

TELESCAN

Keeping your business in business



Keeping Your Business in Business



Your TAS system is the heart of your business. Without it, your business does not function. That's why our slogan is: "Keeping Your Business in Business". It's not just a slogan at Telescan. It is the very core of our business philosophy. We know your business and we want you to succeed. Everything we do is designed to keep your business going strong and moving forward. We are constantly looking for new ways to make your TAS business more efficient, more effective, and more profitable. We keep our eyes and ears on all the latest technology, to keep your business moving forward. For over 30 years, Telescan has been producing TAS hardware and software with the same philosophy, to be the best in the industry, keeping your business in business 24/7.

Telescan stays on the leading edge of TAS technology because TAS is ALL we do. Our Windows®-based Spectrum messaging system offers TAS businesses a full range of messaging solutions. We give you more options and more flexibility. We will build a system to fit your business whether you have two operators or two hundred. Spectrum by Telescan is powered by the patented Spectrum Prism®, giving you all the latest TAS features you need to keep up with technological changes. Our experienced and dedicated technical team is committed to lead

the industry in new technology. We are experts in TAS equipment, because TAS is ALL we do.

Technology is constantly changing the face of how you do business. Long gone are the days of taking messages on paper and contacting a client on just a pager. Today messages are received and transmitted at the speed of light. Your customers expect you to move with technology and Telescan will keep you there. If you want to know how well Telescan keeps our users moving forward, see what they say on page 12.



Spectrum Agent

The Spectrum Agent is the primary interface for a call attendant on the Spectrum System by Telescan. Its clean layout and crisp response will maximize the productivity of your agents.

System Status				
Stations		Pending Pages		Call Activity
Page	Station	Opr	Account	
1	1	SYS	7813	David Smith
2	1	SYS	7815	ALL MARK SERVICE INC.
3	1	SYS	7836	New Light Innovations

Answer phrase and client time-of-day

Account name and message status

Alerts and information screens

IF's and locate instructions

Message entry

Page, patch and dispatch tickets

Pending work

Shortcut buttons

The screenshot shows the Spectrum Agent interface with the following elements:

- Header:** "Telescan Sales and Service, How may I help you?" and "Wed 07:54p Local".
- Message Status:** "10 Undelivered" and "151 Delivered".
- Account Information:** "0001 Telescan Sales & Service".
- Alerts:** "Active Alert: Telescan User's Meeting in Progress".
- Call Actions:** "Sales Call", "Service Call", "Take Information", "Take Msg and Page".
- Address:** "Telescan LLC, 10679 Midwest Industrial Blvd, St. Louis, MO 63132".
- Undelivered Messages:**
 - 1 of 10
 - PRESCRIPTION: FIRST Robert, LAST Jones (07-AUG-09 04:58 PM SYS)
 - TRIAGE: FIRST Caden, LAST Young (07-AUG-09 04:59 PM SYS)
 - APPOINTMENT: FIRST Nicholas, LAST O'Banno (07-AUG-09 05:01 PM SYS)
 - OFFICE: FIRST Nazy, LAST Wildebrand (07-AUG-09 05:02 PM SYS)
 - TRIAGE: NAME Robert Jones (07-AUG-09 05:09 PM SYS)
 - PRESCRIPTION: NAME Caden Smith (07-AUG-09 05:11 PM SYS)
- Call Details:** "Call for Roger", "Special Instructions as of 12-AUG-09 02:53 PM SYS: Phones roll over when busy during the day.", "FIRST[Robert] LAST[Jones] DOB[02-14-1961]M OR F[F]CALLERS NAME[Telescan] MD LAST[Howard] MD FIRST[Harold] PHONE<[314-555-1212]>REASON FOR CAL[Need re-fill]".
- Message Entry:** "Taken 07-AUG-09 04:58 PM", "Page: 1 of 1", "Type: 2 Repeat", "AR: Phone", "Aid: ", "RID: ".
- Call Management:** "2 Available Calls", "Telescan Main Line (3144267662)", "01 Hold Time", "002:06", "HOLD", "RING", "000:05".
- System Status:** "SYS REVIEWING PAGE", "OUR 2-Sep-09 7:54P".
- Bottom Labels:** "Current state information", "System call status", "Call Activity (Talk 1 ...Talk4)", "Call timer", "Caller-ID and dialed number", "Recorder status".
- Right Side:** "Shortcut buttons" (System, Queue, Search, Sub, History, Browser, Undeliv, Loc/IP, Ramed, Alert, Start, Stop, Repeat, Dial, Patch, Hold, Pinhold, Transfer, Clear, Stats, On/Off).

