OfficeSuite UC®
User Guide

WINDSTREAM ENTERPRISE

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OfficeSuite UC User Guide

Putting all your OfficeSuite UC features to use to be more efficient

Contact support

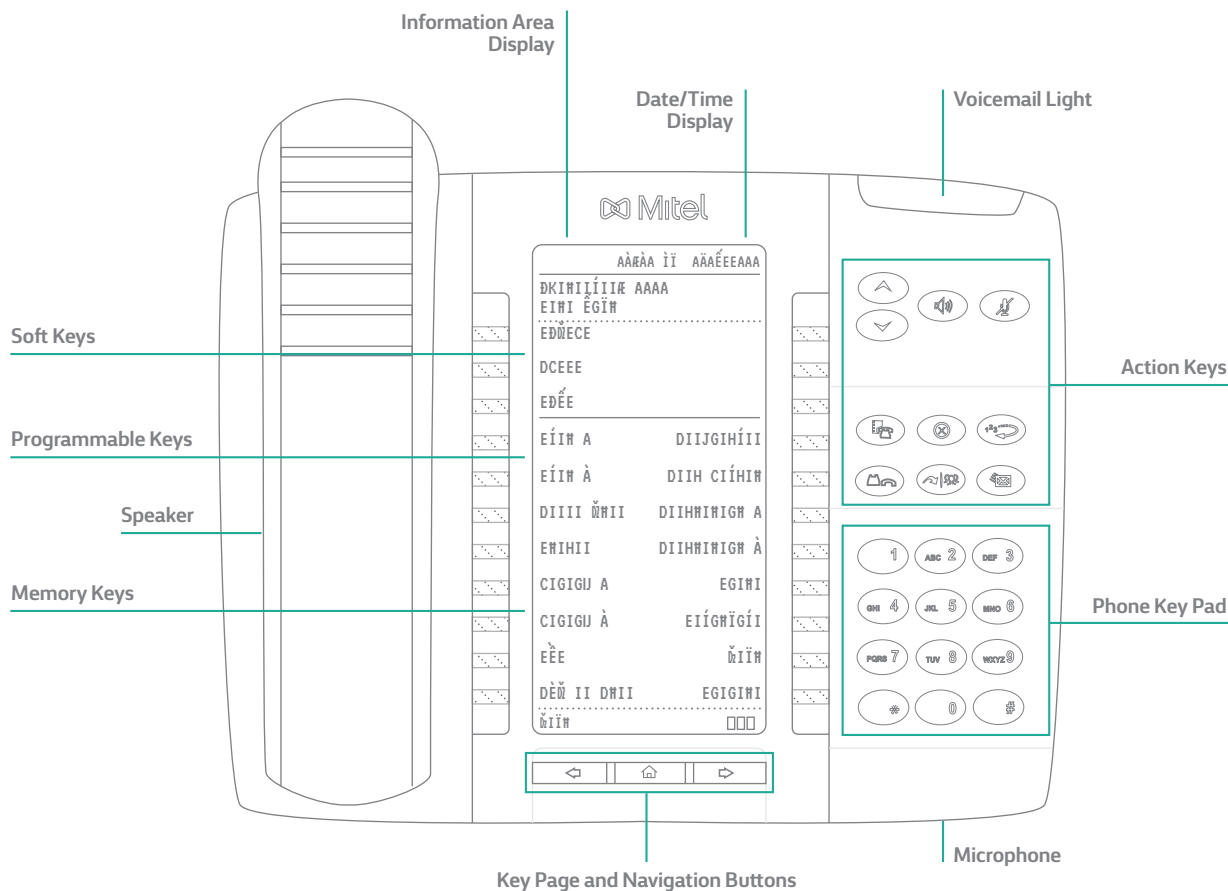Just click on **Live Help** on top of the WE Connect Dashboard
http://we.windstream.com

To access the community, go to the **Support** tab on the WE Connect Dashboard or visit
https://communities.windstreamenterprise.com/officesuite-uc/

Quick Start Guide–Mitel 5300 Series

All of your phone's features and settings will be managed through the phone itself and through our intuitive, online customer portal called WE Connect. 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://we.windstream.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.

