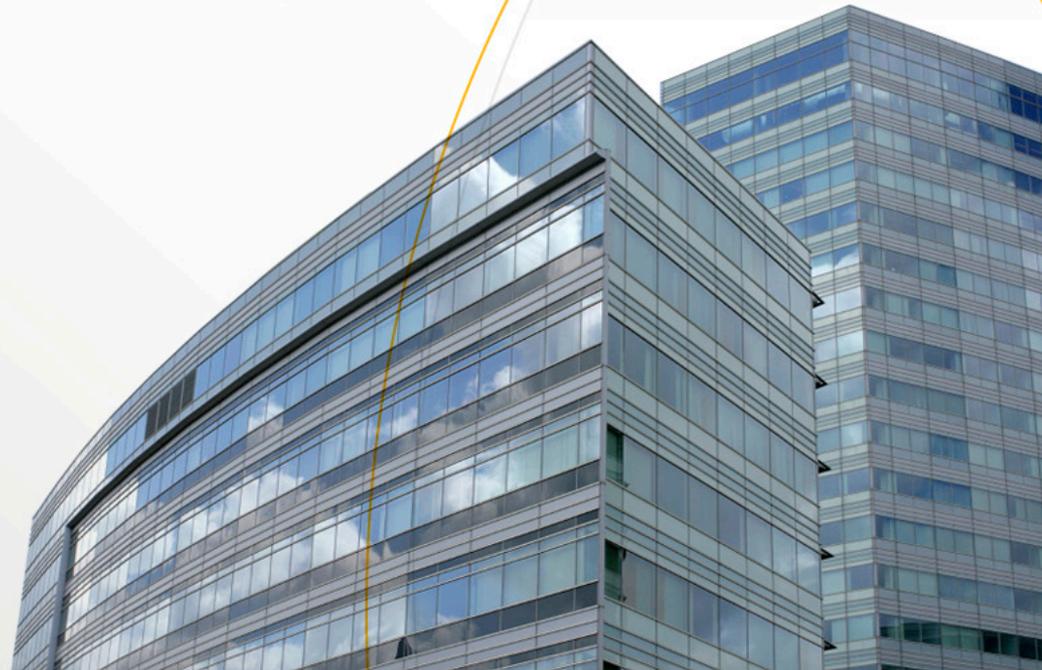




Receptionist Training

Customer Name



Agenda

- 1140 IP Phone
- Voicemail
- Making outbound calls (Dial Plan)
- Using the ACD Features
- ACD Call Flow
- Logging into your phone
- Receptionist Console



The 1140 IP Phone & Features

Customer Name



1140 IP Phone Basics



1140 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.

Feature Status Indicator

Visual Alert/ Message Waiting Indicator

Volume Control

Mute

Handsfree



Incoming Calls

Outgoing Calls

Personal Directory

Goodbye

Headset

Hold

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
- Intercom
- Conference
- 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
- Forward
- Auto dial
- Make Busy
- Auto Dial
- Auto Dial



Scroll Up to get to Screen 3

- Primary DID
- Auto Dial
- Auto Dial
- Msg Wait



Main Screen



Screen 2



Screen 3



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	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 **2-Digit Speed Dial Code** for the location you want to call



#	Location	#	Location	#	Location	#	Location
01	Miami	12	Tysons Corner	41	Dallas	72	Orange County
02	Fort Lauderdale	16	Philadelphia	42	Houston	73	Silicon Valley
03	Palm Beach North (WPB)	17	Boston	43	Austin	74	Sacramento
04	Tallahassee	18	Delaware	51	Atlanta	75	Phoenix
05	Orlando	21	New York	62	Amsterdam	76	Las Vegas
07	Palm Beach South (Boca Raton)	24	New Jersey	64	Zurich	77	San Francisco
09	Tampa	25	Albany	66	Shanghai	81	Denver
10	Doral Operation Center	26	White Plains	67	London	99	Help Desk
11	Washington D.C.	31	Chicago	71	Los Angeles		

Admin Phones – 1140 + GEM



Inspect

- When a call is ringing on someone else's line, press **Inspect** once, then press the **Line key** that is ringing to display the caller ID
- To answer the call, press the **Line key** that is ringing a second time and lift your receiver

Labels

The labels for each line can be changed the same way you edit the labels for Auto Dial keys



