

Network Username:  
DID/Phone number:  
Print code:  
Long distance code:

## Welcome to CubeSpace!

We are delighted that you've become a member at CubeSpace! Your membership includes the following services:

- Use of a quiet or phone-connected workspace
- 50 free pages of black & white printing a month
- Secure wired or wireless internet access
- Access to the break room, including coffee, espresso, juice, tea, soda and snacks
- Secure overnight storage
- Half off any priced event held at CubeSpace
- A dedicated phone number plus personal voicemail box
- Unlimited local calls
- Unlimited sending and electronic receipt of faxes
- Discounts on other services CubeSpace provides, including meeting space and equipment usage

This little packet outlines some important things you'll need to know. The papers included have information about:

- Member Benefits. You can get discounts and additional business services here and elsewhere.
- Phone and Voicemail Settings. This instructs you how to use the phone number that comes with your membership.
- How to Print. Setting up the printer is not complicated, but it helps to have instruction.
- Answers to Frequently Asked Questions.
- CubeSpace Services. In case you want to keep on hand information about meeting space and hourly usage.

This packet also includes a contract, which we'd like you to sign and return to the front desk.

Please don't hesitate to ask someone at the front desk if you ever have any questions or need any help. Welcome again!

## CubeSpace Member Benefits

Cubesters receive half off any events held at CubeSpace that require registration fees.

If you tell someone else about CubeSpace and they purchase a membership, you receive half off your next monthly membership fee.

### **CubeSpacePDX.com**

CubeSpace maintains a members-only section of the web site, where we announce special events and services for our members, and where our members can advertise themselves and their businesses.

A Cubester's profile is public and we publish a public member directory so that you can advertise your business, but all other content on that part of the web site requires a login.

To participate, please visit <http://www.cubespacepdx.com/user/register> to get a login. When you sign up, be sure to check the box that says "Subscribe to Cubesters."

### **Partner Businesses**

We have partnered with a number of businesses to make your life easier. You should talk to a Cubist if you're interested in taking advantage of any of these services. They are as follows:

#### **Banking:**

[MBank](#). Innovative financial services geared to the everyday needs of small business owners. MBank offers increased cash protection, high-yield checking for non-profits, and much more. Their package for CubeSpace members includes: one year of free online banking and bill pay, one year waived service charges on checking, free first order of checks (up to \$150 value), three months' free courier service, and free Merchant Services setup (equipment not included).

#### **Business Resources:**

[Fortune Technologies](#). Fortune Technologies LLC helps business to increase their efficiency and reduce their costs by helping them to move to Software As A Service (SaaS) solutions. Software as a Service solutions are software services that are rented on a monthly basis and accessed over the internet. This type of approach eliminates the need for a business to maintain its own IT infrastructure. Fortune Technologies' current services include hosted Microsoft Exchange 2007, hosted Blackberry Enterprise server, hosted Good Messaging Server (for Treo support), web-based file sharing, and Salesforce.com. Fortune Technologies is a Salesforce.com partner. CubeSpace members receive a special discount on

Fortune's Technologies' services. Contact them at 503-460-7760 or sales@fortunetechnw.com.

**[Toad Time](#)**. Online time-tracking, invoicing and task management software. CubeSpace members get a \$10 discount on monthly membership packages.

**Car Sharing:**

**[Flexcar](#)**. Affordable car-sharing in the Portland Metropolitan area. Ideal for people who only need a car once in a while. There is a Flexcar conveniently parked in the CubeSpace lot, and our members receive a waiver on the \$35 signup fee.

**Coffee:**

**[Portland Roasting](#)**. Locally-roasted, farm-friendly direct coffee. Portland Roasting espresso and drip coffee are available in the Agora, CubeSpace's breakroom, and our members can purchase bags of Portland Roasting coffee from us at wholesale rates.

**Computer Repair:**

**[MacForce](#)**. Local sales and repair of Apple computers. CubeSpace members get a discount on service hours, as well as on many Mac parts.

# Phone and Voicemail Settings

## How to Set Up Voicemail

1. Get assigned a Mailbox and DID number by the Cubist at the front desk.
2. When you arrive at your workstation, press the "Program" key, followed by \*, your mailbox number, and #.
3. You will be asked for your password, which is initially the same number as your mailbox (e.g., if your mailbox number is 5555, your password will be 5555). Enter your password. You can change it later.
4. You are now at the main menu. From here, you can record your greetings (you can have up to 3 different recorded messages), change your password, and adjust other settings to your liking. You need to record at least one personal greeting before your mailbox will work.
5. To record a personal greeting from the main menu, press 1.
6. The friendly voice will tell you that your current personal greeting number is 1 (out of a possible 3). Press # to confirm.
7. You will be given the option to record, delete or listen to your personal greeting. Press 1 to record.
8. Start recording your personal greeting after the tone. When you are finished, press #. You will then be able to approve the greeting you just recorded or delete it and try again.
9. After you approve your personal greeting, your mailbox is turned on and ready to function. You can return to the previous menu by pressing # at any time.
10. If you want to record more personal greetings, like a night greeting or a vacation greeting, repeat steps 6-9.

