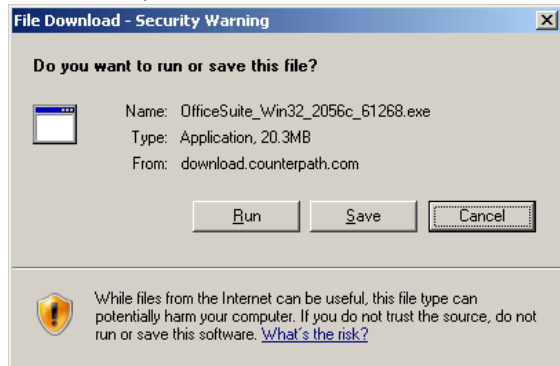


What you need to get started (from your local OfficeSuite administrator)

- A copy of the OfficeSuite Softphone application available at www.broadviewnet.com/CustomerCenter/OfficeSuite.asp.
- OfficeSuite extension and PIN.
- A 10-digit "ECLID".
- Unique License Key to activate the software
- Windows administrator privileges on a PC a broadband Internet connection.

1 - To Install

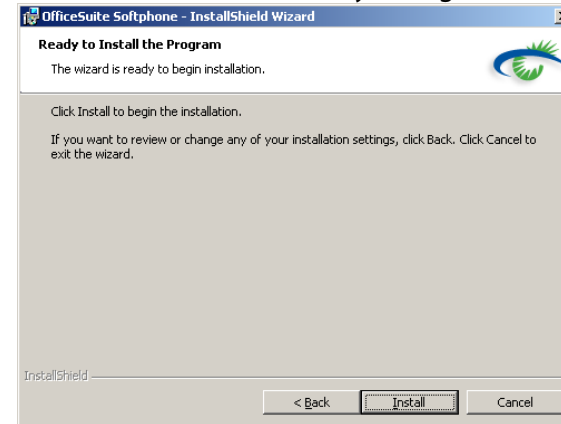
- When the PC is booted and ready, download and install the software – when Windows prompts Do you want to save or run this file, select Run.



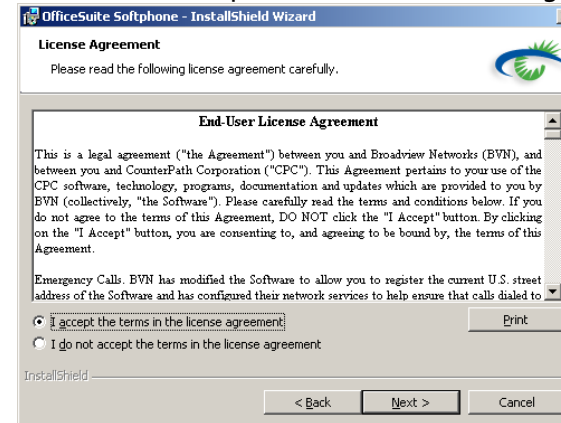
- 2 - You will be notified that your system has discovered new software and it will request permission to run – select Run,



3 - The Install Wizard is ready to begin - click Install



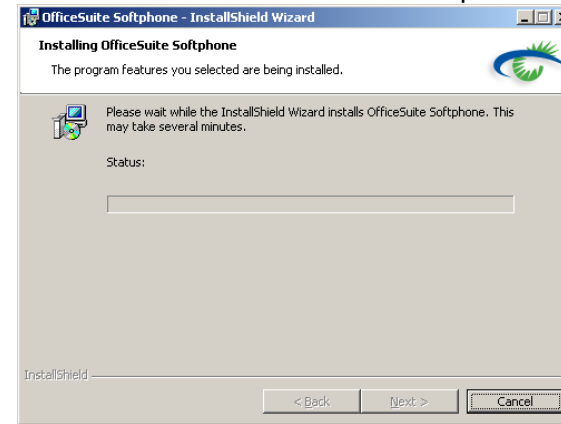
4 - Read and accept the End-User License Agreement



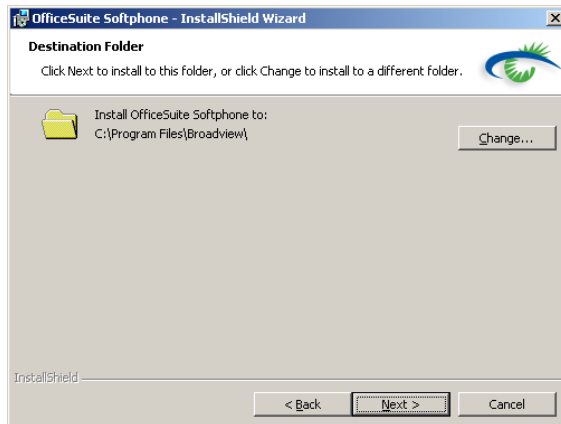
5 - The InstallShield screen will appear – click Next