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>

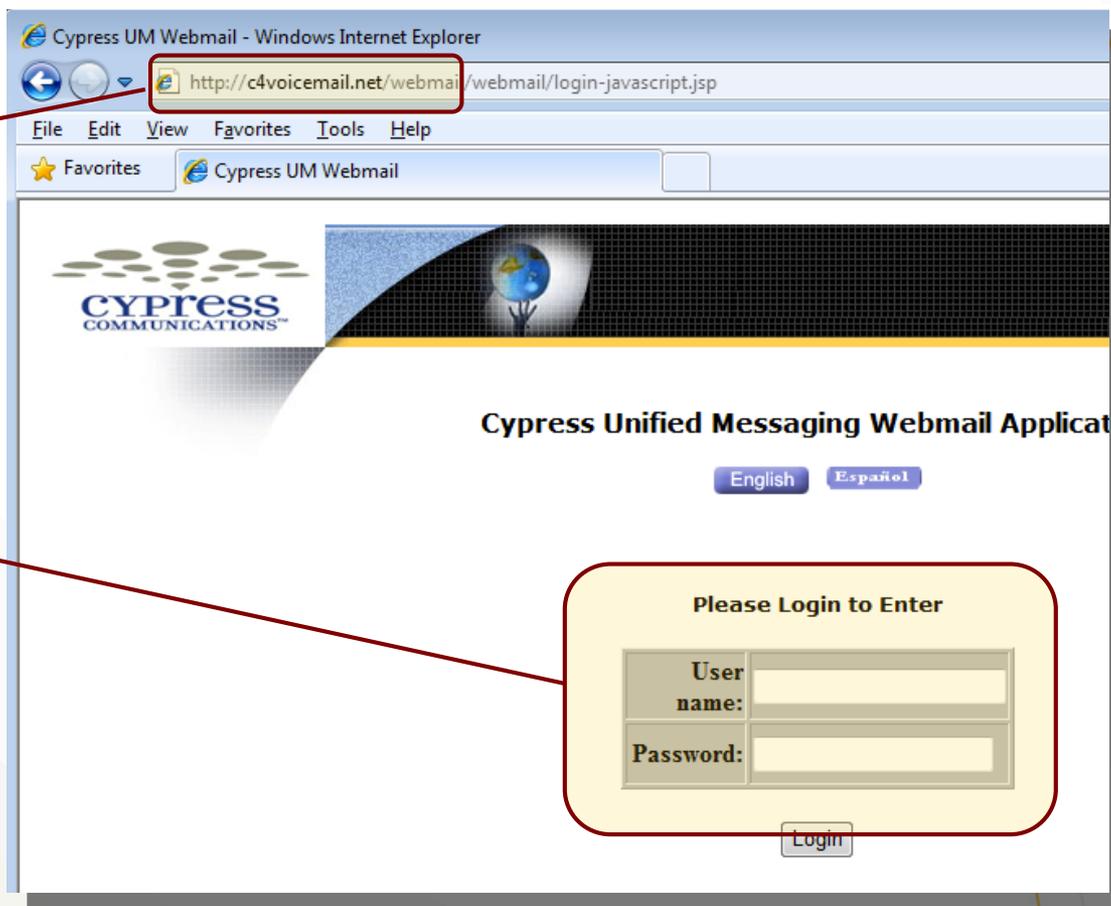
1. Start your Web browser, enter the above website address.
2. Enter your User name and Password.

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:

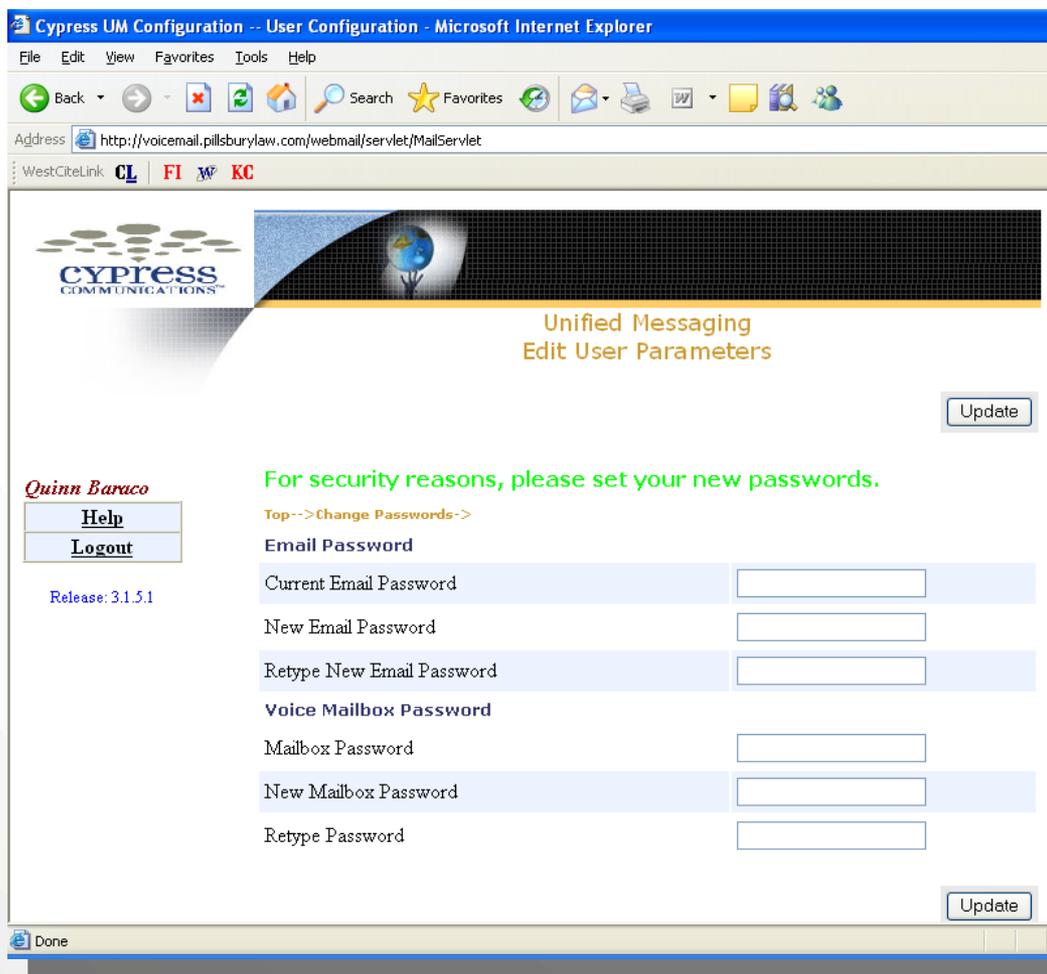
Login

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

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

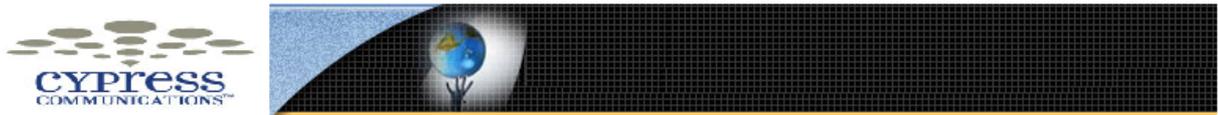
Voicemail – Listening to Messages Online

