



# PRO User Guide

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## Introduction

Welcome to EzeReach, the voice messaging service that is exclusively available to all Kleeneze Distributors. Voice messaging is a proven, powerful, cost-effective communication tool, designed to help you build your business faster, increase your revenue and save you valuable time and money. EzeReach makes team communication simple and easy. It is efficient, accessible and effortless. With today's communication needs, no one is without access to a telephone or mobile and you can pick up your messages from any touch-phone, anywhere in the world. This fantastic service will help you to grow and develop your team and build your business from strength to strength. There are two levels of service, Lite and Pro. Every new Distributor will be given a FREE trial of the Lite Service for 3 full sales periods and will automatically be upgraded to the Pro Service when they attain Gold Distributor status (see Terms and Conditions for full details).

With EzeReach you will:

- Never miss a call
- Have a fantastic tool for advertising your business
- Be able to send a message to your Upline requesting advice and support
- Be able to check for new leads and prospect details wherever you are
- Be able to keep your personal mobile and home numbers for private use only
- Be able to listen to motivational messages and news from your Upline, team or group
- And much, much more...

EzeReach voice messaging facilitates communication regardless of geographic location, with minimum delay and always at your convenience. You can send and receive messages as and when you want and EzeReach helps you get the right message to all the right people at the right time.

When you reach the level of Gold Distributor, you will automatically be upgraded to the Pro Service. The Pro Service enables you to access and manage your mailbox online. Other online benefits include being able to convert your messages to play on your MP3 player or save them onto your computer. You can upgrade to the Pro Service at any time by contacting the Service Centre.

You will never miss that all-important message and you will always be in touch with your team. Quite simply, if you can use a telephone, you can use voice messaging.

It's easy – you just choose what you want to do by following our simple voice-recorded prompts and pressing the corresponding keys on your telephone keypad.

## Benefits

1. You can use your voice mailbox number to promote your business on your recruitment advertisements allowing you to keep your home number private
2. Never miss that all-important 'opportunity' phone call
3. You can record an answer phone message on your voice mailbox
4. You can send messages to other EzeReach mailboxes passing on important information, offering support and advice to individuals and to your team.

## Features

- Unrestricted number of messages
- One free geographic number per mailbox
- Security PIN
- Online mailbox access
- Add additional mailbox numbers as required
- Group message facility
- Lower rate call charges due to having an 01, 02, 03 number

## Terminology

- **MAILBOX** - a unique answering service
- **PIN** – your Personal Identification Number for accessing the mailbox
- **PERSONAL GREETING** – the greeting people hear when calling your mailbox
- **GROUP MEMBERSHIP** – groups that you can request to be added to (contact your Upline)
- **NAME TAG** – your personal name that callers will hear when dialling your mailbox
- **GROUP NAME TAG** – names you can allocate to your selected teams or groups
- **GROUP OWNERSHIP** - groups you create to send messages to

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## Getting Started

When you first activate your EzeReach messaging service, we recommend you set up the following :-

1. Change your security PIN (Personal Identification Number)
2. Personalise your greeting
3. Set up your name tag
4. Set up your group name tag




### Change your security PIN

Before you start, you will need to decide on a new, personal 4-digit security code. Select a number that you can easily remember.









1. Dial your EzeReach mailbox number. You will hear the greeting: "You have reached the voicemail box of..."  
While this greeting is playing, press the  key on your telephone key pad.  
(Please note: If you do not press the star key while the greeting is playing, you will be asked to leave a message as if you were a caller at the end of the greeting.)
2. Enter your PIN when prompted. This is the number that you received in your welcome letter.
3. You will be immediately asked for your new 4-digit PIN.
4. You will be requested to re-enter the PIN for confirmation. Enter the 4 digits again and the system will say: "Your new PIN is..."
5. You will then be taken back to the mailbox menu. Hang up if there is no other service you require.


