



SERVICE GUIDE

Get Spoken Access to Mobile Virtual Office

Version 1.1



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1 – Introduction to Bvocalized Services

The **Bvocalized Voice Assistant™** provides more than just information and answers, it also handles secretarial tasks. Users can send and listen to emails, dictate notes, get directions, find people, order goods, request reservations, set appointments or record transactions and more - all without Internet, or touching the keypad of their phone or having live agents online. The caller records service request by voice and hangs up. Recorded voice commands are heard by the system which transcribes it to text (speech to text) for immediate analysis by a **Bvocalized Intelligent Response System™**. The response is then communicated within minutes by auto-generated spoken-word (text to speech) via call back. Simultaneously a corresponding email transcript of response is also sent to callers email box for record.

2 - Registering with Bvocalized Network

Bvocalized service network is accessible through toll free number by the user after registration process is completed. Registration process is done through Bvocalized Systems web site at www.bvocalized.com.

Step-1

2.1 Registering with Product Purchase

Look for the 24 digit promotional code on the inside of the box top flap. Note down the number and click on <http://www.bvocalized.com/productnew.php>. This will automatically take you to the product page where you will click on "***Bought Product? Click here***". Follow this link and enter your promotional code and press "Submit". You will be directed to a registration form which should be filled-in and submitted.

2.2 Registering For Free Trial

Click on the Link <http://bvocalized.com/signup.php?pid=24>
Fill-in the registration forms and follow step-2.

2.3 Service Package Registrations

Click on the Link <http://bvocalized.com/packagelist.php>



Select the package and fill-in the registration form then follow step-2.

Obtaining Authorization Code or Password

After submission of the registration form users will receive two emails. First with the “Enrollment Information” that has billing information and website access login/password to user’s personal account. The second, “Registration Information” email that will have login/password to access Bvocalized network by phone.

3 - How to Use Bvocalized Services Network?

3.1 - Using Bvocalized Services Menu

Users can access Bvocalized network by simply dialing a toll free number from anywhere in North America. The service is available 24/7, 365 days a year.

User Authentication

User will be asked to enter “**Authorization Code**” when dialed into Bvocalized network. The system will verify the code and allow user to proceed using the “Bvocalized Services Menu” - (**Note: Use password emailed to you as “Enrollment Information” within “Mobile Account Details”**)

Main Menu

This is the main menu where you will select the type of service you need to use:

[If you have a question to ask (Just “Say” “Knowledge Network” or Press “1”)

OR

For Secretarial Assistance Services (Just “Say” “Secretarial Services” or Press “2”)]

Sub Menu

If the user selected “Knowledge Network” a Sub-Menu routine will run and ask the user to make following selections based on the question’s category:

Select “1” or Say “Business”>Select “2” or Say “Legal”>Select “3” or Say “Medical”>Select “4” or Say “Product & Equipment”>Select “5” or Say “Technology”>Select “6” or Say “Academic” >Select “7” or Say “General”

If the user selected “Secretarial Service” a Sub-Menu routine will run and ask the user to make following selections based on the type of Secretarial Assistance required by the user:

*[Select “1” or Say “Find” (To find someone or something) Or
Select “2” or Say “Send” (Emails by voice dictation) Or
Select “3” or Say “Order” (Food, Tickets, Flowers Etc) Or
Select “4” or Say “Set-up” (Appointment, Reminder, Etc) Or
Select “5” or Say “Dictate” (Notes, Ideas, Thoughts Etc) Or
Select “6” or Say “Make” (Reservations, Bookings Etc) Or
Select “7” or Say “Record” (Transactions, Invoices, Etc)*

3.2 - Recording Service Request

User will be prompted to record service request at the sound of the beep – Even though user can start to record by using “Barge-in” routine that allows starting recording in between listening to the prompt, this method is not recommended. Best way to make error free recording is to wait for the prompt and the beep before you start to record. Speak clearly in plain spoken English and listen to your recording as the system repeats your recorded voice – For e.g. the next prompt will say:

Prompt-A (Confirms Selection)

[You have selected “Business related questions – Say “Yes” or Press “1” – Say “No” or Press “2”] (You will confirm selection and move to the next prompt)

Prompt-B (Records Service Question or Service Request)



[At the sound of the beep record your request – “Beep” sounds (Start to record immediately) – E.g. “What is the meaning of SWOT Analysis?”]

