

Using Your Phone's Features

To Transfer a Call - Supervised

Transfers the call to another party while you stay on the line to announce the call. The receiving party sees your Caller ID information

STEP 1 While on a call press the "Trnsfer" softkey.

STEP 2 For a supervised transfer simply dial the number or extension followed by the "Send" Soft Key.

STEP 3 After the receiving party has answered, introduce yourself and the caller, and hit the "Trnsfer" softkey again to hand-off the call.

To Transfer a Call - Blind or Unsupervised

Instantly hands-off your call to another party. The receiving party sees the originating party's caller ID information.

STEP 1 While on a call press the "Trnsfer" softkey.

STEP 2 Press the "Blind" softkey, then dial the extension or number, then press the "Send" softkey. You will be disconnected and the call will instantly be redirected to the appropriate party.

To Use 3-Way Conferencing

STEP 1 While on a call press the "Confrn" softkey.

STEP 2 Dial the number of the next party you want to join the call.

STEP 3 When the party answers, press the "Join" softkey to create a 3-Way conference call.

To Forward Incoming Calls to Another Number

STEP 1 Press the "Forward" softkey.

STEP 2 Using the Scroll Buttons select the line/extension from which you would like calls to be forwarded and press the "Select" softkey.

STEP 3 Enter the number to which you would like calls forwarded and press the 'Enable' softkey.

STEP 4 To disable call forwarding repeat steps 1 and 2 and press the "Disable" softkey.

Web Portal Features

To Login to Your Web Portal

STEP 1 From your web browser go to <http://mypbx.broadconnect.ca>

STEP 2 Enter your username and password (provided by BroadConnect). If you cannot locate your login credentials, contact BroadConnect support.

STEP 3 Click the login button.

Simultaneous Ring

Set up a number of devices to ring at the same time.

STEP 1 Open the Incoming Calls menu in the side navigation bar of the Web Portal.

STEP 2 Click Simultaneous Ring

STEP 3 Click the On button.

STEP 4 Enter each phone number and select the adjacent checkbox to enable simultaneous ring on that number.

STEP 5 Click then to accept the change and exit the screen.

Voicemail-to-Email

Receive voicemails as .wav attachments sent directly to your email.

STEP 1 Open the Messaging menu in the side navigation bar of the Web Portal.

STEP 2 Click Voice Management.

STEP 3 Make sure Voice Messaging is turned On.

STEP 4 Select the checkbox marked "E-mail a carbon copy of this message to" and enter your e-mail address in the corresponding text box.

STEP 5 Click then to accept the change and exit the screen.



IP PHONE QUICK START GUIDE



Step-by-step instructions to set up and use your new phone.

SET UP + WEB PORTAL FEATURES

VOICEMAIL + PHONE FEATURES

BROADCONNECT Support
1.877.228.6616 *option 3*
support@broadconnect.ca

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1.877.228.6616 *option 3*
support@broadconnect.ca

BROADCONNECT TELECOM IS YOUR ONE STOP SHOP FOR ALL OF YOUR TELECOMMUNICATIONS NEEDS.

Don't hesitate to contact us with any other questions or concerns about your new phone system.

Calling Tips

- For outside calls, dial the 7 or 10-digit number you are calling.
- You do not need to dial '9' to place an external call.
- It is not necessary to dial '1' when placing domestic long distance calls.
- For extension calling within your company, simply dial the extension number.
- You must dial '011' to call international numbers (outside of the U.S. and Canada)
- Press the 'Dial' soft key after you have entered the number to initiate the call
- If calling restrictions are enabled, you may be required to enter a PIN before placing a long-distance call
- To access directory information dial '411'.
- NOTE: Check with BroadConnect to learn if 911 is available in your area.
- Where available, dial '911' to contact emergency services

Placing a Call

- Lift the handset and dial the number OR
- Dial the number and press the 'Dial' softkey OR
- Press the 'New Call' softkey and dial the number

Answering a Call

- Lift the handset OR
- Press the Headset button OR
- Press the Speaker button OR
- Press the 'Answer' softkey OR
- NOTE: the Answer softkey can be set up for headset or speakerphone

Ending a Call

- Hang up the handset OR
- Press the 'End Call' softkey

Placing a Call on Hold

1. Press the 'Hold' softkey or the Hold hard button
2. To pick up the call, press the 'Resume' softkey or the Hold hard button

Parking a Call

1. Place the call on hold
2. Press the 'New Call' softkey.
3. Press *68
4. Enter the extension where you want to park the call or press # to park it at your own extension, then hang up.
5. To pick up a parked call, press *88
6. Enter the extension where the call is parked or press # to retrieve it from your own extension



Voicemail

How to Connect to Your Voicemail

From Your BroadConnect IP Phone – Using the Messages Hard Key

STEP 1 Press the "Messages" key.

STEP 2 Using the scroll buttons select the extension for which you would like to set up Voicemail. Press the "Select" softkey.

STEP 3 On your IP Phone display you will see a breakdown of "Urgent, New, and Old" messages, press the "Connect" softkey.

From Your BroadConnect IP Phone – Using your Extension Number

STEP 1 Dial your own extension number. Press the "Send" softkey

From Someone Else's BroadConnect IP Phone

STEP 1 Dial *62

STEP 2 Press * to interrupt the recorded message.

STEP 3 Dial your extension number (also called "Mailbox ID").

From Any Phone

STEP 1 Dial your number and extension.

STEP 2 Press * to interrupt your recorded greeting.

Configuring your Voicemail for the first time

STEP 1 Connect to your Voicemail using one of the methods listed above.

STEP 2 Enter your default passcode, usually "654123", then press #.

STEP 3 You will then be prompted to enter a new passcode, at least 6 digits in length.[†]

STEP 4 When prompted, re-enter your passcode and press #.

STEP 5 When prompted, record your name and press #.

STEP 6 Dial * to save your name recording; to re-record your name press 1; to listen to your name recording, press 2.

STEP 7 • To record your busy greeting, dial 2, record your message and press #.

• To record your no answer greeting, dial 3, record your message and press #.

[†]For security reasons do not use a generic passcode such as 123456, 000000, 111111, 654123, etc...