



CONNEX CLOUD OFFICE

Quick Start Guide

GETTING STARTED

Welcome to the Quick Start Guide for CONNEX Cloud Office.

This document is designed to walk you through how to quickly set up and use your new CONNEX Cloud Office service. This Quick Start guide will also help you to onboard your users and deploy the features contained in your subscription level.

SET UP YOUR PERSONAL VOICEMAIL

1 ACCESSING YOUR PERSONAL VOICEMAIL

Each user has a personal voicemail box. It can be accessed from your desk phone (or softphone) by pressing the envelope button  or by dialing ***97**. When prompted, enter the **PIN/password**, then the pound key (**#**). The default password is **1234**. For security reason, you will need to change the **PIN** at step 3.

2 USING A TUTORIAL TO SET UP YOUR PERSONAL VOICEMAIL

The first time you access your voicemail, the system will ask you if you want to listen to a tutorial and set up your voicemail box. Press **1** to follow the tutorial, this is the easiest and quickest way to set up your voicemail.

3 RECORD YOUR NAME

Your recorded name will be used throughout the system, including the company directory for the dial-by-name function. When prompted, record your first and last name and then press the pound key (**#**). Press **1** to listen to your recorded name, or Press **2** to save your recording.

4 CHANGE YOUR PIN

When prompted, press **1** to change your PIN. Enter your new PIN number, then the pound key (**#**). The system will say your new PIN, press **1** to save.

5 ACCESSING YOUR PERSONAL VOICEMAIL

The system allows you to record up to nine (9) voicemail greetings. You can choose any of the recorded greetings to be your active greeting. Having more than one (1) greeting is useful if you want to have specific voicemail greeting for different situations. For example, you can have a greeting when you are 1) in the office but unavailable; 2) on vacation; or 3) away on business; for example. When prompted for the greeting number, press **1** (as this will be your first greeting).



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SET UP PREMIUM USER FEATURES

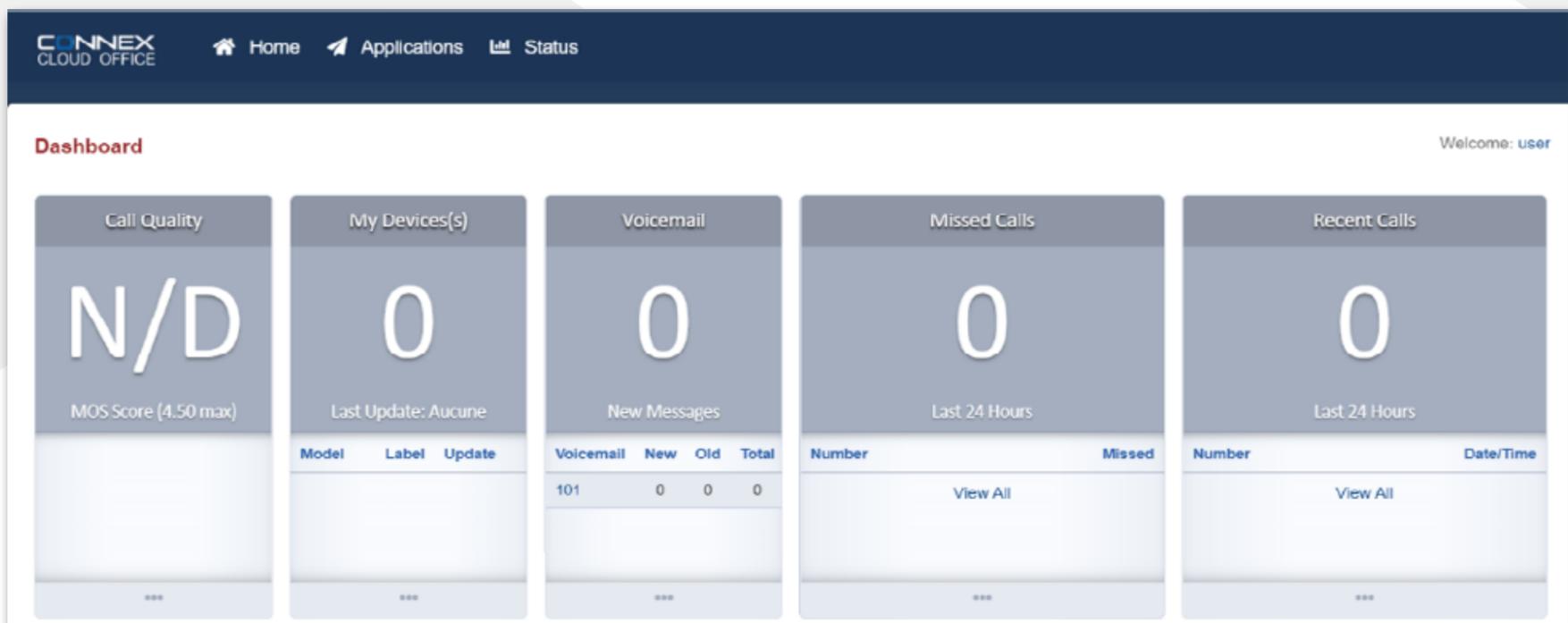
Every Premium User subscription includes advanced features that are accessible via the **User Portal**. Based on your phone system configuration, your **User Portal** interface will show the options available to you.