Information Area Display

Date/Time Display

Voicemail Light

Soft Keys

Programmable Keys

Speaker

Memory Keys

Action Keys

Phone Key Pad

Key Page and Navigation Buttons

Microphone

Action Keys

Volume/Ring Volume/ Scroll

Speakerphone

Mute

Settings

Cancel

Redial

Hold

Transfer & Conference

Voicemail

Quick Start Guide – Using Your 5300 Series 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.

Missed Calls

A missed call is designated by an asterisk appearing next to your **CALLS** softkey: ***CALLS**. Scroll through the list to identify the specific missed calls marked with an asterisk.

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 Voicemail 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 Redial 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.

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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 Transfer & Conference function key twice (or the **Conf** soft key once). Then dial the second party and press the Transfer & Conference function key once (or the **Conf** soft key) to join the parties.

My Voicemail

FOR EXTENSION
108 : Rosenberg, Dina

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New Messages

Voicemail   → Settings
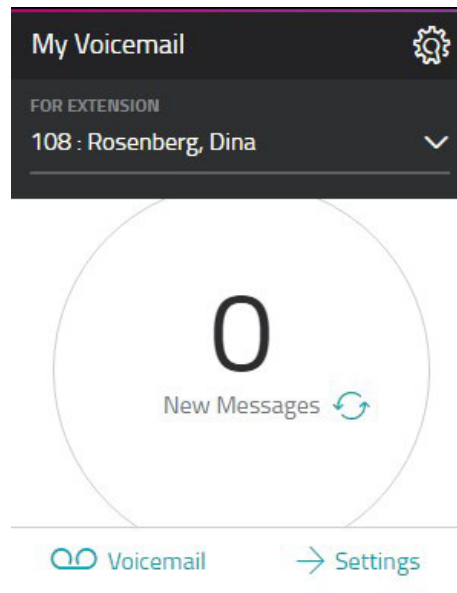
Adjusting Your Phone Display Settings

You can adjust and personalize your phone's settings by clicking on the blue Settings 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 the up arrow or down arrow to adjust the volume of the handset, headset and speakerphone during a call.

Adjusting the Ringer Volume

Press up arrow or down arrow when the phone is ringing.

Muting a Call

Press the Mute function key to mute the microphone during a call. Then press the Mute function key again 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–Mitel 6900 Series

Getting Started

Contacts
Displays a list of your contacts.

Call History
Displays a list of missed, outgoing and received calls.

Voicemail
Provides access to your voicemail service.

Settings
Provides services and options that allow you to customize your phone.

Volume
Adjusts the volume for the ringer, handset, speaker and headset.

Programmable Keys
Up to 72 programmable keys, a maximum of 12 programmable keys per page.

Softkeys
Five state-sensitive softkeys.

Goodbye
Ends active calls and used for exiting menus.

Redial
Displays Call History with a list of outgoing calls.

Hold
Places an active call on hold or resumes a call from hold.

Mute
Mutes/unmutes all outgoing audio from headset, handset or speaker.

Navigation/Select
Multi-directional navigation keys are used to navigate through the phone menu. Press the center button to select menu options and perform various actions.

On the Home screen, the left and right navigation keys can be used to access the additional pages of programmable keys.

Speaker/Headset
Toggles the phone's audio between speaker and headset. If you are using a DHSG/EHS headset, ensure that the headset jack adapter is removed from the headset port. See the Mitel MiVoice 6930 IP Phone Installation Guide for more details.

Warning! The headset port is for headset use only. Plugging any other devices into this port may cause damage to the phone and will void your warranty.

Activating your phone

Follow the Installation Guide for the Mitel 6930 IP Phone to connect the phone to your network.

+ After the phone boots, press the ACTIVATE soft key.

+ Enter your numeric OfficeSuite UC extension, and then enter your numeric PIN.

+ Press ENTER or the # key and your phone will login and be ready for use.

+ To program speed dial and feature keys, login to the WE Connect portal at http://we.windstream.com.

Basic call handling

Making a call
1. Lift the handset or press the ⬛ key, and dial the number.
2. Press the **Line** programmable key and dial the number.

Ending a call
Place the handset back in its cradle, press the **End Call** softkey, or press the ⬛ key.

