

WELCOME TO
*Rockefeller Group
Business Centers*

MEMBER INFORMATION GUIDE

Rockefeller Group Business Centers

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Rockefeller Group Business Centers

GENERAL INFORMATION

Your workspace is accessible 24/7. Staff hours are 9:00 am- 5:00 pm Monday-Friday. The glass reception doors are unlocked during business hours. Otherwise, you will need your access card to enter the office.

Front Desk/Receptionist: 9:00 am - 5:00 pm
Mailroom/Service Center: 9:00 am - 5:00 pm

Contact the receptionist to book a conference room, register guests, send outgoing mail, request messenger service, book a car, purchase office supplies, and all other requests.

Copy Machine:

Please contact the receptionist for your company's personal code. The copiers allow you to securely print documents, send faxes, scan, and make copies. To utilize the printer, there are print driver Instructions within this package.

Mail and Packages:

Please bring all outgoing mail and FedEx packages to the Client Support Center by 3:00 P.M.

Mailing Address Options:

Your Company Name

45 Rockefeller Plaza, Suite 2000, New York, NY 10111

or

630 Fifth Avenue, Suite 2000, New York, NY 10111

After Hours:

When you leave after 9pm, please exit through the night elevator. (see floor plan for location)

Privilege Cards:

Please visit the website www.rockefellercenter.com/privilege-card for a list of participating vendors.

Zo. Lounge:

Please meet with the receptionist

ROCKEFELLER GROUP BUSINESS CENTER IS *CLOSED* FOR THE FOLLOWING HOLIDAYS:

NEW YEAR'S DAY - January 1st
MARTIN LUTHER KING, JR. DAY - 3rd Monday of January
PRESIDENTS' DAY - 3rd Monday of February
MEMORIAL DAY - Last Monday of May
INDEPENDENCE DAY - July 4th
LABOR DAY - First Monday of September
THANKSGIVING DAY AND THE DAY AFTER THANKSGIVING
CHRISTMAS DAY - December 25th

Depending on the day of the week these holidays fall on, adjacent days may be recognized as the holiday.

We will not have operations staff here on these days. You can access your office as you would after hours or on weekends, by using your access card and key. You may be directed to use the Night Elevators.

Rockefeller Group Business Centers

CONTACTS

David E. Jakubowski
Director
212.918.4832
david@rgbc.com
Sales | Billing | General Questions

Donna Emma
Sales Associate
212.899.5425
donna@rgbc.com
Sales | Logistics | Building Issues

Kimberly Jacobs
Receptionist
212.332.3400
reception45@rgbc.com
Meeting Rooms | Visitors | Administrative Support

Alex Garcia
Mailroom
212.332.3417
mailroom@rgbc.com
Mail delivery | Mail Forwarding | Messenger Service | FedEx

45 Rockefeller Plaza
Mail Switchboard
OFF HOUR SECURITY - EMERGENCIES
212.332.6700

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VOICEMAIL INSTRUCTIONS

Before you begin, please create a strong six digit password. Passwords with sequential numbers are considered weak and will be rejected by the system. Although they will initially be accepted, the system will eventually change your entry. Passwords such as 111111 or 654321 are considered weak. Your password must be six digits.

TO BEGIN: (there are three options outlined below)

Option 1: Press the Messages Button on your RGBC telephone (envelope icon).

Enter the default password, 986797.

Press # when accessing the system for the first time. You will be prompted to record "your name only", then change the password. Once you have set both up, you will then access the vm system by pressing 1.

Option 2: Dial your phone number

(if an Operator answers, ask them to place you into your voicemail)

Press * when you hear your vm greeting. Enter the default password, 986797)

Press # to access the system for the first time. You will be prompted to record "your name only" and change

the password. Once you have set both up, you will then access the vm system by pressing 1.