Prompt-C (Confirms Service Question or Service Request)

[You have recorded – (System starts to replay the recorded question immediately) – “What is the meaning of SWOT Analysis?” – Say “Yes” or press “1” Say “No” or Press “2” to Re-record”]

3.3 – Urgency Prompt

After confirming the recording the user proceeds to define whether or not the request requires urgent response. The prompt executes as:

*[If urgent Say “Yes” or press “1”]
By saying “No” the system records the service request as non-urgent.*

3.4 – Call Conclusion Prompt

After successful recording of the request the system will ask if the user wishes to request another service request within the same call.

*[If user wish to record another request Say “Yes” or press “1” or Say “No” or Press 2]
[By saying “Yes” or pressing “1” the system will take user to the main menu]
[By saying “No” or pressing “2” the system prompt will play “We thank you for your request – We will get back to you shortly”]*

3.5 – Receiving Service Delivery

Bvocalized Intelligent Response System™ return’s response within minutes to the users “Registered Telephone Number” – The user picks-up the phone and the Bvocalized voice responder starts to speak in machine generated text to speech mode.

[For E.g. this is Bvocalized services – Here is your report: “The meaning of SWOT analysis is.....” – To repeat this recording Say “Yes” or press “1”] and the system will hang up after the response is read completely.

(NOTE: A transcript of the recording is emailed to the user simultaneously for their record – if the user does not pick up the phone the answer is read to the user’s voicemail box and gets recorded there)

Exploring “Account” Section

Bvocalized users can access personalized information by logging in to their “Account” through the website at <http://www.bvocalized.com/Login.php>. The user can also set-up reminder calls, view account details, edit personal information, renew subscription and do much more. To access this account the user should use the login and password emailed as “Registration Information” at the time of user registration.

Following screen appears after the user successfully logs-in.



<p>1 - Personal Info Add/Delete/Edit and manage user personal information obtained during registration.</p>	<p>4 - Add User Each package offers specific number of shared user. Use this option to add more shared users.</p>
<p>2 - View Invoice View the details on packages used and</p>	<p>5 - Renew Balance Renew used up packages</p>

other billing details.	By paying online.
3 - Account Usage	6 - Trouble Ticket
Provides an update on usage of each package you ordered such as minutes spent and amounts charged.	Issue a trouble ticket to the support department for any technical or customer related support.
7 - Subscribe	8 - History
You can subscribe or unsubscribe for our newsletter at any time.	Allows you to get an update on all the packages previously ordered. Including service request details and other service record details.
9 - Payment Information	10 - Reminders
View your Billing and payment information and history here.	Set-up your own phone reminders if you use this option online.

Configuring Voice Directed Email Service



5.1 – How the Email Services work?

Bvocalized provides users an ability to send and receive emails by voice. User can send email by recording address of the recipient and body of text to send out. While, the incoming email is pulled from user's inbox and read over the phone in spoken natural language. The entire process works without

the need for Internet.

[See Page 26 for email privacy & confidentiality guarantee statement]

Sending Emails – Sending emails by voice dictation is very simple. The user dials into Bvocalized network - gets authorized and makes following service selection from the main menu:

1. First select: "Secretarial Assistance"
2. Then select: "Send"
3. You will record: Email Address of Recipient
4. Then record: Email Text by voice dictation

5. Hang-up after recording: Within minutes your email will be sent to the intended recipient. A copy of transcript will be emailed to your registered email box for the record.

(NOTE: Make sure that recording of email address and the text is with very clear voice and in proper English)

Receiving Emails – Receiving emails through Bvocalized Email Delivery Broadcast (EDB) requires configuring your email box settings and activating the email delivery mode. The “Activation Menu “can be accessed by logging in to your “Web Portal Account” (see your login/password information in email with subject Registration Information).

