



# Record Service End User Guide

## User Guide

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Client: Encoded Ltd  
Project: RecordService  
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## Contents

<b>1</b>	<b>Introduction.....</b>	<b>3</b>
<b>2</b>	<b>Getting Started.....</b>	<b>3</b>
<b>3</b>	<b>Using the Service .....</b>	<b>4</b>
<b>3.1</b>	<b>Accessing the Service .....</b>	<b>4</b>
<b>3.2</b>	<b>Entering the Service.....</b>	<b>4</b>
<b>3.3</b>	<b>Navigating the Service .....</b>	<b>4</b>
<b>4</b>	<b>Version History .....</b>	<b>5</b>

## 1 Introduction

The Encoded RecordService is used for recording predefined voice prompts. The service is provided by Encoded to allow its customers to alter recordings in real-time.

The service is accessible via an 0871 number; calls cost 10p per minute including VAT at all times.

## 2 Getting Started

To access the service a telephone capable of generating touch-tones is required, a fixed line is best for a better quality of recording. Find a quiet area or room to call the service. Have your ID and PIN number ready along with the list of prompts that can be played and recorded, provided by Encoded.

## **3 Using the Service**

### **3.1 Accessing the Service**

The number to access the service is: 0871 717 7323

### **3.2 Entering the Service**

After a call is placed to the service, you will be greeted by a voice asking you to enter your ID number followed by the hash ('#') key, using the touch-tone keypad on your telephone. After entering your ID number you will then be asked to enter your PIN number. If the ID and PIN are recognised you will hear a brief description on how to use the service. Afterwards a small beep indicates that the service is in a waiting mode and will hold for your option; the service will wait in this state indefinitely.

### **3.3 Navigating the Service**

#### **3.3.1 Playing Prompts**

To replay a previously recorded prompt, press the 'hash' key followed by the ID number of the prompt. Once the ID has been recognised the prompt should start playing immediately. You will be notified once the prompt has finished playing. The service then requests a new option and then goes back into waiting after the beep.

#### **3.3.2 Recording Prompts**

To record a prompt, press the 'star' key and then type the ID number of the prompt. A beep will be played to indicate that the recording has started. When you have finished your recording press any digit on your keypad to stop. This digit will not be recorded. The service then requests a new option and then goes back into waiting after the beep.

#### **3.3.3 Ending the Service**

Just hang up when you've finished using the service; the prompt changes will take effect immediately.

## 4 Version History

Version	Status	Date	Author	Approved	Notes
1.0	Release	08/01/2003	Rfd	HW	First release
0.1	Draft	08/01/2003	rfd		First draft