### Changing your security PIN again

If you need to change your PIN again to a more memorable number:








1. Dial your EzeReach mailbox number. You will hear the greeting: "You have reached the voicemail box of..."  
While this greeting is playing, press the  key on your telephone key pad.
2. Enter your PIN when prompted.
3. You will then be taken to the mailbox menu.
4. Press  on your telephone key pad to change your mailbox options.
5. Press  again on your telephone key pad.
6. You will be immediately asked for your new 4 digit PIN.
7. You will be requested to re-enter the PIN for confirmation. Enter the 4 digits again and the system will say: "Your new PIN has been changed to..."
8. You will then be taken back to the mailbox menu.

### Recording your personal greeting (answer phone greeting)

1. Dial your EzeReach mailbox number.
2. While the greeting is playing, press the  key on your telephone key pad.
3. Enter your security PIN when prompted. This takes you to the mailbox menu.
4. Press  on your telephone key pad to change your mailbox options.
5. Press  on your telephone key pad for personal greeting
6. Press  on your telephone key pad to record a new personal greeting. To cancel while recording, press .
7. Start recording your personal greeting after the tone. When you have completed recording your greeting, press  on your telephone key pad.
8. To hear your personal greeting, press  on your telephone key pad. If you are happy with your recorded greeting, press  on your telephone key pad. The system will then say: "personal greeting will be used."

If you are not completely satisfied with your recording, press  and start again.










### Recording your name tag (mailbox greeting)

1. Dial your EzeReach mailbox number.
2. While the greeting is playing, press the  key on your telephone key pad.
3. Enter your security PIN when prompted. This takes you to the mailbox menu.
4. Press  on your telephone key pad.
5. Press  to record a new name tag. Start recording your name tag after the tone. When you have finished recording, press .
6. Press  to listen to your new greeting.
7. If you are happy with your recording, press . The system will then say: "Your new name tag will be used"
8. If you are not completely satisfied with your recording, press  and start again.

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## Retrieving messages



The following functions are available whilst retrieving your messages:

- |  |  |
|--|--|
|  Repeat message                     |  Move to next message |
|  Reply to message                   |  Delete message       |
|  Forward message to another mailbox |  Message details      |
|  Rewind message (last 10 seconds)   |  Pause / Hold         |
|  More options                       |  |

**All messages over 30 days old will automatically be deleted.** Any messages you wish to retain for longer than 30 days will need to be saved onto your computer.










**To retrieve your messages** (messages are played in order of receipt, i.e. oldest message first)

1. Dial your EzeReach mailbox number.
2. While the greeting is playing, press the  key on your telephone key pad.
3. Enter your security PIN when prompted.
4. Press  to listen to your messages.

When you are listening to your mailbox messages, you can return to the main menu at any time by pressing   on your telephone keypad.









## Sending messages

To send messages to other EzeReach users you will need to access your EzeReach mailbox.









1. Dial your EzeReach mailbox number.
2. While the greeting is playing, press the  key on your telephone key pad.
3. Enter your security PIN when prompted. This takes you to the mailbox menu.
4. Press  to send a message.
5. Enter the mailbox number or group number (*see section how to create groups*) you wish to send a message to.
6. You will be asked if you wish to add more recipients
7. Press  for yes or  for no
8. Start recording your message after the tone. When you have completed your message press .
9. Press  if you wish to listen to your message.
10. Press  if you wish to re-record your message.
11. Press  to send the message. The system will confirm: "message sent."
12. Press  to cancel at any time

## Message forwarding

This is used when you wish to forward a received message from your mailbox to another individual's or group mailbox.

1. Dial your EzeReach mailbox number.
2. While the greeting is playing, press the  key on your telephone key pad.
3. Enter your security PIN when prompted. This takes you to the mailbox menu
4. Select option  listen to messages.
5. Press  for more options.
6. Press  to forward message.
7. Enter group number or mailbox number.
8. You will be asked if you wish to add more recipients
9. Press  for yes or  for no.
10. Press  to send message or press  to add your own message at the start.