[Note that unless de-activated the email delivery mechanism will continue to deliver voice translated emails and may result in unnecessary charges]

Send Replies – At the end of reading the emails, the prompt will announce, “Do you want to Reply?” say “Yes” or press “1” Say, “No” or press “2”. If “Yes” or press “1” is selected, the user can record email text. Our automated email reply system will understand your command and will translate and send the reply to the sender.

5.2 - Configuring Email Services

Set-up Email Forwarding Address

Step-1 - Configuring your email box requires user to first configure an email forwarding address with bvocalized.com domain. This is done at the time of registering with Bvocalized network. - For e.g. andersonj@bvocalized.com.

Step-2 – Login to the web account through following link:
<http://www.bvocalized.com/Login.php>

Click on “Configure your voice email” – You will be asked to activate your email forwarding service. Simply make your selection and “Activate” or “Deactivate” the service.

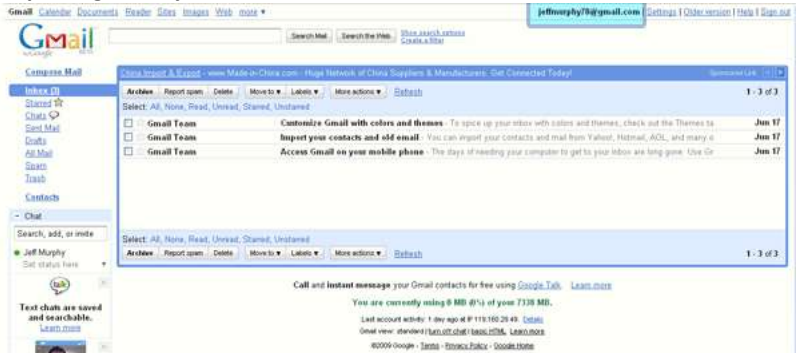
[Note: User will receive an email confirmation within 24 hours to their registered email box from bvocalized admin. The email will confirm the creation of new forwarding email box and provide a login ID and password for further configuring]



Creating Email Forwarding Rules



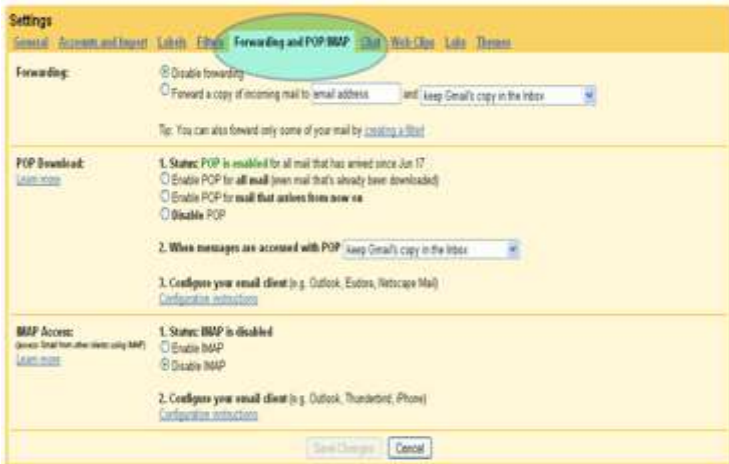
Step 1 - Sign in to your Gmail account



Step 2 - Click on 'Settings' found in the top right menu.



Step 3 - In the 'Settings' window, click on the 'Forwarding and POP/IMAP' tab



Step 4 - Select the second option 'Forward a copy of incoming mail to' and type in your Bvocalized email address in the given text box.



