



## Frequently Asked Questions

How do I open a Voice Library account? .....	2
What equipment do I need? .....	3
How private are my recordings? .....	3
How do I cancel or close my Voice Library account? .....	3
What if something happens to me? .....	4
How do I create a complicated Account Password? .....	4
What does “Remember me” mean? .....	4
How do I record by phone? .....	4
How do I record by computer?.....	5
How do I create better sounding recordings? .....	8
Can I upload a recording to my Voice Library?.....	8
Can I add an answering machine message, tape cassette, or other recording to my Voice Library?.....	9
What is the difference between a Recorder and a Listener? .....	9
How long will my recordings be stored? .....	9
How are minutes deducted from my access card? .....	10
Can I add more minutes to my access card?.....	10
Can I add more years to my access card? .....	10
How often can I use my Voice Library? .....	10
How do I send a gift card?.....	11
How do I share my recordings? .....	11
What if I forget my... ?.....	11
How can I get help or assistance?.....	11

## How do I open a Voice Library account?

You can purchase an access card or redeem a promo code by visiting [www.RememberedVoices.com](http://www.RememberedVoices.com) and clicking **Log In**. This will redirect you to The Voice Library at [www.RememberedVoices.net](http://www.RememberedVoices.net); click **Create New Account**. You'll be asked to create a unique user name and password for your account.

Once you've created an account, add card(s) to your account. You will receive a confirming email with your account and card access codes.

You can also call **1-888-9-HEAR-ME** (1-888-943-2763) and select **2** to speak with Customer Service. This option will connect you to an operator who will assist in opening an account. There is a \$5 service charge for account setup by phone.

When you open a Voice Library **account**...

- You receive a User Name and Account Password.
- You can add an unlimited number of **cards** at any time.
- You can manage all your cards, including the recordings and time on each card.

When you purchase a Voice Library **access card**...

- You can begin recording and uploading your personal audio files immediately.
- Each card receives a unique Recorder ID and PIN (for access by phone), and Listener ID and Password (for listening by phone and online).
- You can share access to a card by providing the Account and Recorder codes (allows recording and listening) or the Listener codes (allows listening only).

Example of different cards in one account:

🔓 User Name: My Remembered Voices Account  
Password: abcDEF12

Card #: 12345678911111  
Card name: Family  
📞 Recorder ID: 1234  
Recorder PIN: 4321  
📞🔓 Listener ID: 1234  
Password: 1234567

Card #: 12345678922222  
Card name: Friends  
📞 Recorder ID: 1122  
Recorder PIN: 1234  
📞🔓 Listener ID: 7890  
Password: 7654321

Card #: 12345678933333  
Card name: Children  
📞 Recorder ID: 1111  
Recorder PIN: 2222  
📞🔓 Listener ID: 3333  
Password: 4444444

## What equipment do I need?

You don't need anything more than your phone to record and access your Voice Library. You can even listen to MP3s in your Voice Library by phone.

Recording or listening by phone:

- Push button telephone (land line) or cell phone

Recording by computer:

- Internet connection (minimum 56 Kbps dial-up)
- Computer microphone (desktop, headset, or integrated). Test your equipment quality and settings prior to recording in your Voice Library account. For information on equipment and how to make the best quality recordings, read our white paper at [www.RememberedVoices.com/equipment.htm](http://www.RememberedVoices.com/equipment.htm).

Listening by computer:

- Internet connection (minimum 56 Kbps dial-up)
- Computer headphones or speakers

MP3 upload:

- Internet connection (minimum 56 Kbps dial-up)
- Optional: digital recorder that connects to your computer
- Optional: file converter, if your file is not MP3 (128 kbps, 200 MB maximum)

## How private are my recordings?

Your recordings are your personal property. You can share record/listen access, or listen only access, with anyone and as many people as you want. You can easily change who can access your Voice Library by changing your Account Password, Recorder PIN, and/or Listener Password. Remembered Voices LLC does not access, review, or distribute any of your recordings.

## How do I cancel or close my Voice Library account?

If you choose to close your Voice Library, contact us at [support@RememberedVoices.com](mailto:support@RememberedVoices.com) or call **1-603-583-4880**. Your recordings will no longer be available to you or your listeners after you close your account.

Your recordings can be transferred to you on CD, or other delivery method, upon request. There will be a processing fee.

## What if something happens to me?

You can assign a Beneficiary to each card that you own. If we are unable to reach you when your card's Time Remaining nears 0 minutes, or when your card expires, we will contact the Beneficiary or Beneficiaries on your card. If appropriate, the Beneficiary will replace you as the account holder for the specific card to which they have been assigned. Your beneficiary can then keep your Voice Library available to your friends and family.

