Setting Up Your Cordless Phone and Base Station for your OfficeSuite® Phone
Welcome to OfficeSuite® Phone

Your new 100 percent cloud-based system, OfficeSuite® Phone includes hundreds of advanced features and the latest technology to keep you in touch with your customers and employees, no matter where you are or what device you use.
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What is in the Box

All of the items below are included in this box. If you are missing any items, please be sure to contact us immediately at 1-888.623.VOIP (8647).

- Handset
- Charging Cradle
- Belt Clip
- Power Cord for Charging Cradle
- Base Station
- Power Cord for Base Station
- Ethernet Cable
- Batteries
- Battery Cover
Available Cordless Phones

**CORDLESS PHONE**

Put cordless phones anywhere you need them and give your employees the freedom to move around the office.

**BASE STATION**

Connect up to 12 phones within 150 feet using two base stations.

**CORDLESS DESK PHONE**

Cordless desk phones feature an enhanced speakerphone and 12 additional one-click speed dials that put your employees in control.
Connecting Your Phone and Base Station

Installing the OfficeSuite® Phone system is easy and should only take a few minutes. **It is important that you follow these steps in order.** Instructional videos are also available by clicking on the **Support** tab on the MyOfficeSuite™ portal or by visiting [http://MyOfficeSuite.broadviewnet.com](http://MyOfficeSuite.broadviewnet.com).

1. Use the included Ethernet cable (or equivalent) to connect the base station to your Internet router or to your local area network for Internet access.

2. Use the included power adapter to connect the base station to a wall outlet.
Insert the included batteries into the phone and slide the battery cover into place. Should you need to replace the batteries, use only NiMH rechargeable batteries. Optionally, attach the belt clip to the phone.

Connect the other power adapter to the phone charging cradle and then to a wall outlet no more than 150 feet from the base station. Place the phone into the cradle to charge. The initial, full charge may take up to 15 hours.

Momentarily disconnect power from the base station (leave the Ethernet cable connected) and then reapply power. The base station will automatically download and install new software if a newer version is available. If newer software is downloading the LED will flash blue. This process takes 3 to 4 minutes and it is important that you do NOT remove power again while software is updated. Wait until the LED is steady amber (not blinking) for two minutes before making calls.

Follow the instructions on the next few pages for Setting Up Your Systems and Features through the MyOfficeSuite™ portal.

**SYSTEM UPDATES**

From time to time, Broadview Networks will make updates to your system via software changes on our network. To ensure your system is up-to-date with the most current release of software, momentarily disconnect power from the base station (leave the Ethernet cable connected) and then reapply power. If new software is available, the base station will download it from Broadview’s servers and install it on the base station and the phones. During the software upgrade process, the base station LED will blink **amber** and then blink **blue** for several minutes. The display on the phones will read **Provisioning** and then **Rebooting System**.

**DO NOT REMOVE POWER DURING THE PROCESS.** Wait until the LED on the base station glows steady **amber** for a few minutes and the phone display has returned to normal before making any calls. You may repeat this process occasionally to be sure your software is always up-to-date.
To make an external call, simply dial the phone number and press the phone key.
To make an internal call, just dial the extension of the phone you would like to call (103) and press the phone key.
Using the MyOfficeSuite™ portal

Sign in to your MyOfficeSuite™ account at MyOfficesuite.broadviewnet.com with your username and password that you created when you first logged into your MyOfficeSuite™ account. If you forgot your password, you may click Forgot your password to reset it.

Once logged in, you are presented with the Dashboard from which you manage the phone system and your services. Across the top of the Dashboard is a series of tabs with different functions and in the center of the Dashboard are widgets from which you can make changes to the system and services. Each widget has an information icon describing its function. To customize the presentation of the Dashboard, click on Customize Dashboard to add, remove, or reorder the widgets according to your preference.

SETTING UP HOW CALLS COME INTO YOUR SYSTEM

All incoming phone calls are sent to a specific phone number in the system. Calls can be sent to individual phones, to an auto attendant, or to a call group. The first step is to make sure that your phones and phone numbers are set up the way you wish.

ASSIGNING PHONES TO YOUR EXTENSIONS

OfficeSuite® Phone is so flexible that any phone can be assigned to any extension. To assign or change phones and extensions, go to the Cordless Phone widget within the MyOfficeSuite™ portal and select a location from the drop-down list at which you want to manage your cordless phones. Then, press Change Configuration.

A single phone can be assigned an extension (dedicated) or multiple phones can be assigned to the same extension (shared). All phones with the same extension will ring when the extension is
called. As long as a line is available, even if a shared extension is in use, other phones with the same extension can continue to make and receive calls.

**CHANGING THE NAME DISPLAYED ON YOUR PHONE**

To change the name displayed on any phone, click on the **Phone System** tab, then click on **Phones** and choose the **Cordless Phone Manager**. Select the site at which you want to manage your phones and click on **Actions**. Here, you will select **Personalize Phones** to change the name display on your phone.

