Voice Genesis ®
Vemail VoiceEmail 2.0
User Guide

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Product Description

Voice Genesis ® Vemail VoiceEmail 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.

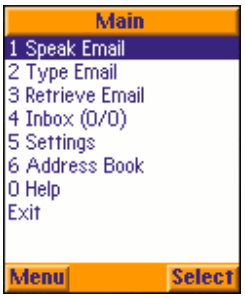
With Vemail you can use your eyes to quickly skim through your email, and then use your voice to respond. Since you can read through your inbox much faster than you can listen to it, and you can speak much faster than you can type, this new and unique "read email and speak reply" approach is the fastest and easiest way to use email when away from a computer. If you speak an email, your voice is recorded and delivered in a revolutionary new way such that your message recipient ***hears*** your recorded voice. 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.

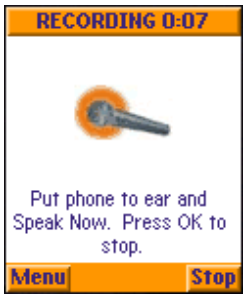
With Vemail you can use your phone to retrieve email from most major providers, such as AOL, AIM Mail, Yahoo, Gmail, MSN Hotmail, Earthlink, Netzero, and email accounts that have publicly accessible POP or IMAP service. Vemail will also work with Domino and Exchange servers that have POP or IMAP turned on (for a configuration guide contact support@vemail.com).

For the easiest and most feature rich Vemail configuration process go to www.VoiceGenesis.Net with a computer and select Configure. Alternatively, you can type your configuration information into Vemail on your phone.

The www.VoiceGenesis.Net web site also gives Vemail users access to great additional free features, including the ability to import addresses from a computer, activate Alerts, upload a picture, select an animated character (Avatron), subscribe to podcasts, create podcasts, and create voice blogs.

Screenshots





Using the Application

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. The Import Settings feature lets you retrieve settings that you configured with your computer at VoiceGenesis.Net, or retrieve your settings after buying a new phone.

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. For more information on the maximum recommended number of contacts for various phone models login to VoiceGenesis.Net and select Address Book. Please note, your Vemail Address Book and your phone address book are separate because your Vemail Address Book supports thousands more contacts in most cases. You can also place phone calls with your Vemail Address Book.

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 Overview

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 Number and PIN 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. Many people find it more convenient to configure Vemail using their computer because they can use their computer's full sized keyboard. You also get easy access to Avatron and podcast features in the configuration process at www.VoiceGenesis.net.

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.
- Click Configure

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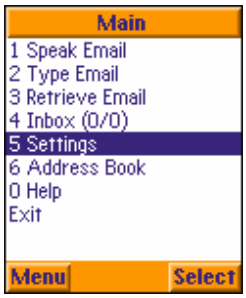
- Create Vemail User Number and PIN - Provide all the information requested on the first page and click Continue.
  Important notes:
  - Create Vemail User Number and PIN – If you have never used Vemail before, you need to create a Vemail User Number and PIN. We suggest you use your phone number (including area code) for your Vemail User Number and a 4-20 digit number for your PIN. If the Vemail User Number 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 Number or PIN if 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 Number and PIN (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 or 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 will be the address you most often send messages from. 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.
- There are several additional optional features that you will be exposed to. You can choose to activate these features, or choose “skip”. You can always come back and activate them later.
- Make a note of your Vemail User Number and PIN
- 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. Click OK to get past 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 Number box, enter your 7-20 digit Vemail User Number. In the PIN box, enter your 4-20 digit Vemail PIN. Then click Submit or press OK.

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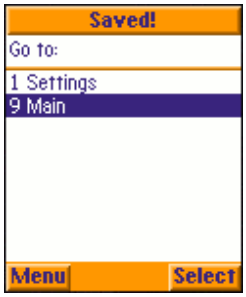
- Please wait while your phone fetches your latest settings.

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



- 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. Click OK to move past the Tips screen. Read the Intro screen if it appears and click OK. No you should be at the Main screen.

- Press 1 or OK to select Speak Email

- Press 2 to configure Vemail on your phone.

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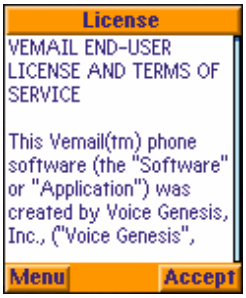
- **First Name** - Type your first name and press OK or the down key. For tips on typing with your phone see "Typing Tips" later in this document.
- **Middle Initial** - Type your middle initial (optional) and press OK or the down key
- **Last Name** - Type your last name and press OK or the down key. The screen will scroll down to display additional fields.
- **User Number** – This field should be prefilled. Make sure you write down the number. If its not, input your 10 digit mobile phone number.
- **PIN** - In the PIN field, type in a 4-20 digit number of your choosing to create your Vemail PIN. Press OK or click Continue.

- Select a question. If you ever forget your PIN 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 End-User License and Terms of Service. A full copy of this agreement is available at 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 Number Taken screen, consider adding a couple numbers to the end of your Vemail User Number and retrying.

