OfficeSuite UC®
PUTTING ALL YOUR OFFICESUITE® FEATURES TO USE TO BE MORE EFFICIENT

CONTACT SUPPORT
Just click on Live Help on top of the MyOfficeSuite Dashboard
http://MyOfficeSuite.broadviewnet.com

To access the community, go to the Support tab on the MyOfficeSuite Dashboard or visit
http://community.broadviewnet.com
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Quick Start Guide

All of your phone’s features and settings will be managed through the phone itself and through our intuitive, online customer portal called MyOfficeSuite. An account has been created for you upon purchase in which you will receive an activation email instructing you to set your password. Once activated, you can login to the portal at http://MyOfficeSuite.broadviewnet.com to view and manage your system and features.

This quick start guide is designed to provide you with a brief overview of the system.

For more detailed instructions, please reference the Index on page 34 and search by the topic. You can also watch the helpful videos conveniently displayed on each of the widgets for visual step-by-step instructions.

Information Area Display

Date/Time Display

Voicemail Light

Action Keys

Phone Key Pad

Microphone

Soft Keys

Memory Keys

Programmable Keys

Speaker

Key Page and Navigation Buttons

Volume/Ring Volume/Scroll

Speakerphone Key

Mute Key

Settings Key

Cancel Key

Redial Key

Hold Key

Transfer & Conference Key

Voicemail Key
Quick Start Guide – Using Your Phone

ACTIVATING YOUR PHONE
Press the Activate soft key and enter your extension and PIN, then press Enter or the # key.

MAKING CALLS

External Calls
To make an external call, you must dial a 9 + 1 + the number.

Internal Calls
Internal calls can be made by just entering the 3 or 4 digit extension of your colleague.

International Calls
To make calls outside of the United States, dial 9 + 011 + Country Code + City Code + the phone number of the person you are trying to reach.

RECORDING YOUR VOICEMAIL GREETING
To record or change your voicemail greeting. Press the Voicemail button on your phone and enter the temporary passcode of 1234 and follow the prompts to record your greeting. Here, you can also reset your passcode.

LISTENING TO VOICEMAIL MESSAGES

From Your Desk Phone
Press the key and follow the prompts.

From Any Phone Outside Your Office
1. Call your own phone number
2. During your voicemail greeting press * key and follow the prompts.

ACCESSING THE COMPANY DIRECTORY
Press the Menu soft key on your phone, then select Directory. Here you can search for employees by typing in their last name. Once the coworker you are trying to reach is displayed, hit the Dial soft key to begin the call.

USING REDIAL
Press the function key (or the Redial soft key). Then, select the number you wish to call by using the Arrow keys and press the Dial soft key.

PLACING A CALL ON HOLD
When you are on a call and would like to put someone on hold. Press the red hold key. This places the call on hold. Take the call off hold by pressing the glowing Line Appearance key.

TRANSFERRING A CALL
Once on an active call, you can transfer a call by pressing the Transfer soft key. You will then see Transfer To displayed. Dial the internal or external number (don't forget to dial 9 + 1 for an external call) and press Transfer again. The call will then be transferred to the appropriate party.

MAKING A THREE-WAY CALL OR CONFERENCE CALL
Dial the first party’s number, then press the twice (or the soft key once). Then dial the second party and press the function key once (or the soft key) to join the parties.
Quick Start Guide – Using Your Phone

ADJUSTING YOUR PHONE DISPLAY SETTINGS
You can adjust and personalize your phone’s settings by clicking on the blue action key. Here you will see a list of the display features: Text Size, Brightness and Contrast, Screen Saver and more. To view or adjust any of these settings, simply click on the button next to the appropriate category.

ADJUSTING THE SPEAKER VOLUME
Press to adjust the volume of the handset, headset and speakerphone during a call.

ADJUSTING THE RINGER VOLUME
Press when the phone is ringing.

MUTING A CALL
Press to mute the microphone during a call. Then press to turn off mute.

NOTE: This command works whether you are using the headset, handset or speakerphone. When on a call, if your phone is muted and you need to enter command keys, unmute the microphone to ensure that they transmit properly.