Cypress UM Webmail - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites

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



Unified Messaging

Local Mailbox - INBOX

Name or Phone Number of Caller

<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	

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

[Privacy Policy](#) - [Terms of Service](#) - [Guidelines](#) Copyright 2007 All rights reserved Cypress

Using Unified Messaging – Demonstration

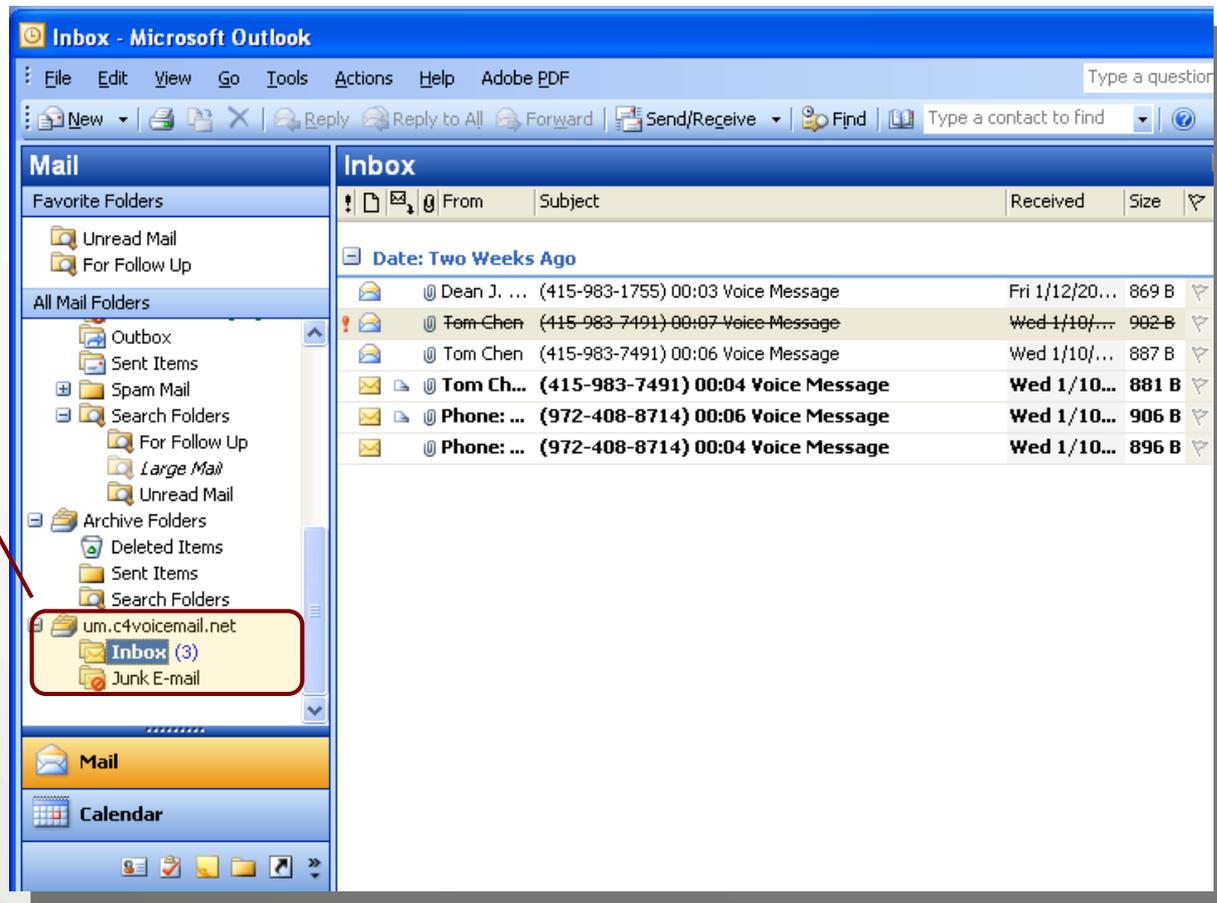
- Access the Unified Messaging Website
 - <http://c4voicemail.net>
- Change your password
 - Write down your new passwords on your Customer Information Card!
- Using the Microsoft Outlook Voicemail Inbox

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

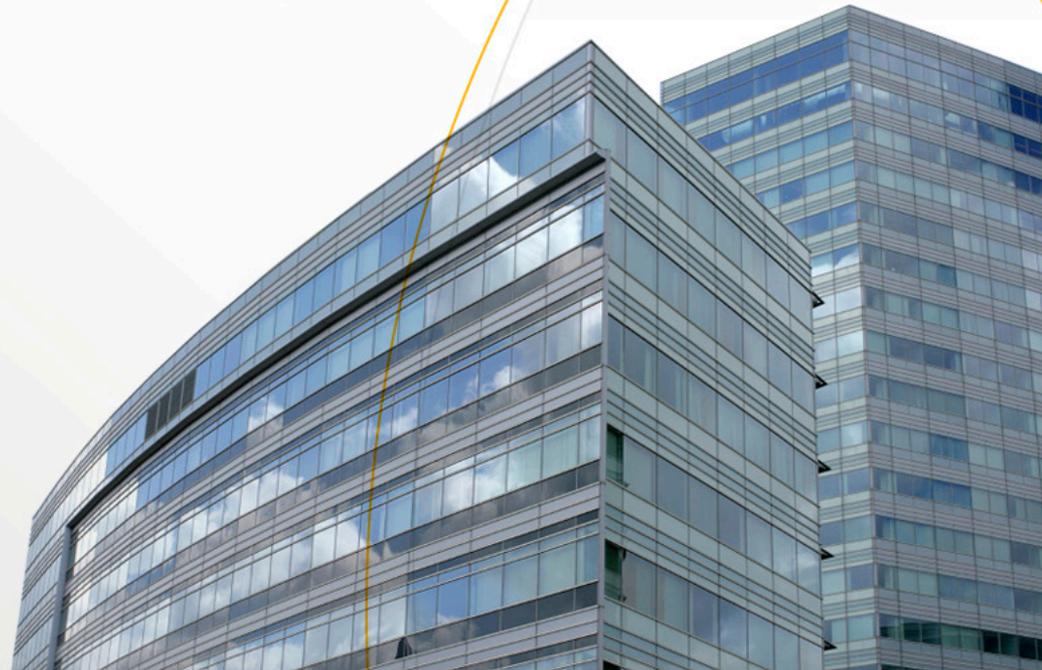
1. Enter your **Username**
(Username: Your 10-digit direct dial phone number)
2. Select the **OK** softkey
3. Enter your **Password**
(Password: The last four digits of your number + 99)





