



C4 IP Phone & Voicemail Training

Customer Name



Agenda

- Introduction and Welcome
- The 1220 IP Phone & Features
- Voicemail
- Questions



The 1220 IP Phone & Features

Customer Name



1220 IP Phone Basics



1220 IP Phone Key Descriptions

NOTE: The volume keys only change the volume temporarily. If you want to permanently change the volume, you can do so through the Audio section of the phone's Menu.



Logging In Your Phone

1. Enter your **Username**
(Your 10-digit direct dial phone number)
2. Select the **OK** softkey
3. Enter your **Password**
(The last four digits of your number + 99)

Logging in to Another Phone

If you leave your phone logged in and try to log into another phone, you will ask if you want to override, select the **Yes** softkey. This will cause the other phone you were logged into to logout, as you can only be logged into one phone at a time.



NOTE: When in another office, you will need to inform Emergency Services of your exact address when dialing 9-911

Logging Out Your Phone

The only time you will ever need to log in or out of your phone is if you are traveling to other offices. There is no need to log in and out on a daily basis.

1. Press the **Menu** softkey
2. Press the **Ok** softkey with Logoff highlighted
3. Press the **Yes** softkey to confirm



1140 Line/Feature Keys (Some Phones May Vary)

Main Screen

- Primary DID
- Second Line
- Transfer
- Voicemail

Use the
**Navigation
Key**



to scroll up
and down to
access
features on
the Line/
Feature Keys

Scroll Up to get to Screen 2

- Primary DID
- Conference
- Speed Call
- Inspect



Scroll Up to get to Screen 3

- Primary DID
- Make Busy
- Auto Dial
- Auto Dial



Main Screen

Voicemail	Intercom
Transfer	Line 2
Conference	4045551234

Screen 2

Auto Dial	Make Busy
Auto Dial	Forward
Auto Dial	4045551234

Screen 3

	Auto Dial
	Auto Dial
Msg Wait	4045551234

Making a Call

- Lift the **Handset**, or press the **Handsfree** or **Headset** keys, then dial the number.
- You can also dial from **Directory** key or from the **In/Outbox** keys.

When Calling...	Dial...
Phones In Your Office	4-Digit Extension
Phones In Other Offices	2-Digit Location + 4-Digit Extension
Local, Toll-Free & Long Distance	9 + 10-Digit Phone Number
International	9 + 011 + Country Code + City Code + Number
Emergency Services	9 + 911



Caller ID

- Your 10-Digit Phone Number and name will display to other internal users.
- Your 10-Digit Phone Number and your company name will display to outside calls.
- To block your outbound Caller ID, dial ***67** and then the phone number.

Last Number Redial

- After the last call dial, press **# #**.



Answering a Call

- Lift the handset to answer a call, or press the **Line key** to answer handsfree or on a headset.

Or

- If using a headset, press the **Handsfree** key to answer on speakerphone

Or

- If using a headset, press the **Headset** key to answer on your headset



Placing a Call On Hold

- While on a call, press the **Hold** key to place caller on hold (Blinking telephone icon next to the **Line key** indicates call is on hold)
- Press the **Line key** to retrieve call

Or

- If on Line 1 and Line 2 is ringing, pressing Line 2 puts Line 1 on hold and vice versa



Using Intercom

Intercom can be voice or ringing

- Press **Intercom** once then dial the number to ring through
- Press **Intercom** a second time and you will place yourself immediately on handsfree on the recipients phone (the recipients phone will be muted until they answer)



Making a Conference Call

- You can Conference up to ?? participants
- Press **Line key**, dial 1st participant
- Press **Conference** key, places first caller on hold
- Dial next participant, wait until that person answers, then press **Conference** key again to merge calls (press **Goodbye** if they don't answer and the original call will be on hold)
- Continue to add participants by repeating steps above
- When you hang up, callers will stay connected



Call Join (Join Two Active Calls)

- With the first caller on an active line, press the **Conference** key
- Press the **Line key** on which the other caller is waiting
- Press the **Conference** key again to join all callers to one line



Transferring a Call

You can transfer calls both internally and externally.