Quick Start Guide
Volume/Ring Volume/Scroll
Speakerphone Key
Mute Key
Settings Key
Cancel Key
Redial Key
Hold Key
Transfer & Conference Key
Voicemail Key
Quick Start Guide – Using Features through the MyOfficeSuite Portal


SETTING UP HOW YOU RECEIVE VOICEMAILS
There are several ways that you can receive voicemail messages, including via email. To set up how you’d like to receive your messages, click on Voicemail Settings on the My Voicemail widget and check the box for Enable Voicemail Notifications and select your preference and enter the email address of where you would like to receive messages.

CHECKING VOICEMAIL ONLINE
You can check your voicemail right from the portal. Click on Check Voicemail from the My Voicemail widget. Here you can listen, sort, delete, save or forward messages.

CALL TWINNING
Enable your cell phone and desk phone to ring simultaneously so you never miss a call. After purchasing this feature, you can easily turn it on through the My Call Twinning widget and entering the number you’d like to twin and click Save.
PROGRAMMING BUTTONS: SPEED DIALS AND FORWARDING CALLS TO OUTSIDE PHONES

OfficeSuite® enables you to program any assigned keys on your phone to whatever numbers you’d like. The most popular buttons to program are Speed Dials, Forward to Voicemail or Cell, Intercom and Do Not Disturb. To program your buttons, click on Configure on the My Phones widget and click on the button next to any unassigned key and select from the drop-down menu the type of button you’d like to program, enter the number, label it and click Save.

*All external numbers must be entered with 9 + 1 + then the number in order to function properly.
Quick Start Guide – Using Features through the MyOfficeSuite Portal

CHECKING EMAIL
Click on Check Email from the My Email widget. The number of new messages is displayed on the widget for your convenience.

SEARCHING AND ADDING CONTACTS
Click on the Contacts tab on the top navigation of the portal. Here, you can search and create Favorites and import new contacts.
**Installing Your Phone Without Power Over Ethernet**

1A: CONNECT YOUR PHONE TO THE LOCAL AREA NETWORK

Connect one of the provided Ethernet cables into your existing local area network (LAN) and into the port on the power adapter. Next, connect another Ethernet cable into the port on your power adapter and into the port on the back of your OfficeSuite® phone.

Proceed to STEP 2

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**Installing Your Phone With Power Over Ethernet**

1B: CONNECT YOUR PHONE TO THE LOCAL AREA NETWORK

If your network is Power over Ethernet enabled, you do not need the power adapter and should simply connect an Ethernet cable into your existing local area network and into the port on the back of your OfficeSuite® phone.

2: CONNECT YOUR PHONE HANDSET

Connect your phone handset into the port next to on the back of your OfficeSuite® phone. You may also connect a headset into the port next to on the back of your OfficeSuite® phone.

3: CONNECT YOUR PC TO YOUR PHONE (OPTIONAL)

OfficeSuite® can utilize an integrated Ethernet switch that allows you to connect to your computer without requiring an Ethernet Port.

To do this, connect one of the provided Ethernet cables to your computer and into the PC port on the back of your OfficeSuite® phone.

For helpful videos, guides and other tools, visit: [http://www.broadviewnet.com/getting-started](http://www.broadviewnet.com/getting-started)

For a list of recommended headsets, go to [www.broadviewnet.com/ready](http://www.broadviewnet.com/ready)
Using Your OfficeSuite® Phone

Activating Your Phone
Press the Activate soft key and enter your extension and PIN, then press Enter or the # key. Your extension was created by our team when your account was created and when you first logged into MyOfficeSuite, you created your numeric pin.

Making Calls

EXTERNAL CALLS
For calls outside your office, simply pick up the handset or press any line key to activate the speakerphone and dial 9 + 1 + the 10-digit phone number.
Example: 9 + 1 + 800 + 555 + 1212

INTERNAL CALLS
For calls inside your office, simply pick up the handset or press any line key and dial the 3 or 4 digit extension of your colleague. To use the company directory press Menu, then Directory and type in the first few letters of the party’s last name using your phone’s keypad, or scroll to find their name, then press Dial.

INTERNATIONAL CALLS
To call outside of the United States dial 9 + 011 + Country Code + City Code + Number, then the phone number of the party you wish to call.
Example: 9 + 011 + 52 + 55 + 5130 + 5300

NOTE: OfficeSuite® allows companies to restrict International calls so if you cannot make an international call, please contact your local administrator.

Setting Up Voicemail and Getting Messages
Press the Voicemail key on your phone and enter the temporary passcode of 1234. Then, follow the voice prompts to set up your mailbox and change your passcode.