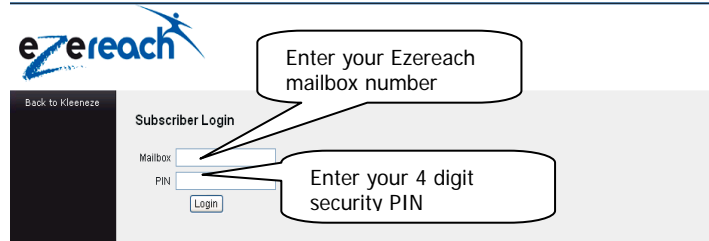
## To set up your group name tag

1. Dial your EzeReach mailbox number.
  2. While the greeting is playing, press the  key on your telephone key pad.
  3. Enter your security PIN when prompted. This takes you to the mailbox menu.
  4. Press  on your telephone key pad.
  5. Press  to select group name tag.
  6. Select your group number, e.g. 1.
  7. To record the group name, press .
  8. Start recording after the tone. When you have finished, press .
  9. Press  to listen to the name tag.
  10. If you are happy with the recording, press . The system will say: "your new group name will be used."
  11. If you are not happy with your recording, press  and try again.
-

**Accessing your EzeReach account online at [www.ezereach.co.uk](http://www.ezereach.co.uk)**

The Pro Service enables you to access and manage your mailbox online at no extra cost. When you are online, you can listen to your messages, schedule your messages, delete messages, create or edit groups and convert your messages to MP3 format for storing on a computer and/or playing on an MP3 player.

To access your account online go to [www.ezereach.co.uk](http://www.ezereach.co.uk)



Press **Login** and you will be taken to your mailbox messages screen.

**Mailbox Messages**

From this page you can see messages past and present. You can also download messages to play on your computer.



Your **Mailbox Messages** screen displays unread messages. If you have already listened to your voicemail messages on your telephone these will be in the **Read** folder. Select the required folder from the drop down box (unread, read and deleted).



**Deleting messages**

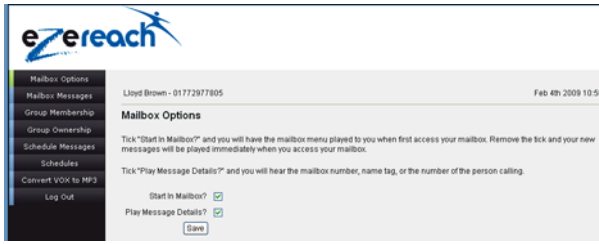
1. Select messages for deletion by placing a tick in the required field.
2. Click the **Delete Go** button.
3. Selected messages will be moved to the deleted folder.

**MENU**

- Mailbox Options** From this page you can change the way your messages are played on the telephone
- Mailbox Messages** From this page you can see messages past and present. You can also download messages to play on your computer
- Group Membership** This page shows the voicemail groups of which you are a member. Additional groups can be joined by contacting the group owner
- Group Ownership** This page shows your own voicemail groups. You can have up to 99 different voicemail groups
- Schedule Messages** This page allows you to upload messages to be used for schedules you create
- Schedules** From this page you can maintain your schedules
- Convert VOX to MP3** Instructions for converting VOX files to MP3 format using the Goldwave software programme