Step 5 - 'Save changes' to apply your settings

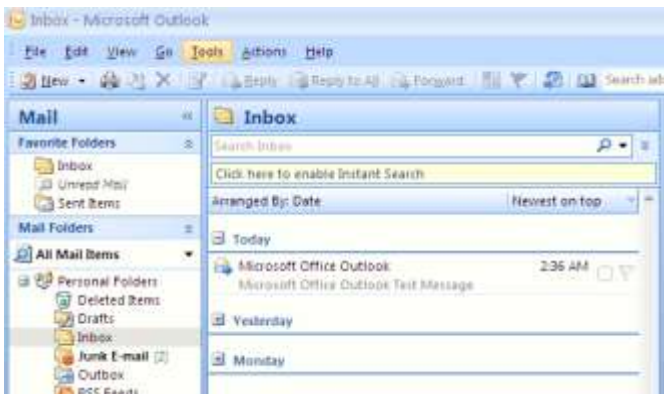


Step 6 - Your forward rule is set successfully

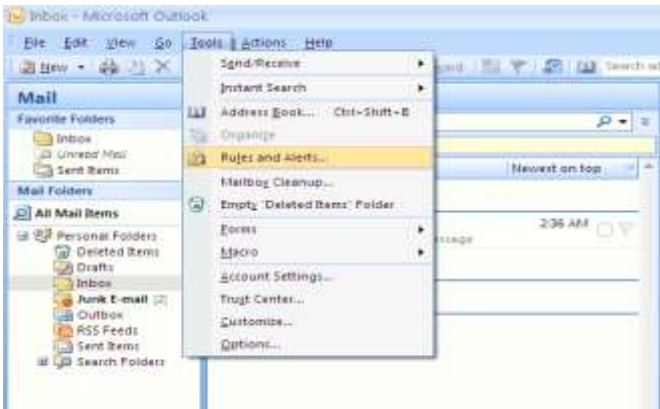


Microsoft Outlook  → 

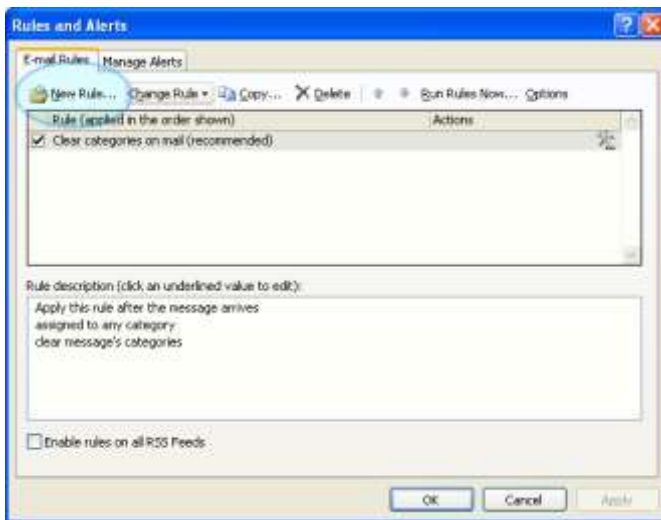
Step 1 - Open your Outlook Account and Find 'Tools' in the top menu.



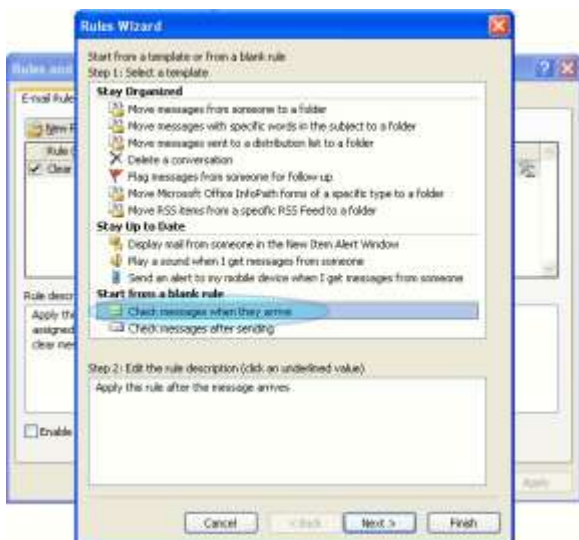
Step 2 - Open your Outlook Account and Find 'Tools' in the top menu.



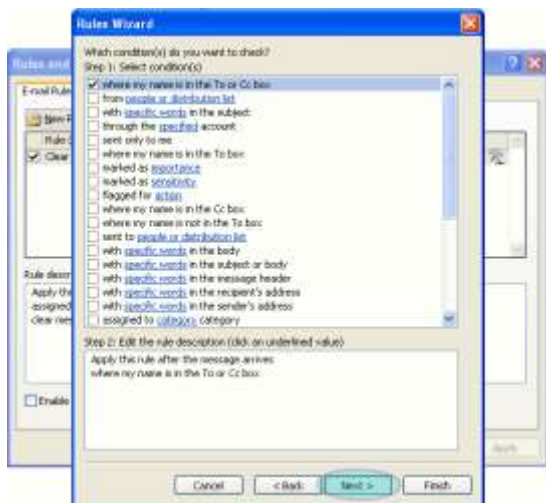
Step 3 - 'Rules and Alerts' window will open up. Click on 'New Rule'



