

# Vemail~ VoiceEmail 1.0x User Guide



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## Product Description

Vemail™ is voice-enabled email for mobile phones that lets you retrieve, read, type, and **speak** email messages. Vemail was designed specifically for mobile professionals and consumers who want the convenience and increased productivity of mobile access to email, without having to carry an extra device or type every message on a miniature keyboard.

With Vemail you can use your eyes to quickly skim through your email, and then use your voice to respond. Since you can read through your inbox much faster than you can listen to it, and you can speak much faster than you can type, this new and unique “read email and speak reply” approach is the fastest and easiest way to use email when away from a computer. If you speak an email, your voice is recorded and delivered such that your message recipient **hears** your recorded voice message. Voice email (Vemail) messages can be sent to any email address and are compatible with any email device. In this way Vemail relieves you of the pain associated with typing messages on a phone keypad. And for times when you would prefer to type, you can type messages with Vemail as well.

With Vemail you can use your phone to retrieve email from most major providers, such as AOL, Yahoo, Gmail, MSN, Earthlink, Hotmail, and Netzero. Vemail also supports most other POP and IMAP email accounts.

Vemail can be configured at [www.VoiceGenesis.Net](http://www.VoiceGenesis.Net) using your computer, or can be configured on the phone. Many people find it



easier to use their computer and its full sized keyboard to go through the configuration process.

Once you have completed configuration, you can also Login to [www.VoiceGenesis.Net](http://www.VoiceGenesis.Net) and copy your address book from your computer for use in Vemail. It makes it easier to address new email messages because you can pick email addresses from your Vemail Address Book.

## Where to Get Vemail Software

You can download Vemail over the air into your phone from select wireless carriers (like Verizon Wireless, Alltel, Cellular One, and Midwest Wireless). For the most current list of supported phones and carriers see [www.Vemail.com](http://www.Vemail.com). That page also includes download instructions. Once you have downloaded Vemail you can configure and use it immediately.

## Summary of Primary Vemail Features

The Main screen contains all the main features of your Vemail software. Here is what the selections on the Main screen do:

**1 Speak Email** - Enables you to speak an email and send it to any email address. The recipient will receive a special Vemail message that enables them to hear your actual voice. The Vemail message is compatible with any email messaging device.

**2 Type Email** - Enables you to type an email and send it to any email address.

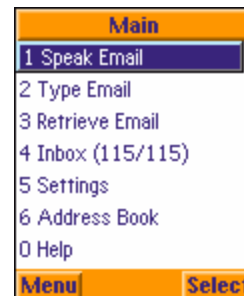
**3 Retrieve Email** - Lets you retrieve email from your existing email accounts.

**4 Inbox** - Lets you see previously retrieved email messages.

**5 Settings** - Lets you add/change/delete your email accounts and other user settings. If you previously created a Vemail User Name, then you can import your previous settings.

**6 Address Book** - Lets you type in and store contacts or import contacts from your computer's email software. Contact information stored in your address book can be used to easily address new email messages. The Vemail Address Book can store up to 10,000 contacts depending on your phone's RAM memory capacity. The approximate number of contacts that various phones should be able to handle is as follows (newly supported phones may not be on this list):

- Audiovox CDM 8410 ~ 1,000 contacts
- Audiovox CDM 8600 ~ 1,000 contacts
- Audiovox CDM 8615 ~ 3,000 contacts
- Audiovox CDM 8900 ~ 1,000 contacts
- Audiovox CDM 8910 ~ 3,000 contacts
- Audiovox CDM 8940 ~ 10,000 contacts
- LG VX3200 ~ 3,000 contacts
- LG VX4500 ~ 3,000 contacts
- LG VX4600 ~ 3,000 contacts
- LG VX4650 ~ 5,000 contacts
- LG VX4700 ~ 5,000 contacts
- LG LX5450 ~ 3,000 contacts
- LG LX5550 ~ 3,000 contacts
- LG VX6000 ~ 3,000 contacts
- LG VX6100 ~ 3,000 contacts



- LG VX7000 ~ 10,000 contacts
- LG VX8000 ~ 10,000 contacts
- Motorola V260 ~ 10,000 contacts
- Motorola V262 ~ 10,000 contacts
- Motorola V265 ~ 10,000 contacts
- Motorola V710 ~ 10,000 contacts
- Samsung SCH-A650 ~ 10,000 contacts
- Samsung SCH-A670 ~ 1,000 contacts
- Samsung SCH-A790 ~ 10,000 contacts
- Samsung SCH-A890 ~ 10,000 contacts
- UTStarcom CDM-8940 ~ 10,000 contacts
- VZW CDM8940 ~ 10,000 contacts

