

Hints & Tips

Voice messaging

- » If your mailbox is empty when checking your messages you will hear two rings before connecting. You can hang up during this period without incurring any call charges.
- » Organise your Thoughts. Be clear, concise, and succinct. The result is a shorter and more understandable message.
- » It can be helpful to state at the beginning of your message what it is regarding e.g. 'message regarding August training dates.'
- » One subject per message.
- » Update your personal greeting regularly. Use your greeting to keep your callers informed. For example, if you are in meetings all day advise the caller you will not be returning calls until the evening or the following day.
- » Don't let messages pile up.

Conference Calling

- » Make sure you are in a quiet location where you will not be disturbed.
- » Be on time or early!
- » Introduce yourself when you begin speaking
Others may not know your voice!
- » Try to stay on schedule. Issue an agenda before the meeting and try to stick with it!
- » End the call clearly. Make sure all the participants know that the meeting is formally over.
- » How to prevent sound quality problems:
 1. Avoid speakerphones as they will introduce background noise into the call.
 2. In the event that a mobile phone is used we recommend a stationary location where the signal strength is high.
 3. In all of these cases the mute facility helps to reduce the background noise.

Voice mail menu

- | | |
|---------------------|--------------------------|
| 1 Retrieve messages | 0 repeat |
| | 1 next message/save |
| | 2 reply |
| | 3 delete |
| | 4 forward |
| | 5 message details |
| | 6 rewind |
| | 7 hold/pause |
| | * * back to mailbox menu |
| 2 Send messages | |
| 3 Mailbox options | 1 personal greeting |
| | 2 name tag |
| | 3 PIN |
| | 4 group name tag |
| | * back to mailbox menu |



gobeyondvoice

PO Box 3841
Warwick
CV34 5ZJ
United Kingdom

tel: 0207 990 1160

email: customerservice@gobeyondvoice.co.uk

www.gobeyondvoice.co.uk

USER GUIDE

voice messaging
conference calling

The more you talk, the more you learn,
the more you learn, the more you earn...

Accessing your voice messaging mailbox

- » dial your voice messaging number
- » while the greeting is playing press the * key on your telephone
- » enter your four digit security PIN when prompted.

Mailbox menu

- 1 retrieve messages
- 2 send messages
- 3 mailbox options

To customise your mailbox

The mailbox options menu allows you to change your personal greeting, name tag, security PIN and add voice name tags to your groups.

- » access your mailbox
- » go to the 'mailbox options menu'
- » select the required option;

- 1 personal greeting
- 2 name tag
- 3 PIN
- 4 group name tag
- * back to 'mailbox menu'

Retrieving your messages

You will be taken straight to the retrieval section when you access your mailbox. Follow the voice prompts to delete, forward, reply, rewind, hold and receive the message details:

- 0 repeat
- 1 next message
- 2 reply
- 3 delete
- 4 forward
- 5 message details
- 6 rewind
- 7 hold
- * * mailbox menu

Sending a message

- » access your mailbox
- » go to the mailbox menu
- » select option 2 'Send Message'
- » record your message
- » enter the recipient's details
- » send the message.

Host a conference call

- » advise the attendees of the date, time, your PIN (the last four digits of your mailbox) and the dial-in number 0844 5800010
- » attendees dial in at the scheduled time and enter the PIN when prompted
- » advise the attendees of the date, time and your mailbox number
- » callers are prompted to record their name
- » callers are connected to the call and their name announced
- » during the call the following options are available;
 - # 1 gives the number of people on the call
 - # 2 plays a roll call of the attendee's names
 - 3 locks and unlocks the call i.e. nobody else can join the call
 - 6 mutes and unmutes an individual's telephone

Manage your voice messaging groups

Messaging Groups are managed online where you can:

- » create new groups
- » add and remove members from your groups
- » add and remove yourself from company groups

To access your group information;

- » go to www.gobeyondvoice.co.uk
- » select the 'My GBV' option
- » follow the onscreen guidance