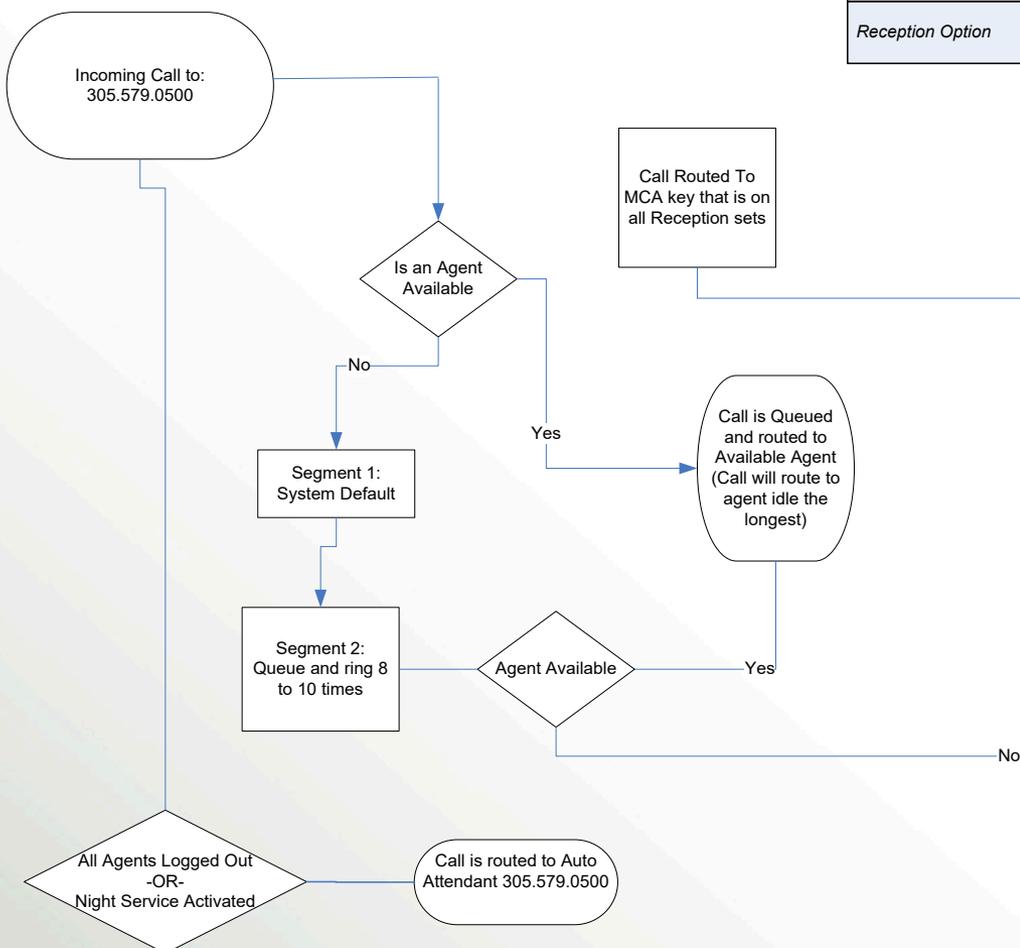
Using the ACD Features

Customer Name



ACD Call Flow

GreenbergTraurig Reception Call Flow	
Reception Option	10/21/10



Logging into the Queue

- Lift the **Receiver**
- Press the **LogIn** key, receive interrupted dial tone
- Enter your **4-Digit Agent ID**, receive interrupted dial tone
- Enter your **4-Digit Passcode** to complete log in
- You are removed from LogOut status and placed in **Not Ready** status



Not Ready Status

- To accept calls from the queue, you need to deactivate **Not Ready** status by pressing the **Not Ready** key
- Press the **Not Ready** key when you are logged in, but do not want to take calls from the queue



Making & Receiving Non-ACD Calls (Direct Dial DID)

- Lift the **Handset**, or press the **Handsfree** or **Headset** keys
- Press your **Direct Dial DID** key
- To receive incoming, non-ACD calls, make sure the icon next to the **LogOut** key is flashing
- You can also dial from **Directory** key or from the **In/Outbox** keys.



Logging Out of the Queue

- To log out of the queue, press the **LogOut** key
- A solid phone icon will appear next to the **LogOut** key indicating your logged out status
- To receive calls on your Secondary DN, press the **LogOut** key again, icon will be blinking



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
- If on an ACD call and your Direct Dial line is ringing, pressing that line place the ACD call on hold and vice versa



Making a Conference Call

- You can Conference up to **6** 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



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.
- Press the **Express** button to access Express Messaging.
- At the prompt, enter the **10-Digit Phone Number** of the recipient and the **#** key.
- Press the **Transfer** key again.