Spectrum Agent gives you:

- Hypertext "point & click" information screens
- Scripted messaging
- Controlled access to the Web
- Seamless integration with Spectrum On-Call Scheduler and Messenger

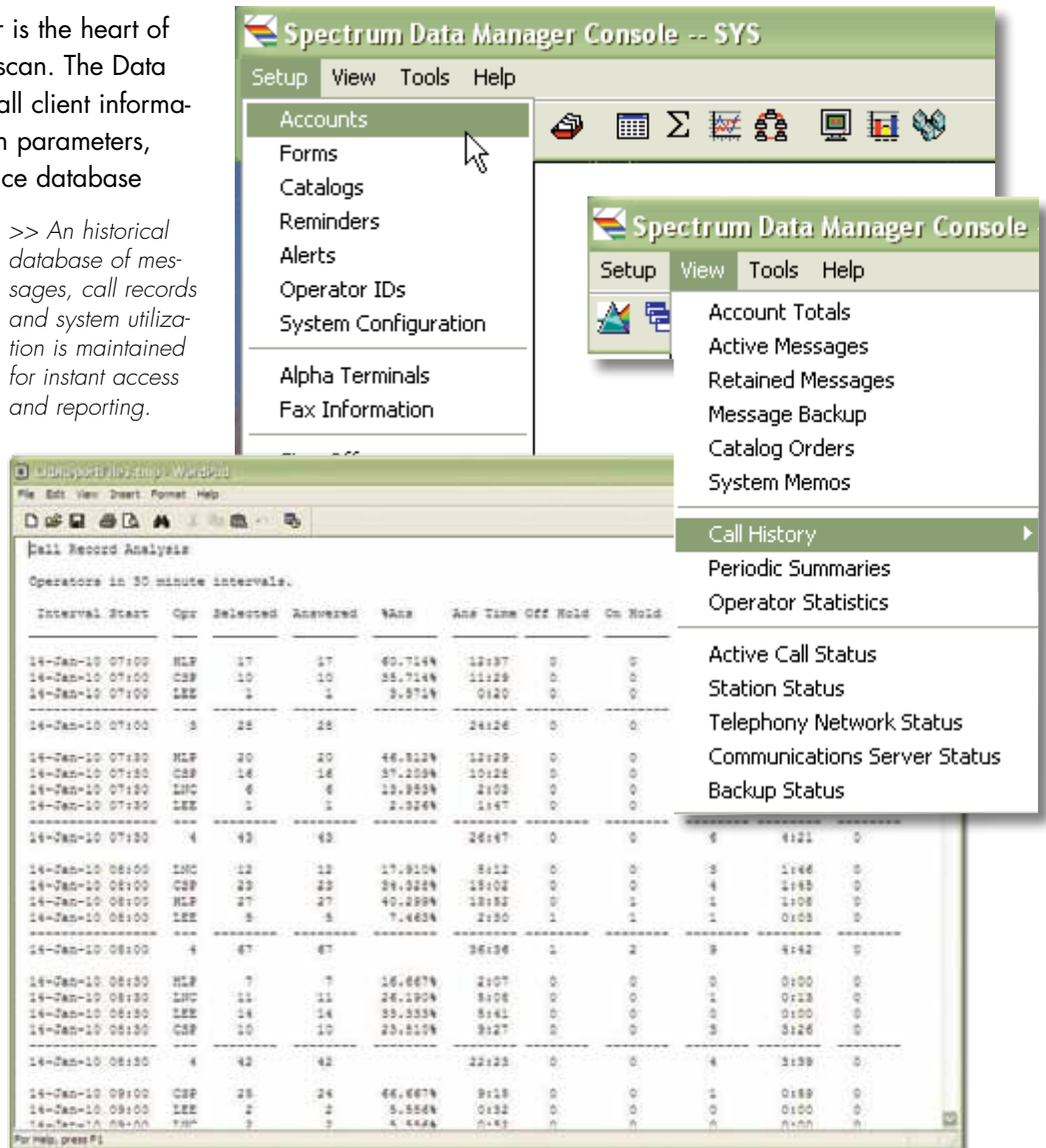
Spectrum Data Manager

The Spectrum Data Manager is the heart of the Spectrum System by Telescan. The Data Manager controls access to all client information and system configuration parameters, combining a high performance database server with a full range of networking and reporting capabilities.

Spectrum Data Manager interacts with Spectrum Prism® to validate and route incoming calls. As an agent takes a call, the Data Manager provides the Spectrum Agent Workstation with all the client information required to process the call. As messages and orders are taken and dispatched, they are automatically faxed, emailed or alpha paged to your clients via Spectrum Communications Server.

> Numerous statistical reports are available to analyze system utilization and operator productivity.

>> An historical database of messages, call records and system utilization is maintained for instant access and reporting.



Spectrum Data Manager gives you:

Reliability

- Standards-based hardware and software
- TCP/IP networking
- Automated backups
- Mirrored hard drives*
- Hot-swappable power supplies*

* Real-time redundancy for critical system elements

Capacity

- Grow to over a hundred operators
- Hundreds of call paths
- A million active messages
- Unlimited archiving

Features

- Automated messaging and dispatch
- Time-zone support per account
- Remote agents
- Integrated Scripting
- Optional On-Call scheduling
- Optional Instant Messaging
- Highly flexible operator capabilities

Spectrum Prism®

Spectrum Prism® is a telephony server that connects the Spectrum system to the complete range of telephone services like DID, ISDN, and T1. Spectrum Prism® was designed with an open-ended architecture and a fully digital backbone, which means it offers you improved reliability with more features.

Spectrum Prism® is optionally equipped with revenue-generating features that extend the services that you can provide to your clients, such as a voice mail system and IVR (Interactive Voice Response).