If your phone isn't on the list, but you know how much RAM it has, here are the RAM requirements for various numbers of contacts -

- 1,000 contacts ~ 400 KB RAM
- 3,000 contacts ~ 512 KB RAM
- 10,000 contacts ~ 1 MB RAM

For an up to date list of phones, login to [www.VoiceGenesis.Net](http://www.VoiceGenesis.Net) and see Address Book, Important Information. Please note, your Vemail Address Book and your phone address book are separate because your Vemail Address Book supports more contacts in many cases.

**0 Help** - Gives you access to General Help and Help for the Main screen. Help contains descriptions and instructions for all Vemail features. You can access screen specific Help from any screen by selecting: Menu and then Help.

**Exit** - Select this option to close the software. You can also press END to close the software.

## Configuring Your Vemail Software

To use your new Vemail phone software the first thing you need to do is configure it. This process takes about 5 minutes and involves creating a new Vemail User Name and Password as well as linking at least one of your existing email addresses for use with the software. You can choose to go through the configuration process either on the phone or on your computer at [www.VoiceGenesis.Net](http://www.VoiceGenesis.Net). Many people find it more convenient to configure Vemail using their computer because they can use their computer's full sized keyboard.

### Configuring Vemail with Your Computer

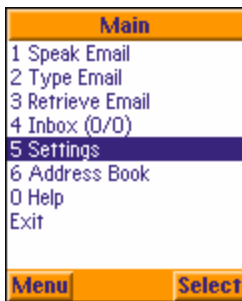
Here is the process for configuring your Vemail software using your computer.

- Start your computer and go to [www.VoiceGenesis.net](http://www.VoiceGenesis.net).
- Click Configure
- Create Vemail User Name and Password - Provide all the information requested on the first page and click Continue.

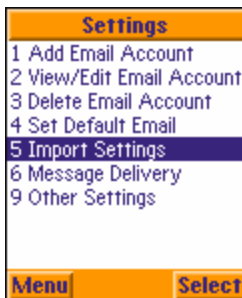
#### Important notes

- Create Vemail User Name and Password – If you have never used Vemail before, you need to create a Vemail User Name and Password. They need to be all numbers. We suggest you use your phone number (including area code) for your Vemail User Name and a 4 digit pin for your Password. If the Vemail User Name you pick is already in use by some other Vemail customer, you will get an opportunity to change it later.
- Secret Question and Secret Answer – This information will be used in the future to help you

- retrieve your Vemail User Name or Password should you forget them.
- Require recipients of your voice emails to sign in – This setting allows you to require people to whom you send voice emails to create a Vemail User Name and Password (there is no extra charge to anyone for this feature). By selecting Yes, you will enable this requirement and enjoy an added level of security for your messages. However, some of your message recipients may find this requirement inconvenient. For the most convenient message delivery, select No.
- Link Email Address - The next screen is Link Email Address. Type in one of your existing email addresses that you would like to use with your Vemail phone software. Type in the password that you use to view email for that address. Check default if this email address will be the address you most often send messages from when using your Vemail software. If you have a Promotional Code, then enter it as well. When you have completed the form, click Save.
- Link Another Email Address – If you have multiple email addresses you would like to use with Vemail you can link them all (up to 10). When you are done linking your email addresses, select Continue.
- Make a note of your Vemail User Name and Password
- Import Settings – At this point all your settings have been saved at VoiceGenesis.Net and now need to be imported to your phone. Here is how you do it. Start the Vemail software on your phone. Bypass any Tips and Intro screens, and get to the Main screen.



- From the Main screen, press 5 to select Settings



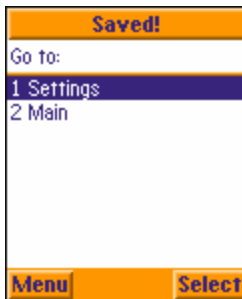
- From the Settings screen, press 5 to select Import Settings

- In the User Name box, enter your 7-20 digit numeric Vemail User Name. In the Password box, enter your 4-20 digit numeric Vemail Password. Then click Submit or press OK.



- Please wait while your phone fetches your latest settings.