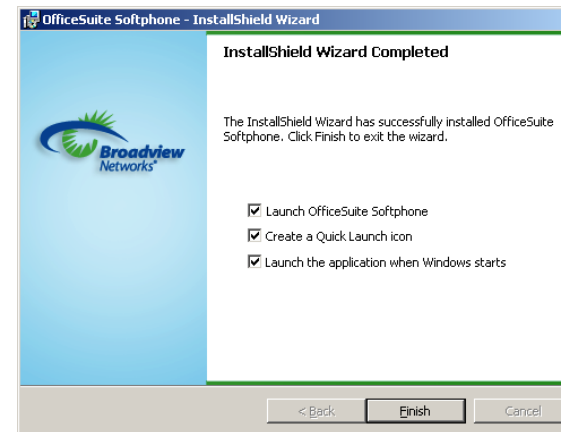
7 - The Install Shield Wizard will complete the installation



6 - OfficeSuite Softphone will choose the destination folder to install in – click Next – if another folder is desired, click Change



8 - The InstallShield Wizard indicates the installation is complete





Quick Start Guide

To Operate the OfficeSuite Softphone

- For "Username": type <extension>@<ECLID>.
- For "Password": type your OfficeSuite PIN.
- Click "Remember Name" to retain the ECLID.
- Click "Sign In"

Softphone Login

Username: 100@2125551212

Password: ****

Remember name

Sign in

Read the E911 disclosure and click "Yes" so that you can configure emergency services with your current street address.

Proper functioning of Enhanced 911 emergency calling requires that this device be registered with an accurate and current United States street address (in P.O. Boxes, when 911 is used, emergency responders are notified of this location).

Current Address with the Emergency 911 dialing system:

Network Office
744 Broad Street
Rosedale, NJ
Newark, NJ, NJ 07102-3805

Change Address Update Address

Change the address if necessary

Select an Address from the list or Enter a new Address below:

Network Office 744 Broad Street Newark, NJ 07102	Home Office 4 Rosewood Trl Long Valley, NJ 07833
--	--

Address where 911 dialing will be used:

*Location Name		
*Network Office		
*Street Number	*Street Number Suffix	*Street Direction (e.g. East)
*44		
*Street Name	*Street Type (e.g. Street, Avenue)	*Street Suffix (e.g. North/East)
*STREET		
*Location (e.g. P.O. Box, Suite 322, Apt. 1A)		
*FLORIDA		
*City	*State	*Zip
Newark, NJ	New Jersey	07102-3805

Complete the license key form with the code provided by your OfficeSuite Administrator – **Note this step will only need to be done the first time the Softphone is used.**

Enter License Key

Your license key has expired. Please provide a new permanent or temporary key.

MFMS9NEQKSFUNY73BPJVD7VL9L465KTYBBRZPGLPM-C7WS7EASXVZSPCS8F36QTUAN

OK Cancel

For additional instructions, go to <http://officesuite.broadviewnet.com/?tenant=/> enter your tenant ID, (i.e. <http://officesuite.broadviewnet.com/?tenant=/2125551212>) log in, and click Help; or visit the OfficeSuite Customer Information Center at <http://www.broadviewnet.com/CustomerCenter/OfficeSuite.asp>. If you still have questions, email us at OfficeSuiteSupport@BroadviewNet.com or call 1.888.623 VOIP (8647). V2.5 © 2011 Broadview Networks. All rights reserved.

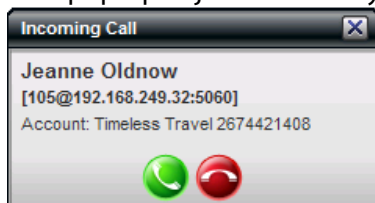
You are now ready to make calls



- If using a headset, plug it into the computer.
- Dial any extension or telephone number just as you would from an OfficeSuite desk phone. Note - that you may not need to dial 8 or 9 first.
- Finish dialing by waiting, clicking the green icon or by pressing Enter.

Answering Calls

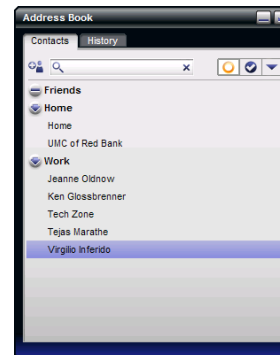
- An incoming call will ring the PC speakers and caller identification will pop-up adjacent to the system tray:



- Click the green button to answer the call.
- Click the red button to send the caller to your current OfficeSuite coverage, e.g. voicemail.

Contact List

- Click the "Contacts" tab to view current contacts.



- Add contacts with the "Add a contact" icon.
- Add contacts from call history by right clicking on the call in the History listing and selecting "Add as Contact".
- Import contacts by selecting the Contacts menu and "Import Contacts".
- Double click a contact to call.

Accessing Voicemail –

If you have new voicemail messages, an orange icon will appear and indicate the number of messages.



- Click this counter to access voicemail.
- After connecting, press '#', then enter your OfficeSuite extension and password.