The screenshot displays the Spectrum Prism software interface. The main window, titled "Activity Display", shows a table of call activity for 27 ports (000 to 026). The table columns are Port, Type, Status, To, Time, Caller Number, and Called Number. The status of each port is listed as either Idle, Patched, Answered, or Holding. To the right of the table is a summary section with the Spectrum Prism logo and call statistics: 10 Total Calls, 0 Ringing, 2 Holding, 2 Outbound, and 6 Connected (In). Below this are two input fields for "Calls Received" (2870) and "Calls Placed" (384). An "Events" section is also visible.

Overlaid on the bottom right is the "Outdial Group Properties" dialog box. It features a "Dial Group" dropdown menu set to "R", and input fields for "Outdial Prefix" and "Outdial Suffix". The "Busy Action" section includes radio buttons for Busy Tone, Play Message, Use Alternate, and Camp On Ring (which is selected). The "ACD Algorithm" section includes radio buttons for Sequential Ascending (selected), Sequential Descending, Circular Clockwise, Circular Counterclockwise, and Longest Idle. The "Dialout Number" section includes radio buttons for Use DID # and Use Dial String (which is selected). There is a checked box for "Local Dial Tone". The "Dial Times" section includes input fields for Comma time, DTMF On, and DTMF Off.

Spectrum Prism® gives you:

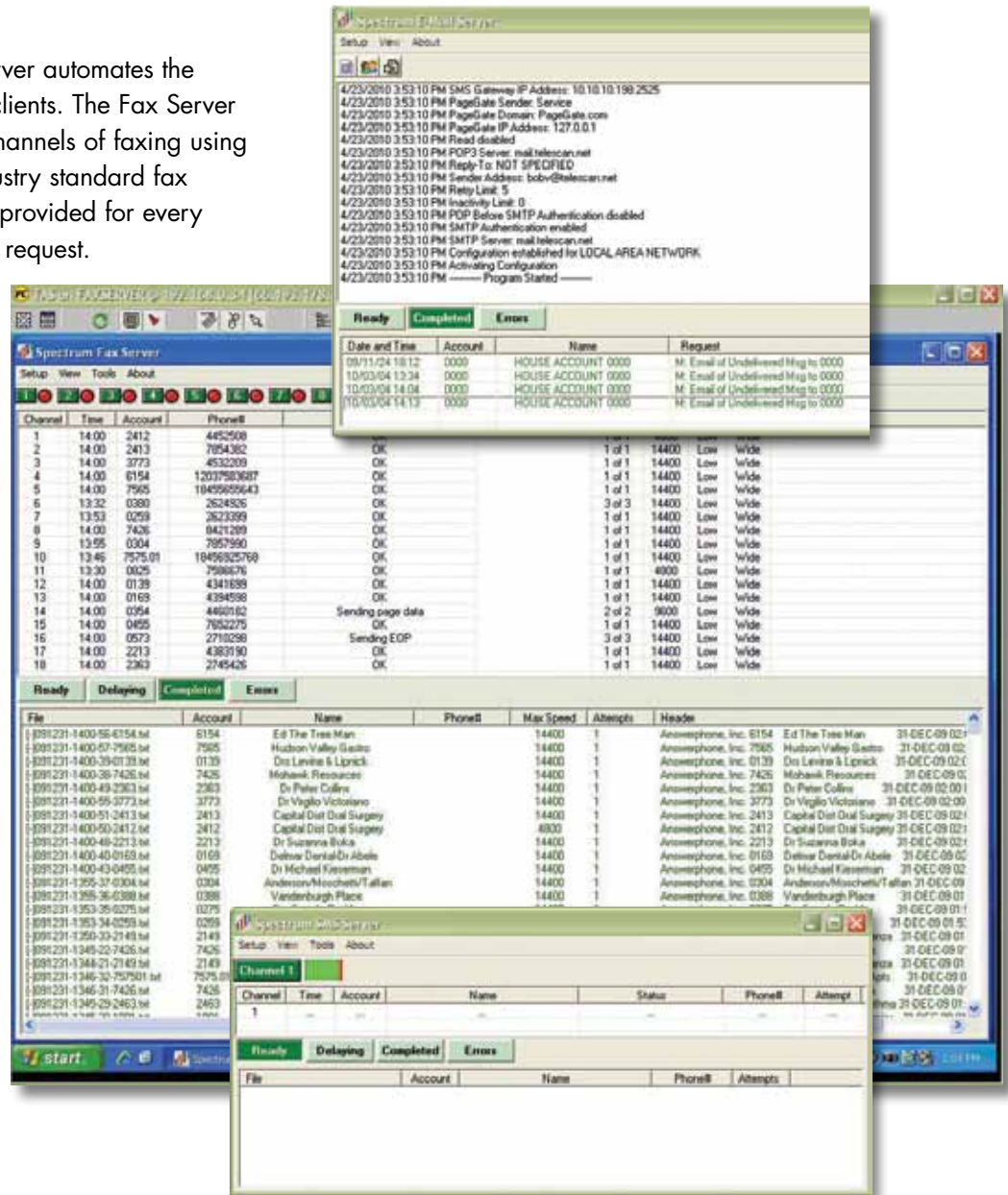
- Superior audio quality and faster call set-up
- Routing flexibility to any outgoing signaling format or device
- Real-time monitoring and activity logs
- Powerful call routing features by station, client group or skill level

Spectrum Communications Server

Spectrum Communications Server automates the delivery of messages to your clients. The Fax Server supports multiple concurrent channels of faxing using standard COM ports and industry standard fax modems. Real-time visibility is provided for every pending, active, or completed request.