**TIP:** If you receive an error, please verify that you have entered your Vemail User Name and Password correctly. If you have forgotten your Vemail User Name or Password, you can retrieve them with your Computer. Go to [www.VoiceGenesis.Net](http://www.VoiceGenesis.Net), click Login, then click either [Forgot User Name](#) or [Forgot Password](#).



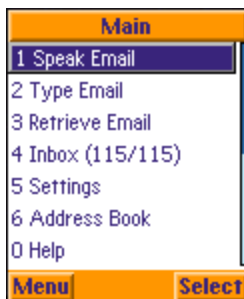
- If you now see the Saved! screen, then you have completed the Configuration process. Congratulations! You can now use your Vemail software to send and retrieve email for your linked email accounts.

However, we also recommend that you copy your address book from your computer to your phone. See instructions later in this document.

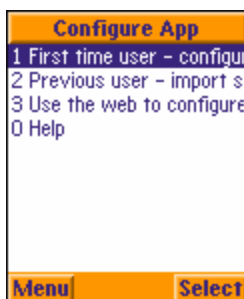
## Configuring Vemail with Your Phone

If you choose to go through the Vemail configuration process on your phone rather than on your computer, here is how you should proceed.

Start the Vemail software on your phone. Bypass any Tips and Intro screens, and enter get to the Main screen shown below.



- Press 1 or OK to select Speak Email



- Press 1 or OK to configure Vemail on your phone.

- **First Name** - Type your first name and press OK or the down key. For tips on typing with your phone see "Typing Tips" later in this document.
- **Middle Initial** - Type your middle initial (optional) and press OK or the down key
- **Last Name** - Type your last name and press OK or the down key. The screen will scroll down to display additional fields.

- **User Name** - In the User Name field, type in a 7-20 digit number of your choosing to create your Vemail User Name. We recommend you use your mobile phone number, including area code. Press OK or the down key when done.
- **Password** - In the Password field, type in a 4-20 digit number of your choosing to create your Vemail Password. Press OK or click Continue.

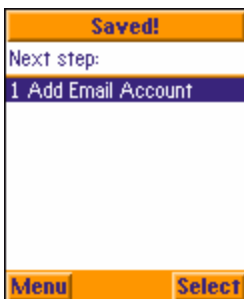
- Select a question. If you ever forget your password you will be able to retrieve it by supplying the answer to this question.

- Type in the answer to your question and press OK or click Submit.

- Press OK or click Accept to agree to the Vemail 1.0 End-User License and Terms of Service. A full copy of this agreement is available at [www.voicegenesis.com/agreement](http://www.voicegenesis.com/agreement). (Please note some versions of Vemail may not contain this screen.)



- Your configuration information is being saved. Please wait.
- If you get a User Name Taken screen, consider adding a couple numbers to the end of your Vemail User Name and retrying.



- You have successfully created your Vemail User Name and Password. Write them down.
- Press OK or click Select to proceed to the next step in the configuration process: adding your email account.



- The latest ISP information is being retrieved. Please wait.



- Select the provider for one of your **EXISTING** email addresses. Your provider will correspond to the portion of your email address after the “@”.

**Important Notes:**

- The 5 or 6 largest providers are listed first, followed by an alphabetical listing of most other email providers in North America.
- If you don't have an email address, go to <http://mail.aim.com> and create one for free.
- If your email provider is not on the list or your email address uses a different business or personal domain, then press 2 for Custom/Other. You will need to know your Incoming Mail Server

Address (POP or IMAP), username, and password. You will also need to know your Outgoing Mail Server Address (SMTP), and username (if any) and password (if any). For help finding these settings on your computer see [www.voicegenesis.net/support/#settings](http://www.voicegenesis.net/support/#settings)



- **Your Name** – The Your Name field will be pre-filled. You can change it. Press OK or down when finished.

