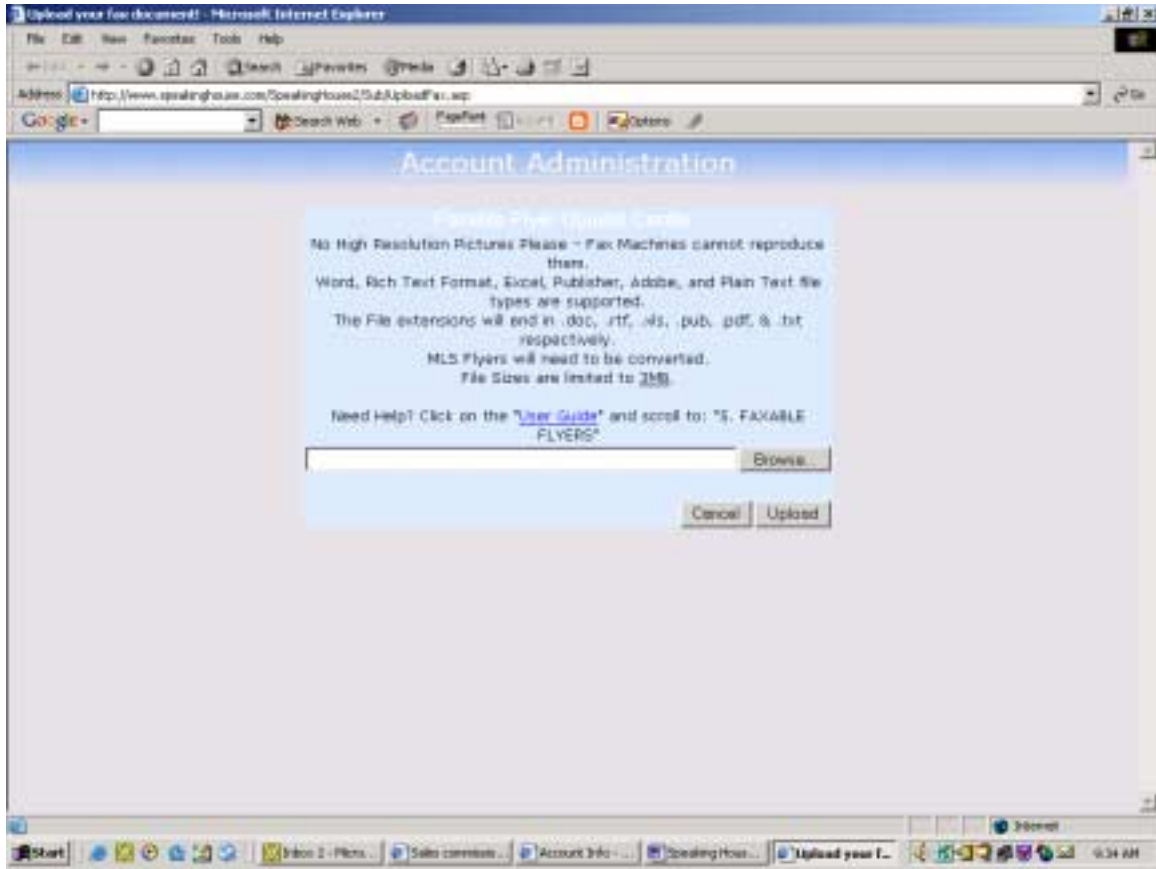
- Enter an email address in the field named Email Address separate multiple email addresses with a comma or semicolon and a space...A Call History Report will be sent to each email address that you specify.
- SMS Messaging works the same way if you have SMS address for your cell phone or pager.
- Click the "Update" box in lower right hand corner of screen to save the new information.

5. Faxable Flyers: To Upload a Faxable Flyer:

- Click “Upload Fax Document” button beset by the document has been uploaded the NO will change to YES.