NOTE: Please choose a passcode that is easy to remember for you, but difficult for others to guess.

RECORDING YOUR VOICEMAIL GREETING
To record or change your voicemail greeting, hit the key on your phone and log in with your passcode followed by the # sign. Then, select option 9 and follow the prompts.

To change your voicemail greeting, click the key on your phone or simply call your phone number and press the Star (*) key when you hear your current greeting.

Then, enter your voicemail passcode and follow the instructions.

RETRIEVING VOICEMAIL FROM YOUR OFFICESUITE® PHONE
When you have a message, your phone indicator light will glow an orange-red color on your phone. Then, push the key and enter your passcode.

MAKING A THREE-WAY CALL OR CONFERENCE CALL
You can initiate multiple party phone calls right from your OfficeSuite® Phone. Dial the first party’s number, then press the twice (or the Conf soft key once). Then, dial the second party and press the function key once (or the Conf soft key) to join the parties.
Using Your OfficeSuite® Phone

USING REDIAL
Press the \( \text{function key (or the Redial soft key).} \)
Then, select the number you wish to call by using the \( \text{Arrow keys and press the Dial soft key.} \)

Volume Control

ADJUSTING THE SPEAKER VOLUME
Press \( \text{to adjust the volume of the handset, headset and speakerphone during a call.} \)

ADJUSTING THE RINGER VOLUME
Press \( \text{when the phone is ringing.} \)

MUTING A CALL
Press \( \text{to mute the microphone during a call.} \)
Then press \( \text{to turn off mute.} \)

NOTE: This command works whether you are using the headset, handset or speakerphone. When on a call, if your phone is muted and you need to enter command keys, unmute the microphone to ensure that they transmit properly.
Using Your OfficeSuite® Phone

Using Other Phones

PARKING A CALL ON ONE PHONE AND RETRIEVING IT ON ANOTHER

The Park/Retrieve feature allows you to put a call on hold at one phone and retrieve it from any other phone in your organization. To use the Park/Retrieve feature, you must first program a Park/Retrieve key on each phone. Do this via the My Phones widget in the MyOfficeSuite portal. Select any unassigned key and then select Park/Retrieve from the drop-down menu. To label your Park keys, for example Park 1 etc., select the corresponding location from the Details drop-down for the corresponding parked call location (1 through 9) and that key will represent the appropriate button so you know where the call was parked. When active in a call, press the Park/Retrieve key to park the call. The phone display will show the parking lot assignment. The receptionist can then page the party for whom the call is intended and convey the parking space number. The other party retrieves the call from another phone by pressing the Park/Retrieve key and the parking space number of the call. Up to 9 calls can be parked at any time.

LOG OUT OF YOUR OFFICESUITE® PHONE

1. Press the Menu soft key.
2. Press the Logout soft key.
3. Press Yes to confirm your log out.

NOTE: When you log in to a different phone, you will be automatically logged out of any other phone that is active unless multi-desking has been enabled.

HOT DESKING/MULTI-DESKING

Hot Desking allows you to move around your office and in between multiple locations and simply log into any OfficeSuite® phone and use it as your own – same number, same speed dials, same voicemail. There is nothing to set up! Simply go to any other OfficeSuite® phone and if someone else is logged into it, press the Menu soft key and then Log Out (When no one is logged into a phone, the screen will say Logged Out at the top). Click the Activate button and enter your extension and your PIN.

THE PHONE IS NOW YOURS!

NOTE: When you log into another phone, you will automatically be logged out of all other phones, unless your multi-desking is set to greater than one device – up to 5 devices can be used at once when multi-desking is activated.
Using the System from the MyOfficeSuite Portal

http://MyOfficeSuite.broadviewnet.com
Using the System from the MyOfficeSuite Portal

The MyOfficeSuite portal is a revolutionary customer portal that enables you to manage all the preferences and features of your OfficeSuite® system, including: email, fax, HD meeting and your toll-free service. You will be set up by our team as a MyOfficeSuite user for the customer portal, as well as enabled with an extension for phone system access.

Once established, you will receive a welcome email instructing you to activate your account and set your password and profile.

Once logged in, you are presented with the MyOfficeSuite Dashboard from which you manage the entire system and all of 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 a video icon and information icon describing its function to help illustrate how to use the widget.