Answering a call
Lift the handset or press the ⬛ key for handsfree operation.

Redialing
Press the **Redial** softkey once or the ⬛ key twice to call the last dialed number as displayed on the Home screen – or –

Press the ⬛ key once to access the Call History application with a list of recently dialed numbers. Use the up and down navigation keys to scroll through the entries and either press the **Select** button or **Dial** softkey to redial the selected number.

Muting
Press the ⬛ key while on an active call to mute the microphone for your handset, headset, or speaker. Press the ⬛ key again to unmute the audio.

Holding and resuming

1. To place an active call on hold, press the [⏸] key. A [⏸] (hold) icon flashes on the respective **Line** key.

2. To resume the call, press the [⏸] key again or press the respective **Line** key.

Contacts

Press the Contacts key to see your corporate, personal and mobile (for 6930, 6940 only) contacts. Scroll to the desired list and search by last name using T9 (pressing a single number key multiple times to indicate desired letter). Select the desired record and press the Dial soft key to place a call to that party.

Voicemail

Press the **Voicemail** key and follow the audio prompts to retrieve messages, record greetings, forward messages, etc.

Call History

Press the **Call History** key to see your missed, outgoing, received and mobile (for 6930 and 6940 only) call list. Select the desired list and scroll to find the desired call record. Press the **Dial** soft key to place a call to that party. You can add to your personal contacts directory by selecting a call record and pressing the **Add Contact** soft key.

Settings

Press the **Settings** key to edit your ring tones and display settings. Scroll to the desired setting and press the **Select** key. Follow the on-screen prompts to make any changes. Press the **Save** soft key when done.

Volume Up/Down

Press the **Volume Up/Down** key to adjust the volume of the handset and speakerphone when engaged in a call and the ringer volume while the phone is ringing.

Navigation Select

Use the **Navigation** disc to move through menus up/down and left/right, and press the center **Select** key to make a selection.

Missed Calls

The number of missed calls is indicated on your phone display. Press the **Call History** feature key and then scroll through the missed calls list on the next screen.

Help is available

For more information about your OfficeSuite UC services, visit the OfficeSuite UC online community at communities.windstreamenterprise.com/officesuite-uc.

Quick Reference Guide–
Using Features through the WE Connect Portal

Login to the WE Connect Portal at http://we.windstream.com to perform the next set of functions.

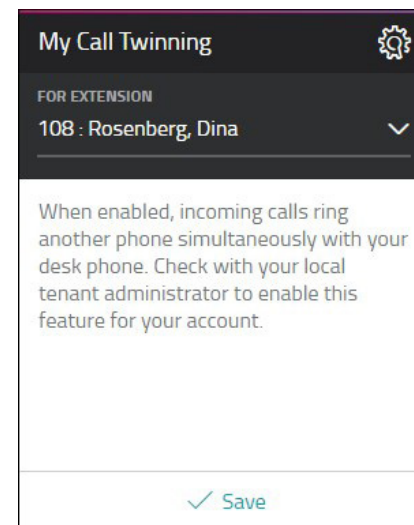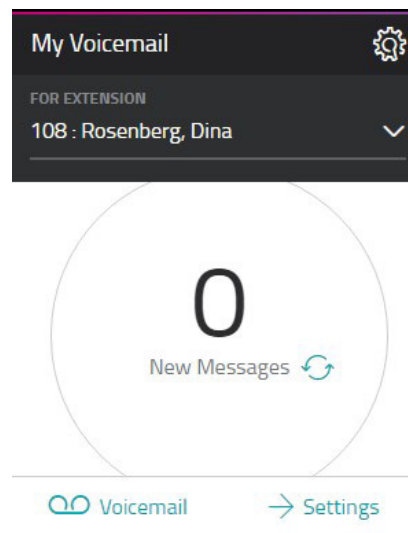## Setting Up How You Receive Voicemails

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 **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 **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**.

My Voicemail

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New Messages

Voicemail → Settings

My Call Twinning

FOR EXTENSION
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When enabled, incoming calls ring another phone simultaneously with your desk phone. Check with your local tenant administrator to enable this feature for your account.