**FOR ALL OTHER FUNCTIONS OF THE MYOFFICESUITE™ PORTAL, REFER TO THE MYOFFICESUITE™ ADMINISTRATOR GUIDE.**
**Using the MyOfficeSuite™ portal**

**CONFIGURE CORDLESS PHONES**
From the top tabs, select *Phone System – Phones – Cordless Phone Manager* or Select the *Cordless Phone* widget from your dashboard.

Select the site at which you want to manage cordless phones from the drop list.

If the site already has a base station registered and phones connected, it will show the registered base stations.
If the site has no base station yet, then you can register a new base station.

Once a base station is registered, manage phones at that site by dragging and dropping phones onto extensions. You can have up to 6 phones per base and up to two base stations per site. Phones connected to a base can each have their own extension, or all 6 can share one extension, or any combination of phones and extensions up to a maximum of 6.
Using the MyOfficeSuite™ portal

All six phones share one extension. Press **Add a Desk Phone** or **Add Handset** accordingly.

One phone for each of the six extensions.
A mix of phones and extensions (maximum of 6).

Press **Save** to save all your phone and extension assignments. You will be prompted to restart the base station for the changes to take effect. Momentarily remove the power cord from the base station **(DO NOT remove the Ethernet cable)** and then restore power. The update make take several minutes to take effect. **DO NOT REMOVE POWER DURING THE UPDATE.**
Using the MyOfficeSuite™ portal

After you assign phones to extensions, you may wish to personalize them with the name of the person to whom they are assigned. Press the Actions button and select Personalize phones.

From the same Actions menu, you can also synchronize phone settings between the server and the base station, or reset, remove, or replace a base station.
To add a second base station, Enter a MAC address from the second device in the appropriate field and press **Verify and Add Base Station**.
Using Your Phone

- Speaker
- Headset Jack
- Soft Keys
- Phonebook
- Talk On
- Volume
- Power
- Talk Off
- Intercom
- Voicemail
- Microphone
- Mute
PERSONAL PROGRAMMABLE KEYS

The cordless handset has 10 programmable speed dials.

To program speed dials:

Press the Ok key and click on the cloud icon/Services option and press Ok. Then, scroll down to the Speed Dial option and click Ok. There you will see 10 programmable speed dials referenced as keys. Click on the key you would like to program, then click Ok and enter the phone number, be sure to hit Save. Repeat these steps to program each speed dial.

To make a call using a programmed speed dial, hit the green Talk On key on the phone and hold down the corresponding number to initiate the call.

MAKING AND RECEIVING CALLS

Your system includes unlimited calls within the office and across the United States, Canada, Puerto Rico and the US Virgin Islands. For International calls, charges apply and you must first dial 011 then the country code, then the number.

MAKING A CALL FROM ANOTHER LINE

If your phone has multiple lines associated with it, and you would like to use a line other than the default line, enter the number, or select a record in the Phonebook/Call Log list. Then, hold down the green Talk On key or OK key. If the phone is assigned with multiple lines, a line selection menu will show on the display. Select the desired line, press the Dial soft key, OK key or Talk On key to make a call. If the phone is assigned with a single line, it will be selected automatically to make a call. Users can press the Talk On key first, then enter the phone number followed by a ‘#’.

USING THE SPEAKERPHONE

During any call, simply press the green Talk On key to enable the speakerphone. The speakerphone is located on the back of the phone and the microphone is located under the keypad. The speakerphone is full duplex, meaning that you can have a two-way conversation instead of waiting for the other party to finish speaking.
ANSWERING CALLS
When there is an incoming call, press the green *Talk On* key to answer the call. After the call is connected, pressing the green *Talk On* key again will change it to speaker mode.

REJECTING CALLS
When there is an incoming call, press the *Reject* soft key to reject the call. When you reject a call, calls will be unanswered and are forwarded to your pre-set forwarding destination.

USING YOUR PHONE’S INTERCOM
Phones connected to the same base station can instantly connect by pressing the *INT* key on the phone keypad. Then, use the directional navigation to select the target phone (e.g. HS2, HS3, HS4) and press *OK*. If the other phones on your system have individual extensions, you may also opt to dial them by their OfficeSuite® extension.

CALLING ANOTHER EXTENSION ON THE SYSTEM
Instantly connect with any extensions on the system by simply dialing the extension (e.g., 102) and pressing the green *Talk On* key. Remember that multiple phones can have the same extension, so multiple phones may be called.

MUTE
The *Mute* key 📻 is located in the lower right corner of the phone. During a call, press the *Mute* key. A microphone icon with a slash through it appears on the display. To unmute the call, press the *Mute* key again and the microphone icon will disappear, indicating the call is unmuted.