## How do I create a complicated Account Password?

The more complicated your password, the more secure it will be. Your password must include a mix of capital letters (ABC), lower case letters (abc), numbers (123), and/or special characters (@?:).

Suggestions:

- Include a name
- Include a lucky number, old street address, or anniversary date
- Use a special character instead of a regular letter

Examples:

- myname@email.net1 (email address, number)
- Bob1220c@t\$ (name, date, the word "cats" with special characters)
- 1953aNN&bOb! (year, name, special character, name, special character)

## What does "Remember me" mean?

On the log in screen, selecting "Remember me" will keep you logged in to your account until you click "log out". If you close your browser window, when you return to the website you will be still be logged in to your account. If you don't click "Remember me" and leave your account open for several minutes without activity, you will automatically be logged out.

## How do I record by phone?

Call **1-888-9-HEAR-ME** (1-888-943-2763), enter your Recorder ID and PIN, and follow the phone prompts; option 4 brings you directly to the recording function.

You will have 1 hour of recording time, per recording. When you have finished creating your recording, you will record a title for a list of the recordings in your Voice Library, and then your recording is saved to the Remembered Voices server. As soon as the save is complete, everyone with access to your Voice Library will be able to listen to your recording.

## How do I record by computer?

You can also record through an internet connection, using a computer microphone or the microphone embedded within your laptop or handheld device. Before you start recording, do a quick test to make sure everything is plugged in, switched on, and functioning properly.

Log in with your Account User Name and Password. Select your card number, then **Record New**. You'll see a popup screen labeled Adobe Flash Player Settings.

**Step 1:** A popup window from Adobe Flash Player will ask if you will allow the Remembered Voices server to access your camera and microphone. Remembered Voices will only access your computer microphone, and only when you are actively recording.

Click **Allow** (click **Remember** to skip this step on your next recording during this web session).

Click on the **microphone** tab (🎤).



**Step 2:** Select your microphone from the dropdown list.

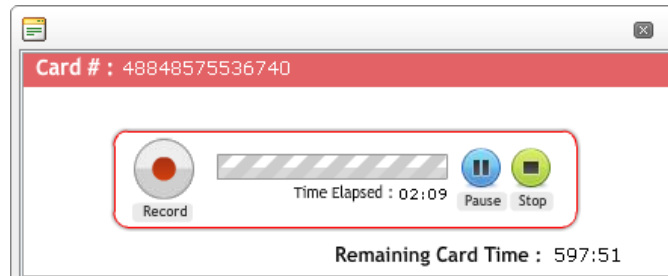
Test your microphone by speaking at a normal, conversational volume; you will notice that the level meter changes with your voice volume. Adjust the **Record Volume** slider so that the meter does not turn red when you are speaking.

Click **Close**.

- If you do not adjust the Record Volume, your recording title will be created with the system's default settings. These might not be suitable for voice recording.
- If you do not see this popup, you will need to turn on or allow Java / Java Script to run on your system. Visit <http://get.adobe.com/flashplayer/> for full download instructions.



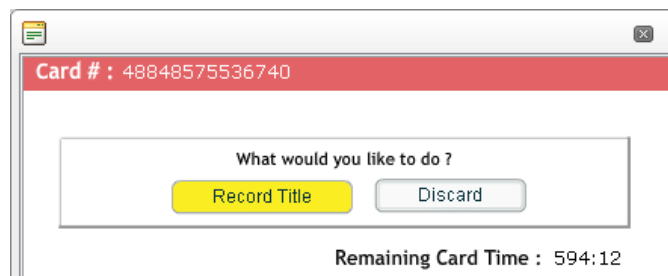
**Step 3:** You will now see the Recording window. Click **Record** and begin speaking; the maximum length per recording is 60 minutes. When you are finished, press **Stop**. (You can also click **Pause** to temporarily pause recording).



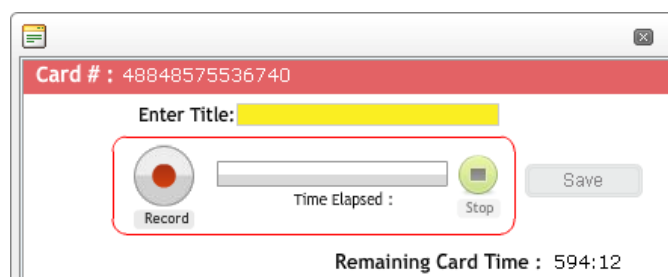
**Step 4:** Click **Record Title**.

