



Welcome To GoSolo!

Thank you for choosing GoSolo, today's most powerful communication toolkit! This guide offers some basic information you will need to begin experiencing the benefits of GoSolo immediately.

Getting Started:

In order to begin using your GoSolo service, you will need login to your GoSolo number, by telephone, and then record your custom greetings. Once this simple process is complete, you can begin using your personal, toll-free number and complete virtual office to transform your business communications.

[1] Logging in to GoSolo for the first time:

1. Dial your new GoSolo Number.
2. When GoSolo answers, press the * key on your telephone keypad.
3. Say or key-in your 4-8-digit Access Code when GoSolo prompts you.
4. Set up your custom greetings, following the guidelines in step 2.

[2] Creating Custom Greetings

GoSolo will guide you through the straightforward process for recording your custom greetings; simply follow the prompts. Many of our users find it handy to have their greetings planned in advance. For your convenience, the following are some sample greetings that you may want to use. Feel free to customize them to suit your needs.

Welcome Greeting

(The initial greeting your callers will hear.)
"Hi! You've reached [Your Name] of [Business Name]. To find me, press [2], or simply stay on the line. If you are calling to join my audio conference, press [3], or to leave me a message, press [#] to go directly to my message center."

Unavailable Greeting

(Your message center greeting.)
"You have reached my message center. Leave me a message and I will return your call as soon as possible. Press # for message delivery options, after recording your message, or simply hang up. Thanks for calling."

Creating Custom Greetings Continued

At the end of the setup process, GoSolo will announce: "You have one new message, what would you like to do?" The new message GoSolo is referencing is your Welcome email.

The following are the options you have from this prompt:

Say, "Listen to my Message," if you want GoSolo to read the Welcome email to you.

Say, "Main Menu," if you want to go to the GoSolo Main Menu.

Say, "Help!" to hear a list of options available from any point in the system.

Say, "Goodbye!" to disconnect from the system.

Getting Around in GoSolo by Phone:

Just say the word and GoSolo follows your command! Really, it's that simple. GoSolo is designed to allow you to navigate using your natural speech. If you prefer, you can transfer to touch tone menus at any time.

The following are some basic commands and options that you may find useful,

	Voice	Touch Tone
Touch tone menus.	"Touch Tone"	* 0
Listen to messages	"Listen to Messages"	1
Listen to voicemail	"Listen to Voicemail"	1 1
Listen to email	"Listen to Email"	1 3
Skip to Next Message	"Skip"	#
Place a Call	"Place A Call"	5
Create / Send Message	"Send A Message"	2
Customer Support	"Customer Support"	0
Go to Main Menu	"Main Menu"	*



[3] Accessing GoSolo on the Internet:

Your GoSolo virtual office includes both a phone system and web access to your account. To access your GoSolo account online, go to the GoSolo Website address that you received, along with your GoSolo number.

Once you have accessed the Website:

1. Enter your 10-digit GoSolo Number into the GoSolo Number field.
2. Enter your 4-8 digit Access Code in the Access Code field.
3. Click LOGIN.

[4] Getting Around GoSolo on the Internet

Upon logging in to your GoSolo Website, you will arrive at the Message Center Inbox page. You can access any other GoSolo screens by clicking one of the Main Menu buttons, located at the top of your screen. The following is a summary of the features you will find under each of the Main Menu options:

Message Center: Read email, listen to voicemail, read faxes, send messages, delete messages. Retrieve POP3 email accounts.

Conference Room: Create audio conference invitations and access GoSolo Web Conferencing (available with specified plans).

Address Book: Create contacts and lists for voice dialing and broadcast messaging.

Customer Service: Watch, listen, and learn from GoSolo tutorials, or read and download easy-to-follow user manuals that provide detailed information on using GoSolo's most powerful features and contact customer support by email with your questions.

Tip: Visit the Customer Service Learning Center first and start getting the most out of your GoSolo right away!

Account Set Up: Create a custom email address, change and review your personal information, read detailed call history reports about your account. Tell GoSolo where and when to find you, forward your calls, set up message notification to have GoSolo send you a text message, or email when you receive a new message in your inbox!

Note: Each Main page will contain a "Help" section about that page to help you get the most out of your online GoSolo experience. Be sure to access GoSolo FAQ's and Basics Guide located in the Customer Service section of the website.

[5] Making GoSolo work for you!

LONG DISTANCE: Everybody can benefit from GoSolo even if you just use it to make long distance calls.

NO MORE ANSWERING MACHINES: GoSolo takes the place of an answering machine.

EMAIL ON THE ROAD: GoSolo allows you read and respond to email while you are out of the office or on the road.

PROFESSIONAL IMAGE: Never miss an opportunity if you're on your boat, the golf course, or spending quality time with the family, you can still conduct your business, because GoSolo brings your office with you wherever you are.

PRIVACY: You never have to give out personal numbers to anyone again and if you change cell phone numbers, home phone numbers, pagers, office, or fax numbers you don't have to notify everyone of the change because they will always be able to call your toll free number.

REMOVE THE BARRIER: Use your toll-free GoSolo number to build your business across the country. Callers will not hesitate to call your toll-free number to conduct business with you.