

THE CORNER CUBE

Never miss another call!

Manual for easy setup
of your
Corner Cube
account

THE CORNER CUBE

User Manual

THE CORNER CUBE™

28 W. 3rd, Suite A, Spokane, WA 99201
Phone 1.800.600.5787 Fax 509.847.3947

www.TheCornerCube.com

The Corner Cube™ is a trademark of dX/dY Voice Processing, Inc.
ALL CORNER CUBE TOLL FREE NUMBERS ARE THE PROPERTY OF dX/dY Voice Processing, Inc.




Table of Contents




INTRODUCTION	1
CHAPTER 1 Account Management	2
CHAPTER 2 Virtual Office Option	5
CHAPTER 3 Contact Numbers	8
CHAPTER 4 Speed dial Numbers	9
CHAPTER 5 Blocked Numbers	10
CHAPTER 6 Biz Hours	11
CHAPTER 7 Call Counts	12
CHAPTER 8 Caller ID Call Count	13
CHAPTER 9 Extension Mirror	14
CHAPTER 10 Distribution List	15
CHAPTER 11 Quick Reference Guide	16

Congratulations! You have just made a very wise investment!

This manual is designed to walk you through the process of setting up your new Corner Cube account. Please keep in mind that with any new business tool there is a learning curve. After you have set-up your account and recorded a couple of greetings, the process will become second nature.

ICON KEY

-  Available Online Only
-  Available via Telephone Only
-  Available Online or Telephone

Look for the ICON keys throughout this manual for a quick visual reference. When you see  the feature is available only online at www.TheCornerCube.com. The icon  will be located next to a feature that is available via a telephone and finally the icon  will be used when a feature is available online or via a telephone.

If you have questions regarding the Corner Cube service, our customer service staff is very helpful. Our phone number is 1.800.600.5787.

Let's get started!



We recommend that you go online at www.TheCornerCube.com to set up and make changes to ACCOUNT MANAGEMENT

Chapter

1

After you have opened your account and received your toll free number, the first step in setting up your account is customizing your individual settings. Go online to www.TheCornerCube.com and click on MANAGE MY ACCOUNT in the upper right hand corner of the screen. Enter your toll free number (please do not use the 1 or any dashes when entering your number, i.e., 8888951882) and your temporary password (i.e. 8888)

ACCOUNT MANAGEMENT

Your Corner Cube toll free number will be displayed on the first line in the body of this page. Lets go through each of the following lines and the benefits for each one on this page of the web site:

- PASSWORD:** A 4-digit number you can change at any time by entering the new number in this box and saving your change.
- CUSTOMER ID:** The Corner Cube assigns this. It is for **internal office use only**.
- MINUTES:** The number of minutes remaining in your billing cycle.
- DAYS:** The number of days remaining in your billing cycle.
- RECHARGE MINUTES:** Additional minutes purchased above your monthly package that do not expire monthly and will carry forward month after month until they are used up.
- GROUP IDENTIFIER:** The Corner Cube assigns this. It is for **internal office use only**.
- CALLER ID APPEND:** This should always be ON to capture Caller ID info.
- TIME ZONE:** Set this to your time zone so that your reports reflect the correct time in your part of the country.

TOLL SAVER: If set to ON and you call your toll free number to check for messages, the number does not ring if you have one or more messages. If the number rings then you do not have any messages and can hang up before you are connected and use up minutes on your account.

MSG NOTIFICATION: **Pager:** Sets the message notification to call your Pager **only**.
Telephone: Sets the message notification to call your Telephone **only**.
Both: Sets the message notification to call your Pager & Telephone.
Off: Sets message notification to OFF, so it does not notify you if you have messages.

TELEPHONE NOTIFICATION#:
The 10 digit number you want your Corner Cube Service to call when you receive a message. (Please do not enter a "1" proceeding the phone number or any dashes.)

PAGER NOTIFICATION#:
The 10 digit number you want a page sent to when you receive a message. (Please do not enter a 1 proceeding the phone number or any dashes.)