The Alpha Server, like the Fax Server, can handle multiple lines concurrently using standard COM ports and modems. In addition to the industry standard TAP protocol, the Alpha Server, also supports Internet paging using SNPP.

The Email Server allows you to send email messages to and receive email acknowledgements from your clients using the industry standard SMTP and POP3 protocols. The Email Server handles both high-speed cable/DSL as well as dial-up connections to the Internet. Additional capabilities include the definition of groups, SMTP authentication, file attachments, and data encryption.



Spectrum Communications Server gives you:

Reliability

- Standards-based hardware and software
- TCP/IP networking
- Automated retries
- Operator notification

Capacity

Modular design for load-balancing in large installations or consolidation when used in small services

Features

- Support for multiple protocols
- Batching of requests to common destinations
- Comma-delimited file delivery
- Simple user friendly interface
- Extensive logging
- Local archiving of requests

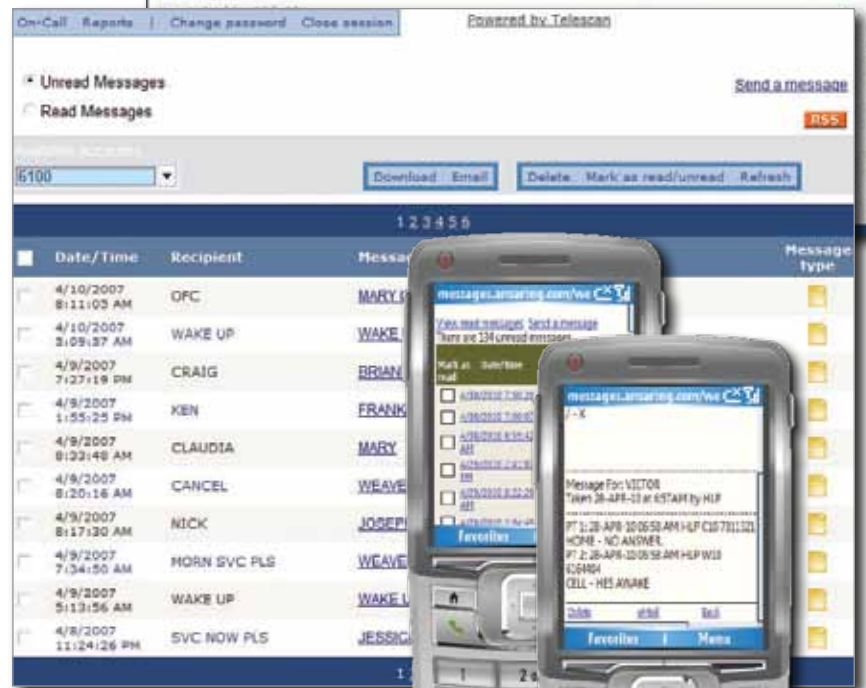
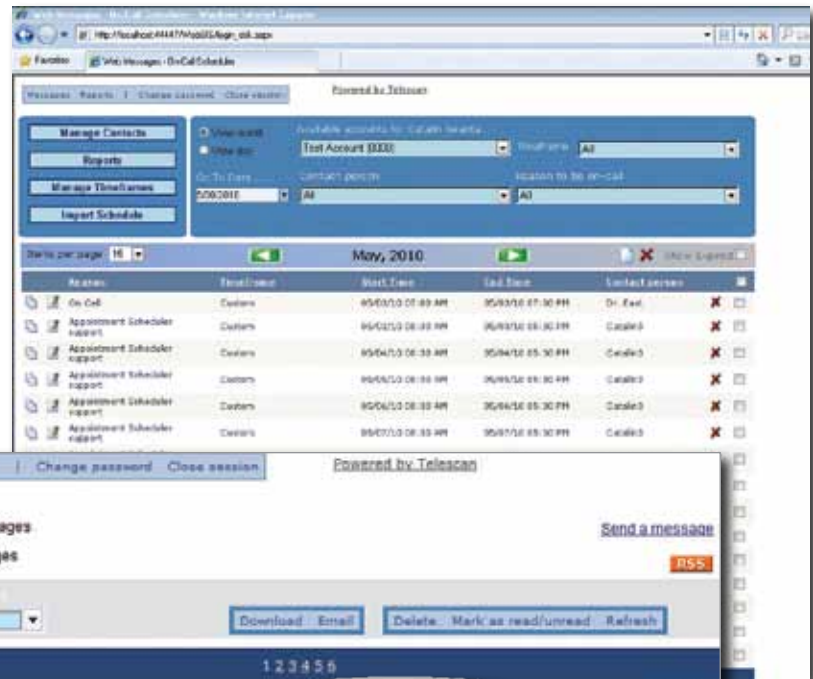
Spectrum Information Server

Spectrum Information Server provides secure, password-protected Internet access to client-specific information including; messages and on-call schedules. It allows your clients to access their information over the Internet using a Web browser. An RSS feed allows client notification which can reduce or eliminate the need for scheduled faxing and emailing of messages. Telescan's RSS is the TiVO of the TAS industry.