Add Email	
<b>Your Name:</b>	Rachel Green
<b>Email Address:</b>	rachelgreen1900@yahoo.
<b>POP Server:</b>	yahoo.voicegenesis.com
<b>POP User Name:</b>	
<b>Menu</b>	<b>Submit</b>

- O **Email Address** - In the Email Address field, type your existing email address. Part of your email address may have been pre-filled for your convenience. Type in any missing portion and press OK or down. On most phone a dot or @ can be typed by pressing the 1 key. (In the pictures to the left we use a hypothetical free Yahoo Mail account - [rachelgreen1900@yahoo.com](mailto:rachelgreen1900@yahoo.com). Do not enter this email address in your software, use your own.)
- O **POP Server** - In the POP Server field, type your incoming mail server name. If the POP Server field is pre-filled, do not change it unless you are certain it is not correct. If you use an IMAP server you can type that server name into the POP Server field. Press OK or down when finished. The screen will scroll down to reveal more fields. (As of June 2005, non-standard ports and SSL login were not supported. If you need these features, try configuring with your computer at [www.VoiceGenesis.Net](http://www.VoiceGenesis.Net) )

Add Email	
Rachel Green	
<b>Email Address:</b>	rachelgreen1900@yahoo.c
<b>POP Server:</b>	yahoo.voicegenesis.com
<b>POP User Name:</b>	rachelgreen1900
<b>Menu</b>	<b>Submit</b>

- O **POP User Name** - Type your email user name.
  - It may be the part of your email address before the “@”.
  - If you use AOL it is your AOL Screen Name.
  - If you use Yahoo then it is your Yahoo ID.
  - If you use Hotmail or MSN then it is your entire Hotmail or MSN email address.
  - If you need help finding these settings on your computer, see [www.VoiceGenesis.Net/support](http://www.VoiceGenesis.Net/support)
  - Press OK or down when finished. The screen will scroll down to reveal more fields.

Add Email	
rachelgreen1900@yahoo.c	
<b>POP Server:</b>	yahoo.voicegenesis.com
<b>POP User Name:</b>	rachelgreen1900
<b>POP Password:</b>	sequin
<b>Menu</b>	<b>Submit</b>

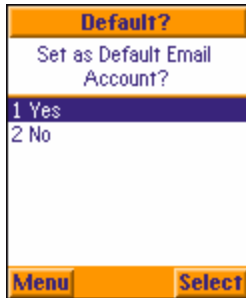
- O **POP Password** - In the POP Password field, type your email password.
  - If you use AOL, Yahoo, or Hotmail, then use the password you use to login/sign-in to those services.
  - If you retrieve all your email with a program like Outlook, then use the password you use with that program. If you don't remember it, you will need to contact your email provider for it.
  - Press OK or down when finished. The screen will scroll down to reveal more fields.

Add Email	
<b>SMTP Server:</b>	yahoo.voicegenesis.com
<b>SMTP User Name (if any):</b>	rachelgreen1900
<b>SMTP Password (if any):</b>	sequin
<b>Menu</b>	<b>Submit</b>

- O **SMTP Server** - In the SMTP Server field, type your outgoing mail server name. If the SMTP Server field is pre-filled, do not change it unless you are certain it needs to be changed.
- O **SMTP User Name and Password** - For your convenience, the SMTP User Name and Password fields will be pre-filled with the information you provided for POP User Name and Password. Correct this information if necessary. If you don't know or don't have an SMTP User Name or Password you can ignore these fields. They are optional.
- O When you are finished press OK or click Submit.

Server Info	
A copy of your messages will be left on your server. If you delete messages here, an attempt is made to delete them from your mail server as well.	
<b>Menu</b>	<b>Continue</b>

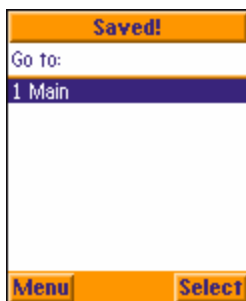
- O Read this screen and press OK or click Continue.



- If the email address you are adding is the one you'll be using most often, then press 1 to make it the default. Otherwise press 2.



- Your email settings are being processed. Please wait.



- You have successfully configured your Vemail software. You can begin retrieving, reading, typing, and speaking your email. Press 1 to go to the Main screen.

## Copying Your Address Book from Your Computer to Your Phone

When you are creating new email messages on your phone, it can be a pain typing the recipient's email address. With Vemail, you no longer have to type email *messages*; wouldn't it be nice not to have to type email *addresses* either? Well, you don't have to. Vemail provides a solution for this as well. You can copy all the email addresses on your computer to your phone. Here is how you do it -

- With your computer, go to [www.VoiceGenesis.Net](http://www.VoiceGenesis.Net) , click Login, and type in your Vemail User Name and Password. The Login page contains [Forgot User Name](#) and [Forgot Password](#) links in case you have forgotten them.
- Once you are logged in, click on Address Book.
- There are 5 recommended steps for importing contact from your computer using the Address Book page.
  1. Click on the Additional Information link to find out how many contacts your phone can probably hold. These are just recommendations. You may find that your Vemail software on your phone works fine with more or less, depending on how much other software you have loaded onto your phone.