CALL WAITING
Enable or disable your call waiting tone via the *Menu*. First press the *OK* key, then select the cloud icon (Services will appear at the top of the display when the cursor is over the cloud icon), then press *OK*. Scroll over to *Call Waiting* and press *OK*. Select *Enable* and press *OK* or the *Save* soft key. You will see *Saved* on your screen momentarily. When the services menu reappears on your display, press the *Back* soft key twice to return to the main phone screen. With call waiting enabled, when a second call comes in, you will hear a call waiting tone and then you can:
Press the **Accept** soft key to answer the second caller and put the current call on hold.

Press the **Reject** soft key to reject the call and send it to your forwarding destination.

Once you’ve accepted the second call, you can switch back and forth between both callers using the **Switch** soft key. To join the two parties into a 3-way call, press the **Conference** soft key. Press the **Split** soft key to end the conference call. The second line into the conference call will return to hold while the first line is active.

**TRANSFERRING A CALL**

When you are active on a call, press the **Transfer** soft key, then enter the full phone number of the party with the area code or the OfficeSuite® extension and press **Transfer** again. The call will be transferred immediately.

If you would like to attend the transfer, use the **2nd Call** soft key and select **External Call**. Enter the phone number or extension and press the **Dial** soft key. Wait for the other party to answer and then select **Transfer** and press **OK** to transfer the call to the other party.

**CALL CONFERENCE OR 3-WAY CALLING**

When active on a call, select **2nd Call** then **External Call**. Enter the number of the party to conference with the area code or the OfficeSuite® extension and press the **Dial** soft key. After the call is answered, press the **Conf** soft key to activate the 3-way conference.

To remove the second party during the call, press the **Split** soft key and select **Release**. That will drop the second party and you will remain connected to the first caller.

To remove yourself from the conference and allow the other two parties to continue, press the **Split** soft key and then select **Transfer**. You will be dropped from the call and the other two parties will remain connected.

**CALL HOLD**

To put an active call on hold, press the **Hold** soft key. To take the call off hold, press the **Unhold** soft key.
DO NOT DISTURB
Use the Do Not Disturb feature when you do not want your phone to ring, like during a meeting or when a project is due. Press Ok and select the cloud icon for Services and click Ok. Then, scroll down to DND and click OK again. The available extensions will appear, select the extension you would like to activate DND on and click on Select. All incoming calls will be rejected on this phone until DND is disabled by following the same instructions to turn it on.

You can also turn on Do Not Disturb from the MyOfficeSuite™ Portal. To do this, click the toggle button to on from the Do Not Disturb widget.

Note: Only the master phone on the line may enable/disable DND.

CONTACTS
OfficeSuite® Phone allows you to have a Private Phonebook (phone only) and a Shared Phonebook (for all cordless phones connected to the same base station). To access the phonebook, press OK and scroll over to the second icon that looks like an open book called Contacts and click OK. There you can select the phonebook you would like to access by clicking Ok or Select. You can quickly add, edit, or dial entries in the phonebook by using the Options key on the right.

CALENDAR, ALARM AND NOTES
Use the calendar icon to access the calendar features or to set up an alarm based on time and date. You can also add, edit, or delete notes that you may have saved.

CALL LISTS AND CALL LOGS
The Call List or Logs features allows you to see Missed Calls, Outgoing Calls and Accepted Calls. To view the Outgoing Calls List, press the Call Log softkey. Select the appropriate log: Missed Calls, Outgoing Calls, Accepted Calls. Scroll to find the desired record. Press OK. Scroll to Predial. Press Ok. Then, press the Talk On key to call the party.

MULTI-DESKING
Multi-desking allows you to log into up to 5 different devices at one time. You can be logged into your cordless handset, your desk phone and your mobile phone all at once! Refer to the MyOfficeSuite™ Administrators Guide for more information about multi-desking.
SETTING UP YOUR TIME AND DATE
The Time and Date is synchronized automatically with Broadview’s network. If you would like to edit these settings manually, press OK. Then select Settings (the wrench icon). Select Date & Time and select from the choices presented.

SYSTEM SETTINGS
The System and Status settings found on the phone’s menu may be used when troubleshooting issues with a Broadview support representative. DO NOT MAKE ANY CHANGES TO THESE SETTINGS UNLESS INSTRUCTED TO DO SO.

FINDING A MISPLACED PHONE
If you have misplaced a handset, it is easy to page your phones to find the handset. Press and release the Page key (white phone icon) on the side of the base station. This will ring all handsets.

Note that the phones must have battery power in order for this feature to work.
WE ARE HERE TO HELP! PLEASE CONTACT US AT:

Phone: 888.623.VOIP (8647)

Email: officesuitesupport@broadviewnet.com

Live Help: Chat live with Broadview for help via the portal. Just click on Help Chat on top of the MyOfficeSuite™ Dashboard

http://MyOfficeSuite.broadviewnet.com