6 ACCESS THE USER PORTAL

Access the User Portal from **myphone.cloudsvcs.net**. You will see either screen, enter your username (usually your work email address). Enter the password provided by your system administrator. If you do not have your password or if you have forgotten it, click on the **Reset Password / Réinitialiser le mot de passe** link below the **LOGIN** button. You will receive an email with the password reset instructions.



Once logged in, you will see your **User Portal Dashboard**, as shown below:



7 VOICEMAIL-TO-EMAIL

You can have the system send you an email when someone leaves you a message in your **Personal Voicemail** box. The system can also include an audio message as an attachment to the email notification. Please ask your system administrator if you would like to change the settings of our **Voicemail-to-Email** feature.

8 CONFIGURE YOUR FOLLOW-ME FEATURE

Your Premium User subscription includes a powerful personal call routing feature called **Follow-Me**. You can control how the system will try to reach you when you receive an incoming call.

In the menu at the top of the **User Portal** screen:



Click to select the **Applications** menu, then choose the **Follow-Me** option.

Call Routing BACK SAVE

Directs incoming calls for extension: 101

Call Forward	<input checked="" type="radio"/> Disabled <input type="radio"/> Enabled	Destination <input type="text"/>
	Forward all calls to the specified destination.	
On Busy	<input checked="" type="radio"/> Disabled <input type="radio"/> Enabled	Destination <input type="text"/>
	If enabled, it overrides the value of voicemail enabling in extension.	
No Answer	<input checked="" type="radio"/> Disabled <input type="radio"/> Enabled	Destination <input type="text"/>
	If enabled, it overrides the value of voicemail enabling in extension.	
Not Registered	<input checked="" type="radio"/> Disabled <input type="radio"/> Enabled	Destination <input type="text"/>
	If endpoint is not reachable, forward to this destination before going to voicemail.	

Follow Me	<input type="radio"/> Disabled <input checked="" type="radio"/> Enabled			
Destinations	Destination	Delay	Timeout	Validation ?
	<input type="text" value="101"/>	0	30	
	<input type="text" value="555555555"/>	15	45	Confirm
	<input type="text"/>	0	25	
	<input type="text"/>	0	25	
	<input type="text"/>	0	25	

Ignore Busy	<input checked="" type="radio"/> Disabled <input type="radio"/> Enabled
	Interrupt the call if a destination is busy.
Do Not Disturb	<input checked="" type="radio"/> Disabled <input type="radio"/> Enabled

Click the **Enabled** in the **Follow-Me** section to enable this feature. As its name suggests, the **Disabled** option disables the **Follow-Me** feature. When disabled, the system will send incoming calls to your personal voicemail if the call is not answered.

In the example pictured above, the system will start ringing your extension (**101**) immediately (**Delay = 0**) when the system receives an incoming call for this extension. The system will continue to ring extension **101** for 30 seconds (**Timeout = 30**). Then, after 10 seconds (approximately 2 rings), the system will call the external number **555555555**, and will ring that number for 30 seconds. The **Confirm** in the **Validation** column, tell the system to ask the called party to press one (1) to accept the call, this will prevent the call from going to an external voicemail system, for example your cell phone voicemail.



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USING YOUR DESKPHONE OR SOFTPHONE

9 FAMILIARIZE YOURSELF WITH THE DEVICE ASSIGNED TO YOU

Refer to the quick user guide of the **Deskphone** model and/or **Softphone** assign to you for information regarding basic operation like **Answering** and **Making Calls**, **Transferring Calls** (blind, attended or direct to voicemail), **Conferencing** a third party, retrieving your **Voicemails**, adjusting the **Volume**, etc.

Please visit: connex.cloudsvcs.net/documentation to find the user guide for your specific device.

TAKING ADVANTAGE OF ADVANCED FEATURES

10 ADVANCED FEATURES

Based on your extension subscription level, you can level the advanced features available to you with your subscription. Please talk with your system administrator to find out which subscription level you have and what features are available to you and you organization.

Please visit: connex.cloudsvcs.net/documentation for the system user guides.



Voice over Internet Protocol (VoIP) **911 emergency service** ("VoIP 911 Service") has certain limitations compared to traditional telephone service. It is important that you understand these limitations. Please talk to your system administrator for more information regarding the **911 emergency services** before using your new VoIP phone service.