✓ Save

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## Programming Buttons: Speed Dials And Forwarding Calls to Outside Phones

OfficeSuite UC 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.
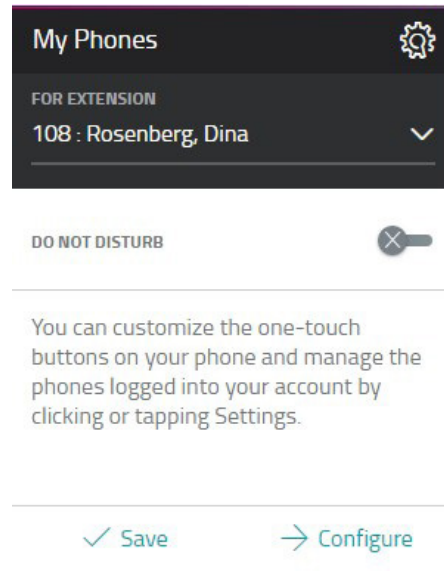
Searching and Adding Contacts

Click on the **Contacts** tab on the top navigation of the portal. Here, you can search and create Favorites and import new contacts.

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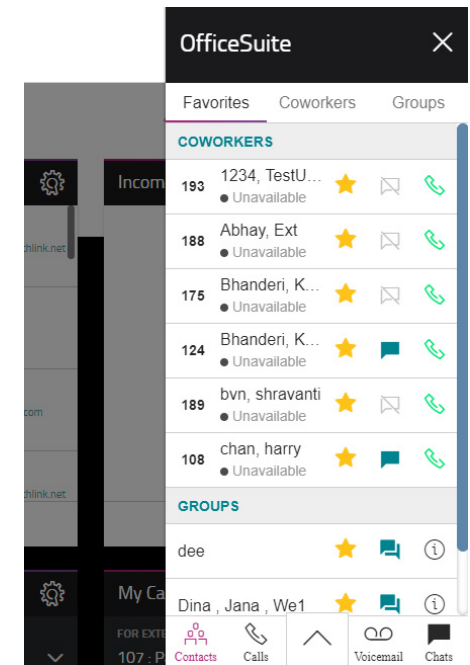
Installing Your Phone Without Power Over Ethernet – or –

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 LAN port on the power adapter. Next, connect another Ethernet cable into the phone port on your power adapter and into the LAN port on the back of your OfficeSuite UC phone.

Proceed to STEP 2.

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 LAN port on the back of your OfficeSuite UC phone.

2: Connect Your Phone Handset

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

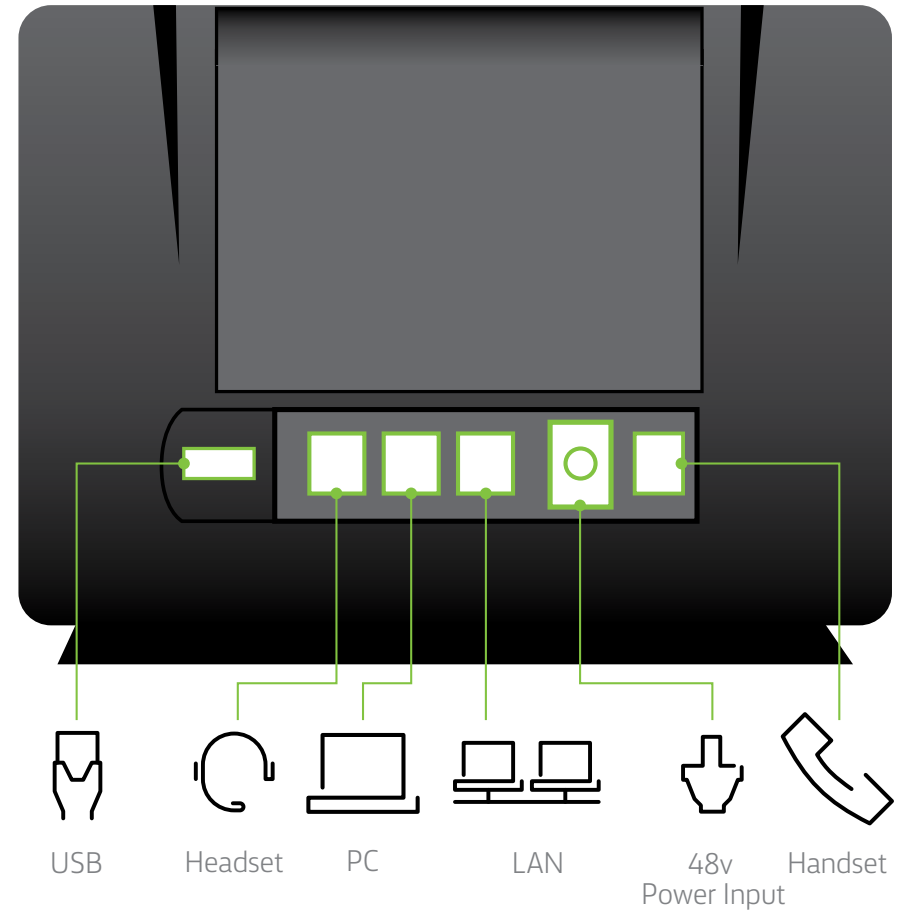## 3: Connect Your PC to Your Phone (Optional)