Mailbox Options

Telephone options

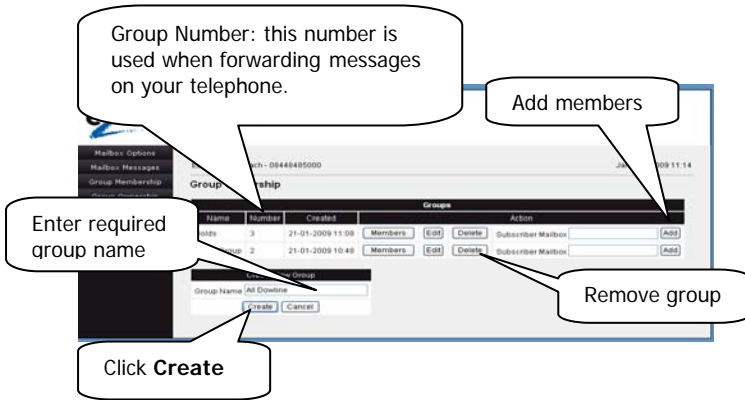


Group Membership

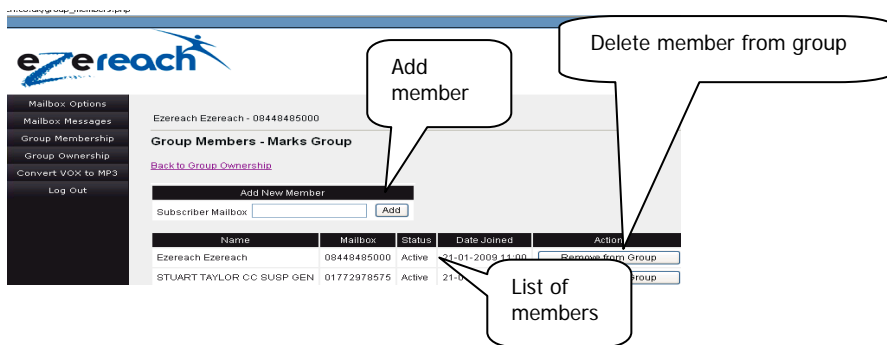
This page shows the voicemail groups of which you are a member. Additional groups can be joined by contacting the group owner and asking to be added.

Group Ownership

This is used to create and maintain the list of groups to which you wish to send messages. You can have up to 99 groups with unlimited amount of members in each group. Frequently used numbers can be set up as individual groups of one or more using this function.



Viewing Members in a Group



Schedule Messages

You can schedule messages to be sent at a later time. These might be messages that you have personally recorded in your mailbox, received in your mailbox from another caller or uploaded from your computer. Examples of the kind of messages that you might wish to schedule are meeting reminders, motivational comments or short testimonials. You can schedule messages to be sent to individuals or to groups.

Start In Mailbox

Tick the box and you will get the mailbox options played each time you call your mailbox number on your telephone.

If the box is not ticked, you will automatically go to your voicemail messages.

Play Message Details

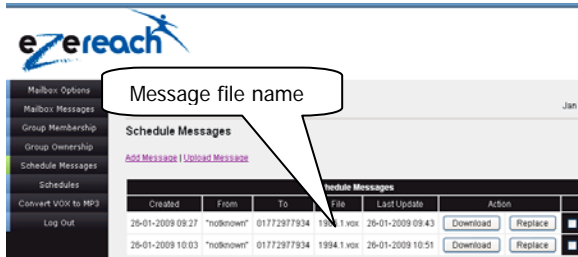
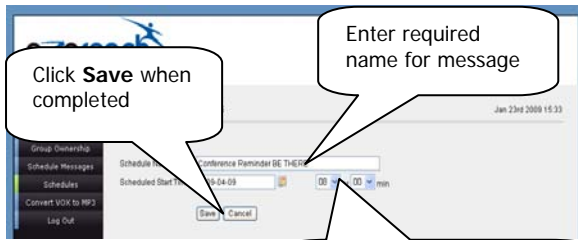
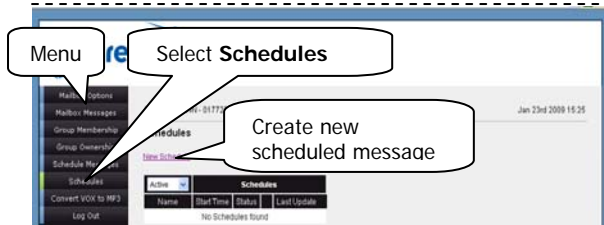
Tick the box and, prior to playing each message, the name tag will be played on your telephone if it is a message from another mailbox. If it's an external call the callers' number will be played at the start of each message (providing it's not a withheld number in which case the message 'caller unknown' will be played).

If the box is not ticked then the message details will not be played.