Option 3: Call in from outside the office

Dial: 646-747-8255

Press * when you hear the voicemail greeting

Enter your Mailbox ID followed by # (4 digit extension number)

Enter you Pass code (new set up password is 986797) then #

****Please note that when accessing your voice mail for the first time you will need to re-set your password and record your name. After recording your name, please press 1 to access the voice mail system and follow prompts to record your "no-answer and busy greetings."

VOICEMAIL PROMPTS (FOLLOW PROMPTS TO SET UP VM)

Press 1 – Access Voice Mail Box

Press 3 – Record Name

Press 4 – Change Call Forwarding Options

Press 8 – Change Passcode

Press 9 – Exit

Press # - Repeat Options

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VOICEMAIL INSTRUCTIONS – CONTINUED

Once you have pressed 1 to access your voice mail:

Press 1 – Listen to Messages

Press 2 – Change Busy/DND Greeting

Press 3 – Change No Answer/After Hours Greeting

Press 5 – Compose/Send New Message

Press 7 – Delete ALL messages

Press # – Repeat options

VoiceMail Controls

Press 1 – Rewind

Press 2 – Pause/Resume

Press 3 – Fast Forward

Press 4 – Go back to 1st message

Press 5 – Message details

Press 6 – Go to last message

Press 7 – Delete

Press 8 – Call back Caller (# # to return to VM)

Press 9 – to reply

Press # – to save message

Forwarding a message to another mailbox

While in your mailbox, during or after the message:

Press 9 – to reply

Press 2 – to forward the message

Wait for a prompt to enter the extension number.

Enter the extension digits and then either:

Press # to enter another extension or

Slowly Press ### to send this message

To include an introductory message with the forwarding message

Follow the voice instructions.

Press * to cancel the forwarded message.

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CANON PRINT DRIVER– MAC

1. Go To WWW.USA.CANON.COM
2. Click on Drivers & Downloads (On top of the page)
3. It should bring you to the page that has a search bar on it
4. Type in C3530i, select image runner advance C3530i
5. Scroll down on the page
6. You will see that it automatically detected your operating system
7. Click on Drivers
8. Select the Recommended Version or latest version of Plus_PCL6_v2.10_Set-up_x64.exe
9. Allow Download Click "Yes"
10. Click Download Driver, Then Install
11. Intro Opens Click Continue, Continue on License, Continue on Agreement Terms of Software
12. Install (give it a few seconds), Summary opens Click Close

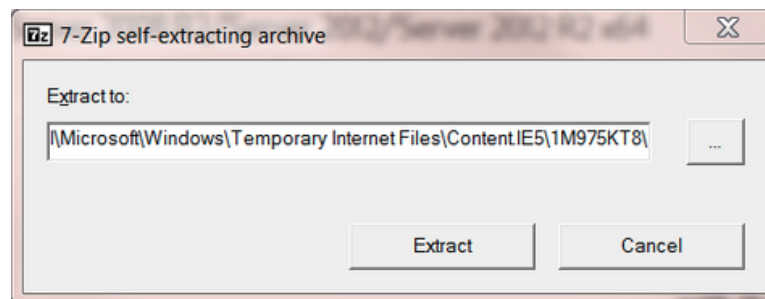
In Your Mac Computer Go to Printers and Scanners

1. Click on + System Preferences
2. Enter IP Address IP Addresses are:
 - a. Main Copier #2: 10.5.50.20
 - b. Subcopier #1: 10.5.50.30
3. Protocol: Select LPD
4. Use: Select Software (choose C3525/3530 (copier 1) OR C5235/5240 (copier 2)) - click on ADD
5. CONTINUE
6. Click on Open Printer Queue, then Settings
7. Change Name To "Canon 20th Floor Main Printer" Or "Subcopier"
8. Select Utility, then Open Printer Utility
9. Go To Department ID Management
10. Select Use Dept ID
11. Enter your Dept ID and PIN
12. Select Confirm Dept ID/Pin
13. Click on Printer Information (You should see communication method as Bidirectional)
14. Click OK
15. Then Verify (You should see a message that the pin entered is correct)
16. Save Settings
17. Click OK
18. Close Window