## How to Check Voicemail from the Phone in Your Cube

1. When you check in at the beginning of your visit, the Cubist staffing the front desk can assign your DID and mailbox to the phone at the cube where you choose to work.
2. After this has happened, the top left-hand button on the phone in your cube (the gray one labeled "voicemail") will flash if you have any new messages.
3. To check your messages, simply press this flashing button. You will be asked for your password. After you enter it, you will be at the main menu for your voicemail. Follow the voice prompts. You can listen to, save, delete or forward your messages.
4. When you leave, be sure to check out with the Cubist at the front desk. They will unassign your DID and mailbox from the phone in the cubicle you are vacating.

## **To Have Calls Forwarded to Another Phone**

1. Press the "Program" key, followed by \*, your mailbox number, and #. Enter your password. After this, press #, choose option 6, option 2, and option 1. Enter the number you wish to have your calls forwarded to. Press #, then # again. Press 1, then 1 again. Hang up.
2. When receiving a forwarded call from your mailbox, wait a few seconds. You will hear the words, "You are receiving a forwarded call. Please press 1 to accept." Press 1 and the call will be connected.
3. You must have recorded personal greeting #2 so that it instructs an incoming caller to press 4 to be forwarded to the phone number you entered.

## **How to Check Voicemail Remotely**

1. Call (503) 206-3598.
2. You will hear the away greeting for CubeSpace. Press #, then your mailbox number.
3. Enter your password at the prompt.
4. The system will tell you how many new and old messages you have, then play them for you, starting with new messages. You have the usual options of what to do with these messages: save, delete, forward, etc.
5. Once you have finished listening to your messages, pressing 5 will return you to the main menu where you can change other options.
6. You have the option to hang up, press 0 for the operator, or 8 to return to the main CubeSpace greeting and leave a message for the front desk, Eva or David.

## **How to Change Your Password**

1. Access your main menu (steps 2-4 in "How to Set up Voicemail").
2. Press 5 to access the password menu.
3. You will be given the options of entering a new password, deleting the old password or hearing the old password. Press 1.
4. Enter your new password, then press #.
5. You will hear your new password read back to you.

## **How to Retrieve Deleted Messages:**

1. The system will save your last ten deleted messages in a virtual Recycle Bin. To access this, log in to your voicemail.
2. Press 9. The most recently deleted message will automatically begin playing.
3. Press 8 to restore this message to your mailbox as a saved message.

4. To hear the next previously-deleted message, press 9 again. At each message, you will have the option of pressing 8 to restore it to your mailbox.
5. You should know that the system only saves your last ten deleted messages. If you delete another message, your eleventh most recent message is gone forever.

### **How to Change the Ring Tone or Volume at Your Cube:**

1. Press the "Program" button at your phone.
2. Press 4 to access the "Station Audibles" menu.
3. If you want to select a different ring tone for your phone, press 1. You can now page through the ring options using the scroll keys. When you've found one that's right for you, press #.
4. If you want to increase or decrease the ring volume, press 2 from the Station Audibles menu. The phone will give a sample ring. Use the scroll keys to adjust the volume. When the phone rings at the desired volume, simply hang up.
5. The "message ring" function will cause your phone to give a special ring when someone has left you a message. If you want to activate or deactivate this feature, press 3 from the Station Audibles menu. The voice will tell you whether message ring is currently disabled or enabled, and instruct you on how to make changes.

### **How to Enable or Disable Call Waiting:**

1. Press the "Program" button on your phone.
2. Press 3. You are now at the "Station Options" menu.
3. Press 1. You will be informed whether the call waiting feature is enabled or disabled, and instructed in how to change it.

### **How to Enable or Disable Hands-Free Answer:**

1. When "hands-free answer" is enabled, an outside call to your station will cause a short ring tone, after which the caller will automatically be connected to your speaker phone.
2. To enable or disable this feature, press the "Program" key on your phone.
3. Press 3 to access the "Station Options" menu.
4. Press 5. You will be read the current status of the hands-free answer function and instructed in how to change its current status.

## How to Print

Setting up a printer is very do-able, but we do occasionally run into problems. If you run into problems you don't understand, please come talk to someone at the front desk.

### Printing from a Mac

To get a Mac printing, go to System Preferences in the Apple menu. Go to Print & Fax and click on the little + button. If you see the printer you'd like to use, click add, and then make sure that it is highlighted and its box is checked. Our black & white machine should display as Kyocera Black & White, and the color machine as Kyocera Clr. If you do not see any printers, click on "IP Printer," then "More Printers..." At the top of the window that pops up, you'll see two drop-down menus. Click the bottom one and select "Network Neighborhood." Find the "Cubespace" workgroup and click "Choose." Select "Printserver" and click "Choose" again. You'll need to sign on with your username and password. Choose the printer you'd like to use and click "Add." Make sure the box is checked for that printer.

Macs do not communicate well with our print server. Generally, when one goes to use the printer, a code is required. This code will be the last seven digits of your telephone number. (Phone number without the area code.) When you print from a Mac, you may not be asked for that number. This means you are on the honor system when it comes to recording your prints. Please tell us when you check out or when you print how many pages you have printed, and whether they were black & white or color.

