

VOICE MESSAGING USER GUIDE

Welcome to the TNT Voice Messaging System. You now have access to a powerful and important communication tool designed to help you grow your business. **Get in the habit of checking your messages daily** which will provide you business building tips, upcoming conference calls and meetings, conventions, product information and much more from your company and leaders.

This guide is designed to help you setup, operate, and adjust your account. There are **three different levels of service** covered in this guide: **Basic** (Free), **Basic-Plus** (listen to messages online), and **Business Builder** (send downline message & listen to messages online). If you would like to upgrade your plan, please refer to the last page of this guide.

ACCOUNT INFORMATION

Please record your account information below:

<p><i>COMPANY VOICE MESSAGING NUMBER:</i></p> <p><i>ACCESS CODE:</i></p>
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If this is your first time calling, please see Account Setup on page 2.

LISTENING TO MESSAGES BY PHONE:

The easiest and most convenient way to review your messages is by phone.

1. **Dial your company's voice messaging number**
2. **Enter your company ID number followed by #**
(Distributor ID, Rep. ID, Consultant ID, etc.)
3. **Enter your 4-digit access code**
4. **Press 7 to play messages**



**TOTAL NUMBER
TECHNOLOGIES**

GENERAL INFORMATION

ACCOUNT SETUP (FIRST TIME CALLING):

Follow these instructions when you first call into the Voice Messaging system. Once you have followed these instructions, you can simply check your Voice Messages by following the 'Listening To Messages By Phone' instructions below.

1. **Dial** your company's voice messaging number
2. Enter your **company ID number followed by #** (Distributor ID, Rep. ID, Consultant ID, etc.)
3. If prompted for an access code, enter your access code (the default code is 1234)
4. **Record your name:** press 4, record name and press #, press * to return to main menu
Always record your name, so others will know from whom the message was sent
5. **Change access code:** press 8, press 1, enter access code, press # to continue, press * for main menu (All subscribers are encouraged to change their access code on a regular basis. For security reasons, please do not select simple codes like 1111.)
6. **Select time zone:** press 8, press 3, select time zone, press * for main menu
7. Press 7 to play any messages

LISTENING TO MESSAGES BY PHONE:

You have 24/7 telephone access to your messages. Messages will

be stored for 30 days from receipt of the message.

1. **Dial your company's voice messaging number**
2. **Enter your company ID number, followed by #** (Distributor ID, Rep. ID, Consultant ID, etc.)
3. **Enter your 4-digit access code**
4. **Press 7 to play messages**



PLAYBACK OPTIONS

WHILE A MESSAGE IS PLAYING:

- Press **3** – **Delete** the Message
- Press **2** – **Save** the Message
- Press **7** – **Replay** the Message
- Press **4** – **Rewind** the Message
- Press **6** – **Fast Forward** the Message
- Press **0** – **Pause/Un-Pause** the Message
- Press **#** – **Skip** Message and Save
- Press ***4** – **Reply** to the Message Sender
- Press ***6** – **Forward** Message to User or Downline (Business Builder Plan Only)
- Press ***** – **End** messages

AFTER REVIEWING A MESSAGE:

- Press **3** – **Delete** the Message
- Press **2** – **Save** the Message
- Press **7** – **Replay** the Message
- Press **4** – **Reply** to the Message Sender
- Press **6** – **Copy** Message to User or Downline (Business Builder Plan Only)



CHANGING YOUR NAME RECORDING:

Recording your name is very important for identifying yourself on the TNT Voice system when sending messages.

1. From the telephone main menu, **select 4** to record your Name
2. **Select 3** to discard and re-record or **select *** to accept and return to the main menu

CHANGING YOUR ACCESS CODE:

For security reasons, it is important not to share your 4-digit access code with others. In addition, selecting an obscure access code not related to a personal aspect of your life such as your birth date, is important as well.