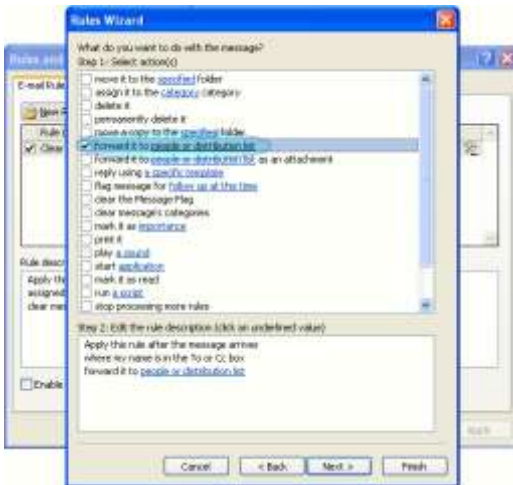
Step 4 - In the 'Rule Wizard' select 'Check messages when they arrive' option and click 'Next' button at the bottom



Step 5 - From the given list select 'where my name appears in the to or Cc box' and click 'Next' button at the bottom



Step 6 - A new list of options will appear, select 'forward it to people or distribution list'



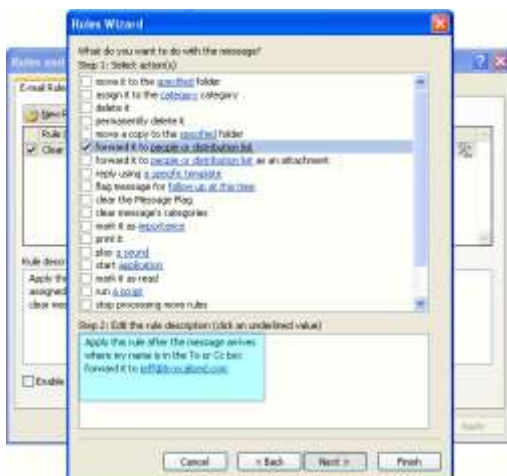
Step 7 - Click 'people or distribution list' in the box below



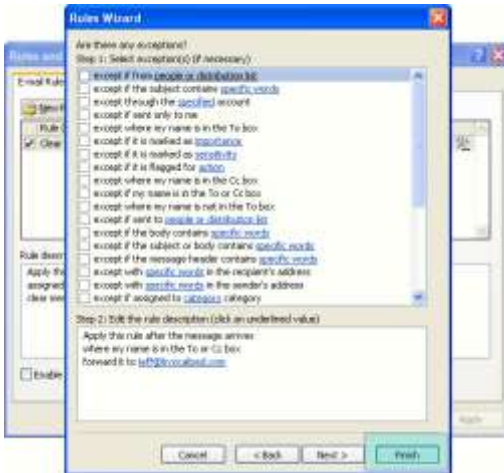
Step 8 - Set the 'Rule Address' here, in the 'To' box at the bottom, type in the email address to which you intend to forward all your emails and click 'OK'



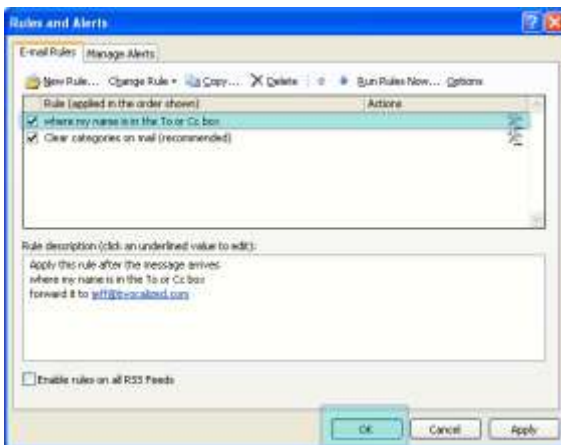
Now your forwarding email address appears in the box below
Step 9 - Click 'Next'



Step 10 - A list of exceptions will appear, select any according to you requirement and click 'Finish'



Step 11 - Your new rule appears in the list below. Click 'OK' to apply your new rule.