MYOFFICESUITE MOBILE APP

Download the MyOfficeSuite app to use on your mobile device.

CALL ROUTING

Video Help

Information

STAY IN COMPLETE CONTROL AND NEVER LOSE TOUCH WITH YOUR OFFICE OR CUSTOMERS

ONE CLICK TO CALL ANY OTHER EMPLOYEE OR ANY FAVORITE CONTACT

LISTEN TO VOICEMAIL MESSAGES, EVEN FIND AND FORWARD IMPORTANT MESSAGES TO ANYONE

GET NOTIFIED OF IMPORTANT MESSAGES AND RESPOND IN REAL TIME
CHECKING VOICEMAIL FROM ANY PHONE OUTSIDE YOUR OFFICE
Call your own phone number and during your voicemail greeting, press the Star (*) key and then follow the prompts.

LISTENING TO VOICEMAIL
To listen to your messages online, simply click Check Voicemail from the My Voicemail widget.

Now, choose any message you would like to listen to and use the built-in controls to pause or stop the message. From here, you can download messages or delete them, flag messages for future use, or forward them instantly right from the portal. You can even find important messages by filtering for specific voicemails with just a few key strokes, just enter the date, name or phone number and press enter.

SETTING UP HOW YOU RECEIVE VOICEMAIL MESSAGES
Click on Voicemail Settings on the My Voicemail widget and select how you would like to receive your voicemail messages in the notification section.

GETTING VOICEMAIL MESSAGES VIA EMAIL
OfficeSuite® can send your voicemail message to any email address.

To enable this, click on Voicemail Settings on the My Voicemail widget and check Enable Voicemail Notifications. Here, you can select to receive just an audio file of the message or the audio file with a transcript of the message. Then, enter the email address you would like to receive messages at and click Add and Save.
**Using the System**

**TURNING ON VOICEMAIL TRANSCRIPTION**
Receive your voicemail messages via email along with a transcription of the audio. Check the box for *Enable Voicemail Notification* and then select *Audio File w/Transcript* from the drop-down list. Monthly charges do apply, see the portal for details.

**ACTIVATING AND USING YOUR VOICEMAIL APP**
The OfficeSuite® Mobile Voicemail App is available for free. The Voicemail App allows access to your OfficeSuite® voicemail messages on your mobile device and displays a list of all of the messages in your voicemail box, indicating the time, caller and status. The app allows you to listen to your messages and features touch-controlled fast forward and rewind. It also allows callback, forwarding and general integration with the contacts on your smartphone. The app is integrated with the Message Waiting Indicator on your OfficeSuite® phone, so listening to a message in the app marks it as listened to and the message waiting light on your OfficeSuite® phone will go out.

*To get the app, simply download it from your smartphone and follow the simple instructions.*
Using the System

SETTING UP SPEED DIALS AND MEMORY KEYS

Your OfficeSuite® phone has memory keys that you can easily set up as one-touch speed dials or to access the powerful features of the system. Setting up your memory keys is easy. Click Configure from the My Phones widget. Scroll down and you click any memory key that is not grey. From here, choose the feature you would like to assign to the memory key. You will notice that when you make a selection there is a description of what the feature does.

Enter a label for your new memory key and the details. For speed dials, remember to type a 9 + 1 followed by the 10-digit phone number. Some features you can choose to turn a feature on or off by selecting active or inactive from the state drop-down, be sure to click Save and the feature will be instantly saved to your phone and is ready to be put into action.
**Using the System**

**FORWARDING YOUR BUSINESS CALLS TO AN OUTSIDE PHONE**

OfficeSuite® allows you to forward any of your calls to any outside number so you can work from anywhere. To program this, simply go to the **My Phones** widget on the MyOfficeSuite Dashboard and click **Configure** and program any unassigned key as **Forward to Number** and label the key as **FWD to Home**, or **FWD to Cell** as appropriate.

Then, enter the phone number you wish to forward the calls to, be sure to enter the 10-digit phone number. Follow the simple instructions in the pop-up window to determine if you want this feature **Active** (all calls will automatically be forwarded to this number) or **Inactive** (forward incoming calls to this number only when you press the FWD to # memory key).

