



OfficeSuite™ USB Phone Quick Start Guide

What You Need (from your local OfficeSuite administrator)

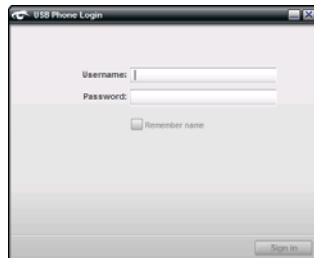
- Your personal OfficeSuite extension and PIN.
- An OfficeSuite USB Phone and its headset.



- A 10-digit “ECLID”.
- A PC with an available USB 2.0 port and a broadband Internet connection.

To Install

- When the PC is booted and ready, insert the USB Phone into the USB port.
- You will be notified that your system has discovered new hardware.
- If it occurs, ignore messages that the hardware might not work properly until you reboot. Rebooting is not required.
- The following screen indicates the installation is complete:



To Operate

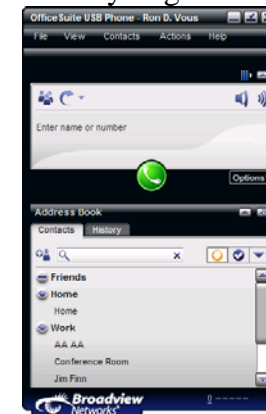
- For “Username”: type <extension>@<ECLID>.
- For “Password”: type your OfficeSuite PIN.
- Click “Remember Name” to retain the ECLID.
- Click “Sign In”

* Note: If the USB Phone becomes disconnected temporarily, it will attempt to reconnect continuously. Before logging into another OfficeSuite phone, please sign out or uninstall the USB Phone first. It is not possible to have the same extension logged in to two phones simultaneously.

- Read the E911 disclosure and click “Yes” so that you can configure emergency services with your current street address.
- Complete the web form.
- This window indicates your sound card is configured:



- Plug the headset into the built-in audio jack.
- Your USB Phone is ready to go:



- Dial any extension or telephone number just as you would from an OfficeSuite desk phone. Finish dialing by waiting or by pressing Enter.

To Uninstall*

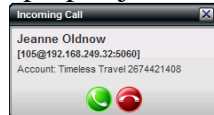
- Unplug the USB Phone from the USB port.
- Within seconds the software is completely uninstalled.

Additional details available at www.broadviewnet.com/OfficeSuiteSupport
or contact your OfficeSuite administrator

Quick Start Guide (continued)

Answering Calls

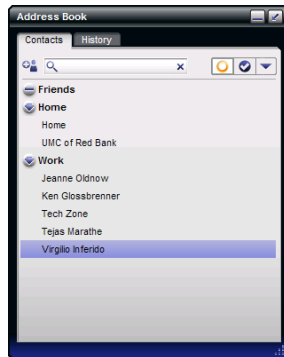
- An incoming call will ring the PC speakers and caller identification will pop-up adjacent to the system tray:



- 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

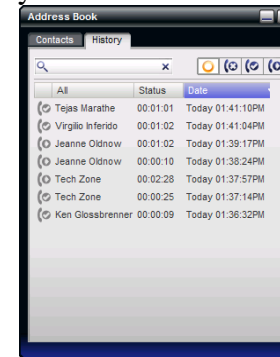
- Click the “Contacts” tab to view current contacts.



- 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.

Call History

- Click the “History” tab to view received and dialed calls.



- Double click entries in this list to redial them.
- Use the buttons to display only received, missed, or dialed calls.

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.