

# Voice on the Go® – Frequently Asked Questions

## GENERAL QUESTIONS

### Q. What is Voice on the Go?

A. Voice on the Go® is a mobile voice application that allows mobile professionals and consumers to listen to their email, contacts, calendar and other content by VOICE, at anytime, on ANY mobile device, including BlackBerry® smartphone, Apple iPhone™, Windows Mobile®, Google™ Android®, Palm® Pre™ and Symbian devices — while driving, or at any other time.

### Q. Where and when can I use Voice on the Go?

A. Anytime, anywhere. Voice on the Go is a voice-based mobile application that requires nothing more than a mobile device from which users can access their email and SMS by voice. This provides users with a complete solution for hands-free/eyes-free communication.

### Q. Which handhels are compatible with Voice on the Go?

A. Voice on the Go is accessible from ANY mobile device, including BlackBerry® smartphone, Apple iPhone™, Windows Mobile®, Google™ Android®, Palm® Pre™ and Symbian devices — or even a land-line.

### Q. Does it matter which wireless network my hand-held device runs on?

A. Voice on the Go works on ANY carrier network.

### Q. Do I need any special training or manuals to use Voice on the Go?

A. You do not need any training to use Voice on the Go. Simple voice commands are all that is required. Refer to the *Quick Reference Guide* for our easy to use Voice Commands.

### Q. Can I send SMS text messages without typing with Voice on the Go?

A. Using your voice you can send Voice-to-SMS\* messages using Voice on the Go.

### Q. When I send an email message with Voice on the Go does the recipient receive an audio recording of my message, or do they receive it as text?

A. Users can reply, compose and forward email using Voice on the Go's Voice-to-Text\*. The user creates an email message. Voice on the Go then converts the message into text and sends it. An audio file will accompany the text message as an attachment (.Wav).

### Q. Can I place phone calls from my contacts?

A. From within your contacts you can place calls, using local access numbers, worldwide, by voice. Once a call has been completed you can end the call and return to using Voice on the Go.

## USER EXPERIENCE QUESTIONS

### Q. Do I need a specific headset to access Voice on the Go?

A. Voice on the Go works with ANY Bluetooth, wired-headset or in-car system.

### Q. Do I have to download software to my hand-held device to use Voice on the Go?

A. Voice on the Go does not require any software to be downloaded.

### Q. What email account(s) can I access with Voice on the Go?

A. Voice on the Go supports most web-based emails and we're adding more all the time.  
**Don't know if it will work with your provider?** Ask them if they offer POP3 or IMAP access, or just email us at [info@voiceonthego.com](mailto:info@voiceonthego.com).

### Q. How many email accounts can I enable?

A. You can access up to four (4) email accounts with Voice on the Go.

### Q. I am visually impaired. Can I use Voice on the Go?

A. Voice on the Go is fully accessible to visually impaired subscribers. Account set up and information screens are compliant with commonly used screen reader programs. Once set up, you can access Voice on the Go by listening and talking.

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## TECHNICAL QUESTIONS

### Q. What email account(s) can I access with Voice on the Go?

#### A. For personal email:

Voice on the Go supports most web-based emails and we're adding more all the time.

**Don't know if it will work with your provider? Ask them if they offer POP3 or IMAP access, or just email us at [info@voiceonthego.com](mailto:info@voiceonthego.com).**

#### For business email:

To access your business email account, there are 2 options:

1. If your business email is POP3 or IMAP enabled and your System Administrator grants you POP3 or IMAP access, it is accessible when you sign up at [www.voiceonthego.com](http://www.voiceonthego.com).

**With POP3 Note:** All emails that arrive in your Outlook Inbox will be marked as "read" with this option.

2. If your business email is not POP3 or IMAP enabled, a Voice on the Go enterprise version is available that provides secure voice access to corporate email for companies, government and other organizations. For more information, please email us at [info@voiceonthego.com](mailto:info@voiceonthego.com).

### Q. What is POP3 or IMAP?

- A. POP3 and IMAP are methods of accessing your email from programs such as Outlook or Outlook Express and .Mac.

### Q. Can I change my settings or preferences?

- A. You can change your user settings and preferences online from the Voice on the Go User Portal at [www.voiceonthego.com/login](http://www.voiceonthego.com/login)

### Q. When you access email with Voice on the Go, do they remain in your Inbox unread?

- A. Voice on the Go acts like most other mail clients when accessing your email provider. Most mail servers leave all mail as unread in your Inbox, even though you may have listened to them in Voice on the Go (Hotmail, Yahoo, others).

### Q. Can Voice on the Go read email attachments?

- A. Voice on the Go will tell you when you have an attachment, and for most, which type of document it is.

### Q. Can I use Voice on the Go in a noisy environment?

- A. Voice on the Go features superior voice recognition; however, when accessing Voice on the Go in a noisy environment, you may need to mute the microphone and use the keypad on your phone (DTMF). Please refer to the Voice on the Go **DTMF Commands** for a complete list of [touch-tone functions](#).

## VOICE ON THE GO TIPS:

1. Voice on the Go will automatically start at your Email Inbox.
2. Speak naturally and clearly, yelling or increasing the volume reduces accuracy.
3. When the system poses a question to you, please provide a "yes" or "no" response.
4. To end your Voice on the Go call, hang-up or say "Good-Bye".
5. Say "Play <Language>" to hear the email read in the language that it was written.

This option is available for messages that were authored in "English", "French", "Italian", "Spanish", "German" or "Dutch".

#### 6. Navigation Tip:

You can interrupt the system at any time with any command.

Visit the Voice on the Go USER PORTAL at [www.voiceonthego.com/login](http://www.voiceonthego.com/login)

To customize your account information, features and settings such as adding contacts and creating user preferences.



**Customer Support:**  
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