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Frequently Asked Questions

Accessing Voice2Email

- **How do I access my email using Voice2Email?**

Once you have set up your free account in MyGO-SIM to access your email you simply call **+44 20 7099 6604** from your GO-SIM international SIM card.

- **What is my User ID/Mobile Number?**

Your User ID or Mobile Number is your GO-SIM mobile phone number you provided during initial registration.

- **Can I change my User ID/Mobile Number?**

No. Your User ID or Mobile Number is your unique identifier in the system.

- **I forgot my PIN.**

If you forget your PIN, follow these steps:

1. Go to www.mygosim.com and click **Login**
2. Select **I'm an existing user – Login** and click **Forgot your PIN?**
3. Enter your mobile number
4. Enter the email address you used to register for Voice2Email@.
5. Click **Reset**.
6. Your PIN will be emailed to the email address you originally signed up to the service with.

- **How do I change my PIN?**

To change your PIN:

1. On your Home Page (www.mygosim.com), click **Support Centre**.
2. **Under Change PIN, click 'here'**.
3. Type your existing PIN.
4. Type a new four digit PIN.
5. Type your PIN again.
6. Record your PIN in a safe place.
7. Click **Save**.

Using Voice2Email

- **Which emails will be available using Voice2Email@?**

On the day you set up your account your email will be sourced starting that day and retained for 10 days, unless deleted.

- **Can I send email using Voice2Email@?**

Yes, you can send email to anyone in your Contact list, through our SMTP servers. Outgoing mail is meant for individual messages only, and we do limit messages by time, size and recipients to a consumer volume.

- **Why are all emails identified as "Unread" via Voice2Email@, even though I have already read them on my computer?**

If your mail account is using Post Office Protocol (POP) it does not maintain the mail status of "Read" or "Unread". This is managed by your email Client, such as Outlook Express. Therefore when an email is New to Voice2Email@, it will be identified as "Unread". Once you listen to your email using Voice2Email@ the status will be updated from "Unread" to "Read" in the system. If your email provider offers Internet Message Access Protocol (IMAP) it does maintain the mail status of "Read" or "Unread" emails. Check with your Internet Service Provider if IMAP is available and update your account information. To update your account information:

1. On your Home Page (www.mygosim.com), click **Accounts**.
2. Update your account information with the IMAP credentials.
3. Click **Update**.

- **Do I have to say "Goodbye" to end my Voice2Email@ call?**

No, you can either say "Goodbye" to exit the system or simply hang up.

- **When you access messages via Voice2Email@, do they remain in your Inbox unread?**

Voice2Email® acts like another mail client (like Outlook, or your webmail) accessing your email server. Mail server behaviour differs when a mail client accesses email via a POP3 connection. Some mail servers will mark the email as read when Voice2Email® 'sources' it, so that it's available when you call in to hear it. Examples are – Outlook on MS Exchange and Gmail. Most mail servers leave all mail as unread in your Inbox, even though you may have read them in Voice2Email® (Hotmail, Yahoo, others). If the mail client is accessing email via an IMAP connection the mail server does not mark the email as read and any unread messages in your Inbox remain unread.

- **I deleted an email in Voice2Email® and it no longer exists for me to listen to. Why do I still see the email in my mail account?**

The email you still see did not have a mail server identifier which allows Voice2Email® to safely delete it from your account. This is a rare occurrence and in this situation, you will need to delete the email through your mail account as well.

- **I have SPAM, how do I quickly manage it in my Voice2Email® email?**

Voice2Email® will be introducing a Filter shortly so that you won't have to deal with SPAM. In the meantime, please remember while in email, you can quickly skip to the next email at anytime by saying "next email" or barge in and say "delete email" to delete that unwanted message.

- **Why do I have voice access to emails that I cannot see in my email client (i.e. Outlook, Eudora etc.) and my web mail?**

It may be that you have enabled a setting on your web mail account to delete messages from the server once accessed with POP. Gmail is an example of an email provider that has this setting. As a result, once Voice2Email connects to access the mail the messages are then removed from the mail server and would not be available when your email client connects to download the mail. Modify this setting on your web mail account so that messages are NOT deleted from the server once accessed with POP which will allow you to access your mail in Voice2Email, your mail client and web mail. Also, it may be the email is junk which has been filtered from your inbox of the email client to a junk folder but can be accessed by voice since there is no SPAM filter currently in Voice2Email. Voice2Email will be introducing a Filter shortly so that you won't have to deal with SPAM. In the meantime, please remember while in email, you can quickly skip to the next email at any time by saying "next email" or barge in and say "delete email" to delete the unwanted message.

- **Why do I not have access to emails by voice that I can see in my email client (i.e. Outlook, Eudora etc.)?**

If you have not enabled the setting within your email client to leave a copy of messages on the server, any emails that are downloaded to your email client will not be accessible in Voice2Email or any other email client that may be set up to access your mail account. Enabling the setting within your email client to leave a copy of messages on the server will allow you to access your mail both in Voice2Email and your mail client.

