Top tips email

Send 1 week after launch day

**We recommend you copy the content below into your internal communication template.**

Subject

**Upgrade: How to get the most from <service name>.**

Content

**<service name>** has been live for **<insert time>** and we hope you’re already seeing the benefits from the new service.

To help you get the most from your service we have put together some top tips below.

**Top Tips**

* **Check that you have a headset** that’s compatible. If not, get one here **<insert link>**
* **Personalise your call settings** by setting your voicemail, call answering rules and accessibility options.
* **Make and receive calls from anywhere** by installing the mobile app on your smartphone (Android and iOS).
* **Familiarise yourself with advanced calling features** such as delegating calls, moving a call to another device.

**Training and support**

To help you get started and continue to use the service, please visit the [BT Support Centre](https://www.globalservices.bt.com/en/my-account/bt-support-centre). You will find quick start guides, training videos, top tips and more.

If you have any further questions or need any support, please contact **<insert information>**

Kind regards  
**Internal Endorser**