Remember to save any changes

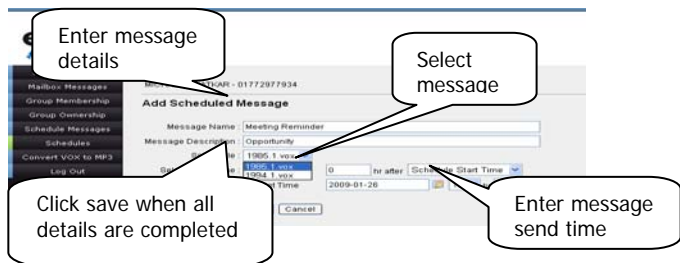
Creating a Group

1. Select **Ownership** from the left-hand side panel
2. In the **Group Name** field type your required group name
3. Click **Create**.
4. Add members to the group, enter mailbox number and click **add**.



Convert VOX to MP3

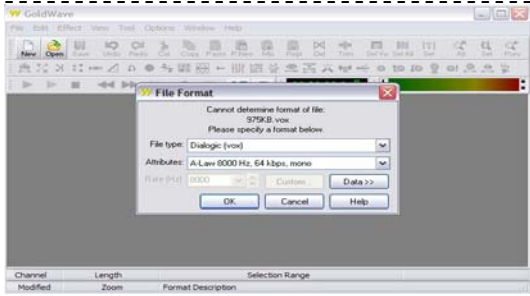
- To create a scheduled message select **Mailbox Messages** from the menu.
- Select the message to be scheduled (click on the drop down menu) from your read or unread folder.
- Place a tick in the box of the message you wish to schedule **and** make a note of the message file name.
- Click on the **Mark as Scheduled Go** button. Click **OK** and the message will move to Schedule Messages.
- Click **Schedules** from the menu.
- Click **New Schedule** and a new schedule screen will be displayed.
- Schedule Name: enter a name for the message.
- Schedule Start Time: select desired date and start time for the scheduled message to be sent.
- Click **Save** (if you click **Cancel** you will return to the schedule screen to restart - *point 5*).
- The next screen shows you your planned message details.
- Click on the **Messages** button.
- Click on the **Add Message** button.
- Complete **Message Name**, **Message Description** and select **File Field** (*point 3*).
- Complete **Select Send Time**: You have two options: **Select Delay** if you wish to delay sending the message from the scheduled start time (*point 9*). Alternatively select **Set Time** and select either a new time or the same time as selected at *point 9*.
- Click **Save** and the system will confirm: The scheduled message was saved.
- If you need to change any details such as the date, time sent, or recipients etc, click on the **Edit** button in the **Schedules** screen, make your amendments and click **Save**.
- Click on the **Recipients** button.
- Click on **Add Recipients** button and either select **Group Recipient** from the drop down menu or select **Mailbox Recipient** and type in the individual mailbox number.
- Click the **Save** button after each selection. The system will confirm: The recipient was added to the schedule.
- To add another recipient repeat from step 16 until all desired mailboxes are added to the recipient list.



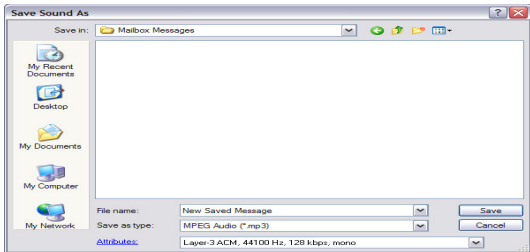
### Instructions for converting VOX files to MP3 format using the GoldWave software programme.

#### Download version 5.25

- Download and install the latest copy of GoldWave from [www.goldwave.com](http://www.goldwave.com).
- Once the program is open, click the **File** button in the top left corner and then click **Open**.
- In the **Open Sound** dialog box, locate the VOX file you have saved on your computer and then click **Open**.
- In the **File Format** dialog box, select **Dialogic (vox)** as the File type and **A-Law 8000Hz, 64 kbps, mono** for the **Attributes**.
- Click **OK** when done.
- Click the **File** button again, and then click **Save As**.
- In the **Save File As** dialog box, locate where you want to save this file on your computer.
- In the **File Name** box, type a name for the file.
- In the **Save As type** list, select **MPEG Audio (\*.mp3)**.
- In the **Attributes** list, select **Layer-3 ACM, 44100Hz, 128 kbps, mono**.
- Click **Save**.

