



CREDIT UNION OF TEXAS
TELEPHONE TELLER by Maxxar • Metro 972-263-9497 • Toll-free 1-800-314-3828

About the System

The Credit Union of Texas Voice Guided Telephone Teller by Maxxar has three modes of operation.

Touch Tone – Listen to the menu options and select options using your touch tone phone

Speech Recognition – Same menu as Touch Tone but you navigate using your voice to select your menu and options

Natural Language – You can speak phrases to access your account information such as "What's my checking balance"

Operating Instructions

STEP 1 You may access Telephone Teller (24-hour telephone banking service) from any touch-tone phone by dialing:
Metro 972-263-9497 or Toll-free 1-800-314-3828

STEP 2 **Press 1** to enter Telephone Teller
Press 9 to learn more about the voice guided system

STEP 3 Choose your Mode of Operation:

Touch Tone

- To navigate in English using Touch Tone, Press 1
- To navigate in Spanish using Touch Tone, Press 2

Speech Recognition

- To navigate the system in English using your voice say "English"
- To navigate the system in Spanish using your voice say "Español"

Natural Language

- Say "English" or "Español"
- English: Once the system says "Welcome" say "Hey Max"
- Español: Cuando el sistema dice "Bienvenidos" diga "Hola Max"

Using the System — Follow the system prompts and enter or say your requests. The system will walk you through your options. See "Touch Tone & Speech Recognition Menu" and "Natural Language Tips" for examples.

Entering Your Member Number — You will no longer need to enter the first two letters of your last name when entering your member #.

Entering Dollar Amounts — When dollar amounts are entered in touch tonemode, always enter in dollars and cents with the '*' key as the decimal point. **Example:** \$124.55 is entered as 124*55.

To obtain a PIN — Call Teller Services at 972-263-9497 or 1-800-314-3828 for instructions or **apply online**. The application can be found on www.cuoftexas.org, under Applications and Forms.

Natural Language Tips

Once in Natural Language Mode the system will welcome you and say "**speak your command.**" If you do not hear "speak your command," you are not in Natural Language Mode. Here are some of the phrases Telephone Teller recognizes:

What are your current Products and Rates?
What's my checking balance?
What is the balance of all my accounts?
Transfer from Savings to Checking.
List all cleared checks.

Need help?

You can also say "Help" at any time.
Say "Main Menu" at any time to start over.

Touch Tone & Speech Recognition Menu

Depending on the Mode of Operation you have selected, you will either speak or enter your requests.

Main Menu:

Option 1 — Select an Account to Work With — Your accounts will be listed. Enter or say the account you wish to work with. After selecting your account, the following options are available:

- **Press or say 1** for an account summary
 - **Press or say 2** for more details
- If **Savings Account** selected, your options are:
- ① To list all transaction history
 - ② To list deposits
 - ③ Withdrawals
 - ④ ACH deposits and payroll deposits
 - ⑤ Last year and year to date interest

If **Checking Account** selected, your options are:

- ① To list all transaction history
 - ② To list cleared checks
 - ③ Deposits
 - ④ Withdrawals
 - ⑤ ACH deposits and payroll deposits
 - ⑥ More choices
- ② Last year and year to date interest
 - ③ To see if a specific check has cleared
 - ④ To stop payment on a check

If **Loan Account** selected, your options are:

- ② Last payment information
- ③ Next payment information
- ④ Last year and year to date interest

If **Certificate Account** selected, your options are:

- ① Last year and year to date interest
- ② To list all transaction history

- **Press or say 3** to transfer money between accounts, make payments, or to have a check sent from this account. See **Option 2 — Transfer Money.**
- **Press or say 4** to work with another account

Option 2 — Transfer Money — Your accounts will be listed. Enter or say the account you wish to work with.

- ① To transfer money from your "selected account" to one of your other accounts except for loan accounts
- ② To make a payment on your loan from your "selected account"
- ③ To transfer money into your "selected account" from one of your other accounts except for loan accounts
- ④ To advance from your loan into your "selected account"
- ⑤ To have a check sent to the address on file from your "selected account"
- ⑥ To transfer money from your "selected account" to another member's account (accounts in which you are a Joint Owner only)

Option 3 — All Account Balance

Option 5 — Product information (including rates)

① Rates and Products

① Savings & Checking Rates

- Enter "#" when you hear the product you want
- Enter "*" to repeat the list

② Loan Rates

- Enter "#" when you hear the product you want
- Enter "*" to repeat the list

③ Certificate & IRA Rates

- Enter "#" when you hear the product you want
- Enter "*" to repeat the list

② Calculate a Loan Payment

- Enter the amount of money you would like to finance
 - Enter the interest rate you would like to use
 - Enter the number of months you would like to finance
- ① To calculate another loan payment
 - ② To exit

Option 8 — More Choices

- ③ Change your PIN
 - Enter your member number
 - Enter your PIN
 - Enter your new PIN
- ⑤ Log on with different member number

Repeat Choices? — Press '*' (star key) or say "Repeat"

Return to Previous Menu? — Press '#' (pound sign) or say "Return"

Speak to Someone? — Press '0' or say "Operator"