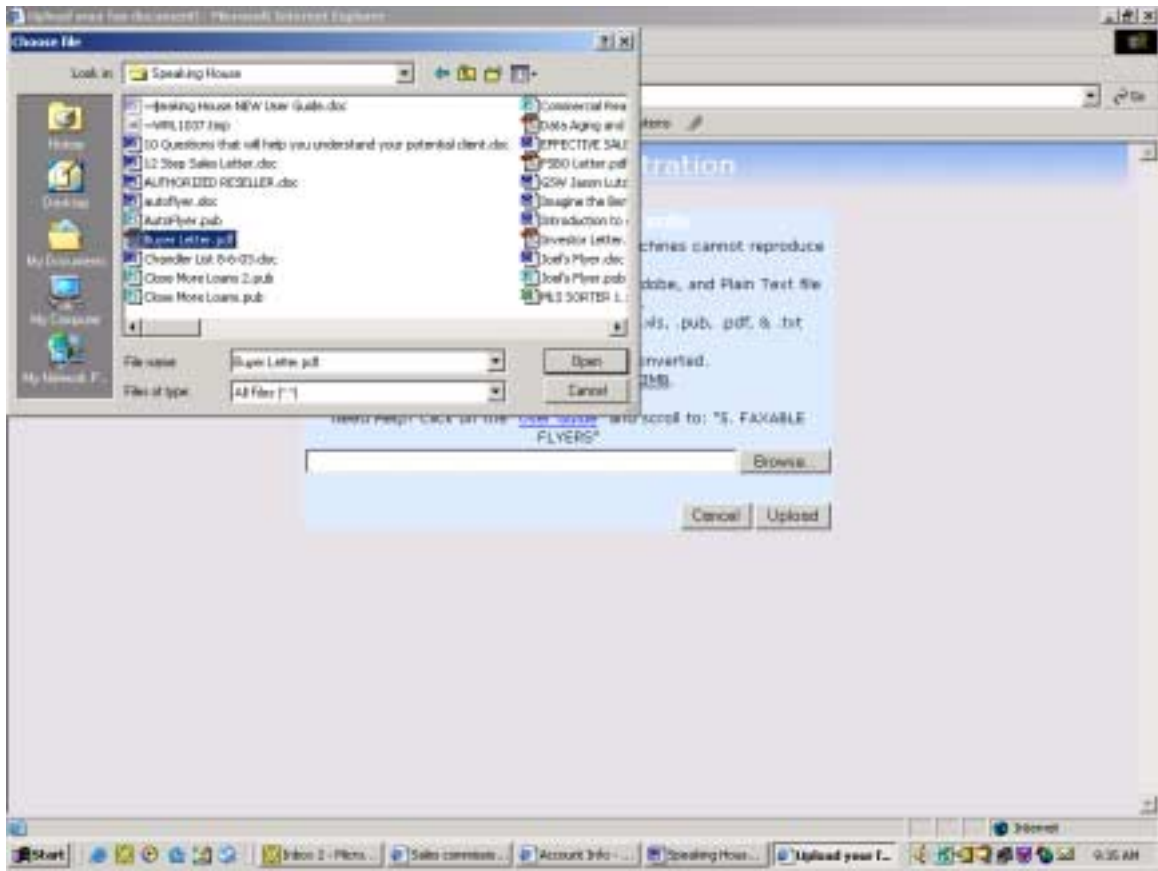


- Click “BROWSE” (on the FAX Document Upload screen).