**SETTING UP CALL FORWARDING FOR UNANSWERED CALLS**

Unanswered calls can be forwarded to voicemail, an auto attendant, another employee on the system, or any another phone, anywhere. Use the **My Call Forwarding** widget on the **My Account Dashboard** to set up call forwarding. Select the extension you wish to forward from the drop-down list, then select the number of rings (from 1 to 20) and choose one of the forward options by clicking the appropriate radio button.

If you select **Another Phone**, either select an extension on the system from the drop-down list, or enter an external number starting with the area code. Press **Save** when done to save your call forwarding configuration.
Using the System

Using the Do Not Disturb Feature
Do not disturb is a great feature to use when you do not want to be interrupted. All calls will be sent to your voicemail or other coverage and all intercom requests and pages will also be muted. To turn on Do Not Disturb, click On on the My Phones Widget.

Forwarding Calls to Your Voicemail
You can pre-program your calls to go straight to your voicemail easily through the MyOfficeSuite portal. Just click on the My Call Forwarding widget and select Voicemail, then press Save. When you receive an unwanted call, press the key you programmed as FWD to Voicemail to forward the caller directly into your voicemail box.

Intercom Your Coworkers
You can contact your coworkers quickly by programming an Intercom button. Go to the My Phones widget in the MyOfficeSuite portal and select Configure. Here you can program any empty “Unassigned Key” to be your Intercom button, just select the Intercom to Prompt/Extension option from the drop-down menu. You will then see that Intercom has been saved as one of your new speed dial buttons. To intercom a coworker, hit your Intercom button and then the person’s extension to intercom them.
Using the System

VIEWING WHICH CALL GROUPS YOU ARE IN
You can quickly view which Call Groups you are a member of at anytime by selecting the extension from the drop-down list and clicking on the Details button on the My Call Groups widget. If you were granted permissions to Join or Leave a group, you may do so here as well.

NEVER MISS A CALL WITH TWINNING
OfficeSuite®’s Call Twinning feature allows incoming calls to ring your office phone and any other phone simultaneously. This means you never miss an important call if you are away from your desk. From the My Call Twinning widget, select the extension from the drop-down list and enter the phone number you want to ring simultaneously. Slide the Call Twinning toggle to ON and click the Save button.

SEARCHING AND ADDING CONTACTS
To view or add contacts to your system, click on the Contacts tab on the top navigation of the site. Here you can create Favorites, view all your Coworkers and add and import new contacts. You can also see which coworkers are logged in and available for calls.
Using the System

COWORKER PRESENCE
The Coworkers option under Contacts allows you to set your own presence and see who else is available in your company. To set your own custom presence, click on the settings key. Then, select Set Presence and choose from one of the pre-set statuses or select the Custom option to type in and set your own status. You can even initiate a call to your phone and another extension by clicking the phone icon next to a searched for extension.

Click on the gold star to set a favorite.

QUICK CONTACTS POPOUT
The Contacts panel can be detached and put on your PC desktop all day long for easy access. To do this, click on the handset icon in the top right of your screen. Here, you will see all of your contacts, as well as your recent calls. To leave the Quick Contacts popout up, but close out of the portal, simply click on the popout button. The popout can be dragged and displayed anywhere on your screen for your convenience.

CLICK-TO-CALL YOUR FAVORITE CONTACTS FROM THE CONTACTS TAB
You can import your contacts from Outlook® or Google via CSV or other services and initiate calls instantly with one click-of-the-mouse.

COMPANY-WIDE CHAT
Chatting in MyOfficeSuite is Simple! To start an employee chat session, log into the MyOfficeSuite portal. Open the presence panel by clicking on the green person icon on the right-hand side of your screen. Then, click on the Coworkers tab and search by first or last name for the employee you would like to chat with.

TIP: You can add coworkers and personal contacts to your Favorites tab by clicking the star icon next to their name.
Using the System

To start a chat, click the solid white bubble next to an employee’s name. This indicates that an employee is logged into the portal. It’s important to note that a hollow bubble with a line through it means an employee is offline.

When new chat messages are initiated, a red bubble will appear indicating that you have a chat message from a coworker.

911 CALLS

OfficeSuite® is fully compliant with all E911 regulations. This means, in the event of an emergency, if 9 + 911 is dialed, the system will present authorities with location data about your system.

CUSTOMIZE THE DASHBOARD FOR YOUR PREFERENCES

To customize the presentation of your Dashboard, click on Customize Dashboard. Here you can add, remove, or reorder the widgets according to your preference. A helpful tip is to put the most used widgets near the top of the page for easy access.
Using the System

The following features need to be added by your administrator in order for the widgets to appear.