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CANON PRINT DRIVER – WINDOWS

1. Go To www.usa.canon.com
2. Click on Drivers & Downloads (On top of the page)
3. It should bring you to the page that has a search bar on it
4. Type in C3530i, select **image runner advance c3530i**
5. Scroll down on the page
6. You will see that it automatically detected your operating system
7. Click on Drivers
8. Select the Recommended Drive OR latest version of Plus_PCL6_v2.10_Set-up_x64.exe
9. Click on Terms & Conditions, then Download
10. Click on RUN
11. After download is complete you should see the following –



1. Click on the small square on the right to save it to a folder on your desktop
2. Then click Extract
3. Go to the folder you saved this into and click on setup
4. Then click on Yes
5. Select Custom, then Next, again Next
6. Look for C3525/3530 (copier 1) OR C5235/5240 (copier 2), then select Next
7. Select Add Port, Select Standard TCP/IP Port, Click OK, then Next

Enter the printer IP you want IP Addresses are: 10.5.50.20 (Main Printer/Copier 2)
10.5.50.30 (For The Subcopier/ Copier 1)

1. Click Next, then finish, then next again, then start
2. after setup is complete go to device/printers from start menu
3. select the printer, left click then select printer properties
4. Go to device settings, select Use Dept ID,
5. Click on Settings, Click On Allow Pin Settings
6. Your Pin & ID are both the same – type it in, click on Verify (It should tell you pin is correct)
7. Uncheck Confirm Dept ID/Pin, The Click OK and then Apply

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CANON PRINTER DRIVER INSTALLATION – PC CONTINUED

1. Go to the General tab – change the printer name to either Mail Printer Or Subcopier
2. then click on Apply
3. Do a Print Test Page to make sure installation is done correctly.

1. Click next, then finish, then next again, then start
2. After setup is complete, go to device/printers from the start menu
3. Select the printer, left click, then select printer properties
4. Go to device settings, select use department ID
5. Click on settings, click on allow pin settings
6. Your pin and ID are both the same, (provided to you by RGBC) – Type this in, then click on verify. It should tell you that the pin is correct.
7. Uncheck confirm department ID/Pin, then click ok and then apply.
8. Go to the general tab – change the printer name to either mail printer or sub-copier
9. Then click apply
10. Do a print test page to make sure installation is done correctly

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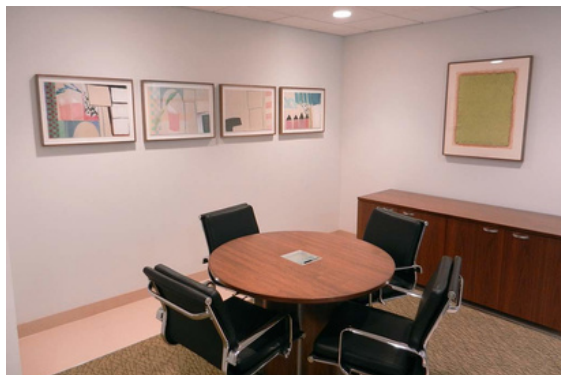
CONFERENCE AND MEETING ROOMS



The Boardroom - \$105



Conference Room B - \$90



Meeting Room C & D - \$70



Conference Room E - \$90

*Rates are hourly.
Inquire about long term rates.
Ask about our 8 hour package*

SUPPORT SERVICES

WiFi	Complimentary
Catering	Cost +25%
Easel	+\$10
Flip Chart	+\$20
Coffee Maker	+\$25
Admin Support	\$65/hr
Copy Print Scan	ask
Breakout Rooms	+\$50/hr