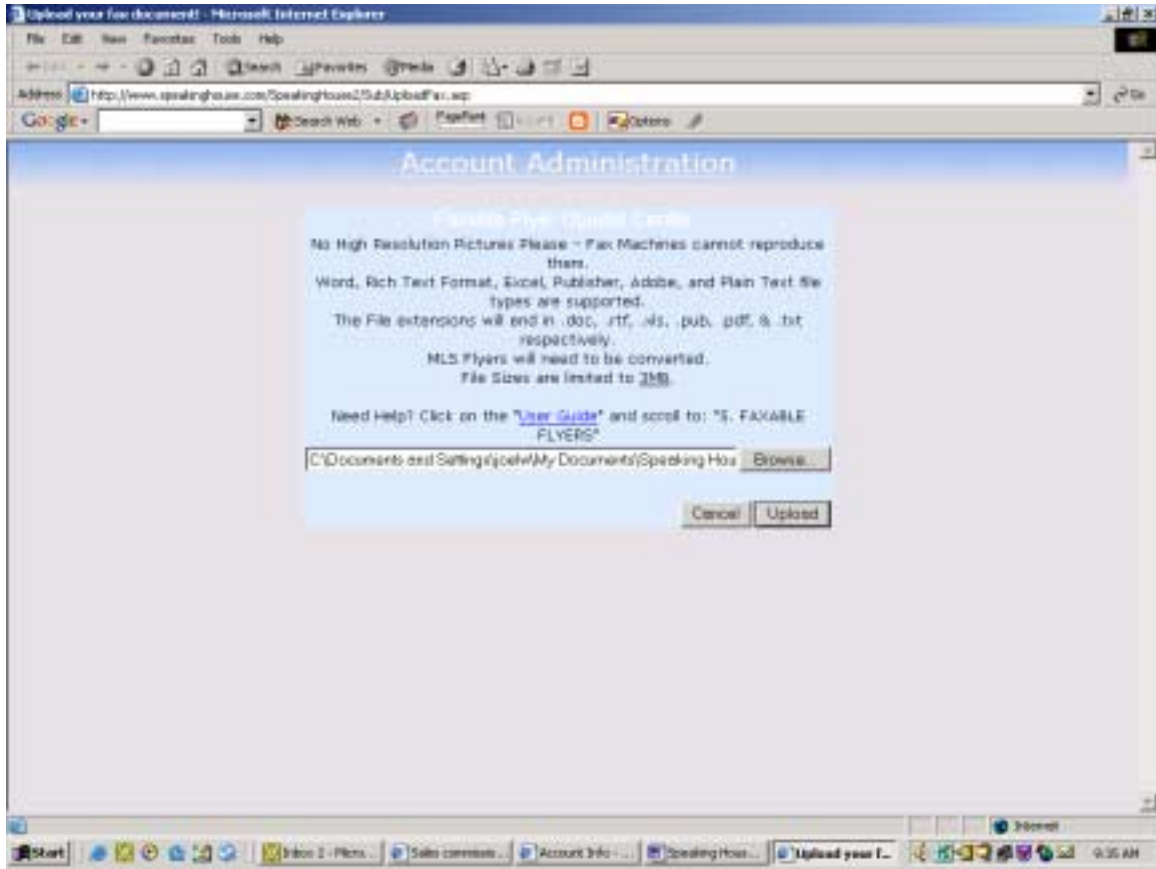


- Click on the file you wish to upload

NOTE: This action will open a Windows Explorer screen on your computer allowing you to browse your computer for the file you desire to upload. You may upload only one file per house code. At this time the system will only accept Microsoft Publisher .pub, Word .doc, and Excel .xls, formats as well as Adobe Acrobat .pdf, Rich Text Format .rtf, and Text .txt files. If you wish to create a multiple page faxable flyer simply copy and paste multiple documents, and save as a new file. Be sure your recording prompts callers to press 3 to receive a faxable flyer after doing this.



- Click "Open"



- Click "Upload".

SPECIAL TROUBLE SHOOTING NOTICE:

"401 ERROR Not Authorized" To Fix:

- Open Microsoft Internet Explorer on your computer.
- Click on "TOOLS" tab (at top of screen).
- Click "Internet Options". Follow by clicking "SECURITY" tab (at top of box).
- Click on the "DEFAULT LEVEL" button, then click "APPLY"
- Click "OK". Your Finished!

Your computer's security level will now be set at Medium, and you should have no trouble Uploading your flyer to our website. If you wish you may change your security level back after uploading the document.

6. Call History Reports:

NOTE: Call History reports are organized by Date of call first

A typical call history report shows all the calls into the code this is the same information that is emailed to you on a call-by-call basis with the email notification feature. The call history report shows a variety of call details up to 90 days after the call.