Using the Display_Q key

- Press **Display_Q** key to check the threshold status of your queue
- The following information is displayed:
 - **T1:** Number of callers waiting for 10 seconds or more in the ACD queue
 - **T2:** Number of callers waiting between 11 and 20 seconds in the ACD queue
 - **T3:** Number of callers waiting between 21 and 30 seconds in the ACD queue
 - **Wait:** Displays the longest caller in queue in seconds





Receptionist Console

Customer Name



Receptionist Client Introduction

The C4 Receptionist Console allows you to quickly transfer calls throughout the office quickly and efficiently using your computer.



TeleDirectory Network System Local User: JANE Console: LOBBY1

File Edit View Database Telephone Settings Help

Personnel and Staff by Name

Name	Title	Department	Location	Phone Num
Aaron, Sherman	Director	Engineering	Building 3	273-4111
Abrams, Jesse	Supervisor	Student Services	McGaw	273-4101
Adams, Gloria	Assistant	Administraiton	Irvine	273-4107
Adams, Henry	Director	Administration	McGaw	273-4102
Allen, Gloria R.	Senior Technician	Technical Support	Irvine	273-4103
Anderson, Karyn	Assistant	Sales	Langley	273-4105
Brown, Benjamin	Director	Administration	McGaw	273-4114
CALL PROCESSING PROCEDURES				
Chen, Sam	Marketing Manager	Marketing	Langley	273-4117
Christensen, George	Supervisor	Finance	B3-8	756-1638
Doe, Jane	Tech Support	Technology	BVW	343-5461
Doe, John	Manager	Information Services	Lab	343-3000
Edwards, Ron T.	Director	Sales	Irvine	272-4112
Gomez, Jose	Supervisor	Human Resources	Langley	273-4108
Hanson, Rebecca	Director	Accounting	G Gen	273-4120
Harris, Angela	Senior Engineer	Engineering		2292
HOLIDAY SCHEDULE				
Jacobs, Steve	Manager	Information Sys	Alton	273-8933

Telephone Window

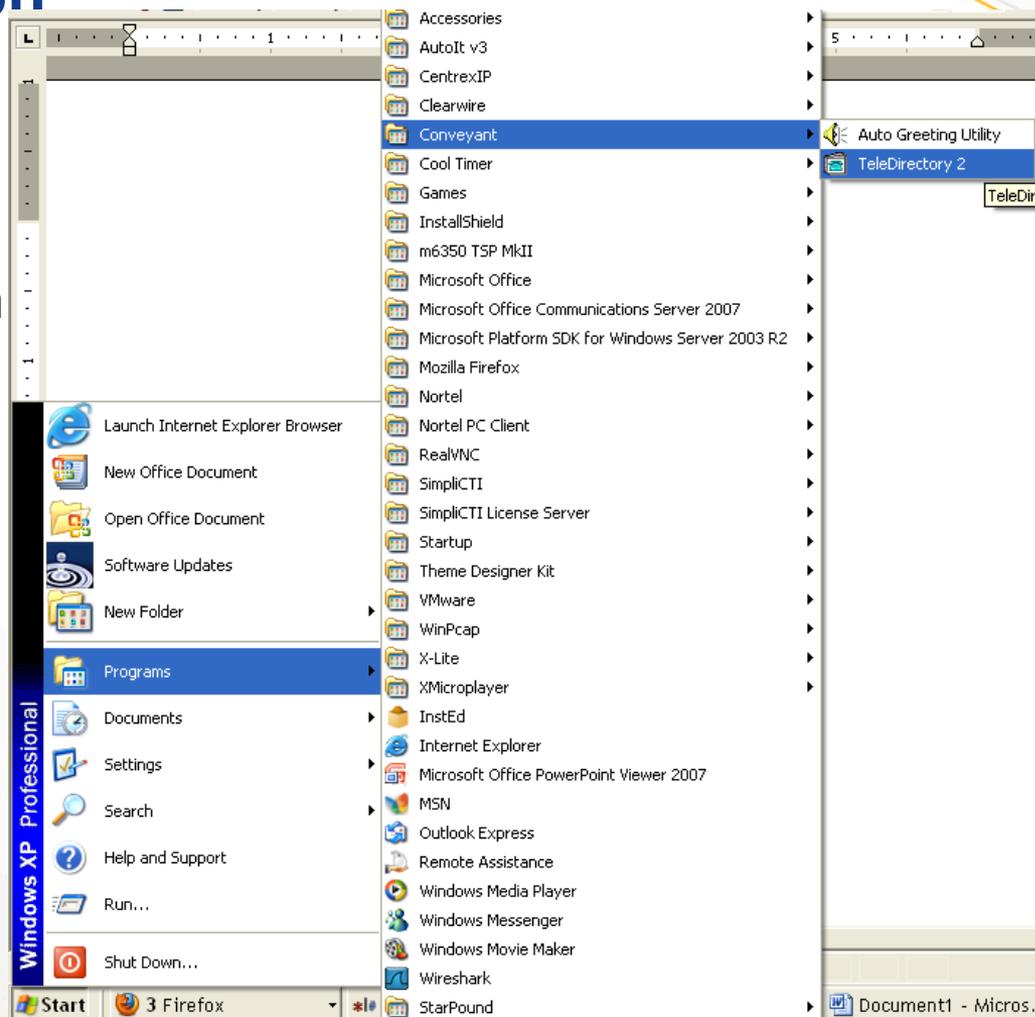
4100 4101 4102 4103 Xfer Pickup Qstatus 4107 4108 4109