1. From the telephone main menu, **select 8** to enter User Options
2. **Select 1** to change Access Code
3. **Enter your access code**
4. System will repeat Access Code back to you
5. **Press #** to confirm and continue OR **Press *** to cancel
6. **Press *** to return to the main menu

SENDING MESSAGES BY PHONE: (BUSINESS BUILDER PLAN ONLY)

You can send messages, including to your downline, at any time over the phone.

1. From the telephone main menu, **select 2** to send a message
2. **Record your message** and **press #**
3. **Press #** to accept the recording and then select who should receive your message, **or press 4** to select one of the below special sending options
 - Press 1 – Certified with Receipt
 - Press 2 – Urgent
 - Press 3 – Confidential
 - Press 4 – Send at Later Date
4. The automated attendant will give you options for sending the message, such as to a specific mailbox, distribution list, or to your downline
 - Press 1 – Send a Downline Message**
 - Press 1 – Message to Entire Downline
 - Press 2 – Select Number of Levels Deep or a Select Geographic Location
 - Press 1 – Select a Particular State
 - Press 2 – Select Number of Levels Deep
 - Press 2 – Send to Single Mailbox or Distribution List**
5. Once you have made your selections, you will receive confirmation that the message has been sent

CHANGING YOUR TIME ZONE:

Your Voice Messaging service can be accessed from anywhere your business takes you, changing your Time Zone may be required at times.

1. From the telephone Main Menu, **select 8** to enter User Options
2. **Select 3** to change your Time Zone
 - 1) Eastern Standard Time
 - 2) Central Standard Time
 - 3) Mountain Time
 - 4) Pacific Standard Time
 - 5) Alaska
 - 6) Hawaii
3. A confirmation message will repeat selection back to you
4. **Press *** to return to the main menu



EMAIL NOTIFICATIONS:

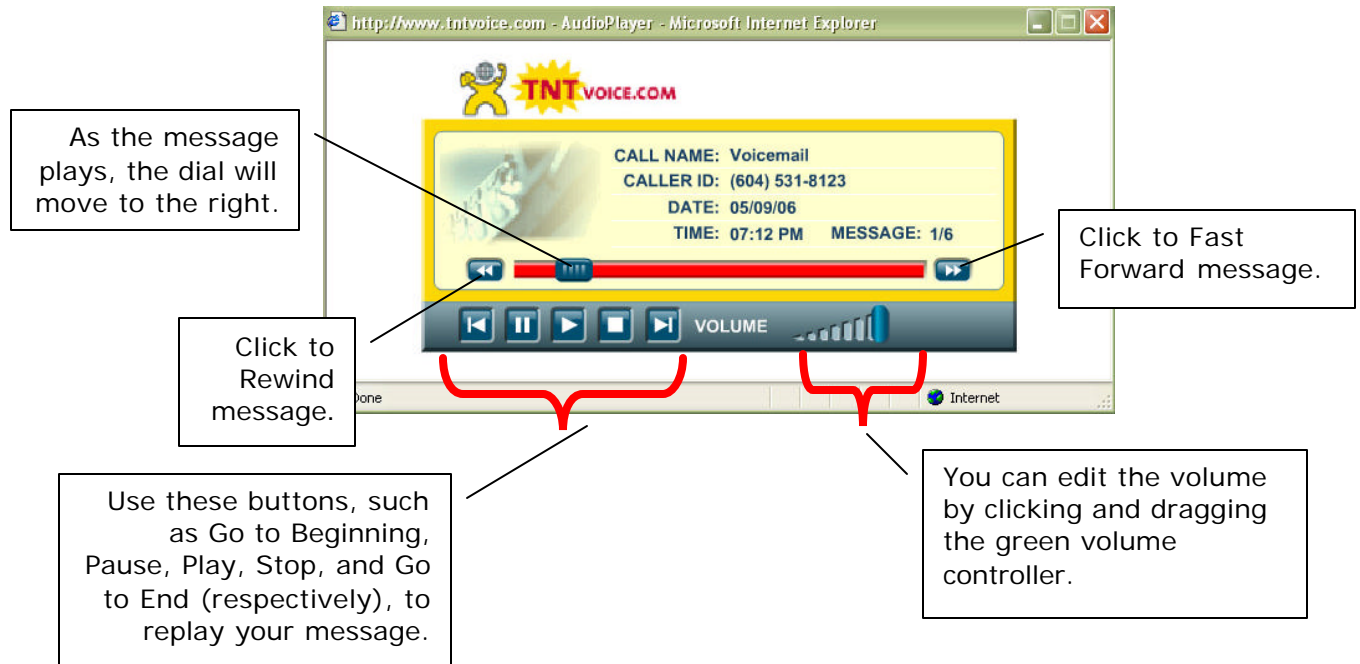
We will attempt to notify you of new voice messages through email reminders. If you are not receiving email notifications, please contact your company and update your email address on file (we use your Company's email database for notifications.)