2. Export your address book from your computer's email software into a single file. Click on the type of email software you use to get detailed instructions for doing this. Your goal here is to create a contacts.csv or contacts.ldif file and save it on your computer. Make a note of where you saved it.
  3. Indicate the type of email software you used in step 2.
  4. Click the Browse button and select the contacts.csv or contacts.ldif file you created in step 2.
  5. When you have completed the previous steps, click the Import button. Depending on your connection speed and the size of your address book, it may take a couple minutes for the process to complete.
- If you are uploading a large address book you may see an Address Book Analysis page. This page contains information and gives you an opportunity to cancel or continue. To continue, click the Continue With Import button. If you don't see this page, don't worry about it.
  - If you see the Address Book Ready For Phone page, you have successfully copied your Address Book from your computer to the VoiceGenesis.net web site. Now you need to import it from VoiceGenesis.net to your phone. Follow the instructions on the Address Book Ready for Phone page, and then you are done. Your address book will now be accessible in your Vemail software on your phone. Please note that your Vemail Address Book is separate from your phone's built in address book because your Vemail Address Book can be much larger in many cases. Currently, your Vemail Address Book can just be used for email. See the next section, Creating An Email Address With Your Voice, to learn how to take advantage of your Vemail Address Book to more easily address messages.

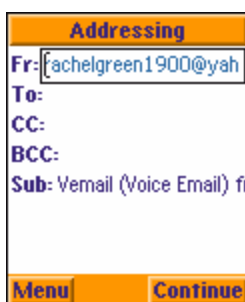
## Creating an Email Message with Your Voice

This section describes the process for creating an email with your voice, and shows you how to use your Vemail Address Book to more easily address messages. If you have not yet copied your address book from your computer to your Vemail software, see the previous section for instructions.

In order to create an email with your voice, first start your Vemail software on your phone, click OK to get past any tips or intro screen, enter your Vemail password if prompted, and get to the Main screen.

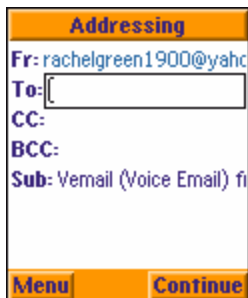


- Press 1

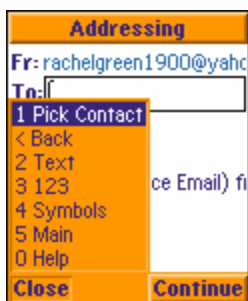


- Your default email address is automatically entered as the From address. Click Ok or down to proceed.

**TIP:** If you have added/linked more than one email address, you can click on Menu and then press 1 to change the From address to one of your other addresses.



- Type in the email address of the person to whom you want to send your message. You can type in multiple email address as long as you separate them with a semicolon. To type a semicolon click Menu, press 4 for symbols, and press OK.



- OR** you can address messages using your Vemail Address Book. Click Menu and then press 1.



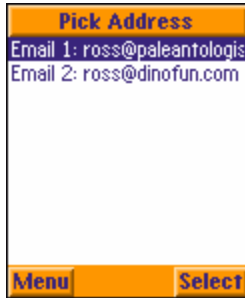
- If you have contacts in your Vemail Address Book they will appear on the Pick Contact screen. If you don't have any, then you can add them manually in your Vemail software (from Main select Address Book) or you can copy all your contacts from your computer to your Vemail phone software (see previous section for instructions).
- Press down to highlight the contact you want to pick, and then press OK or click Select. If you have more than 50 contacts you can jump up or down 50 contacts at a time by pressing 0 to jump down and \* to jump up (on most phones). You can also type the first few letters of someone's name to jump to them.



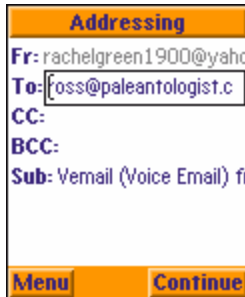
- For example, if we press the 7 key three times to type an "r", the screen jumps down to the first name starting with an "r".