Hold Next Release

T3 T2 T1 Call Q

Opening the Application

1. Log into Windows
2. Click on the **Start Menu**
3. Browse to Programs then **Conveyant**
4. Select **TeleDirectory 2**



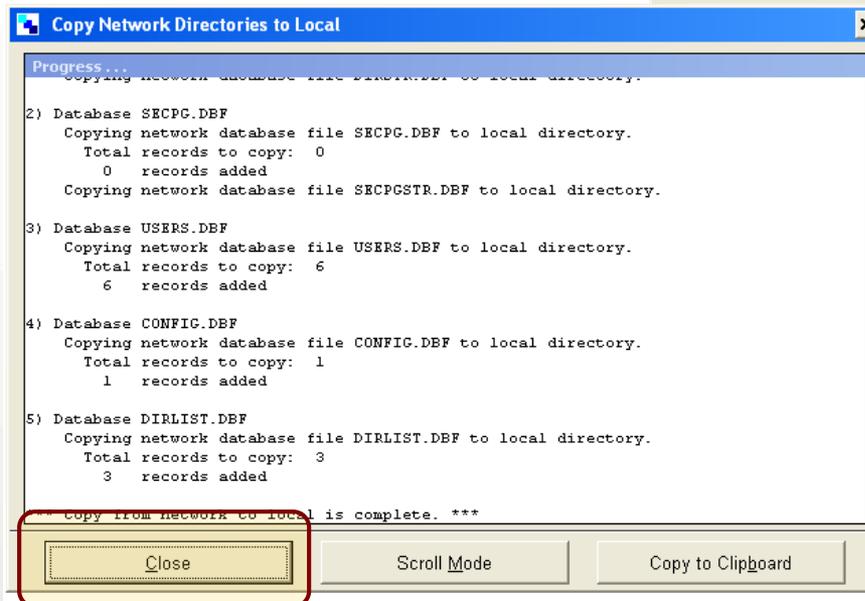
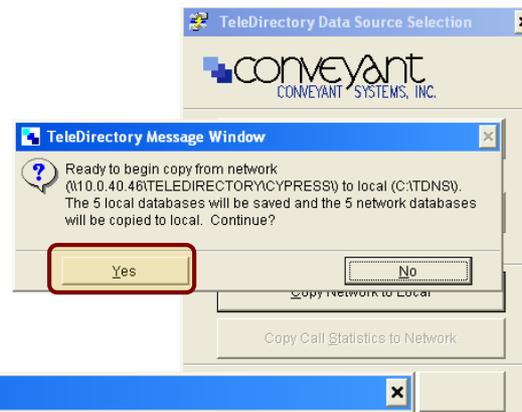
Logging into the TeleDirectory

- At the start of each day, you must select the **Copy Network to Local** option to update the database.



Logging into the TeleDirectory (Continued)

- Select **Yes**
- After the local database is re-indexed, select **Close**
- Then select the **Local Database.**



Logging into the TeleDirectory (Continued)

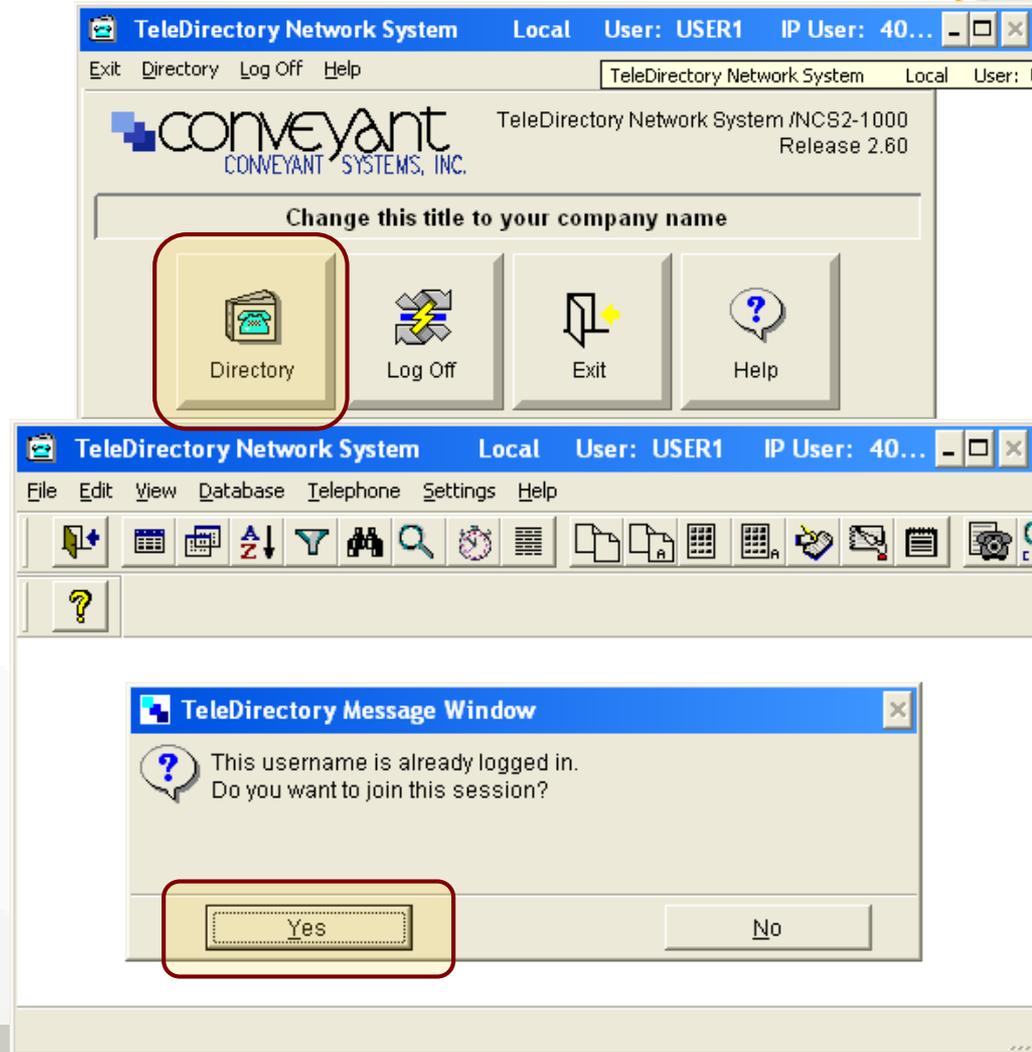
- In the TeleDirectory login window, enter your User Name and password. Click OK.



