



StreamWIDE Voicemail

Migration Training

**Please Dial In,
800-811-8709, Access Code 0138#**



Migration

- Your voicemail was migrated over to the new StreamWIDE Platform.
- Instructions for setting up your new mailbox were emailed to you before the migration.



What's Changed?

- StreamWIDE is a geographically redundant voicemail system that allows for more stability than the previous system.
- The Telephone User Interface (TUI) has slightly changed to help simplify the menus and the voice has been updated.
- When accessing your voicemail from another phone, the phone number you use will remain the same but your mailbox number is now your 10-digit phone number.
- When forwarding messages to other users you will need to use the 10-digit phone number.
- The Web Portal URL has changed to <http://um.c4voicemail.com> and the portal itself has been updated to make it easier to navigate.
- If you check your Voicemail via a dedicated folder in your mail client (IMAP), you will need to update your settings.

Telephone User Interface (TUI) Menu

Main Menu	
	Press
Listen to saved messages	1
Leave a message	2
Modify Greetings Menu	3
Change personal options	4
To exit	*

Messages - 1	
	Press
Play new messages	1
Replay this message	2
Listen to next message	3
Reply to this message	4
Call the sender	5
Forward this message	6
Delete this message	7
Save this message	9
Skip this message	#
Listen to previous message	11
Rewind	*1
Pause message	*2
Fast forward	*3
Return to main menu	*

Leave Message - 2	
	Press
Record to a number	1
Record to a distribution list	2
When recording:	
To end recording	#
To erase and rerecord	1
To review recording	2
To send message	3
Return to main menu	*

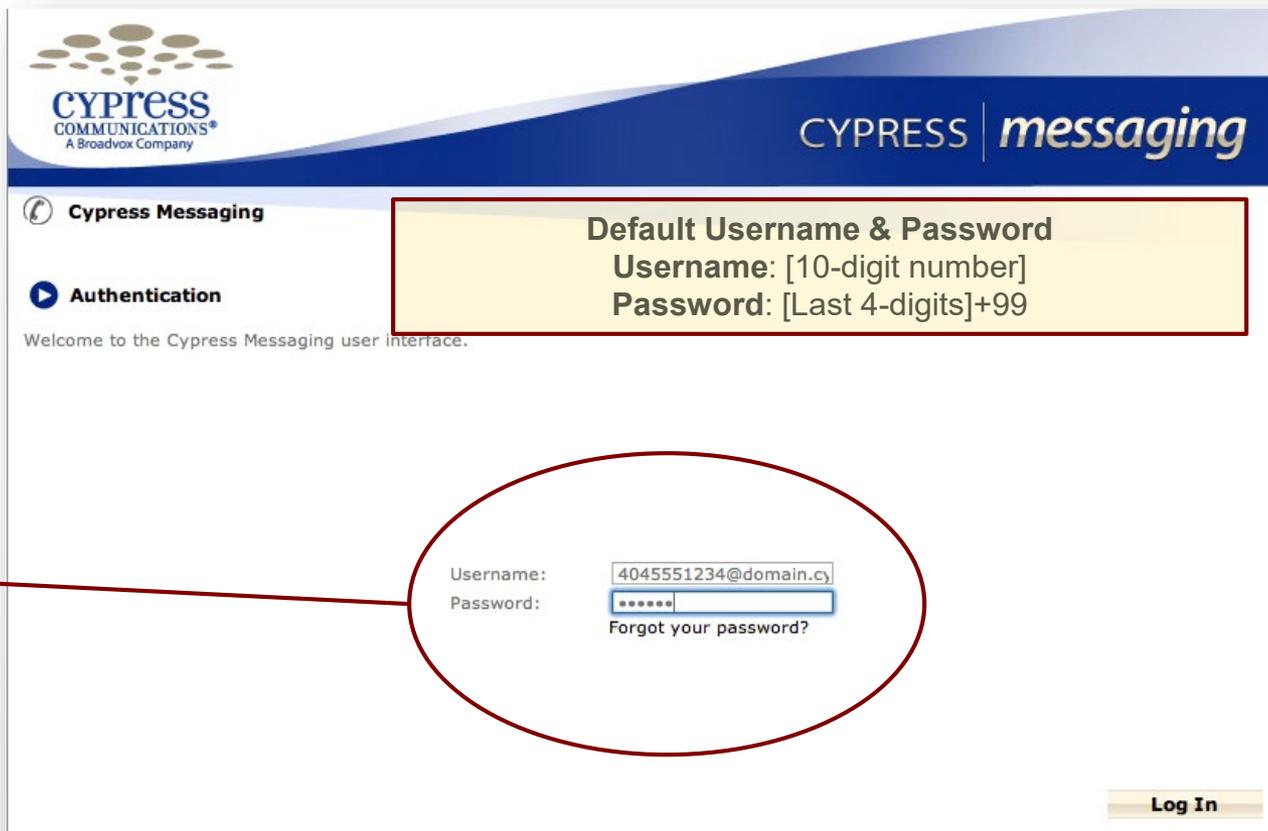
Modify Greetings Menu- 3	
	Press
Record personal greeting	1
Record secondary greeting	2
Record your name	3
Enable/Disable name greeting	5
Enable/Disable secondary greeting	6
When recording:	
To end recoding	#
To rerecord	1
To listen	2
To accept	#
Return to main menu	*

Personal Options - 4	
	Press
Access code	2
Distribution lists	3
Greeting menu	4
Message notification	7
Message order	8
Date/Time Caller information	9
Return to main menu	*

Voicemail Web Portal

um.c4voicemail.com

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



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CYPRESS | *messaging*

Cypress Messaging

Authentication

Welcome to the Cypress Messaging user interface.