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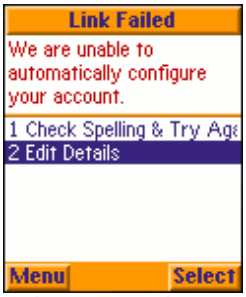
- If you see the Link Email screen then you have successfully created your Vemail User Number and PIN. Write them down before you forget. Now its time to link one of your email addresses for use with Vemail.
- **Your Name** – The Your Name field will be pre-filled. You can change it. Press OK or down when finished.
- **Email Address** - In the Email Address field, type one of your existing email addresses that you would like to link to Vemail for use in sending and receiving messages. On most phones a dot or @ can be typed by pressing the 1 key.
- **Email Password** - In the Email Password field, type your email password. If you use AOL, Yahoo, or MSN 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. If you have a Promotional Code, then put it in the Promo Code field.

- Read this screen and press OK or click Continue.

- Your email settings are being processed. Please wait.

- **If You See the Saved Screen You Are Done** - If you get this screen 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. If you did not get the Saved Screen, see below.



- **Link Failed** - If you see this screen you have two choices. **(1)** If you are linking an email address from a major ISP, select option 1 to double check your spelling and try again. The most common configuration problem is misspelling. Please make sure you didn't accidentally type an "l" instead of a "1" or a zero instead of an "O". **(2)** If you are linking a business email address, or if you already checked your spelling and tried again, then select option 2 to edit the details.

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- The **Edit Details Screen** exposes all the mail server settings to you. We try and guess these settings for you and only expose them if necessary. For help locating these settings on your computer go to www.VoiceGenesis.Net and select Support. From the list of FAQs (Frequently Asked Questions) select "Where can I find my POP and SMTP mail server addresses, user names, and passwords?" Below you will find a brief description of these fields.

- **INCOMING SERVER** – Enter your POP or IMAP mail server name. The format of these names is typically something like pop.yourisp.com or imap.yourisp.com.
- **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
- **Password** - In the 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.
- **Encryption** – If your email provider requires SSL or TLS encryption, then select the appropriate entry. SSL-Unverified is for email providers requiring SSL but using an expired or unathenticated certificate. Otherwise, leave it set to None (to change values in this field use your right and left buttons).
- **Port #** - Leave this field blank unless you know that your email provider requires you to use a special port for your incoming mail server. If they do, enter the port number.

- **OUTGOING SERVER -** Type your outgoing (SMTP) mail server name. It is probably in a format similar to smtp.yourisp.com. If you cannot determine it, then leave it and the following fields blank.
- **User Name and Password** – The User Name and Password fields that follow Outgoing Server should be completed if your email provider requires you to connect to your outgoing server with a user name and password. If not, leave them blank.
- **Encryption and Port#** - The Encryption and Port# fields below the Outgoing Server field apply to your outgoing server. If your email provider requires you to use encryption or a special port to connect to your outgoing server, then select the relevant encryption option and enter your port#. If not, leave Encryption set to None and leave Port# blank.
- **Promo Code**: If you have a promotional code, then enter it in this field. If not, leave it blank.
- When you are finished press OK or click Submit.

- **If You See the Saved Screen You Are Done** - If you get this screen 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.
- **Troubleshooting** - If you can't seem to finish this process, you have a few options:
  - Check www.VoiceGenesis.Net/support for more information.
  - Contact support@vemail.com.

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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. Vemail provides a solution for this. You can copy all your email addresses from your computer to your phone. Here is how you do it -

- With your computer, go to www.VoiceGenesis.Net , click Login, and type in your Vemail User Number and PIN. The Login page contains Forgot User Number and Forgot PIN links in case you have forgotten them.
- Once you are logged in, click on Address Book.
- On the Address Book page click Import Contacts. If you use Outlook or Outlook Express on Windows then you can download the Vemail Desktop Assistant onto your computer to automatically import your contacts. If you don't, then look in the "All Others" section and follow the 4 step process there. Click on your email provider or desktop email program on the list for detailed instructions on exporting your contacts (step 1). Then just follow the instructions. Please note that if you try the Vemail Desktop Assistant and it doesn't work for you, you may also try the approach in the "All Others" section.
- After uploading your address book to our web site, you will then see instructions for how to import it into your phone (no cable needed, this happens over the air). 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 hold thousands more contacts in many cases. You can use the Vemail Address Book to address email messages. 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. You can also make phone calls from the Vemail Address Book. Just highlight a contact and then press the call button on your phone that you press to make phone calls).

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 PIN 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 right or left to change the From address to one of your other email addresses.

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- 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. To avoid typing address see below.

- If you have imported contact from your computer or added contacts to your Vemail Address Book, here is how you can use them to address messages. With your cursor in the TO, CC, or BCC fields click Menu and then select Pick Contact.

- 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 (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.

- If you press the 7 key three times to type an "r", the screen jumps down to the first name starting with an "r".

- If you 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.

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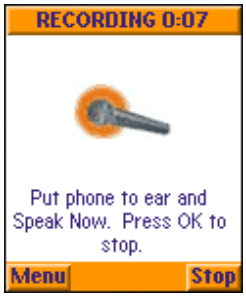
- Your contact's addresses will be displayed. Select the desired address and press OK or click Select.