MSG INFO: **Date & Time:** Announces the date & time each message was received.
Caller ID: Announces the phone number in which the message came from.
Both/All: Announces both date & time as well as the caller ID information for each message you receive.
OFF: Turns both announcements off.

BOX INFO: **Don't Play Mins/Days:** Will not announce the minutes and days left in your billing cycle until you have less than or equal to 100 mins. And/or 7 days left in your billing cycle.
Plan Mins/Days: Will announce the minutes and days left in your billing cycle.
Never: Will never play the number of minutes or days left in your billing cycle.

AUTO RESTORE:

With this feature set to ON, we will automatically add 100 minutes to your account should your minutes go down to less than 5 minutes. Note: The Corner Cube assigns this. It is for **internal office use only. We recommend having this option to never miss a call.**

ANNOUNCE ONLY:

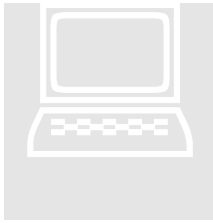
If you set this feature to YES your account will NOT TAKE MESSAGES. Callers will only hear a greeting. The greeting will play twice before disconnecting.

PLAY RECORD MESSAGE:

ON: Will play the message “At the sound of the tone, record your message. Press the# sign to stop recording” after your greeting is played for each call.

OFF: This option will not play the message “At the sound of the tone, record your message. Press the# sign to stop recording” after your greeting is played for each call.

You have now set up your account! The next step is to learn how to set up the additional features of your Corner Cube account. The following sections will walk you through the process of recording greetings and structuring those so you can track the effectiveness of your advertising dollars!



We recommend that you go online at www.TheCornerCube.com to set up and make changes to ACCOUNT MANAGEMENT

Chapter

2

Virtual Office Options

The following options with your Virtual Office will help further customize your lead & call management system. Lets go step by step through these options:

VIRTUAL OFFICE:

Turns your Virtual Office features ON or OFF without resetting/changing any of the other Virtual Office Options.

DIRECT CONNECT OPTIION:

Standard: Calls will be forwarded to the contact number that is set to “00” once Corner Cube answers the call. (See Chapter 3 for setting up your Contact numbers).

Extension: If you would like your calls going directly to an Extension you would use this option and then setup the corresponding Contact Number. See Chapter 3 for setting up your Contact numbers.

Follow Me: Your Corner Cube service will continue to attempt to connect to the designated contact numbers (up to 4 contact numbers which are entered as 01-04 in Contact Numbers) until one is answered (either with voice mail or by a person). If the attempts are unsuccessful, your Corner Cube service will take a message.

Off: Sets Direct Connect Option to OFF.

ONE STEP OPTION:

Standard: If you choose this option, please remember to add to your greeting the option for callers to simply press “1” anytime during your greeting to be directly connected to you. If you choose this option, you must set the number that callers will be connecting to as “00” in your Contact Number section (See Chapter 3 for setting up your Contact Numbers).

Menu Connect: This option allows you to add a menu of options to your greeting. For example your greeting might say, “to reach Jim press “1”, for Susie press “2”, for Accounting press “3”, and so on. “1” would correspond to Contact “01”, “2” would correspond to Contact “02” in your Contact Number section. “0” would correspond to Contact Number “10” in your Contact Number section. You may use Contact Numbers 01-10 only for the Menu Connect. (See Chapter 3 for setting up your Contact Numbers).

Rotation: This option works well for a sales team or department. When a caller press “1” during the greeting, the caller will be connected to the NEXT contact number, starting at contact# 01 and then going to the next one on the list with each call coming in until a gap in the contact number sequence is reached. When a gap (i.e., 01,02,03,04,05,__,08) occurs, your Corner Cube service will start at the beginning of the list and continue the rotation cycle until the gap is reached again.