- **Why is my email no longer available on my mail server when I have set Voice2Email to delete email only in Voice2Email and leave the original on my mail server?**

You may have a setting on your web mail account to remove mail on the server once an email client has made a POP connection to access the mail. As a result, when any email client (i.e. Voice2Email, Outlook etc) connects to access your mail the messages are removed from the server once accessed. Therefore, any messages that are deleted in Voice2Email will be permanent even though you have selected to delete email only in Voice2Email and leave the original on the mail server. Modify the setting on your web mail account so that messages are NOT deleted from the server once accessed with POP and then any emails deleted in Voice2Email will still be available on your mail server.

Managing your Contacts

- **How do I add contacts?**

To add a maximum of 25 contacts:

1. On your Home Page (www.mygosim.com), click **Contacts**.
2. Click **Add**
3. Type the contact information.
4. Click **Add**.

Setting up your Email

- **How do I get my email incoming server settings?**

If you are unsure of your incoming mail server settings the easiest way is to contact your Internet Server Provider and request your incoming pop server details.

- **What is the number of emails sourced shown on the email settings of my home page?**

The number of emails sourced reflects the number of emails you have on your mail server and is not necessarily the number of emails you have access to in Voice2Email®. If you have selected the option within the email settings to "Delete email from Voice2Email® and leave email on my server", an email that is deleted in Voice2Email® will remain on the server. Thus, the email still exists on your mail server but was deleted from Voice2Email®.

- **How do I configure my email client to keep a copy of my messages in my Mail account?**

You can configure your POP3 client to leave messages on the Mail server or to delete them from the server. Check the instructions for configuring POP settings for your mail client. To learn the steps, select from the list of clients:

1. [Microsoft Outlook 2002 \(XP\) & 2003](#)
2. [Microsoft Outlook 98 & 2000](#)
3. [Microsoft Outlook Express](#)
4. [Microsoft Outlook Express for Mac](#)
5. [Eudora 5.1 and higher](#)
6. [Netscape Mail 7.x](#)
7. [Netscape Mail 6.2](#)
8. [Netscape Messenger 4.5](#)
9. [Netscape Communicator versions 4.05-4.07](#)

- **Microsoft Outlook 2007**

1. From the Tools menu, choose "Account Settings"
2. Under "Name" select the email account you want to change and click **Change**.
3. Click **More Settings**
4. Select the **Advanced tab**
5. In the Delivery section at the bottom of the window, check the box next to **Leave a copy of messages on server** if you want to save your messages on both the mail server and your local computer. If you don't want to save your Mail message on both the Mail server and on your local computer, uncheck this box.

- **Microsoft Outlook 2002 (XP) & 2003**

1. From the Tools menu, choose "Email Accounts."
2. Select the radio button next to "Add a new email account" and click the **Next** button.
3. Select your Mail account and click **Properties**.
4. Select the **Advancedtab**.
5. In the Delivery section at the bottom of the window, check the box next to **Leave a copy of messages on server** if you want to save your messages on both the mail server and your local computer. If you don't want to save your Mail message on both the Mail server and on your local computer, uncheck this box.

- **Microsoft Outlook 98 & 2000**

1. From the Tools menu, select **Accounts**.
2. Click on the **Mail** tab.
3. Select your Mail account and click **Properties**.
4. Click on the **Advanced** tab.
5. Check **Leave a copy of messages on server** if you want to save your Mail messages on both the Mail server and on your local computer. If you want your messages to be deleted from the Mail server after you have received them in Outlook Express, do not check this box.
6. Click **OK**.
7. Close Microsoft Outlook, and restart.

- **Microsoft Outlook Express**

1. From the Tools menu, choose **Accounts**.
2. Select the **Mail** tab.
3. Select your Mail account and click **Properties**.
4. Select the **Advanced** tab.
5. In the Delivery section at the bottom of the window, check **Leave a copy of messages on server** if you want to save your Mail messages on both the Mail server and on your local computer. If you want your messages to be deleted from the Mail server after you have received them in Outlook Express, do not check this box.

- **Microsoft Outlook Express for Mac**

1. From the Tools menu, choose **Account**.
2. Select the **Mail** tab.
3. Select your Mail account and click **Properties**.
4. Select the **Options** tab. In the Server Options section at the bottom of the window, check the box next to **Leave a copy of each message on the server**. If you don't want to save messages on both the Mail server and your local client, uncheck this box.

- **Eudora Pro 5.1 and higher**

1. Click on the Tools Menu and select **Options**.
2. Click the picture on the left that says **Incoming Mail**.
3. Check **Delete from server after...** if you want your messages to be deleted from the Mail server once you have received them in Eudora. However, if you want to save your Mail messages on the Mail server, as well as on your local computer, do not check this box.

- **Netscape Mail 7.x**

1. From the Edit menu, select **Mail & Newsgroup Account Settings**.
2. In the Account Settings window, select **Server Settings** in the left-hand column.
3. Toward the bottom of the window, check the box next to **Leave messages on server**. If you don't want to keep a copy of messages on the server and, uncheck this box.

