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INTRODUCTION TO VOICE MAIL AND CONFERENCE CALLING:

Voice messaging is a cost effective and proven communication tool that allows you to run your business efficiently. It makes team communication easy efficient, accessible and effortless.

Voice mail allows communication to happen regardless of geography, with minimum time and at your convenience. To send messages you want and receive messages when you want. Getting the right message to all the right people at the right time.

Conference calling is a great team building tool – it will allow regular group discussions keeping your team focused, positive and up to date with the business plan and progress. It keeps the communication channels open for everyone in the group. Ideas can be shared and developed – and no one has to waste time and energy in travelling.

UNDERSTANDING THE GBV TERMINOLOGY

MAILBOX - a unique answering service

PIN – your personal security number for accessing mailbox

PERSONAL GREETING – the greeting people hear when calling your mailbox

NAME TAG – your personal name callers will hear when dialling your mailbox

GROUP NAME TAG – names you can allocate to selected teams or groups

GROUP OWNERSHIP - groups you can create to send messages to

GROUP MEMBERSHIP - groups you can create to receive messages from

FIRST THINGS FIRST

When you first open your GBV account there are 4 things we advise you do to get started.

1. Personalise your greeting
2. Set up your name tag
3. Personalise your security PIN (personal identification number)
4. Set up your group name tag

You can do all of these via your mailbox menu option 3. To access your mailbox follow the instructions below:

- Dial your GBV telephone number
- While the greeting is playing press the * key on your telephone
- Enter your four digit PIN (1234) when requested
- Next press 3 for mailbox options

To personalise your greeting

- Press 1 for personal greeting
 - Press 2 to record a new personal greeting
- Start recording your greeting after the tone; when you have finished recording press the hash key (#)
- Press 0 to listen to your new greeting
 - If you are happy with your recording press 1. The system will say *'Personal greeting will be used'*
 - If you are not happy with your recording press 2 and try again

To set up your name tag

- Press 2 for name tag
- Press 2 to record a new name tag. Start recording your voice tag after the tone; when you have finished recording press the hash key (#)
- Press 0 to listen to your new greeting
- If you are happy with your recording press 1. The system will say *'voice tag will be used'*
- If you are not happy with your recording press 2 and try again

To personalise your PIN

- Before you begin – decide what your NEW 4 digit PIN will be
- Press 3 for PIN
- You are immediately asked for your new PIN. Enter the 4 digits now
- You will be requested to re-enter the PIN for confirmation. Enter the 4 digits again
- The system will say *'PIN changed'*

To setup your group name tag

- Press 4 to select group name tag
- Enter your group number e.g. 1
- Record the group name e.g. downline team, Manager group
- Start recording after the tone, when you have finished press the hash key (#)
- Press 0 to listen to the name tag
- If you are happy with the recording press 1. The system will say *'name tag will be used'*
- If you are not happy with your recording press 2 and try again

GETTING STARTED

To make full use of your system we suggest you configure your group membership and ownership. Both of these are done via a web page.

1. Go to www.gobeyondvoice.co.uk
2. Go to my GBV
3. Enter your GBV telephone number in the Mailbox field
4. Enter your PIN
5. Click on Login

Group Membership

This is where you configure the groups you wish to receive messages from.

Click on Group Membership

This will show you a list of the groups your a member of. You will be automatically entered into the key groups for your organisation. You may select other public groups if required from the Join Additional Groups box.

1. Click the down arrow on the Select from list box
2. Click on the group you want – so it is highlighted in the box
3. Click submit

Group Ownership

This is where you configure the groups you wish to send messages to.

This is done via a web page.

Using the New Group Box:

- Type in the group name e.g. 'Manchester group' or 'divisional team'
- Select the group type (private means only you can add members; public means anyone will be able to join your team)
- Click create
- The new group will now appear in the top box

To add members to your groups:

- If you know the mailbox number simply input this to the box and click the Add button
- If you do not know the number click Find
- Enter the first and last name of the person you wish to add and click Find Subscriber
- Once you have found the person click (once) on the mailbox number
- Return to your group ownership screen; you will now see the number in the mailbox field.

As before click Add

- To view all your members simply click on the View Members bar
- Make a note of the group number eg. 1,2 or 3

Now give your group a name tag:

- Dial your GBV telephone number
- While the greeting is playing press the * key on your telephone
- Enter your four digit PIN when requested
- If you have messages press**
- Press 4 to select group name tag
- Enter your group number eg. 1,2,3
- Record the group name eg. Sunshine team
- Press 0 to listen to the name tag
- Press 1 to record – the system will say '*name tag will be used*'
- Press 2 to re-record
- Press * to cancel

SENDING MESSAGES

To send messages to other GBV users (individuals and groups) in your organisation you need to access your mailbox.

To get into the system

- Dial your GBV telephone number
- While the greeting is playing press the * key on your telephone
- Enter your four digit PIN when requested

Remember if you have messages and you want to send and not retrieve then press ** when entering the system

From the mailbox menu:

- Press 2 to send a message
- Enter the mailbox or group number of the person/group you wish to send a message to.
- Start recording your message after the tone; when you have finished press the # key.
- Press 0 if you wish to listen to the message
- Press 2 if you wish to re-record the message
- Press * to cancel the message at any time
- Press 1 to send the message. The system will confirm '*message sent*'

RETRIEVING MESSAGES

To retrieve your messages from other GBV users in your organisation you need to access your mailbox.

To get into the system

- Dial your GBV telephone number
- While the greeting is playing press the * key on your telephone
- Enter your four digit PIN when requested

If you have messages then the system will automatically start to play these messages in order of receipt. e.g. oldest messages first.

The following commands are available whilst retrieving your messages:

- 0 – repeat
- 1 – go to next message
- 2 – reply to message
- 3 – delete message
- 4 – forward message to another GBV user
- 5 – message details: who left the message, date & time of message
- 6 – rewind to listen to the last 10 seconds again
- 7 – will pause the message for you

At any time while retrieving your messages you can go to the mailbox menu by pressing ** .

Voice mail Menu's

Mailbox Menu

1 Retrieve messages

2 Send messages

3 Mailbox options

0 repeat
 1 next message/save
 2 reply
 3 delete
 4 forward
 5 message details
 6 rewind
 7 hold/pause
 ** back to mailbox menu

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

Voice mail hints & tips

- 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 thought. 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 eg. '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 CALL

Hosting a conference call is very simple. First invite the individuals who will be attending the call to dial the following number, 0844 580 0010 in the UK & 0818 270 072 from the ROI, at an agreed date and time, and let them know your PIN (which is the last four digits of your own personnel mailbox number i.e.0844 453 1975 will be 1975).

- Attendees dial in at the scheduled time
- Callers are prompted to enter the calls PIN
- 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 to all attendees
- Pressing #1 will tell you the number of people on the call
- Pressing #2 will play a roll call of the attendee's names
- Pressing 3 locks and unlocks the call. This prohibits people joining your call.
- Pressing 6 will mute and unmute an individuals telephone

Conference calling Hints and Tips

- 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 over.
- How to prevent sound quality problems:
 - Avoid speakerphones as they will introduce background noise to the call.
 - In the event that a mobile phone is used we recommend a stationary location where the signal strength is high.
 - In all of these cases the mute facility helps to reduce the background noise.