The screenshot shows a Windows-style dialog box titled "TeleDirectory Login". The dialog box has a blue title bar with a close button (X) in the top right corner. Below the title bar is the "conveyant" logo, which consists of a blue square icon followed by the word "conveyant" in a lowercase, sans-serif font, and "CONVEYANT SYSTEMS, INC." in a smaller, uppercase font below it. The main area of the dialog box contains two input fields. The first field is labeled "User Name:" and contains the text "BECKY". The second field is labeled "Password:" and contains six asterisks "*****". Both input fields are highlighted with a red rectangular border. At the bottom of the dialog box, there are two buttons: "OK" and "Cancel". The "OK" button is also highlighted with a red rectangular border.

Logging into the TeleDirectory (Continued)

- Once the application is open, click the **Directory** button or type “**D**” to open the directory.
- If the desktop phone is already logged in, a window will pop up which will ask you to join the session, select **Yes**.



Processing Calls

Answering a call

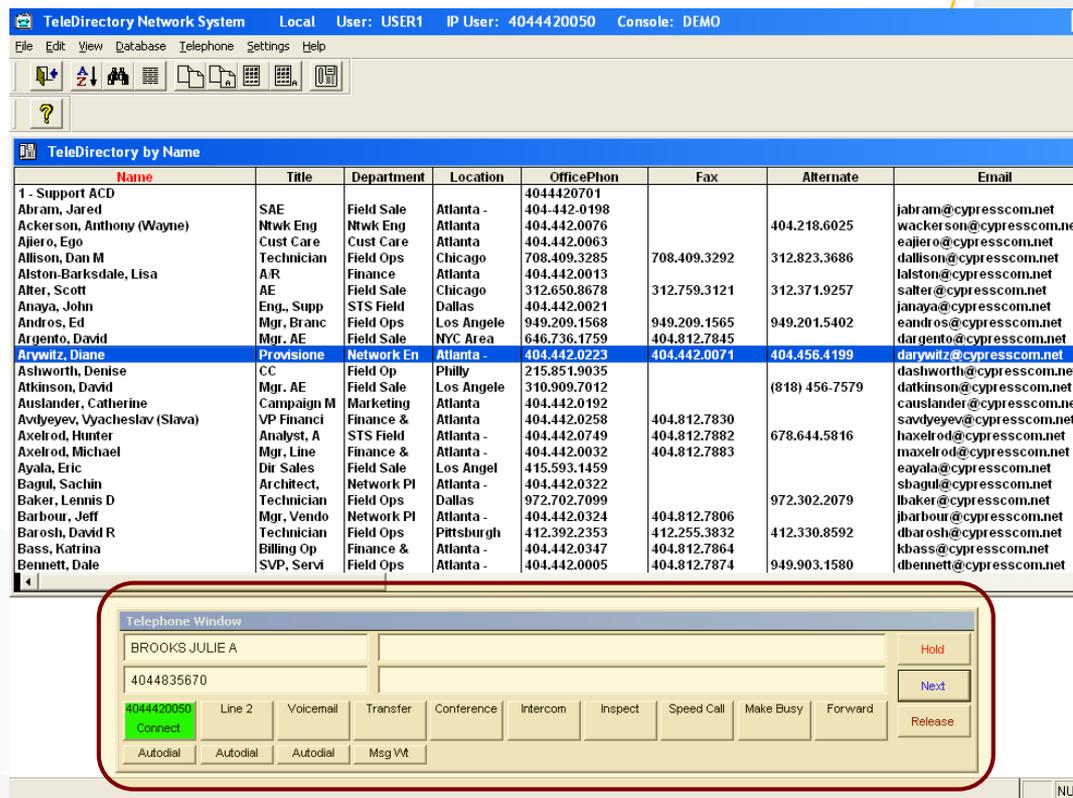
- Click the **Next** key.

Ending a Call

- Click the **Release** key.

Placing a call on Hold

- Click the **Hold** key. The line key on hold will appear in red.