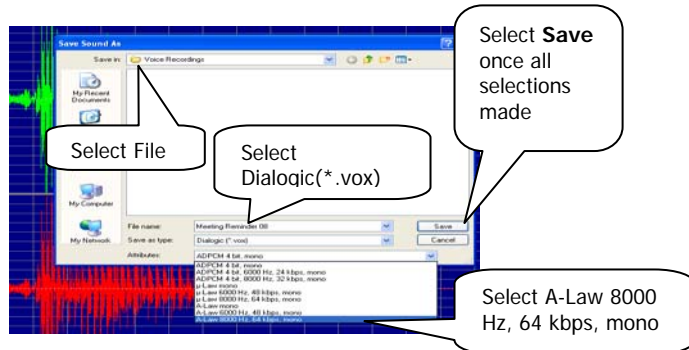
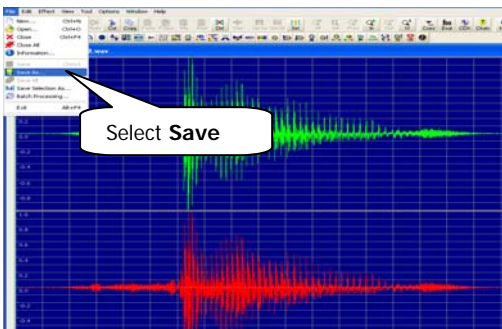
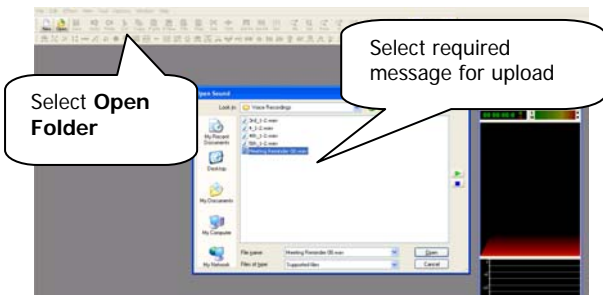


1. To play your message file in the new format, open it with Windows Media Player or any other audio file player.
2. For uploading recorded messages to the EzeReach system, you will need to convert your mp3 file to a vox format by reversing this process.



### File Conversion to VOX

1. Open GoldWave.
2. Click on the **Open Folder** option.
3. Select destination sub folder(location of message).
4. Select required recording
5. Once the recording opens in the main window select **Save As** from the file option.
6. In the **Save As Type** field, select Dialogic(\*.vox).
7. In the **Attributes** field select A-Law 8000 Hz, 64 kbps, mono.
8. Click **Save**.
9. Confirmation screen will be displayed. Click **YES**.

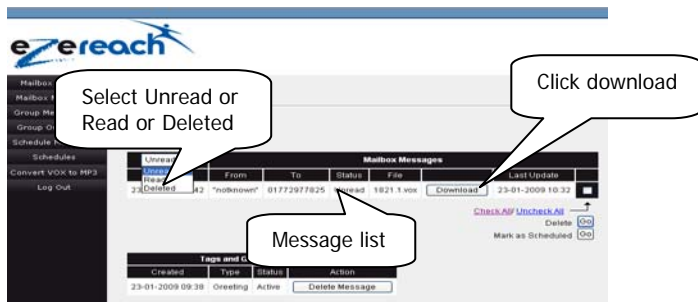


### Downloading Messages

Message audio format:

The EzeReach messages are formatted as Vox files (audio format) so your Windows Media Player on your COMPUTER will not play this type of file unless they have been converted to MP3 files (audio format). See *converting Vox to MP3*.

When you download messages to your computer, this will be in a Vox audio file format



1. Select message to download
2. Click the **Download** button
3. Click **Save**
4. Save message in your required folder

### Uploading Messages

If you already have a pre-recorded message on your COMPUTER and you wish to use this as a scheduled message to a group, firstly confirm the current message format, as this will need converting to a VOX file using GoldWave before the upload.