OfficeSuite UC 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 UC phone.

5300 Series–Ethernet Ports

PC Port

LAN Port

Phone Port

Headset Port

Ethernet cable

Ethernet cable

3

1A

OR

2

2

1B

Computer
(Optional)

Power Adapter

Power Over Ethernet

Handset

Headset
(Optional)

Power

Wall LAN

6900 Series–Ethernet Ports

USB

Headset

PC

LAN

48v
Power Input

Handset
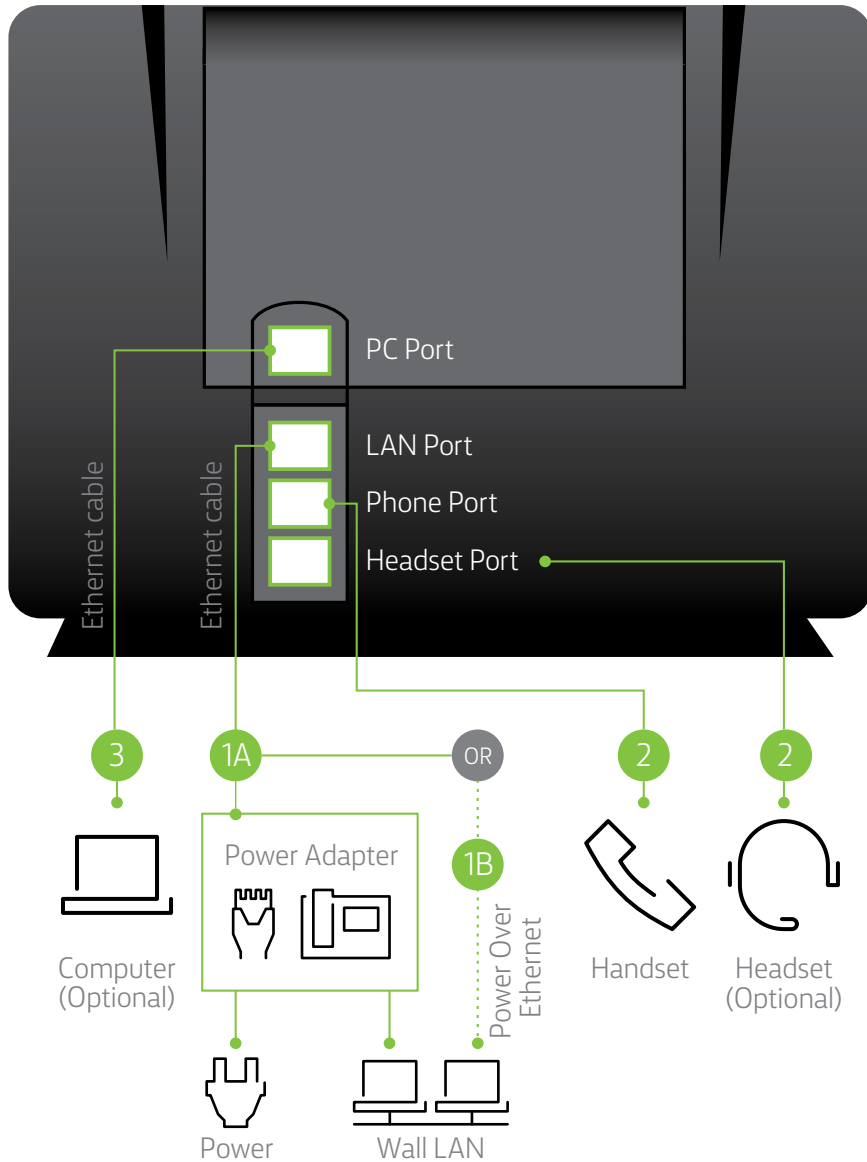
Using Your OfficeSuite UC Phone

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 WE Connect, 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 extension of your colleague. To use the company directory press **Menu**, then **Directory** (for 6900 series, press the **Contacts** key then select **Corporate 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 UC 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 **Voicemail** 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 **Voicemail** 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 UC Phone
When you have a message, your phone indicator light will glow an orange or red color on your phone. Then, push the **Voicemail** key and enter your passcode.

Making a Three-way Call or Conference Call
You can initiate multiple party phone calls right from your OfficeSuite UC Phone. Dial the first party's number, then press the Transfer & Conference twice (or the **Conference** soft key once). Then, dial the second party and press the Transfer & Conference function key once (or the **Conference** soft key) to join the parties.

NOTE: Use only the **CONFERENCE** soft key on 6900 series phones.

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Using Redial

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

NOTE: 6900 series **Redial** soft key will immediately call the last party dialed.

Volume Control

Adjusting the Speaker Volume
Press volume keys (up/down for 5300 series, left/right for 6900 series) to adjust the volume of the handset, headset and speakerphone during a call.