Step 12 – Make selection to check Send/Receive Emails by selecting from main menu as follows:



12.1- Make Selections: Main Menu>Select “Tools”>Select “Options”>Select “Mail Set-up”

12.2 - Set-up: In “Mail Set-up” locate “Send/Receive” heading and mark “Send immediately when Connected” by placing a check mark.

12.3 - Navigate More: Click on the button “Send/Receive” next to the selection made in 12.2 and another small pop-up window will open up. This option allows send/receive emails option for all groups.

Look for the heading [Setting for Group “All Accounts”] – Select “Schedule an automatic send/receive” by putting a check mark in the box and set the time between 1-5 minute durations.

[Please note that Microsoft Outlook has to be running on users desktop for Bvocalized system to broadcast emails as spoken text]

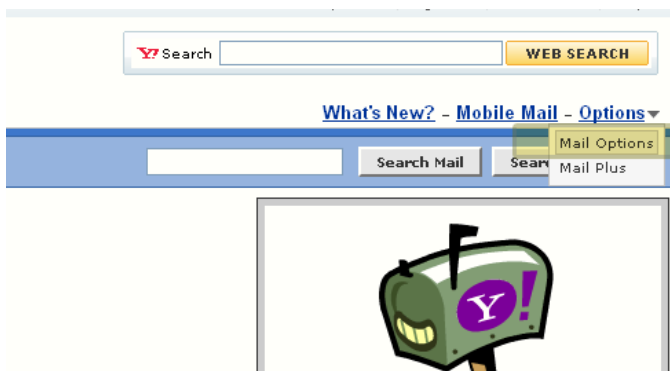
Yahoo! to Bvocalized 😄 → 💬

Step 1 - Sign in to your Yahoo! email address.

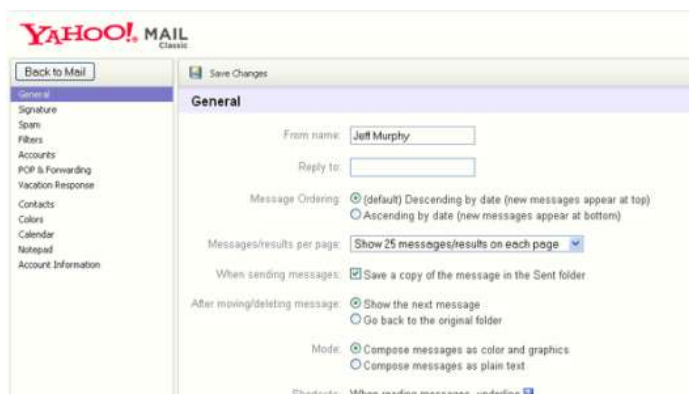
[Make sure you are switched to Yahoo CLASSIC Mode to access “POP & Forwarding” Option”]



Step 2 - Go to 'Mail Options' In 'Options' found at the top right of the page



Step 3 - A page with all the mail options will open up





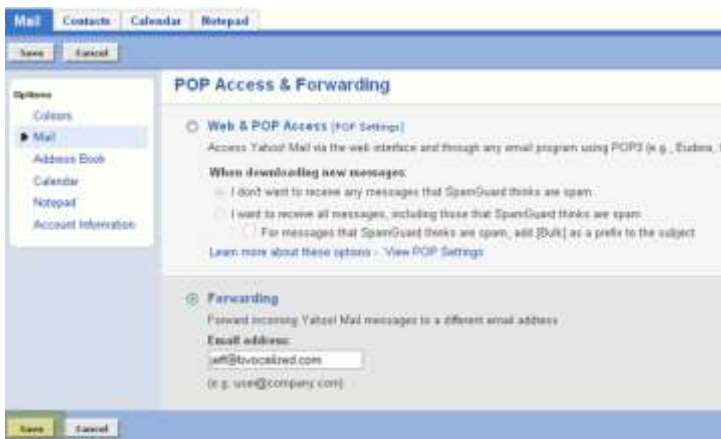
Step 4 - Find 'POP & Forwarding' in the left column and click on that option.