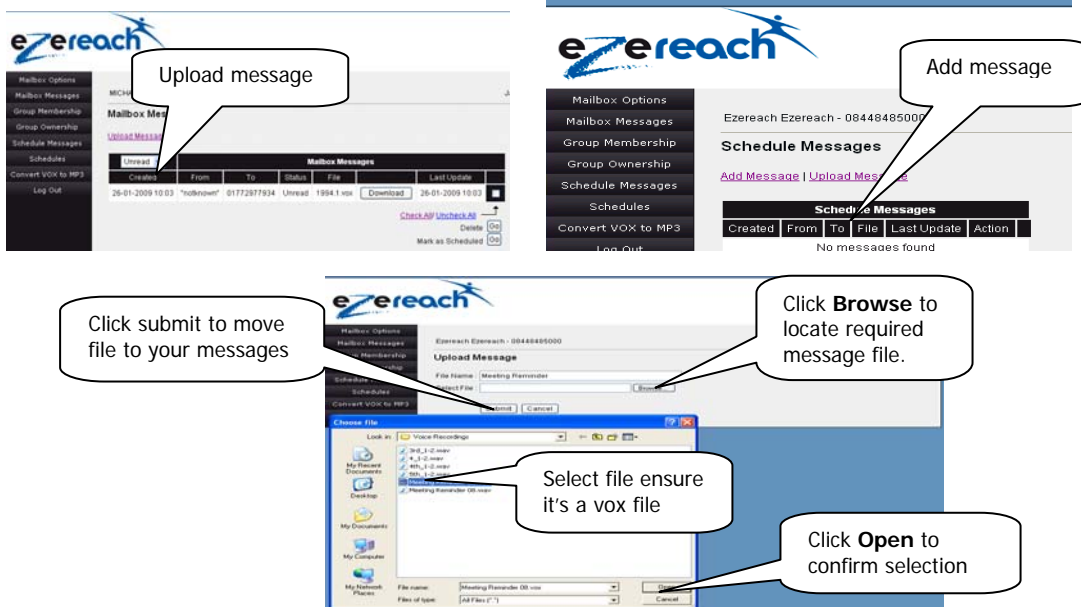
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## Uploading a message to your mailbox

The uploading of messages is completed in 2 stages:

- Use the mailbox messages screen for uploading a message
- Use the schedule messages screen for adding a message

1. Click the **Upload** or **Add Message** button
2. The Upload/Add Message screen is displayed (see below)
3. In the **File Name** field, enter the name you wish to call this message e.g.: meeting reminder
4. Click the **Browse** button
5. Select required message file (ensure you select the vox file)
6. Click **Open**
7. Click **Submit**
8. The file will now be available in your mailbox messages screen to view
9. Your message(s) will now be ready to schedule (see *schedule messaging*)



## EzeReach conference call facility

To hold your conference call, follow these simple instructions:

1. Tell your fellow conference call delegates what they need to know (we suggest an email – or why not use the scheduler?).

To participate in a conference call, they need to know:

- What time they should join the call
- EzeReach conference call number – 0844 580 5500 (UK), 00353818 270065 (Ireland)
- A PIN number of your choice. This can be any number from a minimum of 6 digits to a maximum of 9 digits in length (see *hints and tips*)

2. Making the call:

- At the agreed start time dial the EzeReach conference call number – 0844 580 5500 (UK), 00353818 270065 (Ireland)
- You will be asked for your PIN and then your name.
- If you are the first person to arrive on the conference call, you will hear music.

As others arrive on the call you will hear them being announced. When there are at least two people on the call you are ready to start talking!

## IN-CONFERENCE CONTROLS

During a conference the following control keys are available:

**6 = Mute.** By pressing the 6 key, you can mute and un-mute your handset. This is very useful if you are in a noisy location.

Muting means that you can hear the rest of the conference, but the other participants cannot hear anything from your handset.

**#1 = Head Count.** This will allow you to review the number of people on the conference call.

**#2 = Roll Call.** This is a replay of all names recorded when people arrived on the conference call. All participants will hear the number of people and the roll call.