VIP: This option will only work with the One Step VIP Option. It will allow the caller to enter a 4-digit code that you assign to all of your VIP’s that would forward them to you at any time. If the Business Hours are set, then it will not forward during OFF hours. (See Chapter 6 for setting up your business hours.).

Extension: This option is best if you plan on having extensions and want them to connect to you. The caller would have to press “1”. You can have up to 99 extensions! (See Chapter 11 for instructions on recording greetings.)

OFF: Turns the One Step Option OFF.

ONE STEP VIP PASSWORD:

When Virtual Office is set to One Step VIP, this 4-digit password entered during the greeting will connect the caller to contact number “00” at any time. If Business Hours are set to close, then the password will not work.

CALL SCREENING:

ON: When a call is received and forwarded the caller must state their name and you will have a choice, either to accept the call or send the caller to Voice Mail. When using this feature please remember to record both daytime and nighttime greetings. (See Chapter 11 for instruction on how to record greetings).

OFF: Turns Direct Call Screening to OFF.

LEAD: This option is recommended for anyone who wants a heads up on a forwarded call. With this option, you will hear the last 4 numbers of your toll free number and the extension. You will know what advertising media they are looking at! (i.e.: the message “Lead call from 8888, 00” would tell you the last 4 numbers of the toll free number and the extension!) You will then have the option to accept the call or send it to voice mail. This is a VERY powerful marketing tool!

AUTO ON/OFF

Turn this feature ON if you intend to set-up business hours. **NOTE: You must record a Nighttime greeting before turning this feature to ON.** (See Chapter 6 for instruction on setting up Business Hours). If you want to be contacted anytime day or night leave this feature set to OFF.



We recommend that you go online at www.TheCornerCube.com to set up and make changes to ACCOUNT MANAGEMENT

Contact Number

The following area of your Corner Cube account allows you to designate which phone number will be associated with the various contact numbers you use in your call management system. For example if you would like to use Rotation (to rotate prospect calls among team members) under One Step (See Chapter 2) you would need to type in all of the phone numbers of your team members under Contact Numbers starting with “01”. Any break in the list would tell the system to go back to the first number listed and rotate through the list again.

Contact Number:

This option would be used if you wanted to forward a call. The Contact numbers would be entered to correspond with how you have setup the Virtual Office. (i.e., “00” is Daytime or Main Greeting and the rest of the extensions go from “01-99”).

Phone Number

This is the number you want the Corner Cube service to forward the incoming call to. **Note: Please only enter the 10-digit phone number omitting the 1 and dashes. This number cannot be a toll free phone number.**

Name

You may enter a name in this field or leave it blank.

Add/Edit/Delete

When adding, editing or deleting a Contact Number please use the appropriate option.



We recommend that you go online at www.TheCornerCube.com to set up and make changes to ACCOUNT MANAGEMENT

Speed Dial Numbers

Speed Dial Num	A two-digit speed dial number designator.
Phone Number	The phone number you wish to call. Note: this cannot be a toll free number.
Name	You may enter a name in this field or leave it blank.
Add/Edit/Delete	When adding, editing or deleting a Speed Dial Number please use the appropriate option.



We recommend that you go online at www.TheCornerCube.com to set up and make changes to ACCOUNT MANAGEMENT

Blocked Numbers

- Blocked Numbers:** List of all Blocked Phone Numbers.
- Remove Selected From Blocked:** Checking this box after highlighting the Blocked phone number will remove the number from your Blocked list.
- Add to Blocked:** Type in the 10 digit phone number (omitting all dashes) you wish to block.



We recommend that you go online at www.TheCornerCube.com to set up and make changes to ACCOUNT MANAGEMENT

Chapter

6

Biz Hours

Sunday – Monday Hours

Set the hours for each day of the week you would like to establish business hours. (Remember to set the appropriate Time Zone for your business office, see Chapter 1 for setting your individual time zone for your Corner Cube account. **NOTE: You must record the Nighttime Greeting first and then set the hours.** You will then be ready to turn the “Auto” to ON under Virtual Office)

Open

Choose which hour of the day you want to open your business.