- If we then press the 6 key three times to type an "o", the screen jumps to the first name in our address book that begins with "ro". Note: In order to search using two or more letters, the letters need to be typed within 10 seconds of each other. If you need to type letters that are on the same key, type the first letter, wait 3 seconds, and then type the second letter.
- Once you have found the contact you want, press OK or click Select.



- O Your contact's addresses will be displayed. Select the desired address and press OK or click Select.



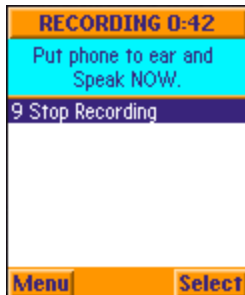
- O Your message is now addressed. Click Continue to proceed.

**Tips:**

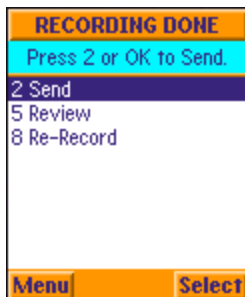
- Enter addresses in the CC field to copy someone on your message.
- Enter addresses in the BCC field to blind copy someone on your message.
- A default Vemail Subject has been entered for you. You can keep it as-is, or use the CLR or BACK key to erase it and enter your own.



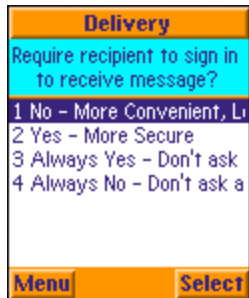
- O The next screen is the Record Voice screen. Press OK or 1 to start recording your message. The top of the screen shows maximum recording time for your message; it varies depending on your phone's memory. Note: You may have problems sending really long messages if your carrier's data network is unreliable. If you experience dropped connections, try keeping your messages short.



- O Put the phone to your ear and speak your message NOW. When you are done speaking, remove the phone from your ear and press 9 or OK. A timer shows you the length of your recorded message. For best results make sure your phone's microphone is no more than 1 inch from your mouth when you are speaking.



- O Congratulations, you have created your first Vemail (voice email) message. Press 2 to send your message. You can also review it or re-record it.

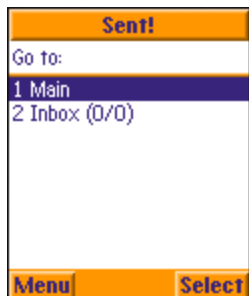


- O If you don't see this screen, skip to the next step. Some newer versions of Vemail will display this Delivery screen. If you want your message delivered in the most convenient fashion, press 1. If you want your message delivered in the most secure fashion, press 2. When you require your message recipient to "sign in" for your message, they will either need to sign in with their Vemail User Name or Password, or they will need to create a Vemail User Name and Password (free). If you *always* want the most convenient delivery for *all* your messages then press 3. If you *always* want the most secure delivery for *all* your messages then press 4. To change this setting on supported (1.03 and above) versions of Vemail, go to the Main screen, then select Settings, then select Message Delivery.



- O Your Vemail is being sent. The amount of time it takes depends on the length of your Vemail message, and the speed of your carrier data network.

**TIP:** For faster performance, check with your carrier to see if 1XRTT EVDO is available in your area. This data network technology offers speeds in excess of 400 Kbps.



- O Your Vemail message has been sent successfully. Press 1 to return to the Main screen. Press 2 to go to the Inbox screen.

## Avatrons and Podcasting

- Login to [www.VoiceGenesis.Net](http://www.VoiceGenesis.Net) for more information on Avatrons (avatars with animation) and podcasting.

## Typing Tips

1. Type letters on your phone by pressing your number keys. For example, to type "b", press the 2 key twice quickly. To type "z", press the 9 key four times quickly.
2. If you need to type letters that are on the same key, type the first letter, wait 3 seconds, and then type the second letter.
3. If you have a CLR (clear) key or Back key, it can be used to go Back and to Backspace. In general pressing CLR or Back will erase the character to the left of the cursor. If the cursor is on the left edge of a field, pressing CLR or Back will erase all characters in that field.

4. To type spaces with most phones press either the # or \* key depending on your phone model.
5. Special characters like "." and "@" can be typed using the 1 key on most phones. For more symbols select Menu, then Symbols.
6. When typing text, use the shift key (usually the star key or zero key) to change capitalization.