CONFERENCE WITH HD MEETING
If you have purchased OfficeSuite HD Meeting®, you can start or join an HD video, audio or web conference right through the MyOfficeSuite portal. To join a meeting where you know the meeting ID, simply enter the meeting ID number and click Join. To start your own video meeting or share your screen, click on the appropriate button to start your conference.

CHECKING EMAIL THROUGH MY EMAIL
If you have purchased our email service, you can check your messages right through the MyOfficeSuite portal. On the My Email widget, the number of new messages that you have is displayed for your convenience. To check your email, click on Check Email. The first time you check your email from the portal, you will need to login with your email credentials and password in order to view your messages.
Using the System

MANAGING YOUR ONLINE FAX

If you have purchased OfficeSuite® Fax service, you can manage it through the MyOfficeSuite portal. On the My Online Fax widget, you will see your inbound fax numbers and there you are able to select from the drop-down menu which number you would like to set as your fax number.

To upgrade your fax service, or to purchase any additional fax accounts, click the Details button from the My Online Fax widget. You’ll be contacted by our team to complete your order.

MY ONLINE FAX

INBOUND FAX NUMBER
Requested - 1

RECEIVING EMAIL ADDRESS

To send an email to a fax machine, use the email address [fax number]@broadviewfax.com
For more help, view QUICK START GUIDE

DETAILS
Optional Features and Services

We offer a wide selection of phones, soft phones and accessories for your choosing.

48 KEY COLOR TOUCH SCREEN LCD PHONE

24 OR 48 KEY LCD PHONE

16-KEY LCD PHONE

CORDLESS PHONES

SLIM PHONE

CONFERENCE PHONE

PC AND MAC SOFTPHONES

MOBILE SOFTPHONE
PC AND MAC SOFTPHONES
With this feature, you can turn any PC, Mac or laptop into a fully-functional phone that is part of your OfficeSuite® system. Handle calls and manage the system right from your other device. It utilizes the same extension and features as your desk phone, offering seamless communications from anywhere. The Softphone can handle up to three simultaneous calls and can also be used to record and store calls as .wav files, helping mobile professionals safeguard their communications.

To get started, click on Manage on the Voice Licenses widget.

MOBILE SOFTPHONE
OfficeSuite® Mobile Softphone empowers you to work from anywhere using your regular extension from virtually any smartphone and tablet including iPhone®, iPad® and Android™. You can make and receive calls directly from the device of your choice, but use your business number. No longer use your personal cell phone minutes to make business calls, or worry about international or long distance charges.

*Additional fees may apply for optional features.
Optional Features and Services

**OFFICESUITE UC® WITH WINDSTREAM SD-WAN**
Ensure your real-time communications have a network that can support them! Windstream’s Software Defined Wide Area Network (SD-WAN) is a cloud network that prioritizes real-time business communications services and optimizes application performance. By freeing up the bandwidth you already pay for, you experience better voice quality, more reliable connections and better performing applications.

**OFFICESUITE® CONTACT CENTER SERVICES**
We offer a complete Contact Center Service which includes: call evaluations, reporting, call queuing, live status dashboards and call recording. If you just need inbound and outbound call recording for quality assurance, training, or compliance, we also offer a stand-alone Extension Call Recording service.

**OFFICESUITE® PC CONSOLE**
Give your front desk the ultimate tool to quickly and easily distribute calls to the right person, voicemail box or department promptly with the ability to monitor the status and availability of up to 400 employees from one desk. Advanced technology enables you to drag and drop calls to transfer or conference, schedule calls ahead of time and view co-worker’s Outlook® calendars for fast and accurate transfering.

*Additional fees may apply for optional features.*
**OFFICESUITE® FAX**
OfficeSuite® Fax is a revolutionary online faxing service that allows your employees to send and receive faxes directly from their email and through a secure online portal called MyOfficeSuite without the need for hardware, software or phone lines. Faxes can be sent and received anywhere, from any device and are stored securely in the cloud for future use.

**OFFICESUITE HD MEETING®**
With OfficeSuite HD Meeting®, you can host online meetings, HD video conferences and audio conferences for up to 100 people from virtually any device. Meeting organizers and participants can use any phone, any PC or Apple Macintosh computer, or even an iPhone®, iPad® or Android™ device to host or join a meeting.