REVIEW MESSAGES FROM E-MAIL NOTIFICATION: (BASIC-PLUS OR BUSINESS BUILDER PLAN ONLY)

The email notifications contain two links; one to review the new message, and one to review all messages.

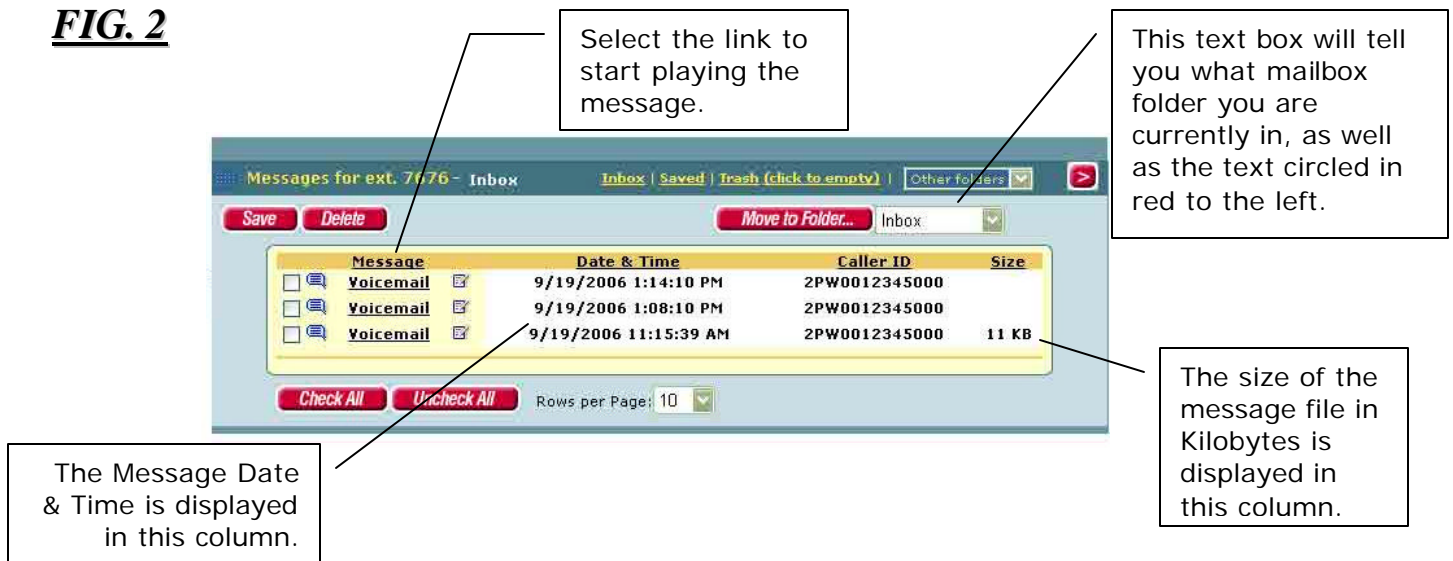
1. Click 'New Message' to load a player with the message. (Fig. 1)

FIG. 1



2. Click 'All Messages' to load your Internet website listing all messages in your inbox. (Fig.2)

FIG. 2



LISTEN TO MESSAGE FROM THE INTERNET: (BASIC-PLUS OR BUSINESS BUILDER PLAN ONLY)

From the website you can review your messages, delete messages, and save your messages into folders to be stored for 30-days.

