

OfficeSuite® Wireless DECT Module Quick Reference Guide

Welcome to OfficeSuite®. This guide will help you set up and start using your OfficeSuite® wireless DECT handset and/or headset with your OfficeSuite® phone.

For an easy “how-to” video, point your browser to:
<http://www.broadviewnet.com/getting-started>.

PAIRING THE CORDLESS HANDSET/HEADSET WITH THE PHONE

1. Place the handset in the charging base and/or place the headset in the charging cradle. The LED blinks green when charging and is steady green when fully charged. A full charge may take up to 3 hours. A new, fully charged battery will have a talk-time of 8 hours.



2. Ensure the handset/headset is at least partially charged before attempting to pair the device(s) with the phone.
3. To pair the handset/headset to the phone, press and hold the pairing button on the back of the Cordless Accessories Module for 5 seconds to activate telephone pairing mode. The blue LED on the module blinks and the phone display prompts you to press the pairing button on the cordless device.



4. To pair the handset to the phone, perform step 3, then press and hold the hookswitch until the blue LED on the handset blinks. The screen on the phone will prompt you if you want to pair this device. Press **“Yes”**. Press **“Close”**.



5. To pair the headset to the phone, perform step 3, then press and hold the silver, crescent-shaped hookswitch at the top of the headset until the blue LED on the headset blinks. The screen on the phone will prompt you if you want to pair this device. Press **“Yes”**. Press **“Close”**.



USING THE WIRELESS DECT HANDSET/HEADSET

1. Login to the phone with your OfficeSuite® extension and PIN. Charge your device(s).
2. The range is 300 feet, but limited by factors such as battery charge, interference from other electronic devices, office layout, and building construction. For best results, use only within your office or adjacent offices.
3. Density of DECT 6.0 devices permits 1 active device per 40 square feet.

4. The handset controls are, from left to right, volume down/up, microphone mute, and hookswitch. They are labeled clearly with pictograms. Operation of the controls on the handset will be reflected on your OfficeSuite® phone.



5. On the headset, the silver, crescent-shaped button is the hookswitch. The button on the top of the headset can be pressed down to mute and unmute the microphone or it can be slid forward or backward to increase/decrease volume. Operations of the controls on the headset will be reflected on your OfficeSuite® phone.



6. To receive an incoming call, press the hookswitch momentarily. Disconnect the call the same way. **NOTE: If engaged in a call and a second call comes in, pressing hookswitch will disconnect caller 1 and connect you to caller 2.**
7. Outbound calls must be dialed on the keypad of the phone or via programmed speed dials on your phone.

Troubleshooting

If you experience any problems with the wireless accessory, ensure the following:

Your device is paired with your phone.

Your device is fully charged.

You are within range of your phone when using the device.

You are not using the device in an environment with heavy interference from other wireless devices, microwave ovens, and other radio frequency sources.

You are not using your device in an environment with device density greater than one device per 40 square feet.

If your headset is not charging, check the cable connection on the back of the phone to be sure it has not pulled out.

If your devices will not maintain a charge, you may need to replace the batteries.

Contact Us

You can find additional helpful information about your phone and other services at www.broadviewnet.com/support and through our OfficeSuite® community at <https://community.broadviewnet.com/>.

Customer Service can be reached 24 hours per day, 7 days per week. Call us at **1-888-623-VOIP (8647)** or contact us via e-mail at OfficeSuiteSupport@broadviewnet.com.