TeleDirectory Network System Local User: USER1 IP User: 4044420050 Console: DEMO

File Edit View Database Telephone Settings Help

TeleDirectory by Name

Name	Title	Department	Location	OfficePhon	Fax	Alternate	Email
1 - Support ACD				4044420701			
Abram, Jared	SAE	Field Sale	Atlanta -	404-442-0198			jabram@cypresscom.net
Ackerson, Anthony (Wayne)	Ntwk Eng	Ntwk Eng	Atlanta	404.442.0076		404.218.6025	wackerson@cypresscom.net
Ajiero, Ego	Cust Care	Cust Care	Atlanta	404.442.0063			eajiero@cypresscom.net
Allison, Dan M	Technician	Field Ops	Chicago	708.409.3285	708.409.3292	312.823.3686	dallison@cypresscom.net
Alston-Barksdale, Lisa	AR	Finance	Atlanta	404.442.0013			lalston@cypresscom.net
Alter, Scott	AE	Field Sale	Chicago	312.650.8678	312.759.3121	312.371.9257	salter@cypresscom.net
Anaya, John	Eng., Supp	STS Field	Dallas	404.442.0021			janaya@cypresscom.net
Andros, Ed	Mgr, Branc	Field Ops	Los Angele	949.209.1568	949.209.1565	949.201.5402	eandros@cypresscom.net
Argento, David	Mgr, AE	Field Sale	NYC Area	646.736.1759	404.812.7845		dargento@cypresscom.net
Arywitz, Diane	Provisone	Network En	Atlanta -	404.442.0223	404.442.0071	404.456.4199	darywitz@cypresscom.net
Ashworth, Denise	CC	Field Op	Philly	215.851.9035			dashworth@cypresscom.net
Atkinson, David	Mgr, AE	Field Sale	Los Angele	310.909.7012		(818) 456-7579	datkinson@cypresscom.net
Auslander, Catherine	Campaign M	Marketing	Atlanta	404.442.0192			causlander@cypresscom.net
Avdlyeyev, Vyacheslav (Slava)	VP Financi	Finance &	Atlanta	404.442.0258	404.812.7830		savdyeyev@cypresscom.net
Axelrod, Hunter	Analyst, A	STS Field	Atlanta -	404.442.0749	404.812.7882	678.644.5816	haxelrod@cypresscom.net
Axelrod, Michael	Mgr, Line	Finance &	Atlanta -	404.442.0032	404.812.7883		maxelrod@cypresscom.net
Ayala, Eric	Dir Sales	Field Sale	Los Angel	415.593.1459			eayala@cypresscom.net
Bagul, Sachin	Architect,	Network PI	Atlanta	404.442.0322			sbagul@cypresscom.net
Baker, Lennis D	Technician	Field Ops	Dallas	972.702.7099		972.302.2079	lbaker@cypresscom.net
Barbour, Jeff	Mgr, Vendo	Network PI	Atlanta -	404.442.0324	404.812.7806		jbarbour@cypresscom.net
Barosh, David R	Technician	Field Ops	Pittsburgh	412.392.2353	412.255.3832	412.330.8592	dbarosh@cypresscom.net
Bass, Katrina	Billing Op	Finance &	Atlanta	404.442.0347	404.812.7864		kbass@cypresscom.net
Bennett, Dale	SVP, Servi	Field Ops	Atlanta -	404.442.0005	404.812.7874	949.903.1580	dbennett@cypresscom.net

Telephone Window

BROOKS JULIE A

4044835670

4044420050 Connect

Line 2 Voicemail Transfer Conference Intercom Inspect Speed Call Make Busy Forward

Autodial Autodial Autodial Msg VM

Hold Next Release

Processing Calls (Continued)

Retrieve Held Call

- Click the appropriate **Line Key** to retrieve the call.

Place a Call (using the Keyboard)

- Select a **Line Key** and dial the desired number.

Place a Call (using the Directory)

- Highlight the **directory entry** you wish to call. Click an idle **Line Key**. Double click or press **Enter** on your keyboard to select the entry. Select the **Number** you wish to call and press **Enter** again to place the call.

Fast Transfer

- Answer the call
- Highlight the employee which the caller has asked for or simply type the last name of the employee using the keyboard
- Press the **F12** key
- This will initiate the complete Blind Transfer key stroke process

Note: It will take 3-5 seconds for the call to actually be released after you press F12.

Sorting & Function Keys

Sorting Contacts

- Double click on the title bar of the field you wish to sort. The field name will appear in red. If the field name does not appear in red, the field is not sortable.

F1 - Help

- Get assistance on any screen.

F6 - View

- See a list of all fields for a directory entry in vertical format.

F9 - Sort

- Change the sort order of the directory.

Logging Out of the TeleDirectory

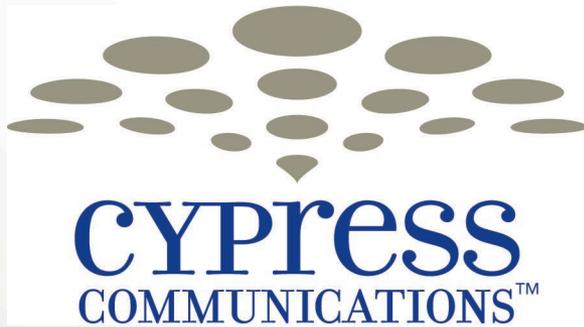
- To log out of TeleDirectory, you must first close the directory. Press **ESC** and click **Yes** or type “**Y**”. Alternatively, you can go to the File menu and select “**Close Directory**”.
- To log out of TeleDirectory, click the **Log Off** key on the main menu. This will take you to the Data Source Selection menu.
- To exit TeleDirectory completely, either click the **Exit** key on the main menu, or select the “**Exit TeleDirectory**” option on the Data Source Selection menu.

Timeline, Floor Support, & Getting Help

- New IP Phone may have already been placed on your desk.
- You can use your new IP Phone to make outbound calls right away, including other extensions within your office.
- You can/should set up your new voicemail as soon as training has been completed.
- On **Friday** at **5PM** all inbound/outbound calls will go through the new phone.
- Floor Support will be by after class to make sure you are able to log into your phones, setup your voicemail, and answer any questions.
- If you need help before or after Floor Support comes by, contact the Service Desk at **MIAHelp@gtlaw.com**

REMINDER: You will no longer have access to your existing voicemail system. Make sure to listen to your messages before 6pm on Wednesday.

Questions?



making
communications
easy.