To add or buy more HD Meeting accounts, click on **Manage** from the **HD Meeting Licenses** widget.

**OFFICESUITE® DIALER**
OfficeSuite® Dialer allows you to initiate calls to any phone number on your Windows-based computer or device, creating tight integration with your OfficeSuite® phone system. The OfficeSuite® Dialer allows you to click-to-dial phone numbers from both offline and online programs, including Microsoft Office products, PDFs and more. When a phone number is selected, a call will immediately be launched to your OfficeSuite® phone.

To get started, click on **Manage** on the **Voice Licenses** widget.

*Additional fees may apply for optional features.*
Streamline Tasks with these Powerful Integrations

**Salesforce**
Integrate powerful unified communications features within Salesforce to increase productivity, improve customer service, save time and increase management visibility.

**Skype for Business**
Bring calling and phone presence functionality into Skype and Lync without any additional Microsoft licenses or charges.

**G Suite**
Click to call from any webpage or web app and bring unified communications to your Google Apps.

**Microsoft Office 365**
Make your contacts, email and calendar part of your unified communications.

**Microsoft Dynamics**
Streamline everyday functions and gain access to new unified communications features.

**Dentrix**
Know everything about your patients before you answer the phone.

**Web-based CRMs**
Maximize productivity by integrating calling with Hubspot, CRM 1, Apptivo, ClioDesk, Freshdesk, JobDiva Nutshell and Insightly.

Standards-based API allows you to connect third-party applications to OfficeSuite UC®.
Optional Features and Services

POWERFUL ACCESSORIES

Wireless DECT Headset
The ultimate in hands-free comfort and flexibility. 300-foot range!

Wireless DECT Handset
Move around the office without missing calls. 300-foot range!

Programmable Key Modules (Sidecar)
Manage multiple lines with your corded phone by adding up to 96 extra buttons! Ideal for receptionists.

PoE (Power over Ethernet) Switches from Cisco®
Put phones anywhere, even places where you don’t have an electrical outlet. We offer PoE switches ranging from 8 to 48 ports.

Plantronics SupraPlus Wideband Headset
Features wideband capability and ultra noise-canceling microphone.

Check with your representative about compatibility and options.
Getting Help

We offer many ways to get help and support when using your OfficeSuite® system.

**MYOFFICESUITE PORTAL SUPPORT**

The MyOfficeSuite portal offers a comprehensive support section with complete guides and instructions, FAQs, helpful videos and a link to our online community with a plethora of information. Next to each widget on the Dashboard of the portal is also an instructional video on how to use that feature.
Getting Help

ONLINE COMMUNITY
Our online community offers a wealth of information where you can search by topic, feature, read how-to articles and even post questions where our staff members will answer for you. To access the community, go to the Support tab on the MyOfficeSuite Dashboard or visit http://community.broadviewnet.com.

Visit our new Community
Get answers about your OfficeSuite® system and other cloud services

How do I set up and install a new phone?  

Installing a new OfficeSuite phone is easy. Choose your phone model below to watch an install video or download a quick start guide. You can also view and download the simple installation diagram.

Color LCD Touch Screen Phone
Installation Video
Quick Start Guide
Online Training
**Troubleshooting Your System**

**WHY DOES MY PHONE DISPLAY BAD LAN LINK?**
It is likely that there is a problem or issue in the LAN connection itself.

To verify that the problem is not in the phone, take the phone to a desk/spot where all is OK and plug it in. If the phone reports no errors, the phone is not the problem. Have your IT check the jack connection and the connection at the Switch to make sure everything is tight.

If the phone reports that same **Bad LAN Link** error again, we will replace the phone(s) as needed.

**WHAT SHOULD I DO IF MY PHONE DISPLAYS TFTP SERVER UNAVAILABLE?**
If you see this displayed, go to [www.broadviewnet.com/TFTP](http://www.broadviewnet.com/TFTP) for more information.

**WHAT SHOULD I DO WHEN MY PHONE DISPLAYS “USING OPTION 128+ OR USING OPTION 43”?**
There is nothing that you need to do if you see this message. This is a normal message and indicates that the phone’s firmware has been upgraded to the latest version so that you have access to all the latest features and functionality.