## Other Tips and Tricks

1. In your Vemail software, the buttons that appear on your phone screen in the lower corners can be clicked by pressing the keys (buttons) in the upper corners of your phone keypad.
2. The Menu button gives you access to Back, Help, and other useful items.
3. When creating messages, place your cursor in the TO, CC, or BCC field on the Addressing Screen and click Menu to pick addresses from your address book.
4. In the Tip and Help screens in your Vemail phone software "==>" means "Select".
5. During long operations like Retrieve Email or Import Contacts, your screen may dim. Don't worry, your software is still running. Press a non-critical button, like volume up, to relight the screen.
6. When selecting a contact from a list, type the first few letters of the contact's name to skip to that contact.

## FAQs

### What is Vemail and why would I want it?

Vemail stands for "Voice-Email." Vemail was created by Voice Genesis, a mobile messaging software company. The product consists of Vemail software which runs on your phone, plus a supporting service. Vemail messages are simply email messages that contain voice or voice access instructions.

Voice Genesis sends your Vemail messages in different formats depending on what we know about the recipient and their email devices. If the only information we have is their email address, then we will send out a universally compatible Vemail message. It is a simple text email that contains a link and a phone number. The recipient can click on the link to listen to your recorded voice message on their computer, or they can dial the phone number and listen to your message just like a voicemail.

### To whom can I send Vemail messages?

You can send Vemail messages to anyone with an email address. They will be able to listen to your Vemail message.

### How can I improve performance?

There are several things you can do to help ensure that your Vemail software performs well on your phone:

- Improving General Performance - Delete unused software from your phone to keep plenty of free space available.
- Improving Retrieve Email Performance - Make sure the email software you use on your computer is NOT set to "leave copy of messages on server". If you are leaving all your messages on your POP server then your Inbox will be huge and your Vemail software may run very slow as it attempts to process all of your messages. (Please note that your Vemail software always tries to leave a copy of your messages on your server so that you can download them to your computer

later. However, when you delete messages with Vemail an attempt is made to delete them on your server so that you don't have to delete them again on your computer.)

- Improving Address Book Performance – See the Summary of Vemail Features section of this document for information on optimal Vemail Address Book sizes. Most phones can support a Vemail Address Book of at least 1,000 contacts. More powerful phones can support up to 10,000 contacts. If you experience performance problems using your Vemail Address Book, follow the instructions at [voicegenesis.net](http://voicegenesis.net) for uploading a smaller address book.

### How do I get Vemail?

To download the Vemail software into your phone, you need to select it from the software catalog your carrier has provided in your phone. This catalog will typically include games, ringtones, productivity software, and messaging software. Vemail will probably be found in one of the latter two categories if it is available for your phone. For detailed instructions see [www.Vemail.com](http://www.Vemail.com)

### What phones does Vemail run on?

To see if your handset offers Vemail, visit [www.Vemail.com](http://www.Vemail.com) or access the software catalog in your phone and see if it is available in the Messaging or Productivity categories.

### How much does Vemail Cost?

You can send and receive unlimited messages with Vemail for a low monthly fee of about \$5 a month. This charge will appear on your mobile phone bill. Airtime or data charges may apply depending on your carrier. Airtime charges apply for most Verizon Wireless plans (the time you spend using Vemail is treated like a phone call).

For more FAQs see [www.VoiceGenesis.Net/support](http://www.VoiceGenesis.Net/support)

## Troubleshooting

- If you are having a problem with your Vemail phone software, try clicking Menu and then Help from the screen you are on. You will receive help for that particular screen.
- If you are getting an error, write down the exact error message. A list of error messages, their meanings, and suggested solutions can be accessed in your Vemail phone software. Start on the Main screen and select Help, then Error Messages. The error messages are sorted alphabetically and by category.
- Further troubleshooting advice can be found in the FAQs at [www.VoiceGenesis.Net/support](http://www.VoiceGenesis.Net/support)
- You can also contact [support@voicegenesis.com](mailto:support@voicegenesis.com) and explain your problem. Please include your Vemail User Name, the name of the screen where the problem occurred, the action that caused the problem, and the exact error message (if any).

## Disclaimer

*The Vemail Service may be terminated immediately without liability upon sending notice to the e-mail address you provided during your registration. You may end your use of the Vemail Service at any time by terminating service with your wireless carrier or by removing the Vemail application from your phone. No refunds shall be granted for any fees paid in advance. Upon termination you will no longer have access to the Vemail service or data, messages, files or other material you previously stored in your Vemail phone software or on Vemail servers.*