Close

Choose which hour of the day you would like to close your business.



We recommend that you go online at www.TheCornerCube.com to setup and make changes to ACCOUNT MANAGEMENT

Chapter

7

Call Count

Corner Cube Number

Your Corner Cube toll free phone number and extension.

Day of the Week

Displays the last 7 days of the week, beginning with the current day.



We recommend that you go online at www.TheCornerCube.com to set up and make changes to ACCOUNT MANAGEMENT

Chapter

8

Caller ID Call Count

Corner Cube Number

Your Corner Cube toll free phone number

Extension Number

This will show the extension number the incoming call went to (Note Daytime/Main greeting is “00”, Extensions are “01-99”).

Caller ID

Will displays the Caller ID for each incoming call to your Corner Cube account.



We recommend that you go online at www.TheCornerCube.com to set up and make changes to ACCOUNT MANAGEMENT

Chapter

9

Extension Mirror

- Extension Rec. :** The corresponding 2-digit extension that an incoming caller would press to access this area of your account.
- Extension to Play:** The extension greeting that you would like this extension to play (or mirror).
- Name:** You may enter a name in this field or leave it blank. This is useful in tracking the effect of your various sources of advertising!
- Add/Edit/Delete:** Please use the appropriate option.



We recommend that you go online at www.TheCornerCube.com to set up and make changes to ACCOUNT MANAGEMENT

Chapter 10

Distribution List

Distribution Number

Number you would like to assign to a distribution list. Options available are from 1 to 9. (**Each distribution list may hold an unlimited amount of numbers, BUT the number must be another toll free number on the Corner Cube system**)

Box Number

Enter the 10-digit toll free number assigned to the person on the Corner Cube system (omitting all dashes) that you wish to be on the Distribution List.




Name

You may enter a name in this field or leave it blank.

Add/Edit/Delete

Please use the appropriate action.





We have placed an ICON next to each feature showing if set-up and changes to that feature may be made online , via the telephone  or both .




Quick Reference Guide


To record greetings and to make changes to your Corner Cube service via the telephone, call your toll free number and interrupt the greeting by pressing the star “*” key. After the prompt, enter your 4-digit password and you will be at the Main Menu. Refer to the list below for instructions on using each feature available via the phone.







Main Menu

From here you may enter the following to access different features of your Corner Cube account.

-  **Press#1** To enter the message feature of your account.
- Then **Press #1** Save/play your message.
- Press #2** Replay your message.
- Press #3** Delete your message.
- Press #4** Play the Day & Time of this message.
- Press #5** Return the present call
- Press #6** Forward the call to another Corner Cube account.
- Press #7** *Reserved for future use.*
- Press #8** Undelete the messages you have deleted that day. (Note: deleted messages **not** undeleted by midnight of the same day are deleted, forever!)
- Press #9** Return to the Previous Menu
-  **Press #2** Send a message.
- Then **Press #1** Re-record a message.
- Press #2** Add to current message.

- Press #3 Hear a message.
- Press #4 Return a receipt for a message.
- Press #5 Make a message private.
- Press #6 Deliver a message.
- Press #7 *Reserved for future use.*
- Press #8 *Reserved for future use.*
- Press #9 Return to the Previous Menu.
- Press #3 Access User Options 1 (for recording Greetings!)
- Then ⇔ Press #1 Change your Password
-  Press #2 Record your Name
 - Press #1 Save New Name
 - Press #2 Re-record Name
 - Press #3-8 *Reserved for future use.*
-  Press #8 Undelete messages you deleted during the day. (Note: Deleted Messages that are not undeleted by Midnight of that day are deleted, forever!)
 - Press #9 Return to the Previous Menu.
-  Press #3 Record Greeting.
 - Press #1 Save your Daytime Greeting
 - Press #2 Save your Alternate Greeting
 - Press #3 Save a Greeting as an Extension.
 - Press #4 Save your Nighttime Greeting.
 - Press #5 Re-record your Greeting.
 - Press #6 Listen to your Greeting.
 - Press #7 Listen to your Alternate Greeting.
 - Press #8 Listen to your New Greeting.
 - Press #9 Return to the Previous Menu.