Step 5 - At this page, select the 'Forwarding' option and in the text box below give your Bvocalized email



Step 6 - Click 'Save'.



Step 7 - Once saved, you will be asked to verify the email address you provided. Click the 'Send Verification' button to send the verification email to the Bvocalized email address you provided. [You could login to this email via <http://webmail.bvocalized.com> and use your web access 6 digits password at www.bvocalized.com/login.php - Verify the email address by entering the pass code provided by Yahoo!]

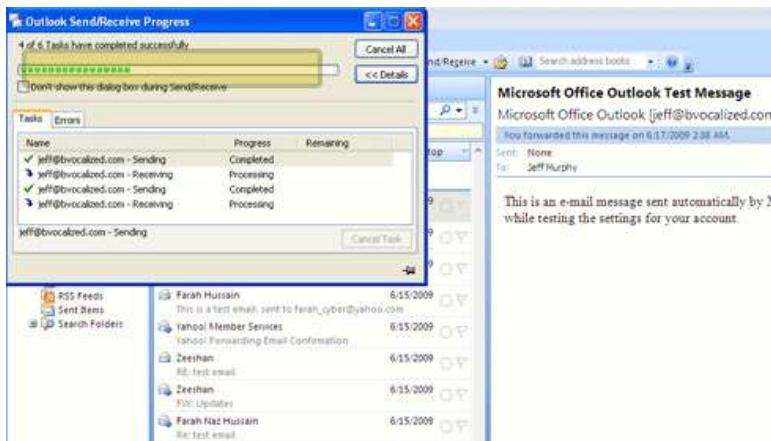




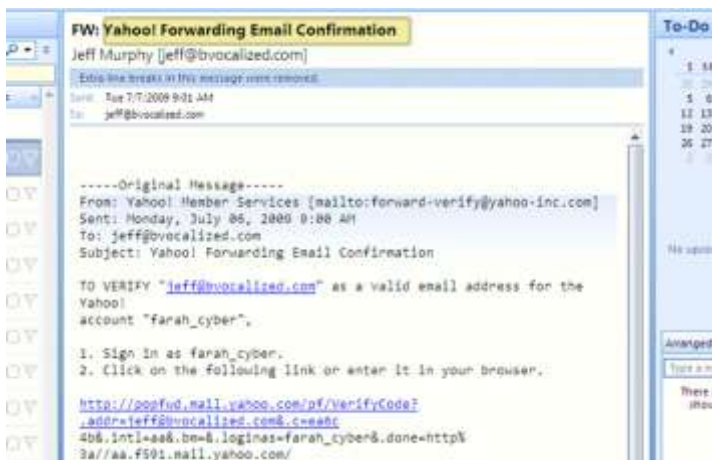
Step 8 - Once you will click on the verification button. You will be asked to provide the 'Confirmation Code'. You can find this code in the verification email sent by Yahoo!



Step 9 - Check your outlook for the confirmation email from Yahoo!

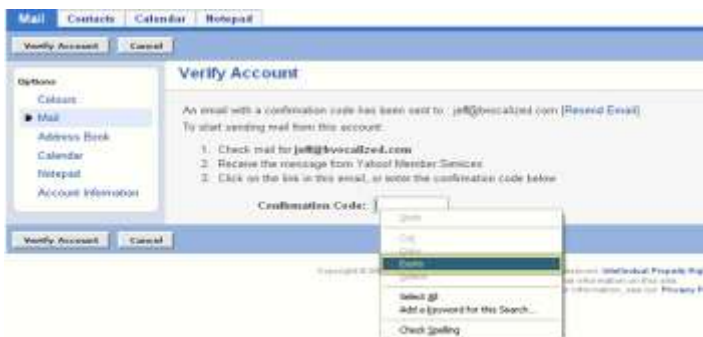
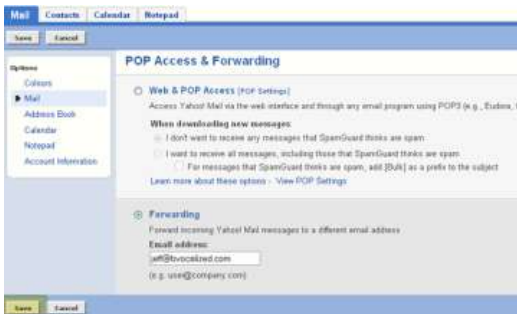


Step 10 - Here is the verification email from Yahoo! Find the confirmation code provided in this email.



