

## Levels

The CALL Centre TechSpeak machine has 2 levels (but you can buy them with 2, 4, or 6 levels). You can record up to 32 short messages on each level. You change level by turning the Level knob on the back.

## Playing Messages

- Turn it ON (turn Volume knob on the back clockwise, it clicks).
- Turn Volume knob to halfway position, for reasonable volume level.
  
- Check / turn the Level knob to select the LEVEL you want to use.
- If changing Levels, slide the old overlay out and the current overlay in, as required.
  
- Press the squares to hear the messages.
- Change Level and overlay again, as above, as required.

## Recording

- You don't need to erase, just record over old messages.
- Messages have to be short - couple of seconds each.
- For best speech quality: turn Volume down low, record with a strong voice, then playback with Volume up higher.
- Make sure you are prepared and know exactly what you are going to store in each location (write it down on a 1-32 Record Sheet, for easy reference!)
- Select the Level on which you want to change or add (a) message(s).
- Tip the machine up, facing towards you. Press and hold in the red Record button on the back and at the same time hold down the square whose message you are changing.
- About 6 or 8 inches away from the surface of the machine, speak the message loudly and clearly and then release both buttons immediately you have finished speaking (so you don't record 'dead sound').



- The actual microphone is on the back panel on the older machines (small black disk) and on the front underside (small hole) of the newer machines. If you speak loudly and clearly 'at' the surface of the machine when recording, it should pick it up well - no need to speak directly into the mike, it might distort anyway if you are too close.
- Test your new message has recorded right, by pressing the message square.

## Help!

If the TechSpeak stops working, it's probably because the batteries have run out and need replacing. It uses four AA batteries. You need a small Philips screwdriver to open the battery compartment (on the underside) on the newer models (and strong fingernails or a jemmy for the rubber plug on the older ones!)

## Making new overlays

- There is a template that can be used with *BoardMaker*. It should be on a floppy disk in the box with the machine.
- If not, you can download it from the Internet: go to [www.mayerjohnson.com](http://www.mayerjohnson.com)  
 > Enter Here > Downloads > BoardMaker Files (choose Mac or Win) > Pre-Made Grids > T > TechSpeak & TechTalk
- Once in BoardMaker, go to File Menu > Page/Print SetUp, set the paper size to US Legal, with Landscape orientation.
- To print out the new overlay you need to use A3 paper, with the width cut to A4 size, but keeping the A3 length (Inclusive Technology also now sell the right size of paper - US foolscap size - that works for TechSpeak overlays, £13 a ream.)
- Laminate
- To be able to easily and smoothly slide the new overlay in right down to the bottom, you may have to slightly trim the side edges of the lamination on the overlay.