- To transfer an active call, press **Transfer** key
- The call is put on hold and dial tone sounds, enter number to which to transfer the call
- When that number rings or is answered, press the **Transfer** key again



Transferring a Call to Voicemail

- From an active call, press the **Transfer** key, which will place the first caller on hold.
- Dial **x????** to access Express Messaging.
- At the prompt, enter the **4-Digit Extension** of the recipient and the **#** key.
- Press the **Transfer** key again.



Forward All Calls

You can forward calls internally and externally

- Press the **Forward** key
- Enter the internal or external **Phone Number** where calls should be sent, then press the **Forward** key again
- Forward indicator will display when calls are forwarded
- To cancel call forward, press the **Forward** key



Make Busy

- If you are paired to a secretary, Make Busy will silence your phone ringer, but your line will still ring on your secretary's phone
- If you are not paired to a secretary, Make Busy will send your calls straight to voicemail
- Press the **Make Busy** button once to activate
- Press the **Make Busy** button a second time to deactivate



Tip: To silence the ringer of an incoming call, press **Goodbye**

Auto Dial

- To program, press one of the **Auto Dial** keys, enter the number to be stored and then press **Auto Dial** again.
- To use the Auto Dial, at a dial tone press the assigned **Auto Dial** key.

Labeling an Auto Dial Key

- Press **Menu**
- Scroll to **Feature** & press **Ok**
- Scroll to the correct feature key label and press **Ok**
- Select **Label** and press **Ok**
- Enter the new label name and press **Ok**
- Press **Quit** to return to the main screen



System Speed Dial

- Dial ***0**
- Enter the **3-Digit Speed Dial Code** for the location you want to call



#	Location	#	Location	#	Location	#	Location
NA	Aiken, SC	329	El Segundo, CA	316	Indianapolis, IN	313	San Francisco, CA
NA	Arkansas	326	Elk Grove Village, IL	328	Jamaica, NY	325	Virginia Beach, VA
320	Aston, PA	318	Erlanger, KY	330	Laredo, TX	314	Woburn, MA
319	Charleston, SC	323	Glen Burnie, MD	324	Miami, FL	311	York, PA
312	Charlotte, NC	333	Grapevine, TX	322	Middletown, PA		
331	College Park, GA	301	Houston, TX (JFK)	315	Milwaukee, WI		
332	Edison, NJ	327	Houston, TX (Rankin)	300	Philadelphia, PA		



Voicemail

Customer Name



Voicemail – Getting Started

Logging-in for the first time

- Your voicemail box is your **4-Digit Extension**
- Your temporary password is your **4-Digit Extension number plus 99**
- You will be required to change your temporary password immediately to maintain system security.

Number: 4045551234
(example)

Voicemail: 1234
(example)

Password: 123499
(example)

NOTE: You should setup your voicemail greeting and password prior to the new system going active by dialing press the **Voicemail** key on the new phone once it's on your desk.

Voicemail – Access Information

There are 3 ways to access your voicemail by phone.

1. Dial from IP phone: Select the **Voicemail** key, when prompted, enter password, then **#**
2. Call the voicemail portal from any phone outside office: Dial **???-???-????**, enter your **4-Digit Extension**, then **#**. At the prompt, enter **Voicemail Password**, then **#**
3. Call your phone number from any phone: During greeting, enter ***** and voicemail password, then **#**

Voicemail – Notifications

Notification Option	Description
Message Waiting Notification	Red light on your IP telephone
Email Text	Email notification sent to email address(es) for your BlackBerry/Personal Digital Assistant (PDA) to indicate that you have voicemail messages

Voicemail – Email Notifications

- When you receive a new message, you will receive an email on your BlackBerry and computer.
- The subject of this email will have the dial in number to check your messages. If you are away from the office, you can simply select and call that number on your BlackBerry.

From: mwn@c4voicemail.net Sent: Wed 3/24/2010 1:45 PM
To: Test, Test
Cc:
Subject: Voicemail at 305-418-6599

You recently received a Voice Message in your Cypress Unified Messaging mailbox.