Adjusting the Ringer Volume
Press volume keys (up/down for 5300 series, left/right for 6900 series) when the phone is ringing.

Muting a Call
Press mute key to mute the microphone during a call. Then press mute key to turn off mute.

NOTE: This command works whether you are using the headset, handset or speakerphone.

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 WE Connect 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.

NOTE: Call OfficeSuite UC Support if you need **Parking** spaces expanded up to 90 spaces.

Log Out of Your OfficeSuite UC Phone
1. Press the Menu soft key (5300 series only).
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.

My Phones

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DO NOT DISTURB

You can customize the one-touch buttons on your phone and manage the phones logged into your account by clicking or tapping Settings.

✓ Save   → Configure
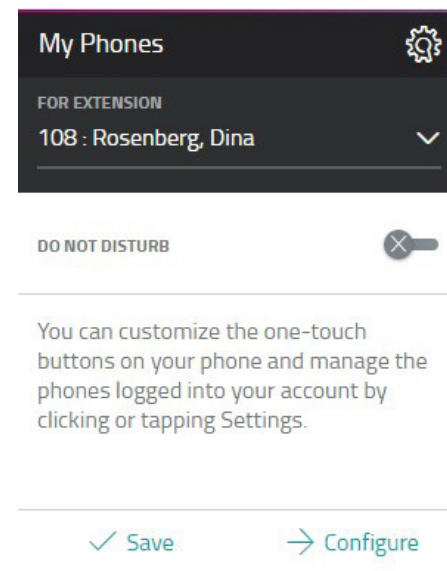
Hot Desking/Multi-desking

Hot Desking allows you to move around your office and in between multiple locations and simply log into any OfficeSuite UC 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 UC phone and if someone else is logged into it, press the **Menu** soft key and then log that user 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 WE Connect Portal

The WE Connect portal is a revolutionary customer portal that enables you to manage all the preferences and features of your OfficeSuite UC system, including: fax, OfficeSuite HD Meeting and your toll-free service. You will be set up by our team as a WE Connect 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 **WE Connect 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.

WE Connect App

Take WE Connect with you wherever you go. Search for "Windstream Enterprise Connect" and download the WE Connect app to your mobile device.