- **Netscape Mail 6.2**

1. From the Edit menu, select **Mail & Newsgroup Account Settings**.
2. In the Account Settings window, select **Server Settings** in the left-hand column.
3. Toward the bottom of the window, check the box next to **Leave messages on server**. If you don't want to keep a copy of messages on the server and, uncheck this box.

- **Netscape Messenger 4.5**

1. To set POP3 mail server properties, click on the **Mail Server Properties** panel and choose the **POP** tab.
2. Check **Leave messages on server after retrieval** if you want to store messages on both the Mail server and your computer.
3. Check **When deleting messages locally...** if you want to leave messages on the Mail server.
4. Click **OK**.

- **Netscape Communicator versions 4.05-4.07**

1. To set POP3 mail server properties, open the Edit menu and select **Preferences**.
2. Select **Mail & Groups**.
3. Click **Mail Server**.
4. Check **Leave Messages on server after retrieval** if you want to store messages on both the Mail server and your computer.

- **What is a mail client?**

A Mail Client refers to a program on your computer (e.g., Outlook or Eudora) that is used to send and receive emails.

- **What is web-based email?**

Web-based email is a mail account that is accessible through a web site, permitting seamless integration of web capabilities and your email. It allows you to access your email from any Internet-connected computer in the world, for example Hotmail, Gmail etc.

- **What is POP and IMAP?**

POP stands for **Post Office Protocol** and IMAP stands for **Internet Message Access Protocol**. These protocols enable downloading of messages from your email server onto your computer. It allows you to access your email with a program such as Microsoft Outlook Express or Netscape Mail.

- **What is the difference between POP and IMAP?**

The design of POP allows users to access their email using an email client such as Microsoft Outlook Express. Email clients using POP3 generally connect, retrieve all messages, store the messages within the email client application as new messages, delete them from the server and then disconnect. Although, most email clients will have an option to leave mail on the server once it has been downloaded to the email client. Therefore, the mail is available both on the server and within the email client.

Email clients using IMAP generally leave messages on the server until the user explicitly deletes them. This allows multiple email clients to access the same mailbox. In other words, email stored on an IMAP server can be accessed by multiple email clients such as Microsoft Outlook Express from a home PC as well as an office workstation and emails will not be deleted after each email client has accessed the server.

Voice2Email and Gmail IMAP accounts

- **I use Gmail, I cannot setup my account during configuration and receive the following error "We were not able to authenticate your username and account."**

You must enable IMAP on your Gmail account. To enable IMAP in your Gmail account, please follow these steps:

1. In a new browser window, log in to your Gmail account.
2. At the top of the screen, click **Settings**.
3. Click **Forwarding and POP/IMAP**.
4. In the IMAP Access section, select **Enable IMAP**.
5. Click **Save Changes**.

- **Why are the emails which I deleted in Voice2Email not in my Trash folder of my Gmail**

account?

For Gmail IMAP accounts when emails are deleted from a mail client (i.e. Outlook Express, Voice2Email etc) the deleted emails will be found in the **All Email** folder in your Gmail account and not the **Trash** folder.

Voice2Email and MS Exchange accounts

- **I set up Voice2Email® to source my corporate mail which is on an Exchange server with POP3 enabled. Why are my emails being marked as “read” when I access my mail account through my email client (i.e. Outlook)?**

This is the Exchange server logic whereby when a connection is made to it via POP3 emails are marked as read. When Voice2Email® connects to source your mail the Exchange server is marking the emails as read as a result of the POP3 connection made.

Voice2Email and AOL accounts

- **I set up Voice2Email to access my AOL account. Why are my emails no longer in my AOL account?**

The emails do still exist in your AOL account. If Voice2Email is connecting to your AOL account via POP access the emails are being marked as read when the connection is made to access your mail. When the emails are marked as read they are moved to the “Old Mail” folder from the “New Mail” folder. AOL does have an optional display setting which allows read and unread mail to be viewed in a unified inbox instead of the “Old Mail” and “New Mail” folder.. For further information on this AOL display setting refer to your AOL help.

Voice2Email and the BlackBerry Device

- **Why do I receive an 'HTTP error 413 - request entity too large' on my BlackBerry when accessing the wav file link in a Voice2Email® generated email?**

If your BlackBerry is on BES (Blackberry Enterprise Server) there is a setting which limits the response size of a single HTTP response. The error is generated as a result of the wav file link being larger than the limit set on the Blackberry Enterprise Server. To change or verify the limit set contact your BES Administrator.

- **Which BlackBerry models play wav files?**

1. BlackBerry® 8830 WorldEdition smartphone
2. BlackBerry® 8800 Series
3. BlackBerry®Curve™ 8300 smartphone
4. BlackBerry® Pearl™ smartphone
5. BlackBerry® 8700 Series
6. BlackBerry® 7100i smartphone
7. BlackBerry® 7130c and 7130g smartphones