Date/Time of Call: Wednesday, March 24, 2010 01:45PM EDT

Calling Number:

Message Length: 00:17 seconds

Message Priority: Normal

There are three ways to access this message:

- 1) You can call into your voicemail number from your phone.
- 2) You can view your voicemail in your email client.
- 3) Or you may visit <http://c4voicemail.net>.

This feature is
not available for
?? Users

Voicemail Website Login

http://C4voicemail.net

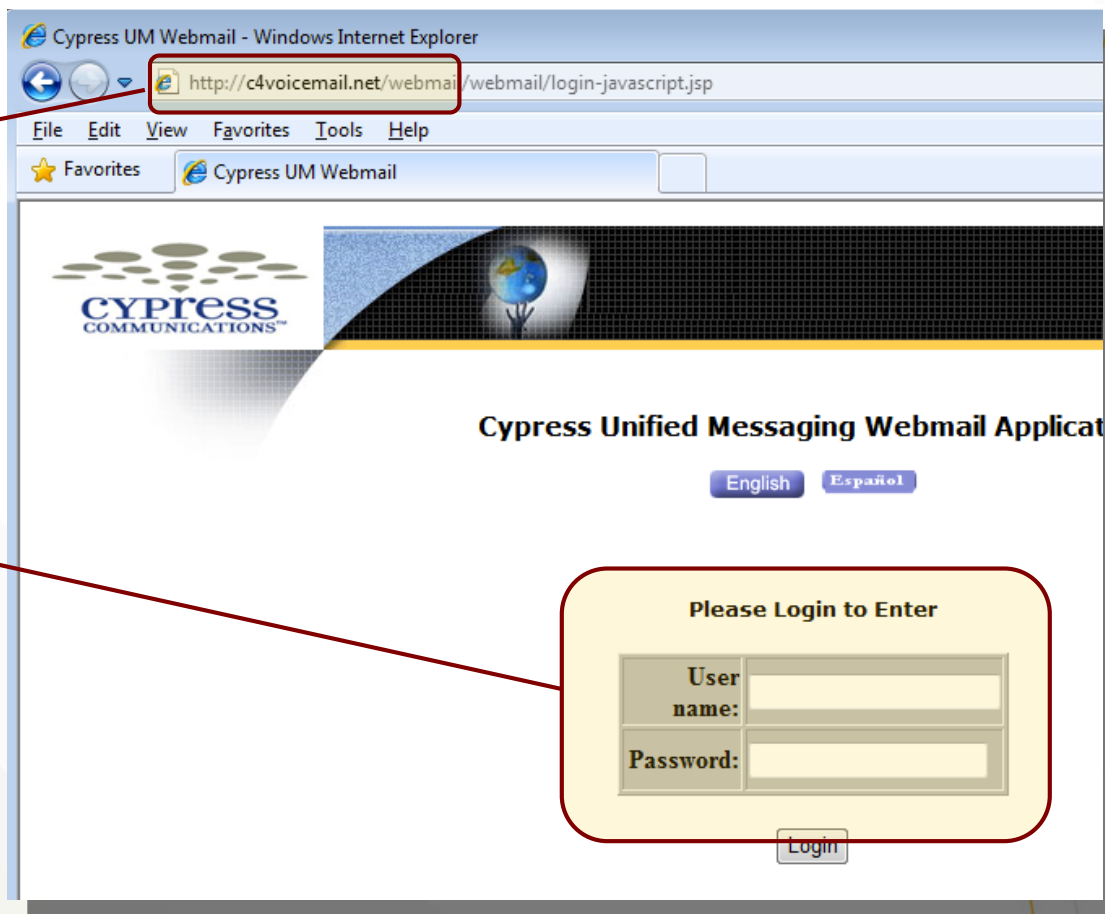
1. Start your Web browser, enter the above website address.
2. Enter your User name and Password.