**rates are per meeting*

***Conference Room A special conditions:

*2 hours minimum on advance booking with exception to same day event

*We reserve the right to relocate groups of 8 persons or less when necessary

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AVAILABLE SUPPORT & SERVICES

Administrative Services	\$65/hr.
Administrative Services - Rush	\$95/hr.
Quick Assist - Simple Task	\$7.50
Mail Forwarding	\$10.50 +Postage

Call Answering	\$75
Call Screening	\$150

Black/White Copies	.05 pp
Color Copies	.20 pp
Scannings	.10 pp
Unlimited Scanning	\$25 monthly
Fax In/Out	\$1 pp
Shredding	\$5 per inch

Office Supplies	Inquire
Cold Beverages	Inquire

Computer lockers air conditioned room	\$25/month
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FILE STORAGE	Monthly
1st drawer	\$25
2nd drawer	\$20
3rd drawer	\$15
4th drawer +	\$10
Half Cabinet	\$40
Full Cabinet	\$75

TECHNICAL SUPPORT	Hourly
Internal Technician	\$150
Tier 1/Tier 2 Outside Vendor	\$185/\$270

VIRTUAL OFFICES	Monthly
Mail	\$90
Mail/Phone	\$175
Premium	\$275

Outside technical support - 30 minute increments
RGBC Support - 15 minute increments

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TELEPHONE SERVICES

Telephone Handset includes voicemail to email audio file	\$95
Call Answering operator answers phone with personal greeting	\$75
Call Patching transfer call to an outside line, ie cell phone	\$20
Call Screening operator answers call and announces caller. Call can be accepted or set to voicemail	\$150
Auto Attendant a dial by name or department directory	\$30
Auto Attendant Voicemail Box have calls for a department go directly to VM	\$15
eFax send and receive faxes via email	\$25
Off Site Business Phone set up a phone in your home or out of town office one-time deposit and set-up fee	\$99
Service Requests changes to service, including adding or moving	\$50
Voicemail Password Reset	\$5
Temporary Changes forwarding - call answering	\$15
Voicemail Greeting Recording our team can record your message for you	\$35

**Some services do require one time set-up fees. Rate to be disclosed before work is started.*

Outside technical support - 30 minute increments
RGBC Support - 15 minute increments

Rockefeller Group Business Centers

PAYMENT OPTIONS

We offer a variety of payment options to you. Once your account has been activated, you will receive an email from our Client Care Portal. Here, you can set up your account to pay by credit card.

Credit Card

Access to our Client Care Portal will be arranged upon the opening of your account. Instructions will be emailed to you after your account has been opened. For your convenience, you can establish autopay. You will still receive a monthly invoice from us, giving you the option to review your account. If you ever have a question about a charge, we are always available to you.

Check:

Please remit to Rockefeller Group Business Centers
45 Rockefeller Plaza, Ste. 2000
New York, NY 10111

EFT/Wire Transfer:

Rockefeller Group Business Centers
JPMorgan Chase NY
1166 Ave. of the Americas, 14th Floor
New York, NY 10036

ABA: 021000021
Account: 230-747-426
SWIFT Code CHASUS33

Please see David Jakubowski, for information about paying online either by credit card or eCheck and setting up automatic monthly payments.

Contact:

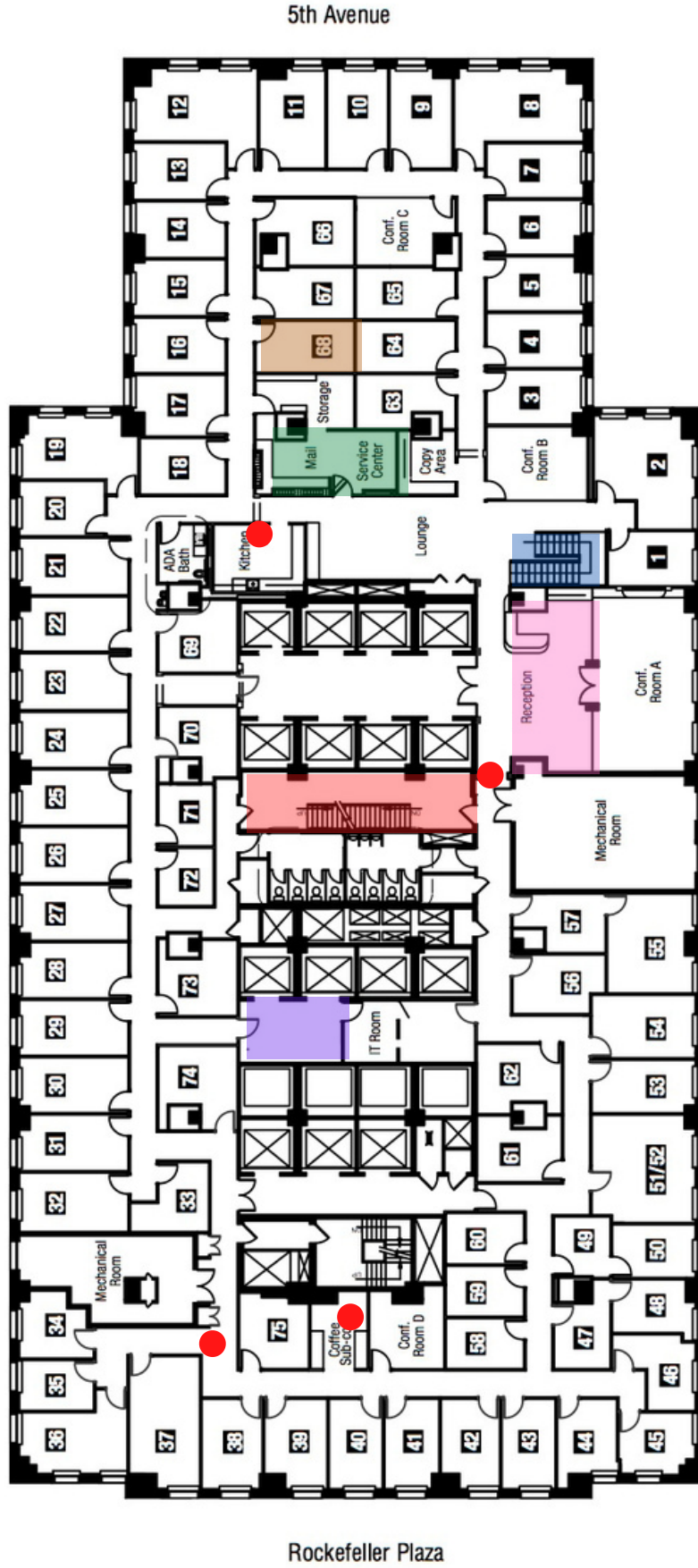
David E. Jakubowski, Director
david@rgbc.com | 212.918.4832

*Your account will be assessed with a late fee for any payment made after the 5th of every month.
If you are going to be late, please contact us immediately.