Telescan's Web applications control access to various kinds of information. Messages are posted to the Web by Spectrum Data Manager as they are taken or modified. Clients log in to your web site using a user name and a password you supply.

Each login ID can be configured to access messages from one or more accounts. Messages are separated as "read" and "unread", and can be sorted by date/time or recipient.

Message detail can be accessed with a mouse click. If so configured, Spectrum Data Manager can mark its copy of the messages as "delivered" when marked as "read" by your client over the Web. If they choose, your clients can be granted Web access to messages for varying lengths of time, allowing them to maintain their own "archive".



Spectrum Information Server gives you:

Reliability

- Standards-based hardware and software
- Secure administration tools

Capacity

- Scalable within any Windows® operating system supporting Microsoft Internet Information Server and the .NET architecture

Features

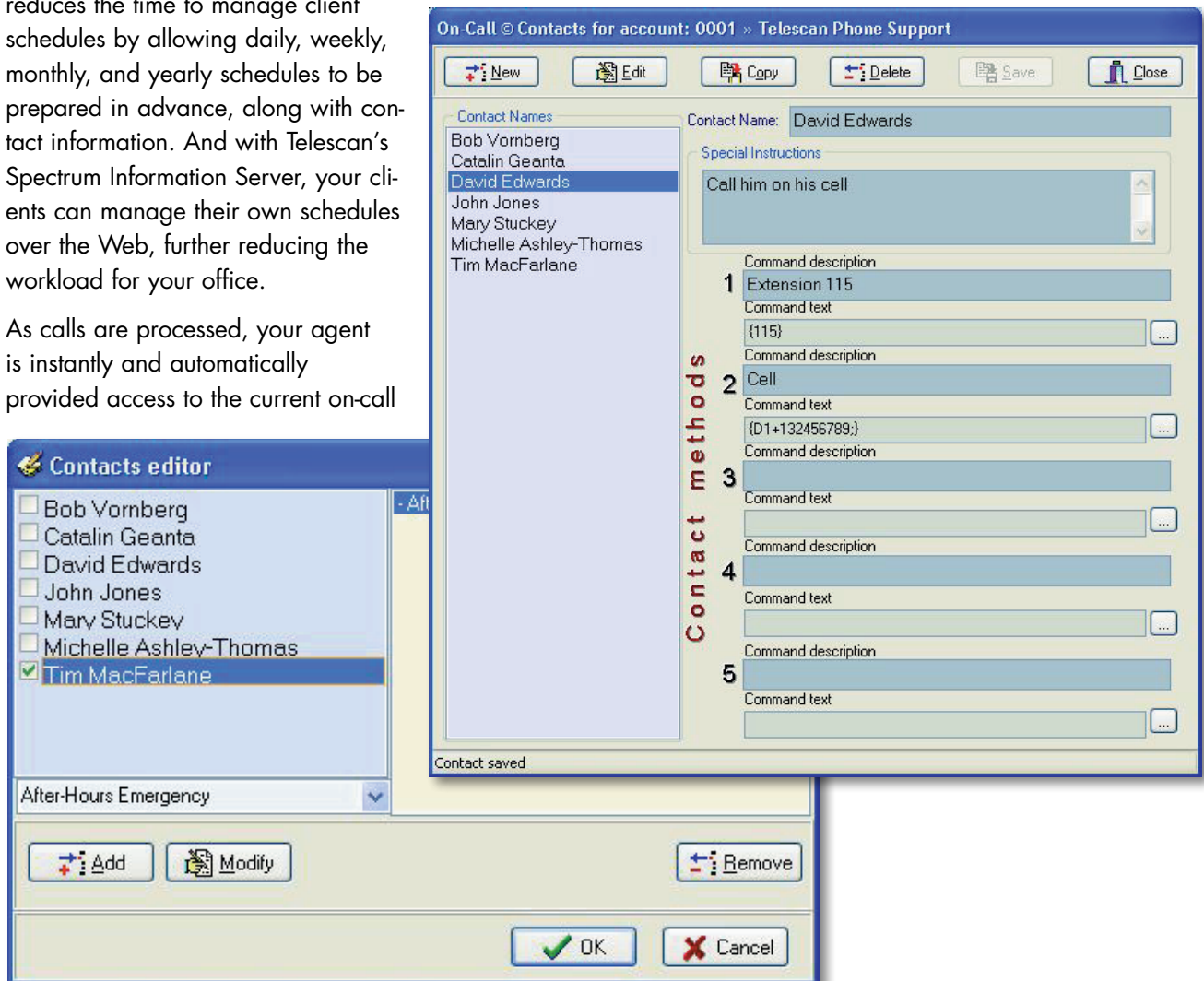
- Accessible from any Web browser
- Display Support of PDA and mobile devices
- Access provided to messages, orders, on-call schedule editor, and call reports
- Custom Web advertisements

Spectrum On-Call Scheduler

Spectrum On-Call Scheduler will track your clients' complex schedules so that messages can be relayed accurately, day and night. It drastically reduces the time to manage client schedules by allowing daily, weekly, monthly, and yearly schedules to be prepared in advance, along with contact information. And with Telescan's Spectrum Information Server, your clients can manage their own schedules over the Web, further reducing the workload for your office.