Default Username & Password
Username: [10-digit number]
Password: [Last 4-digits]+99

Username:

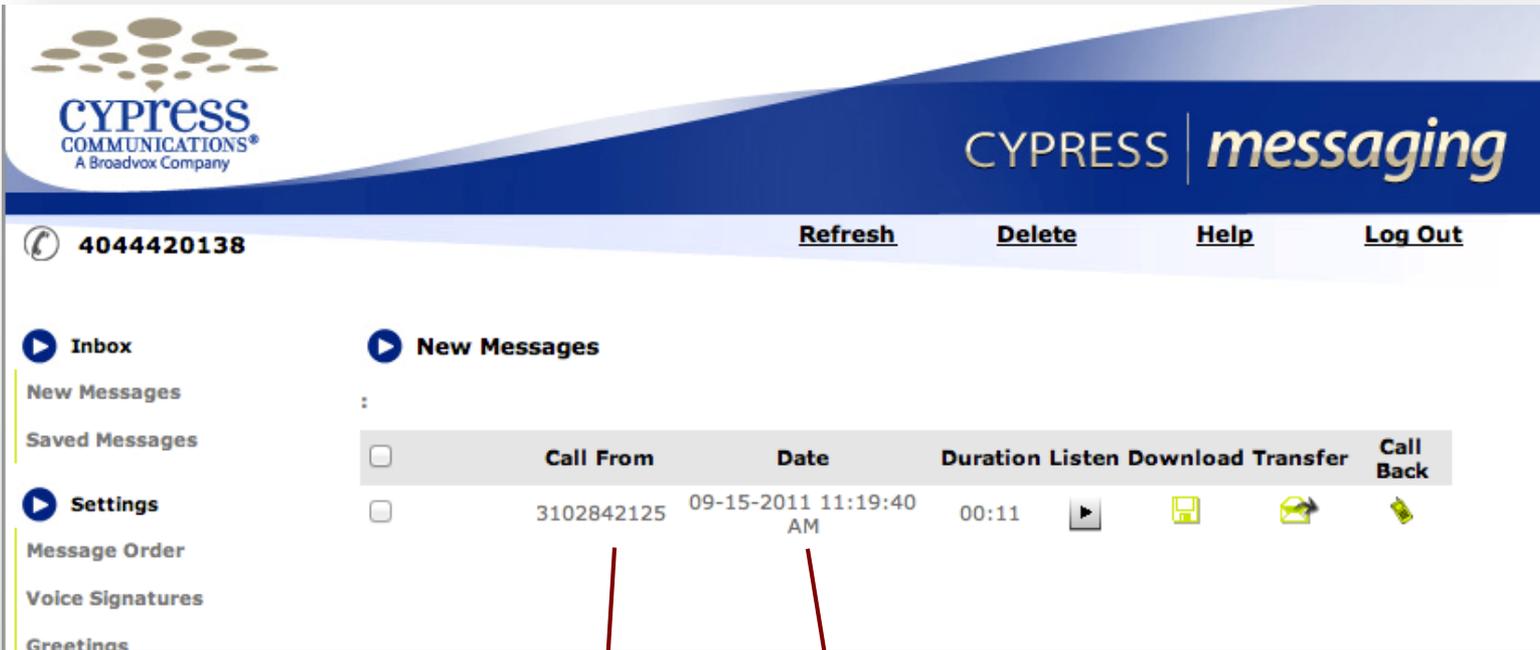
Password:

[Forgot your password?](#)

Log In

Note: If you have logged into the portal before, your password will remain the same, but your username will now be your 10-digit phone number.

Listening to New Messages



The screenshot shows the CYPRESS messaging interface. At the top left is the CYPRESS logo. The main header area contains the text "CYPRESS | messaging". Below this, there is a navigation bar with a phone icon and the number "4044420138", and buttons for "Refresh", "Delete", "Help", and "Log Out". On the left side, there is a sidebar menu with "Inbox" selected, and sub-items: "New Messages", "Saved Messages", "Settings", "Message Order", "Voice Signatures", and "Greetings". The main content area shows "New Messages" with a list of messages. The first message is highlighted. Below the message list, two red lines point from callouts to the "Call From" and "Date" columns.

<input type="checkbox"/>	Call From	Date	Duration	Listen	Download	Transfer	Call Back
<input type="checkbox"/>	3102842125	09-15-2011 11:19:40 AM	00:11				

Name or Phone Number of Caller

Date/Time of Message

Demonstration



Updating Your IMAP Account Settings

- If you have a dedicated folder in your email client that you use to listen to and delete voicemail messages, you will need to update that account.
- New settings:
 - Incoming Server Name: `imap.c4voicemail.com`
 - Username: [10-digit phone number]

Note: Your password has not change and was migrated over to StreamWIDE.

Demonstration



Getting Help

- All documentation is available at <http://cypresscom.net/C2>
- If you have specific questions regarding your account and migrations, you can email those questions to StreamWIDEMigration@cypresscom.net.
- Customer Support
 - 888.528.1788
 - <http://cypressconnection.net>

Thank You!



**making
communications
easy.**