Your Listeners who access your recordings by phone will hear this title in a menu, and use it to select this recording.

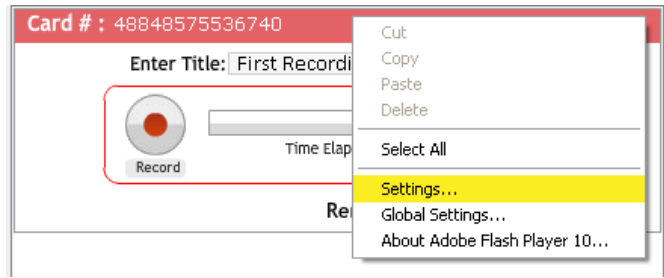
**If you hit Discard, you will DELETE this recording. Deleted recordings can not be recovered!**



**Step 5:** Enter the title for your recording.



**Step 6:** Right click on the red bar displaying the card number to open the Flash Player menu. Select **Settings**.



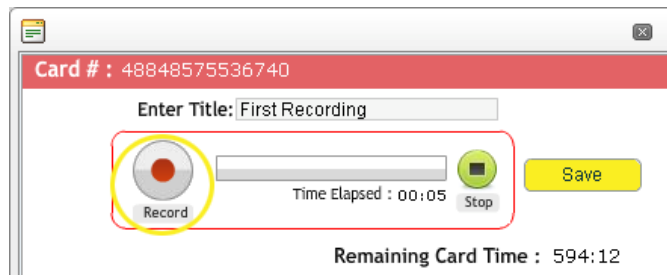
The Adobe Flash Player window will open again. Tap the volume slider to reset the levels, or test your microphone settings again and adjust the Record Volume as necessary.

- If you skip this step, your title will be created with the system's default settings, which will not match the sound levels of your recording.



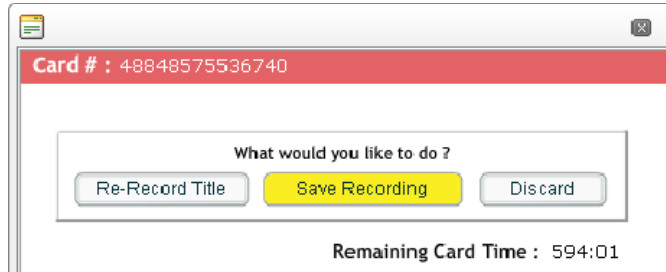
Click **Record** as you repeat this title aloud. When you have finished, click **Stop** and then click **Save**.

- If you skip this step, your recording will not have a title. You will not have a second opportunity to create a title.



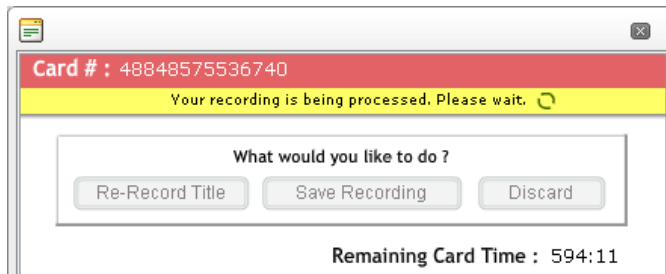
**Step 7:** If you are satisfied with your title recording, click **Save Recording**. If not, click **Re-Record Title** and complete Step 6 again.

**If you click Discard, you will delete both this title and this recording. Deleted recordings can not be recovered!**



**Step 8:** The Remembered Voices system will take a few moments to process and save your recording to our database. When the process is complete, the popup window will close.

As soon as your recording is saved, you and your Listeners can listen.



## How do I create better sounding recordings?

Read our white paper at [www.rememberedvoices.com/equipment.htm](http://www.rememberedvoices.com/equipment.htm) for suggestions on how to create a quiet environment for creating your recordings.

## Can I upload a recording to my Voice Library?

You can upload a voice recording that has been converted to MP3 (MPEG-3, 128 kbps) format. Please see our Terms of Use at [www.RememberedVoices.com/terms.htm](http://www.RememberedVoices.com/terms.htm) for restrictions regarding MP3 content and ownership.

You can upload recordings from MP3 recorders or from your computer by logging in to your account, selecting a card, and clicking **Upload MP3**. There is a charge for uploading existing recordings, based on size; maximum size is 200MB.