As calls are processed, your agent is instantly and automatically provided access to the current on-call

information. With a few keystrokes or mouse clicks, messages are dispatched accurately and efficiently to your client.



Spectrum On-Call Scheduling allows:

- Instant notification of appropriate account contact people using their desired contact methods
- Call agents to contact on-call personnel without errors
- Your clients to easily manage and distribute an on-call schedule several months in advance
- Agents to easily deliver messages to the appropriate contact person
- Your clients to instantly update or make changes to their on-call schedules with minimal administrative effort

Spectrum Messenger

Spectrum Messenger provides secure, encrypted communications across a local-area network and the Internet. It can be used with any TAS or call-center system, or as a stand-alone intra-office communication medium.

Spectrum Messenger is much more than a "chat" program. It allows you to define agent, supervisor, and group capabilities that streamline its operation to your needs. High encryption guarantees network messaging security and allows for worry-free communication of sensitive information.

"I found that when it comes to 'needing information now', 'keeping it private', and 'documenting it', Spectrum Messenger excels over email, voice mail, intercom, and even some face to face communication."

Steve Herrmann
President,
Herrmann Benefit Consultants

Desktop Activity Monitor

With this state-of-the-art feature you will be able to visually monitor any desktop using Spectrum Messenger connected to the local network. Desktop images can be viewed as thumbnails in any size or can be viewed in actual size. You can select who is authorized to monitor desktop activity or add multiple authorizations. In addition, desktop monitoring can be blocked on a desktop-by-desktop basis.

With Spectrum Messenger you can:

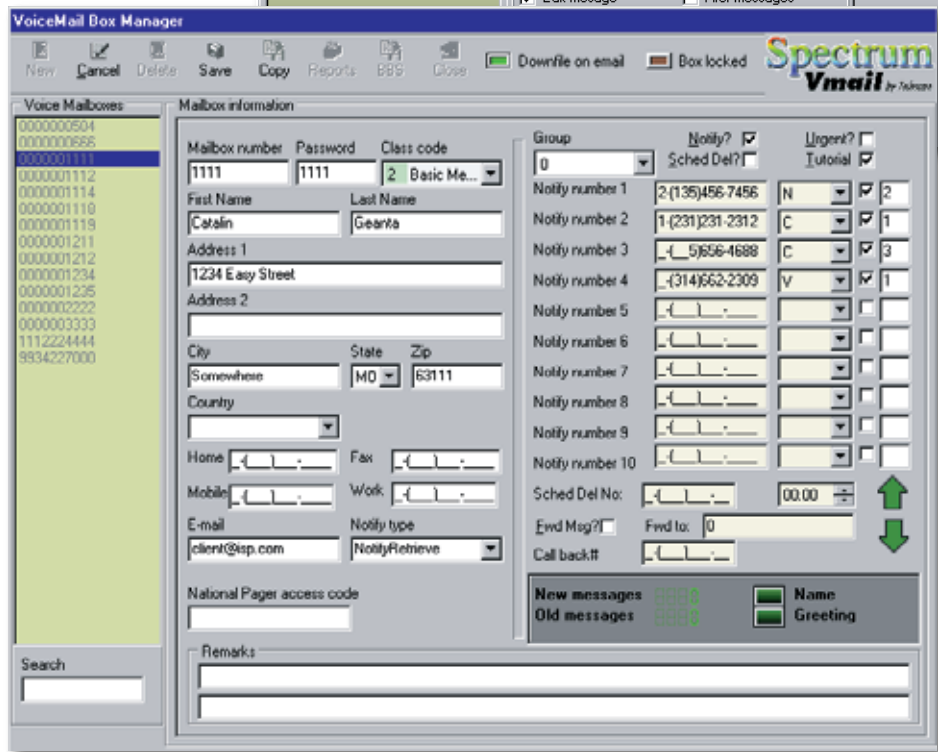
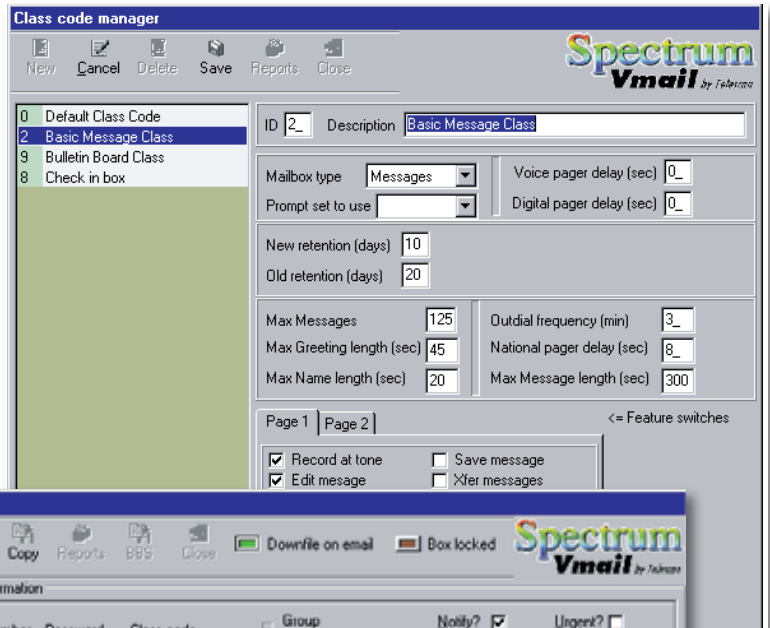
- Allow call agents and supervisor to instantly interact
- Broadcast text messages to recipients in a defined group or to all users
- Send messages to "offline" agents and supervisors for retrieval at their next sign-on
- Selectively distribute document files, locally or over the Internet
- Be notified of events using a flexible, built-in Reminder Management feature
- Select from standard, business, or enterprise editions