Delete Call History Details:

Select the call you wish to Delete and click the "Delete" button- Clicking the "DELETE" button will instantly delete that call record without warning!

| Row Number | Date | Time | Total Call Duration | Caller Name | Caller Number | Call Fax Number | Marketing Code | Transferred To Number | Delete |
|------------|-----------|-------------|---------------------|-----------------|---------------|-----------------|----------------|-----------------------|--------|
| 0000 | 7/26/2004 | 1:40:30 PM | 31:00 | TEL DATA WEST | 8238182008 | | 0 | 8004607914 | Delete |
| 0000 | 7/26/2004 | 1:32:40 PM | 48:56 | TEL DATA WEST | 8232080808 | | 0 | 4082317206 | Delete |
| 0000 | 7/26/2004 | 5:10:28 AM | 13:00 | TEL DATA WEST | 8238182008 | | 0 | NA | Delete |
| 0000 | 7/26/2004 | 11:58:57 AM | 37:08 | WIRELESS CALLER | 9108710428 | | 9 | NA | Delete |
| 0000 | 7/26/2004 | 1:55:13 PM | 24:42 | TEL DATA WEST | 8232080808 | 8238182008 | 0 | NA | Delete |
| 0000 | 7/26/2004 | 1:52:23 PM | 32:57 | TEL DATA WEST | 8238182008 | 8238182008 | 0 | NA | Delete |
| 0000 | 7/26/2004 | 8:58:03 AM | 45:38 | TEL DATA WEST | 8232080808 | 8238182008 | 0 | NA | Delete |
| 0000 | 8/26/2004 | 10:33:30 AM | 24:47 | TEL DATA WEST | 8232080808 | | 0 | NA | Delete |
| 0000 | 8/26/2004 | 10:24:41 AM | 27:46 | WIRELESS CALLER | 9108710428 | | 9 | 4082317206 | Delete |
| 0000 | 8/26/2004 | 2:22:37 PM | 52:34 | URGAT SOUTHWEST | 4808981927 | | | NA | Delete |
| 0000 | 8/26/2004 | 11:27:30 AM | 55:57 | TEL DATA WEST | 8238182008 | | | NA | Delete |
| 0000 | 8/26/2004 | 8:58:13 AM | 0 | TEL DATA WEST | 8238182008 | | | NA | Delete |
| 0000 | 8/26/2004 | 9:41:45 AM | 0 | TEL DATA WEST | 8232080808 | | | NA | Delete |
| 0000 | 8/26/2004 | 8:30:15 AM | 0 | TEL DATA WEST | 8232080808 | | 0 | 4082317206 | Delete |
| 0000 | 8/26/2004 | 5:51:42 PM | 0 | WIRELESS CALLER | 9108710428 | | 9 | 4082317206 | Delete |
| 0000 | 8/26/2004 | 12:28:01 PM | 0 | TEL DATA WEST | 8232080808 | 8238182008 | 0 | NA | Delete |
| 0000 | 8/26/2004 | 11:07:11 AM | 38:00 | WIRELESS CALLER | 9108710428 | | 9 | NA | Delete |
| 0000 | 8/26/2004 | 8:51:52 AM | 38:51 | TEL DATA WEST | 8232080808 | | 0 | NA | Delete |
| 0000 | 8/26/2004 | 6:55:15 PM | 36:53 | TEL DATA WEST | 8238182008 | | 0 | 4082317206 | Delete |
| 0000 | 8/26/2004 | 8:52:54 PM | 48:32 | TEL DATA WEST | 8238182008 | | 0 | 14802317206 | Delete |

Marketing Code:

For our real estate customers please note if we provided your yard sign your tracking code "0" is generally call from the sign rider. You may change the last digit of the code in your print ads to track printed advertising results. For example, "FREE 24HR Recoded Information CALL 623-773-2546, # 25001." In this example, the house code is 2500 and the marketing code is 1. You can insert numbers 1 thru 9 for the last digit of any code instead of the 0 to track any ads you might be running for the same item...caller will hear the same recording.

If you have any questions please contact us for further assistance