**WHAT SHOULD I DO WHEN MY PHONE DISPLAYS “NOT A VALID SITE” OR “INVALID SITE”?**
This error means that the wrong IP address was used to configure your phone. Follow the instructions that pertain to your circumstances at [www.broadviewnet.com/invalidsite](http://www.broadviewnet.com/invalidsite).

**WHAT SHOULD I DO IF MY PHONE DISPLAYS “OPTION 128 MISSING”?**
If you see this displayed, go to [www.broadviewnet.com/128message](http://www.broadviewnet.com/128message).

**FCC NOTICE TO U.S. CUSTOMERS**

**NOTE:** This equipment has been tested and found to comply with the limits for a Class B digital service, pursuant to Part 15 of the FCC Rules. These limits are designed to provide a reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to connect the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

**NOTE:** Changes or modifications not expressly approved by Mitel Networks™ Corporation may void the user’s right to operate the equipment. The handset provided with this equipment is hearing aid compatible. This equipment is not for connection to the telephone network or public coin phone service. It is only for use when connected to Mitel systems.

**WHEN PROGRAMMING EMERGENCY NUMBERS AND (OR) MAKING TEST CALLS TO EMERGENCY NUMBERS**

- Remain on the line and briefly explain to the dispatcher the reason for the call.
- Perform tests during off-peak hours such as early morning or late evenings.
- When dialing 911, please be sure to dial 9 + 911 to complete the call.
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IMPORTANT SAFETY INSTRUCTIONS AND PRECAUTIONS

WARNING: DO NOT CONNECT DIRECTLY TO THE PUBLIC SWITCHED TELEPHONE NETWORK (PSTN). ANY CONNECTION OF THIS PHONE TO AN OFF PREMISE APPLICATION, AN OUT OF PLANT APPLICATION, ANY OTHER EXPOSED PLANT APPLICATION, OR TO ANY EQUIPMENT OTHER THAN THE INTENDED APPLICATION MAY RESULT IN A SAFETY HAZARD, AND/OR DEFECTIVE OPERATION, AND/OR EQUIPMENT DAMAGE. “EXPOSED PLANT” MEANS WHERE ANY PORTION OF THE CIRCUIT IS SUBJECT TO ACCIDENTAL CONTACT WITH ELECTRIC LIGHTING OR POWER CONDUCTORS OPERATING AT A VOLTAGE EXCEEDING 300 V BETWEEN CONDUCTORS OR IS SUBJECT TO LIGHTNING STRIKES.

WARNING: THE SOCKET OUTLET, IF USED, SHALL BE LOCATED NEAR THE EQUIPMENT AND SHALL BE EASILY ACCESSIBLE BY THE USER.

WARNING: USE MITEL APPROVED POWER ADAPTER PART NUMBER 51015131.

NOTE: SOME IP PHONES DO NOT REQUIRE AN AC POWER ADAPTER. IF POWER OVER THE LAN IS AVAILABLE, IT SHALL BE COMPLIANT WITH IEEE 802.3af.

WARNING: USE ONLY THE HANDSET PROVIDED WITH YOUR IP PHONE. USE OF ANY OTHER HANDSET WITH YOUR IP PHONE MAY HAVE THE POTENTIAL TO CAUSE HEARING LOSS IN THE EVENT OF A LIGHTENING STRIKE ON THE OUTSIDE PLANT WIRING.

When using your phone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:

Do not use this product near water, for example, near a bath tub, wash bowl, kitchen sink or laundry tub, in a wet basement or near a swimming pool.

Avoid using a phone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.

Do not use the phone to report a gas leak in the vicinity of a leak.

Maintenance and Repair: There are no user serviceable parts inside the phones. For repairs, return the phone to an authorized Mitel dealer.

These notices may appear on the product or in the technical documentation:

<table>
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<tr>
<th>DANGER</th>
<th>Danger indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.</th>
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<td>WARNING</td>
<td>Warning indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.</td>
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<td>CAUTION</td>
<td>Caution indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury and/or damage to the equipment or property.</td>
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This symbol may appear on the product:

The exclamation point within an equilateral triangle indicates that important operating and maintenance (servicing) instructions are included in the literature accompanying the product.
WE ARE HERE TO HELP! PLEASE CONTACT US AT:

Live Chat: Chat live with us via the portal.
Just click on Help Chat on top of the MyOfficeSuite Dashboard
http://MyOfficeSuite.broadviewnet.com