⇔ Press #4	Swap Greeting between Daytime and the Alternate Greeting (i.e.: Your Alternate Greeting could be used when you are out of the Country.)
⇔ Press #5	Access your Extension Manager.
Press #1	Listen to an Extension
Press #2	Delete an Extension
Press #3 - #8	<i>Reserved for future use.</i>
Press #9	Return to the Previous Menu.
Press #6 - #8	<i>Reserved for future use.</i>
Press #9	Return to the Previous Menu.
Press #4	Access User Options 2
⇔ Press #1	Turn the announcement of your remaining minutes and days ON or OFF.
⇔ Press #2	Turn the announcement of a message ON or OFF.
⇔ Press #3	Determine how you will be notified of any message
Press #1	Have your Corner Cube service call you by telephone to notify of a new message.
Press#2	Have Corner Cube page you to notify you of a new message.
Press #3	Have Corner Cube call AND page you with notification of a new message.
Press #4 - #8	<i>Reserved for future use.</i>
Press #9	Return to the Previous Menu.
 Press #4	Activate a Reminder Call. Similar to an alarm clock!
⇔ Press #5	Hear a total of Call Counts
⇔ Press #6	Adjust your Business Hours.
Press #7	<i>Reserved for future use.</i>

	Press #9	Return to the Previous Menu.
Press #5		<i>Reserved for future use.</i>
Press #6		Place a call
	 Press #1	Place a call
	 Press #2	Use your Speed Dial Function (See Chapter 4 for Speed Dial set-up).
	 Press #3	<i>Reserved for future use.</i>
	 Press #	Hear a menu for placing a call
	 Press ##	End the call
	 Press * + XX	Place a call via Speed Dial where “XX” is the Speed Dial two digit number associated with the phone number you are calling.
	Press #9	Return to the Previous Menu.
Press #7		<i>Reserved for future use.</i>
	Press #8	Access the Virtual Office Features of your Corner Cube account.
	⇔ Press #1	Set your Virtual Office to On or OFF.
	⇔ Press #2	Turns your Corner Cube service ON or OFF automatically according to the business hours you have set. (See Chapter 6 for setting up Business Hours.)
	⇔ Press #3	ADD/EDIT/DELETE your Contact Numbers. (We recommend doing this online if at all possible. For most professionals it is easier to make these additions or changes when you can see them in writing.)
	⇔ Press #4	Turn on and/or make changes to your Direct Connect Options on your account. (See Chapter 2 for more details on Direct Connect).
	⇔ Press #1	Sets your Direct Connect feature to Standard.
	⇔ Press #2	Sets your Direct Connect feature to Extension.

⇔ Press #3	Sets your Direct Connect feature to Follow Me.
⇔ Press #4	Sets your Direct Connect feature to Call Screening.
⇔ Press #5	Sets your Direct Connect feature to Lead Call.
Press #6 –8	<i>Reserved for future use.</i>
Press #9	Return to the Previous Menu.
Press #5	Sets One Step to On or Off. (See Chapter 2 for more details on One Step)
⇔ Press #1	Sets your One Step feature to Standard.
⇔ Press #2	Sets your One Step feature to Menu Connect.
⇔ Press #3	Sets your One Step feature to Rotation.
⇔ Press #4	Sets your One Step feature to VIP Password.
⇔ Press #5	Sets your One Step feature to Extension Connect.
Press #6 – 8	<i>Reserved for future use.</i>
Press #9	Return to the Previous Menu.
⇔ Press #6	Review Your Virtual Office Settings.
Press #7 – 8	<i>Reserved for future use.</i>
Press #9	Return to the Previous Menu.
Press #9	EXIT Corner Cube.