### Printing from a PC

In the Start Menu, select "Run" (in Vista, this command is under Accessories). A little box should pop up for you to type in.

Type: `\\printserver` and press enter.

Ideally, the computer thinks for a period of time ranging from 5 seconds up to two minutes or so, and then pops up a window showing, among other things, the two Kyocera printers. Double click on the printer or printers you'd like to install. It will ask you whether you really want to install this software, and the answer is, yes.

If that doesn't work, instead of typing `\\printserver`, type `\\10.0.0.10`. This is the printserver's IP address, and sometimes works when `\\printserver` doesn't.

When you go to print, a box will pop up asking for your Job Account ID. This is your phone number without the area code, and the same number you use whenever you use the scanner/copier/fax machine. Type it in, press enter, and everything should print just fine.

**Printing from Linux or another operating system**

If you are using Linux and do not know how to set up printing, please come talk to David. He can help you figure it out.

**Note:** If you get to the printer and it says “Account ID Mismatch,” that means you or someone before you put in the wrong account ID. To reset the printer, press “Go” on the printer screen. Lights will flash, and it will say “Canceling data” and later, “Ready to print.” If you have any trouble with any of this, please come ask someone at the front desk.

## Frequently Asked CubeSpace Questions

- 1) *Where should I park?* Our parking lot, which we share with the US Bank, is located at SE 6th & SE Alder. Feel free to park in any of the spots marked “CubeSpace.” There is untimed street parking from SE 7th Ave. on east, and timed parking (including 2-hour parking) on the streets immediately surrounding our building, including SE Alder, SE Washington and SE Grand. There are also two paid parking lots nearby. One is on SE Grand between SE Morrison & SE Belmont; you’ll know it by the Bank of America sign. The other is on SE Grand between SE Hawthorne & SE Clay. We also offer secure indoor bike parking.
- 2) *Can I receive mail?* Yes! If you are receiving packages or mail that has “care of CubeSpace” written on it, there is no charge for mail reception. Any packages from UPS and FedEx are also free. If you would like to receive mail without the CubeSpace name in the address, or with a suite number, there is a charge of \$25/month for members.
- 3) *How do I pay each month?* There are several ways. Generally, we keep track of when you paid us initially, and just notify you whenever that date comes around each month. If you would like to pay on a particular day of the month, let us know. We can invoice you or your company if you would like. We also offer a subscription service, so that your credit card is automatically charged each month. Just ask!
- 4) *Where can I grab some food?* There are a number of places. Head on over to [www.cubespacepdx.com/cubesters/lunch](http://www.cubespacepdx.com/cubesters/lunch) to check out our listings.
- 5) *Do I have to take my stuff home every night?* Nope! With a membership, you also get a free cardboard file box to store your stuff in. When you check out at night, you drop it off at the front desk to be locked in the storage room, and when you arrive in the morning, you simply ask at the front desk for someone to retrieve it. You may bring in your own box. For a member rate of \$25/month, we also offer locked filing cabinets. And if you have a PermaCube membership, you may of course leave your things at your desk.
- 6) *What about while I’m at lunch?* If you feel comfortable, you can leave it in your cube. If not, feel free to have someone lock it up for you.
- 7) *Can I use a stapler/scissors/some tape?* Sure! We’ve got these things up at the front desk, or in the library/copy room behind the front desk. We also have basic items for sale at the front desk, like envelopes, batteries, stamps and Trimet tickets or passes.

## Member Rates, Other Items for Sale, and Additional Services

Members receive special rates on our services. We also sell other items listed below that might be useful to you.

### Services with Member Pricing

- Large conference room: \$40.00/hour or \$240.00/day
- Medium conference room: \$20.00/hour or \$120.00/day
- Small conference room: \$15.00/hour or \$90.00/day
- Phone room: \$10.00/hour or \$50.00/day
- Flexispace or Agora: \$80.00/hour or \$480.00/day
- Long distance calling: \$.06/minute
- Black and white printing/copying (over your included 50 pages): \$.05/page
- Color printing/copying: \$.40/page
- Use of CubeSpace computer: \$5/hour
- Projector & screen rental: \$25/session
- DVD player & surround sound rental: \$15.00/session
- Mail delivery (with your business address): \$25.00/month
- Rolling pedestal storage: \$25.00/month
- Basic graphic design, web development and copy writing are all available. Please ask David or Eva.

### Other Items We Sell:

- Stamps
- Greeting cards
- Pads of paper in two sizes
- Envelopes, in various sizes and of various kinds
- High-quality paper
- Card stock
- Lamination
- AA Batteries
- UPS and USPS mailing and shipping
- TriMet tickets and monthly passes
- Radical Accounting* book
- Writeable CDs and DVDs

### Additional Complimentary Services

- Staplers, tape, scissors, paper cutters and a shredder are all available either at the front desk or in the copy room.
- The copy room contains a small collection of business books available for you to borrow. If you would like to add to this collection, please let us know.
- Our break room is a BookCrossing stop. If you want to leave a book for others to pick up or pick up a book from the break room (look for a BookCrossing label inside), feel free!