Default Username:

4045551234@domain.c4voicemail.net

Default Password:

123499



Cypress UM Webmail - Windows Internet Explorer

http://c4voicemail.net/webmail/webmail/login-javascript.jsp

File Edit View Favorites Tools Help

★ Favorites Cypress UM Webmail

CYPRESS
COMMUNICATIONS™

Cypress Unified Messaging Webmail Application

English Español

Please Login to Enter

User name:

Password:

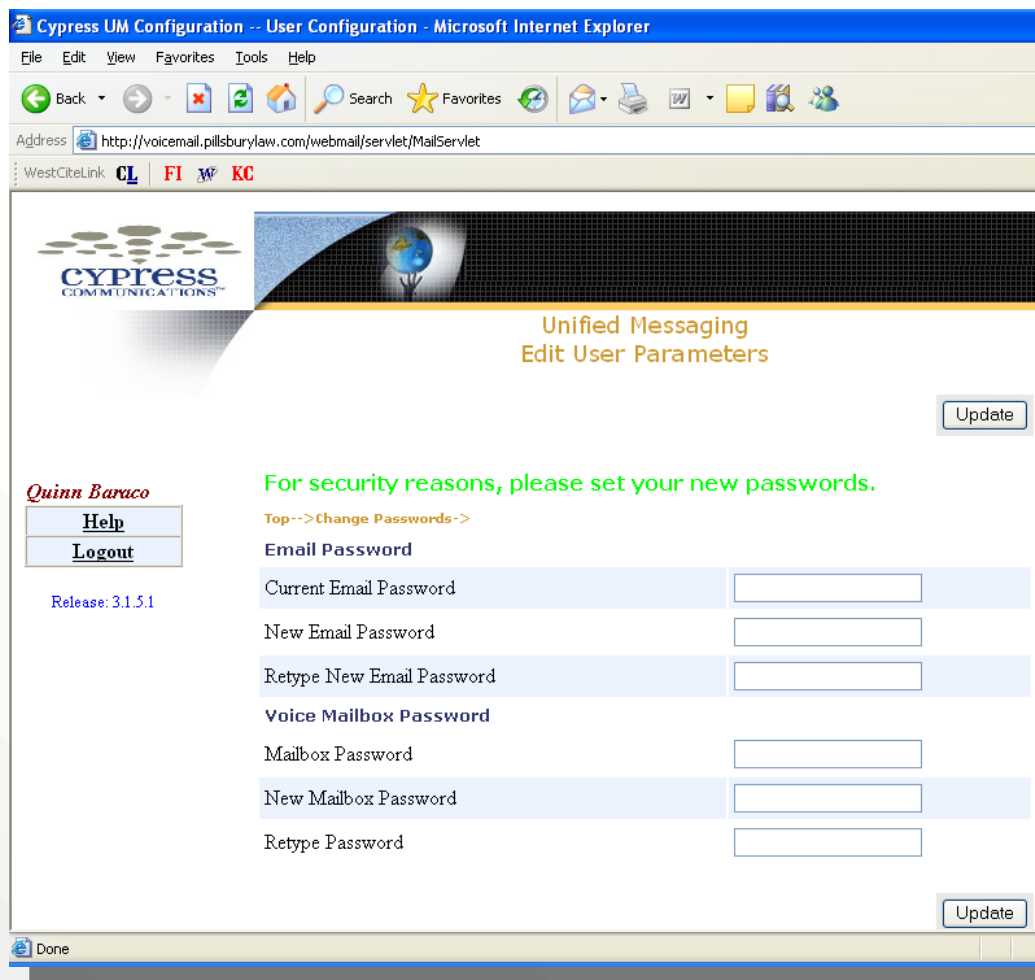
Login

Voicemail – Initial Website Login

NOTE: When logging in for the first time you will be required to change your Web access password (called “Email Password”).

NOTE: When logging into the website, you will also be prompted to change your phone password if you’ve never login via your phone before. Use the new password you created earlier.

Make sure to write down your new passwords on your Information Card!



Cypress UM Configuration -- User Configuration - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites

Address <http://voicemail.pillsburylaw.com/webmail/servlet/MailServlet>

WestCiteLink CL FI W KC

CYPRESS
COMMUNICATIONS™

Unified Messaging
Edit User Parameters

Update

Quinn Baraco

[Help](#)
[Logout](#)

Release: 3.1.5.1

For security reasons, please set your new passwords.