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20TH FLOOR PLAN

51st Street



5th Avenue

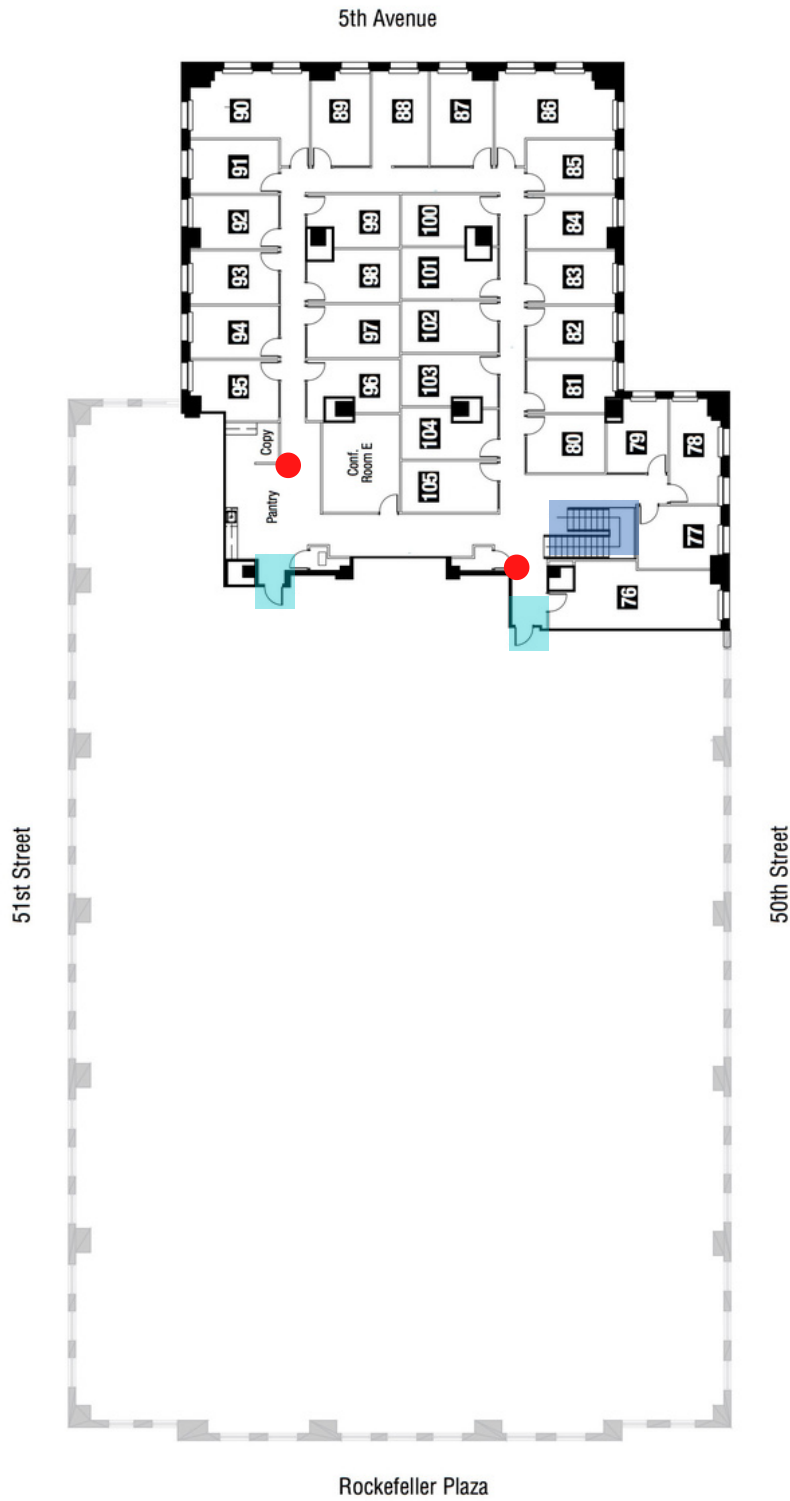
Rockefeller Plaza

- Mail Services
- Main Reception
- Night Elevator
- Manager's Office
- Internal Stairs to 21
- Fire Extinguishers
- Fire Exit - Stairwell B

45 ROCKEFELLER PLAZA | 630 FIFTH AVENUE
212.332.3400

Rockefeller Group Business Centers

21ST FLOOR PLAN



- Internal Stairs to 20
- Exit to Elevators
- Fire Extinguishers

45 ROCKEFELLER PLAZA | 630 FIFTH AVENUE
212.332.3400

PHONE INSTRUCTIONS



Quick Start



Cisco IP Phone 8811, 8841, 8851, 8851NR, and 8861

- 1 Dial
- 2 Answer
- 3 Hold
- 4 Transfer
- 5 Conference
- 6 Mute
- 7 Voicemail
- 8 Divert
- 9 Forward All
- 10 Call History
- 11 Directories
- 12 Settings
- 13 Navigation
- 14 USB Charging
- 15 Intelligent Proximity
- 16 Tips



Note For best results, print on 8.5inch x 14inch (legal-sized) paper.