Step 11 - Copy the confirmation code.



Step 12 - Paste it in the given box.**Step 13 - Click 'Verify Account'****Step 14 - Save your Settings.**

IMPORTANT NOTE: Your Privacy & Email Forwarding

Please note that Bvocalized Systems, Inc has designed a complete privacy for email delivery by design. Emails that are received in users private email box are automatically forwarded and read via speech to text broadcast and immediately erased from Bvocalized server. This way Bvocalized does not keep any copy of emails that can infringe privacy. The user on the other hand has complete control of their private email box which remains undisturbed. The user only configures forwarding rule to their password protected email box and uses Bvocalized forwarding email to have copies forwarded for voice broadcast over the phone.

Safety First – Hands Free Compliance



Statistics show out the dangers of cell phone use while driving. In 2008, more than 20% of traffic fatalities of teens between 16 and 19 years old occurred while the driver was texting or talking on a cell phone. More than 50% of teenagers admit to texting while driving and a large percentage say it is their number one distraction.

Fourteen states in USA currently have laws prohibiting cell phone use while driving, and it is clear that many others would act quickly to pass new laws or amend their current statutes to match the federal requirements. In Canada, the cell phone bans while driving are also in place in Quebec, Ontario and Newfoundland Labrador; in pending legislation in Manitoba and Alberta, and expected shortly in B.C.

Bvocalized Systems, Inc. provides a total compliance solution with the only bi-directional voice interface for complete hands free information exchange experience while driving. User can ask for service by simply saying it to the phone and then listen to the response broadcast – all hands free!



Do's and Don'ts when using Bvocalized Services

While Recording Service Request

Bvocalized Intelligent Response System uses recorded voice commands from users and converts speech into text. The text is then analyzed, interpreted and response is prepared by the system. If the recorded voice commands are not very clear in accent or meaning the system may misinterpret it. When recording the user should:

- Wait for the prompt and the sound of the “beep” before starting to record.
- Record slowly in plain English.
- Listen to the re-played recording carefully and re-record if they feel the recording is not clear or if it has not conveyed the true intent of the request.

When Asking Questions

Asking question the right way is very important to get the precise, correct, reliable and relevant answer. Here are a few tips that will help you.

- Be precise about your question, topic and issues.
- Make sure that the question relates to the topic or category you have selected. This will ensure that the question is directed to the right search specialist that specializes in that category.
- Speak clearly and slowly in English language only.
- Know whether the question requires co-relationship, comparison, business intelligence data, and information oriented, suggestive or requires research.
- Try not to repeat the same meaning until it becomes confusing or meaningless.
- Provide perimeters of search not just what you need but also what you do not need in the search.

- ☑ Avoid questions that require personal opinion of search specialists. Remember the specialist is only providing you collection of information gathered from third party source and putting it together in a meaningful way for you to form an opinion.
- ☑ Do not bundle several questions in one single question.
- ☑ Do not ask a deep research question within Bvocalized network. For deep research related questions give us a call and we will arrange a professional researcher for you as a separate arrangement.
- ☑ Be very clear about what you need as an outcome of the question.
- ☑ It will be helpful to know what the reason for the search is or research and what is it you are trying to achieve from it.
- ☑ Provide any references or give any directions that will help the search specialist in their search.

When Receiving Emails Broadcast

User will be receiving the response via auto-generated voice into their respective registered phone numbers. Registered phone numbers are the telephone numbers that were registered with Bvocalized at the time the user account was set-up. User can change the registered phone number on Bvocalized.com web site through user “Account” section.

When receiving the Bvocalized response call-back please make sure that you are able to pick up the call within due time. If the call is missed, it is likely that the response is already being recorded or is already saved in voicemail box. The user can also view the transcript of response text in their email box.