Spectrum VMail®

Spectrum VMail® is a full function application that brings integrated voice messaging to the Prism® call processing platform. By using Prism's® existing telephony resources you can provide voice mail to your clients at an affordable price. No additional hardware is required and call activity can use existing trunk capacity. Accounts (mailboxes) are easy to set up and maintain, using familiar Windows® visual forms. Mailbox class codes simplify setting up mailbox groups with common features.

Live operator voice messages can be recorded either automatically or under full agent control. Associated text messages can be down-filed automatically when voice messages are retrieved, saving operator and client time. Standalone accounts with no agent intervention can also be used. Clients can be notified of new or urgent messages, or can have their messages delivered via email. VMail® greetings can also be used for Prism's® internal custom announcements.



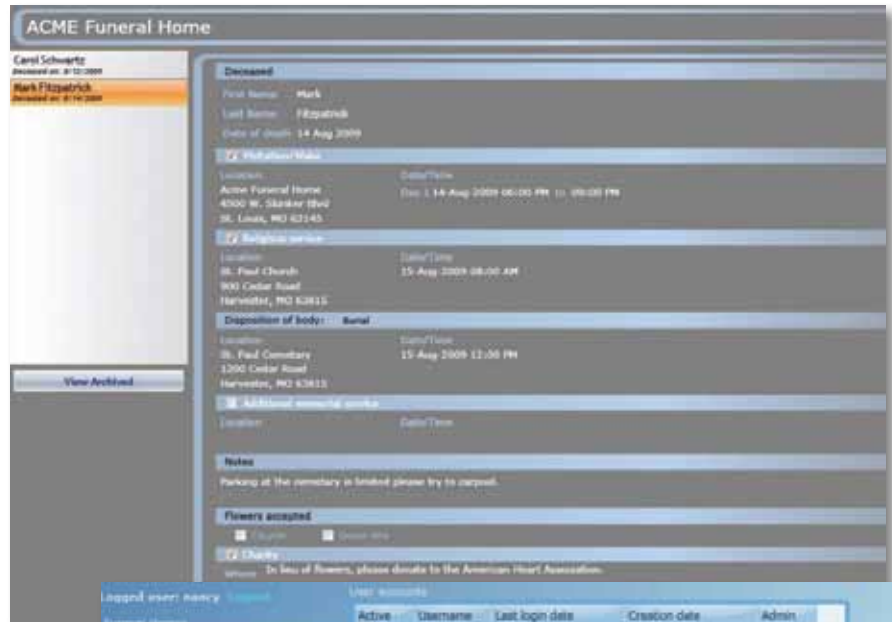
Spectrum VMail® gives you:

- Full Prism® integration – no additional cards, efficient trunk use
- Live operator or standalone options
- Visual administrative interface
- Automatic down-file of associated text messages
- Client notification
- Automated email delivery of messages in standard voice formats
- Client announcement recording

Spectrum Funeral Home Manager

If you are looking for a way to improve service to your funeral home customers, Telescan has the answer. Updating obituaries and memorials for funeral home clients is not only time consuming, but costly for your client. Telescan's Spectrum Funeral Home Manager will change that. Spectrum Funeral Home Manager allows the funeral homes' staff to log in and edit their message, adding necessary information on services and memorials. Telescan's Spectrum Funeral Home Manager will reduce errors and make the call information more accurate by allowing funeral home staff to key in the pertinent information.

Spectrum Funeral Home Manager is a Web-based application that allows your funeral home clients to create and maintain a database of information about funeral arrangements. This information is then accessible to your operators so they can view the updated funeral arrangement information whenever a call comes in. The information is displayed in a uniform format, making it easier for your operators to find the exact information requested.



Spectrum Funeral Home Manager is as easy as 1-2-3

1. Your administrator creates an account for each funeral home
2. Funeral home staff enters information about funeral arrangements into the database
3. Your operators access and relay information about the funeral arrangements to callers.