- 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.

- 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.



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

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

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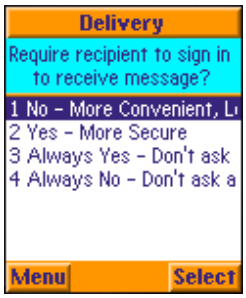

- If you don't see this screen, skip to the next step. If you do see it, select from the following options. If you want your message delivered in the most convenient fashion, press 1. If you want your message delivered in the most secure fashion, press 2. If you select More Secure, your message recipient will be required to "sign in" for your message. They will either need to sign in with their Vemail User Number or PIN, or they will need to create a Vemail User Number and PIN (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 go to the Main screen, then select Settings, then Message Settings, then Message Delivery.

- 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.

- Congratulations, your Vemail message has been sent successfully. Press 1 to return to the Main screen. Press 2 to go to the Inbox screen.

Tips and Tricks

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 in 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.

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Other Tips and Tricks

1. In your Vemail software, the buttons that appear on your phone screen in the lower corners can usually 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. 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.

5. When selecting a contact from a list, type the first few letters of the contact's name to skip to that contact.

6. Try reading email and speaking replies for the fastest and easiest mobile email experience.

7. To get notified via a text message when you have new email, login to www.VoiceGenesis.Net with a computer and select Alerts (not all carriers are supported).

8. You can copy contacts from your phone's native address book into the Vemail Address Book by starting Vemail on your phone and from its Main screen selecting Address Book then Copy Phone's Address Book.

9. To save a copy of your Vemail Address Book to the www.VoiceGenesis.Net web site, start Vemail on your phone and from its Main screen select Address Book then Import Contacts. This way, if you loose your phone you can always download Vemail onto a replacement phone and import your contacts back.

10. If you use desktop email software to retrieve your email from a POP mail server, we recommend you configure it to leave a copy of your email messages on your mail server for 7 days. For instructions on doing this login to the www.VoiceGenesis.Net web site and then select Support, then FAQs, then "Why does Vemail say that I have no new email, but when back at home or the office I have many new email in my Inbox? " **The direct link is: http://www.voicegenesis.net/config/popup-leave-mail-on-server.popup**

11. You can clear all of the messages out of your Vemail Inbox all at once using the Clear Inbox feature. Assuming you are on the Vemail Main screen, select Settings, then Message Settings, then Clear Inbox.

12. To control whether Vemail prompts you to login when you start it, from the Vemail Main screen select Settings, then User Settings, then Require Login, then Yes or No.

13. When viewing messages or help, if you want the text to be larger then go to the Vemail Main screen, then Settings, then Message Settings, then Font Size, then select Large.

FAQs

What is Vemail and why would I want it?
Voice Genesis Vemail is voice-enabled email for mobile phones. In addition to retrieving, reading, and typing email, you can create email messages by SPEAKING. Since most people can speak much more easily than they can type on a mobile phone, Vemail is the fastest and easiest mobile email product available. Also, when you speak an email, your message recipient will actually be able to hear your voice no matter what sort of email device they use. No more misunderstandings, send your voice and they'll know what you mean.

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To whom can I send Vemail messages?
You can send Vemail messages to anyone with an email address. They will be able hear your Vemail message because of Voice Genesis' revolutionary universal delivery approach. They will get a text email containing a link, a phone number, and an attachment. No matter what sort of device they have, they can either click the link and have your message instantly streamed to them, or they can place a phone call and pick it up like a voicemail, or they can simply open the attachment.

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, pictures, or video clips from your phone to keep plenty of free space available.
- Improving Retrieve Email Performance – If you like to set the email software you use on your computer to "leave copy of messages on server", make sure you also set it to delete messages from server after 7 days. If you leave all your messages on your mail server indefinitely, 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 – 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 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 and select Download.

What phones does Vemail run on?
To see if Vemail is available for your phone, visit www.Vemail.com and select Download, or access the software catalog in your phone and see if it is available in the Messaging or Email categories.

What is an Avatron and how can I get one?
An Avatron is an avatar with animation. Select one at www.VoiceGenesis.Net and then when your voice email messages are received by people on computers, they will hear your voice and see your Avatron with lip movement synchronized to your words.

What is a podcast and how can I receive them?
A podcast can be thought of as a radio show distributed through the internet. You can have podcasts delivered to your phone with Vemail. To subscribe to podcasts login to www.VoiceGenesis.Net with your computer and see the Vmobcaster page.

For more FAQs see 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 advise can be found in the FAQs at www.VoiceGenesis.Net/support
- You can also contact support@vemail.com and explain your problem. Please include your Vemail User Number, the name of the screen where the problem occurred, the action that caused the problem, and the exact error message (if any).

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Disclaimer

Upon acceptance of the terms and conditions and upon completion of the registration process (including selection of a User Number and PIN), You will become a subscriber to the Vemail Service as described in www.voicegenesis.com/agreement/. The Vemail Service is also subject to the terms of your Customer Agreement and Calling Plan.

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.

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