Top-->Change Passwords-->

Email Password

Current Email Password

New Email Password

Retype New Email Password

Voice Mailbox Password

Mailbox Password

New Mailbox Password

Retype Password

Update

Done



Voicemail – Listening to Messages Online

Cypress UM Webmail - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Reload Home Search Favorites RSS Feeds Print Mail News Groups

Address <http://c4voicemail.net/webmail/servlet/MailServlet>

Unified Messaging

Local Mailbox - INBOX

Name or Phone Number of Caller

Date/Time of Message

Phone Number of Caller

1140 Phone 1

Welcome

Compose

Local Mailbox

Folders

Place a Call

Contacts

Options

Help

Logout

Release: 3.1.5.1

<input type="checkbox"/>	Sender	Subject	Date				size	
<input type="checkbox"/>	1140 Phone 3	(415-692-8922) 00:01 Voice Message	01/19/2007 07:10 AM				3K	

[Delete](#)
[Previous](#)
[Next](#)
[View Folders](#)
[Get Mail](#)

[Delete](#)
[Previous](#)
[Next](#)
[View Folders](#)
[Get Mail](#)

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Using Unified Messaging – Demonstration

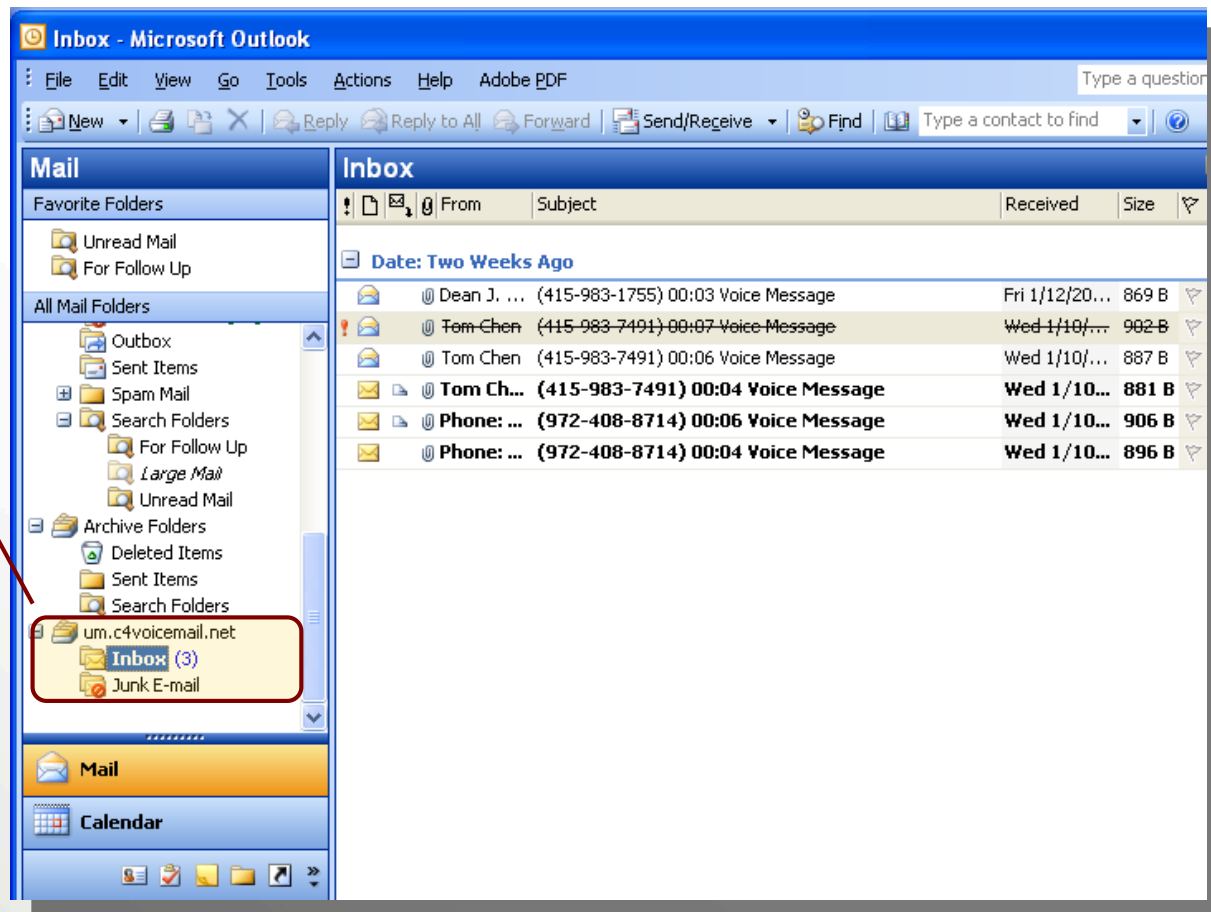
- Access the Unified Messaging Website
 - <http://c4voicemail.net>
- Change your password
 - Write down your new passwords on your Customer Information Card!
- Using the Microsoft Outlook Voicemail Inbox