Spectrum Funeral Home Manager gives you:

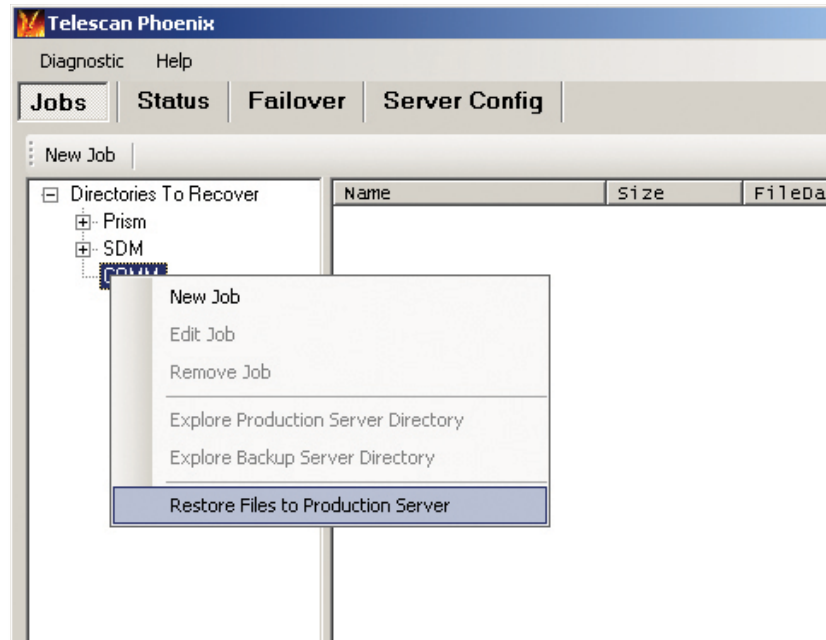
- An opportunity to increase service to funeral home clients
- The ability to allow funeral home personnel to enter their own data, eliminating operator error
- Reduced operator time managing funeral home clients
- Increased profitability from funeral home clients

Phoenix Back-Up Server

The world is a very dangerous place, and it seems to be getting more dangerous every year. Hurricanes, earthquakes, floods, and fires are in the news every day. Many local, but very destructive disasters never even make the news. How well would your business survive a major disaster? Do you know the per-minute cost of downtime, planned or unplanned for your call center? A backup plan will get you back online, but how long will it take? Although you may never be able to prepare for all possibilities, smart business owners are taking steps to put in place a reliable disaster recovery plan.

Telescan's Phoenix Back-Up Server keeps your business up and running when disaster strikes. Phoenix lets you continue operation with minimal interruption. Phoenix goes beyond backup. It protects you, not only against a hard drive crash, but also against mother board failure, power supply failure, memory failure, OS corruption and a host of other things that can bring a server down. Phoenix helps you sleep at night knowing that you are not gambling with your critical business data.

The Phoenix software suite allows server replication and failover capabilities for the Telescan class of servers. In the event of a primary server outage, planned or unplanned, Phoenix allows a secondary server to stand in.



Phoenix Back-Up Server gives you:

- Maximum availability with little to no impact to the end users.
- The ability to continue to operate with current data at all times
- The ability to work with any combination of all three Telescan server classes
- Backup of SQL providing maximum availability/uptime for all Telescan Web applications
- Peace of mind knowing that you have a functional backup of all of your mission-critical apps and data.

The Future of Your Business

Telescan Listens to Their Users.



Debbie Bibber
AB Universal Messaging
Nebraska and New Jersey
In business since 1971
12 seats
Telescan user since 1999

"Telescan is a good system, but even better people. I know nearly everyone at Telescan from the switch board operator to the president. If I have a suggestion, I know there is someone who will listen to my ideas and make changes. No other vendor can say that. I also like their constant innovations, particularly the Spectrum Messenger. Since I have two locations, the Messenger has been very helpful to my business. The Information Server saves valuable time with schedules. Telescan is always looking for ways to make my business more efficient."



Marcy Hewlett
A Better Connection
Gilbert, AZ
In business since 2001
24 seats
Telescan user since 2001

"Telescan listens to their clients. When I have a client with a special need, I know I can pick up the phone and talk to someone at Telescan and they will find a solution. Telescan's research and development is driven by their users' requests. That is very different. Telescan is truly geared to help us be successful."



John Robinson
Answering Service, Inc.
Southfield, Michigan
In business since 1928
36 seats
Telescan user since 2007

"There were several reasons why we switched to Telescan. First, they answered all my questions honestly. Second, I liked the stability of the Telescan system. This was very important to us. Third, the hardware is not proprietary. That means I can easily add or replace any piece of hardware myself in an emergency. I was also impressed with their dedication to ongoing development. We get two updates yearly, with new features and enhancements to current features. But most importantly, I know the people at Telescan by name, and I know I can give any of them a call, day or night if I need to. And, I know they will listen to my concern and find a solution."



Dave Byrnes
Byrnes Message Bureau
Poughkeepsie, NY
In business since 1975
9 seats
Telescan user since 2006

"We had to upgrade when CadCom stopped supporting DOS. We found Telescan had everything we wanted and it cost less. The operator interface was closest to what we were used to and the SMS was a very important feature to our business. Telescan is continually coming out with new features that give us more to offer our clients. But, most importantly, Telescan is more responsive than our previous vendor. Telescan is even helping us pursue some new big accounts. They have made it possible for us to pitch big accounts we were previously unable to service. That makes a huge difference to the future of our business."



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**For more information call 800-770-7662
or visit our web site: www.telescan.net**