1 Dial

To place a call, pick up the handset and enter a number. Or, try one of these alternatives.

Redial Last Number

Press Redial to redial on your primary line. To redial on another line, press the line button first.

Dial On-Hook


1. Enter a number when the phone is idle.
2. Lift the handset or press Call, Headset , Speakerphone , or Select.

Speed Dial

Enter a speed-dial item number and press SpeedDial. You may also have speed dials assigned to some buttons along the left side of your phone.

2 Answer

New calls display in these ways:

- A flashing amber line button
- An animated icon  and caller ID
- A flashing red light on your handset

To answer the call, lift the handset. Or, press the flashing amber session button, Answer, the unlit headset button, or the speakerphone button.

Answer Multiple Lines


If you are talking on the phone when you get another call, a message appears briefly on the phone screen. Press the flashing amber line button to switch lines and press the session button to answer the second call. The first call goes on hold automatically.

You can answer a call through an actionable incoming call alert if this feature is enabled by your administrator.

3 Hold


1. Press Hold . The hold icon appears and the line button flashes green.
2. To resume a call from hold, press the flashing green line button, Resume, or Hold.

4 Transfer


1. From an active call, press Transfer .
2. Enter the transfer recipient's phone number.
3. Press Transfer again (before or after the party answers). The transfer completes.

Direct Transfer

You can transfer the active call to the held call either on the same line or across lines


- From an active call, press Transfer .
- Press Active calls to select the held call, and press Transfer again to finish the call transfer.

5 Conference

1. From an active call, press Conference .
2. Make a new call.
3. Press Conference again (before or after the party answers). The conference begins and the phone displays "Conference."
4. Repeat these steps to add more participants. The conference ends when all participants hang up.

Join Calls


You can conference the active call with the held calls either on the same line or across lines.

- From an active call, press Conference .
- Press Active calls to select the held call, and press Conference again to create the conference.

View and Remove Participants

During a conference, press Show Details. To remove a participant from the conference, scroll to the participant and press Remove.

6 Mute

1. While on a call, press Mute . The button glows to indicate that mute is on.
2. Press Mute again to turn mute off.

7 Voicemail

New message indicators:

- A solid red light on your handset
- A stutter dial tone (if available)
- The voicemail icon and number display on the screen along with one idle session button


Listen to Messages

Press Messages  and follow the voice prompts. To check messages for a specific line, press the line button first.

8 Divert

Press Divert when the call is ringing, active, or on hold. Divert redirects an individual call to voicemail or to another number set up by your system administrator.

9 Forward All


1. To forward calls received on your primary line to another number, press Forward all.
2. To forward calls to another number, enter a phone number.
3. To forward all calls to voicemail, press Messages .
4. To cancel call forwarding, press Forward off.

To set up forwarding on a secondary line, press the line button to select the line and press Forward all.

To set up forwarding remotely, access your Self Care Portal.

10 Call History

View Call History

1. Press Applications .
2. Scroll and select Call History.
3. Select a line to view. Your phone displays the last 150 missed, placed, and received calls.
4. To view details for a call, scroll to the call, press More, and then press Details.

PHONE INSTRUCTIONS— CONTINUED

View Missed Calls Only

1. View your call history.
2. Press Missed. Alternately, press the session button mapped to the Call History icon.

Dial Call History

1. View your call history, or navigate to your missed or placed calls.
2. Scroll to a listing and lift the handset, or press Select.
3. To edit a number before dialing, press More > EditDial.