**3 = Lock.** This allows you to lock and unlock a conference call. Locking a conference call stops anyone else from joining it, giving participants peace of mind if sensitive information is being discussed and preventing unnecessary interruptions.




## Ending a conference

When you have finished your conference call, simply hang up. As each person hangs up you will hear their name announced. When the last person hangs up, the conference call ends.

Refer to your service provider and payment plan for charges for using this facility.

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### Hints and Tips

1. 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.
2. If you are listening to your messages and you want to move a message to your **Scheduled Messages**, press 8 whilst the message is playing.
3. Organise your thoughts. Be clear and concise; the result is a shorter and more understandable message.
4. It can be helpful to state at the beginning of your message what it is regarding, e.g. 'message regarding August training dates.'
5. Use one subject per message.
6. Don't let messages pile up.
7. When setting up a conference call, select a PIN that is personal to you (e.g. mailbox number). If everyone picks 123456 then everybody will end up on the same conference call.
8. When you are listening to your mailbox messages, you can return back to the main menu at any time by pressing  
9. To save time press  whilst listening to a name announcement to go directly to the message.

### EzeReach Terms and Conditions

1. EzeReach is a voice messaging service that is only available to registered Kleeneze Distributors.
2. EzeReach operates two levels of service, the Lite Service and the Pro Service.
3. Every newly registered distributor will receive a free trial of the Lite Service for 3 full sales periods.
4. The Lite Service is only available to distributors below the status of Gold Distributor.
5. For Gold Distributors and above the Pro Service is only available.
6. When Gold status is achieved you will automatically be upgraded from the Lite Service to the Pro Service.
7. A period charge will be levied to your account at the end of the first period after the trial period has ended. See table below and the Business Manual for charges or contact the Service Centre.
8. A discount will be offered to all distributors who are also Internet registered. See table below and the Business Manual for charges or contact the Service Centre.
9. Prices as indicated in the table below and in the Business Manual are correct at the time of print. Any price increases will be communicated to the distributor network as detailed in the Distributor Agreement terms and conditions.
10. You have the right to cancel this service at any time during your free trial period. This can easily be done by notifying the Service Centre by email, telephone or in writing, giving a minimum of 14 days notice before the end of the trial period.
11. You have the right to cancel this service anytime after your trial period by notifying the Service Centre by email, telephone or in writing, giving a minimum of 14 days notice of the date of termination. Charges will be applied for the current period that the cancellation notice is received.
12. Kleeneze Limited may terminate any services provided by EzeReach on the giving of at least one sales period prior written notice to the distributor to expire at any time.
13. Telephone/mailbox numbers provided by EzeReach remain the property of Kleeneze Limited and are not transferable unless prior consent is given by Kleeneze Limited.
14. On termination of your Distributor Agreement, either by yourself or by Kleeneze Limited your EzeReach mailbox/telephone number will automatically be cancelled.
15. When an upgrade is requested from Lite Service to Pro Service increased charges will be applied from the start of the period following the period in which the upgrade was activated.
16. Additional voicemail box numbers are only available to Pro users. These additional boxes can be on the Lite or Pro service. The current service charge will be applicable for each additional mailbox provided.
17. Misuse/abuse of this service or sending of abusive messages could result in the termination of your EzeReach service.
18. All Kleeneze's Terms and Conditions apply in the use of EzeReach.
19. EzeReach is the Trade Mark owned by Kleeneze Limited.
20. You may not use the EzeReach Name, logo or domain names or any of its trademarks, product or trade names or designs other than as authorised by Kleeneze Limited from time to time or as specified in the Business Manual.

**Charges per Sales Period:** Correct at time of publication.

You will be given no less than twenty eight days notice of any changes in EzeReach charges.

<b>SERVICE</b>	<b>INTERNET REGISTERED</b>	<b>NON-REGISTERED</b>
LITE	£7.45 / €11.18	£10.00 / €15.00
PRO	£13.45 / €20.18	£16.00 / €24.00