1. Go to **www.TNTmessage.com**
2. Enter your company's 10-digit voice messaging number (no dashes)
3. Enter your Distributor ID
4. Enter your 4-digit Access Code
5. Select **Login**

SENDING MESSAGES FROM THE INTERNET: (BUSINESS BUILDER PLAN ONLY)

You can record and send a message to your downline, or upload and send a file already on your computer.

1. Go to **www.TNTmessage.com**
2. Enter your company's 10-digit voice messaging number (no dashes), your Distributor ID, your 4-digit Access Code, and select 'Login'
3. Select '**Send Message**' to load the recording page (FIG. 3)
4. **Record** your message under Step 1 and click '**Save WAV File**' to **SAVE** the file to your computer
☎ You can skip this step if you already have a file on your computer to share.
5. **Select the WAV file** you just saved or another WAV file by clicking '**Browse...**'
☎ You can load a previously recorded WAV file that you have stored on your computer
6. **Select the delivery options** and click '**Send Message**'

Send a Downline Message:

Downline: Sends Message to Your Downline

Levels: Selects the Number of Levels Down Your Message Should be Sent

State: Selects a Particular State (do not select a state for all states)

Mailbox/Distribution List:

Send to a Distribution List (one you have created)

Send to a Single User

FIG. 3

The screenshot shows the 'Step 1 - Record a Message and Save It to Your Computer' interface. It features a central audio player with 'Play', 'Record', 'Pause', and 'Load...' buttons. Below the player is a 'Save WAV File' button. A text box below the player shows 'File: untitled Length: 0.0 Position: 0.0'. Callouts explain: 'Plays the message you have recorded prior to saving.' (pointing to Play), 'Select Record to start the recording of your message in WAV format.' (pointing to Record), 'Load a WAV file from your computer to play (not for sending).' (pointing to Load...), and 'Saves the file you have recorded to your computer in WAV format.' (pointing to Save WAV File).

SENDING A RECORDED MESSAGE: To record a new message for distribution, you must first record your message under Step 1 and **SAVE** the file to your computer by clicking **Save WAV File**. Next, under Step 2 select the file you just saved to your computer by clicking **Browse**. Finally, under Step 3 you select the delivery options and click **Send Message**.

Step 2 - Upload Recorded Message (from Step 1) or Other .WAV File

File to Upload

File Name:

Step 3 - Select Where to Deliver This Message

Select the Destination

Downline Mailbox or Distribution List

Send to Downline

Send To: State

Levels:

State: -- Select a State --

Callouts for Step 2: 'Browse and select the WAV file you wish to send.' (pointing to Browse...)

Callouts for Step 3: 'Select the destination of where to deliver the message.' (pointing to radio buttons), 'Select additional delivery criteria for your message.' (pointing to Send To, # Levels, and State fields), and 'Select to Send your message to the group you have chosen.' (pointing to Send Message button).

CUSTOMER SERVICE

If you can not locate the answers to your questions in this document, please find your plan below which includes the contact information for assistance.

BASIC PLAN CUSTOMERS

EMAIL: vmsupport@TotalNumber.com

NOTE: **Only email support is available for Basic Plan customers.**



BASIC-PLUS & BUSINESS BUILDER PLAN CUSTOMERS




EMAIL: vmsupport@TotalNumber.com

PHONE: Check your email notifications for the support number.

UPGRADING YOUR SERVICE:

To learn more about the optional upgrade plans please refer to a recent notification email, login to www.TNTmessage.com and click 'Upgrade'.

HELPFUL TIPS FOR SUCCESS:

-  Check your messages daily, encourage your team to do the same.
-  Familiarize yourself with the Voice Messaging system and the options available.
-  Provide training and motivation by sending downline messages to your team (Business Builder Plan).

EMAIL NOTIFICATIONS: (ALL PLANS)

We will attempt to notify you of new voice messages through email reminders. If you are not receiving email notifications, please contact your company and update your email address on file (we use your company's email database for notifications.)