11 Directories

1. Press Contacts .
2. Scroll and select a directory.
3. Use your keypad to input search criteria.
4. Press Submit.
5. To dial, scroll to a listing and press Dial.

12 Settings


Volume

The Volume bar is located to the left of the keypad.




- To adjust the handset, headset, or speakerphone volume, press Volume when the phone is in use.
- To adjust the ringer volume, press Volume on the left (-) or right (+).
- To silence the phone when ringing, press Volume left one time. Pressing Volume multiple times lowers the ringer volume.


Ringtone

1. Press Applications .
2. Select Settings > Ringtone.
3. Select a line.
4. Scroll through the list of ringtones and press Play to hear a sample.
5. Press Set and Apply to save a selection.


Screen Brightness

1. Press Applications .
2. Select Settings > Brightness.
3. Press the Navigation cluster left or right to increase the brightness and press Save.

Screen Contrast (8811 only)

1. Press Applications .
2. Select Settings > Contrast.
3. Press the Navigation cluster left or right to change the contrast and press Save.

Font Size

1. Press Applications .
2. Select Settings > Font Size.
3. Select Tiny, Small, Regular, Large, or Huge.
4. Press Save.

13 Navigation

Where are the Line Buttons?

Line buttons are located on the left side of the phone screen. Buttons that are not assigned to phone lines can be used for speed-dials and other features. Contact your system administrator for more information.



Note If you are using a locale that reads right to left, such as Arabic, the line button and session button locations are swapped.

Where are the Session Buttons?

Session buttons are located on the right side of the phone screen.

Where are the Softkeys?

Four softkey buttons are located below the phone screen. You can press More (when available) to reveal additional softkeys.



How Do I Navigate in a List or Menu?

Press up, down, left, or right on the four-way Navigation cluster.




A scroll bar on the screen indicates your relative position within a list.

How Do I Select an Item in a List or Menu?

With the item highlighted, press Select. Or, use the keypad to enter the corresponding item number.

How Do I Exit a Menu?

To exit a menu completely, press Exit.

To go back one level in a menu, press Back .



Note If you press and hold Back, you exit a menu completely.

14 USB Charging

To charge your mobile phone, use the side USB port of the Cisco IP Phone 8851 or 8851NR, or use the side or back USB port of the Cisco IP Phone 8861.

To charge your tablet, use the back USB port of Cisco IP Phone 8861.

15 Intelligent Proximity

(Applicable to Cisco IP Phone 8851 and 8861; not supported by the Cisco IP Phone 8851NR.) If your administrator has enabled this feature, you press the second line button to open the Bluetooth menu to pair and connect your smartphone or tablet.

After your smartphone or tablet connects, its name displays on the second line label and you use this line to manage your smartphone or tablet calls.

You can also use the Hands-free 2-way audio entry in the Bluetooth menu.

1. Press Applications .
2. Select Bluetooth.
3. Enable or disable Hands-free 2-way audio.

16 Tips

How Can I Keep Track of Multiple Calls?

Line button colors indicate call states and can help you stay oriented when handling multiple calls including shared lines:

- Ringing call—Flashing amber
- Connected call—Solid green
- Held call—Flashing green
- Shared line in-use remotely—Solid red
- Shared line on hold remotely—Flashing red

What Is the Best Way to Use My Headset?

If you use a headset to dial or answer a call, your headset is the primary audio path and a headset icon displays in the right corner of the header bar. Press Answer to automatically answer the call using the headset.

How Do I Set Up Speed Dials?

To set up Speed Dials and customize other features and settings for your phone, use a web browser on your computer to access the Self Care Portal. Contact your administrator for the Self Care Portal URL.

Where Can I Find a Complete User Guide?

<http://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-8800-series/products-user-guide-list.html>

Americas Headquarters
170 West Tasman Drive
San Jose, CA 95134-1706
USA
<http://www.cisco.com>
TEL: 408 526-4000
FAX: 408 527-0883



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