## Can I add an answering machine message, tape cassette, or other recording to my Voice Library?

Yes. Use your phone or computer microphone to record the message playback. You can also convert the recording to an MP3 and upload it,

## What is the difference between a Recorder and a Listener?

A **Recorder** visits [www.RememberedVoices.com](http://www.RememberedVoices.com) and logs in to The Voice Library as a Recorder, or dials **1-888-9-HEAR-ME** (1-888-943-2763). A **Recorder** opens a Voice Library account and uses the Account User Name and Password to:

- Record, add, delete recordings to each card
- Listen to recordings on each card
- Assign/change account name
- Assign/change card names
- Distribute Listener ID numbers and passwords (unique to each card)
- Add cards
- Add/change contact information
- Add/change billing information
- Add/change Beneficiary
- Add storage time to each card
- Add access time to each card
- Open a new account
- Uses Recorder ID and PIN to manage a specific card by phone

A **Listener** visits [www.RememberedVoices.com](http://www.RememberedVoices.com) and logs in as a Listener, or dials **1-866-3-HEAR-ME** (1-866-343-2763). A **Listener** receives an ID number and Password for a specific card, and can:

- Listen to recordings
- Add access time
- Open a new account

## How long will my recordings be stored?

A minimum of 5 years from the date that your Voice Library access card is purchased. You, and your Listeners, can extend the expiration date of each card in 1, 2, and 5 year increments. When the expiration date draws near, you will be contacted to either extend or close your card. If you decide to close your card, the recordings on that card will no longer be available through your Voice Library.

## How are minutes deducted from my access card?

Minutes are deducted when a Recorder or Listener calls The Voice Library, and when a recording is created or listened to online. Minutes are not used when a recording is deleted online, or when a file is uploaded.

Example: You make a 20 minute recording, either online or by phone. You and your Listeners can listen 14 times before more minutes must be added to the card.

$300 \text{ minutes} - 20 \text{ access minutes} = 280 \text{ minutes}$

$280 \text{ minutes} \div 20 \text{ minutes} = 14 \text{ listens to that recording, any combination of online or by phone}$

You, and your Listeners, can increase access time in 300 minute increments (5 hours). Adding minutes also extends your card expiration date. If the available minutes on your card are exhausted, you will not be able to record or listen until more minutes are purchased. You will be able to manage cards and upload files online, but not record or listen. Remembered Voices will not remove files from your Voice Library archive unless your card expires and you decline to renew.

The minutes on your card will be counted in whole minutes. Use of 15 seconds or more will be rounded up to a full minute. Online access to your card will deduct the length of the recording or playback. Phone access to your card will deduct the length of the phone call from your card.

Example: Your recording is 15 minutes and 23 seconds long; you will use 16 minutes of access minutes.

Your friend calls the Listener line and listens to this recording; his call lasts 16 minutes. The available minutes decrease by 16 minutes.

## Can I add more minutes to my access card?

You, and your Listeners, can purchase minutes by phone and online. Minutes are available in 300 minute increments (5 hours). Adding minutes also extends your card expiration date.

## Can I add more years to my access card?

Recorders and Listeners can purchase years by phone and online. When minutes are added to a card, the card's expiration date is also extended.

## How often can I use my Voice Library?

You can record, upload, listen, and delete recordings from your Voice Library as often as you want, until your card minutes are used or your card expires. You can purchase more access minutes and extend the expiration date. If you share the Listener codes, your Listeners can access your card and listen as often as they want – even simultaneously – until the minutes are exhausted or the card expires.

## How do I send a gift card?

If you have an account, visit [www.RememberedVoices.com](http://www.RememberedVoices.com) > **Log In** > **Send a Card**. You can also purchase a card by phone, even if you don't have an account, by calling **1-888-9-HEAR-ME** (1-888-943-2763) and speaking with a customer service representative.

## How do I share my recordings?

When you purchase a Voice Library access card, you will receive an email and/or letter with the access codes to your account and your card.

- If you share the Listener ID and Password to a specific card, the recipient will have Listener privileges by phone and online.
- If you share the Recorder ID and PIN to a specific card, the recipient will have Recorder privileges by phone (but will be unable to access your card online).
- If you share the Account User Name and Password, the recipient will have all the privileges that you do as an account owner.

You can view or change these access codes online through Card Information.

## What if I forget my... ?

If you no longer have the confirmation email/letter for your account or access card...

- Account User Name: Contact Customer Service.
- Account Password: Enter your User Name and email, then check your inbox.
- Recorder ID: Shown in Card Information.
- Recorder PIN: Contact Customer Service.
- Listener ID: Shown in Card Information.
- Listener Password: Click Notify and enter an email address, then check recipient's inbox.

## How can I get help or assistance?

For detailed instructions on using The Voice Library online and by phone, read our **User Guide**. If you can't find the answer to your question, contact us at **603-583-4880** or [support@RememberedVoices.com](mailto:support@RememberedVoices.com).