Accessing Voicemail Through Microsoft Outlook (IMAP)

- Receive voicemail messages in a separate folder Inside Microsoft Outlook
- Manage your voicemail messages via your email program
- Delete voicemail messages simultaneously from Microsoft Outlook and your Voicemail box on your phone

Note: The password used for your Voicemail in Microsoft Outlook is the same as the web portal

Voicemail Folder in Microsoft Outlook



Voicemail Inbox

Voicemail Message Retention Policy

- **Capacity: 75 Messages** can be stored in your mailbox
- **Expiration:** Any messages that have already been listened to will expire after **14 days**
 - Make sure that you delete your messages on a regular basis to ensure you do not hear the message expiration warning when trying to check for new messages. Also, if your mailbox is full it will not accept any new messages.
- **Auto Deletion:** The system will automatically delete messages the day after they expire

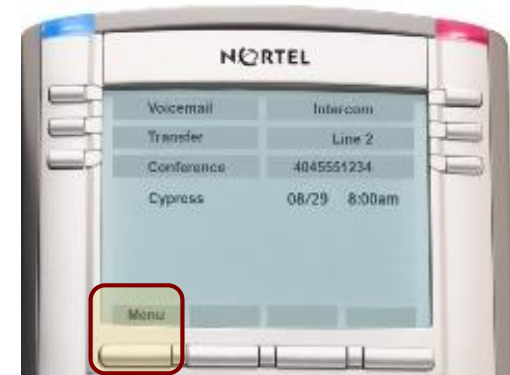


Reminder – Log In & Log Out

If you logged into the phone in front of you, make sure you logout before leaving class.

Logging Out of Your Phone

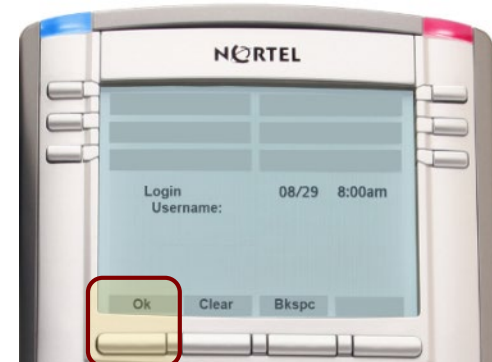
1. Press the **Menu** softkey
2. Press the **OK** softkey with Logoff highlighted
3. Press the **Yes** softkey to confirm



When you get back to your office, you will need to log back into the new phone on your desk.

Log in to a Phone

1. Enter your **Username**
(Username: Your 10-digit direct dial phone number)
2. Select the **OK** softkey
3. Enter your **Password**
(Password: The last four digits of your number + 99)



Floor Support, Timeline & Getting Help

- Floor Support will be by after class.
- Your new IP Phone will be placed on your desk **????**.
- You can use your new IP Phone to make outbound calls right away.
- You can/should set up your new voicemail as soon as training has been completed.
- Your telephone numbers will be moved over to the new IP Phone system on **?????** at **??? pm**. At this point all inbound/outbound calls will go to the new phone.
- When your account is transitioned over to our central Customer Support Center you will need to contact **888.528.1799** for support.

Reminder: You will no longer have access to your existing voicemail system. Make sure to listen to your messages before **??? pm** on **?????**.

Questions?



**making
communications
easy.**