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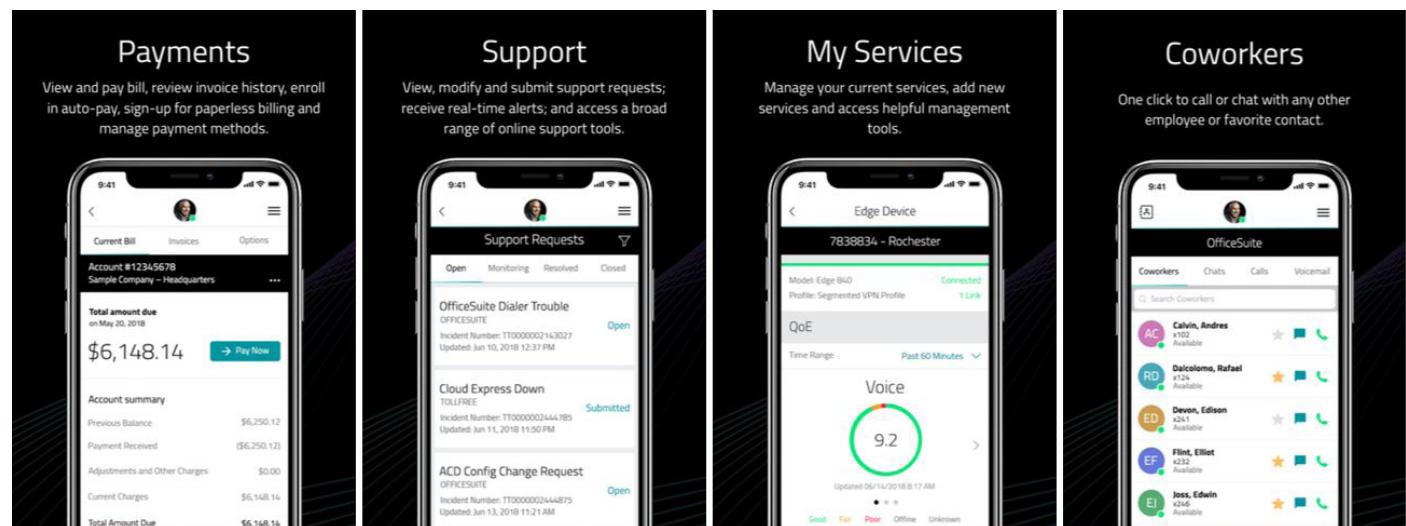
Using the System

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 **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 **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 UC can send your voicemail message to any email address.

To enable this, click on **Settings** option 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**.

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My Voicemail   ⚙

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New Messages ↻

◯◯ Voicemail   → Settings
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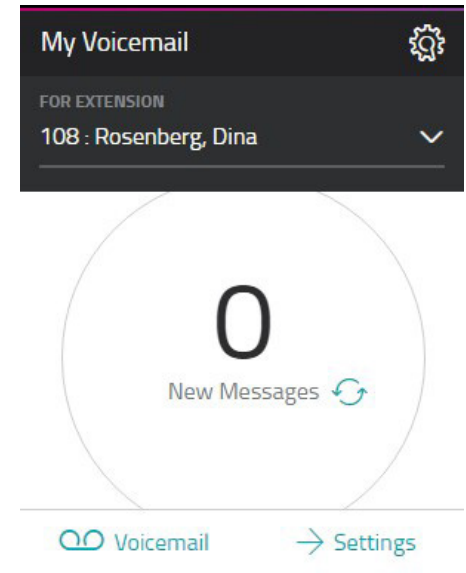
Turning On Voicemail Transcription

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.

Setting Up Speed Dials and Memory Keys

Your OfficeSuite UC 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 gray. 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.

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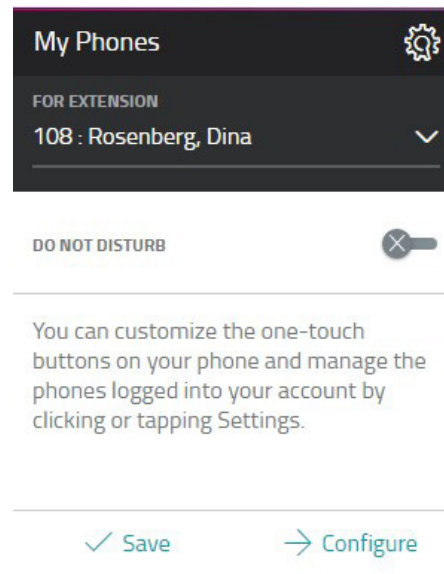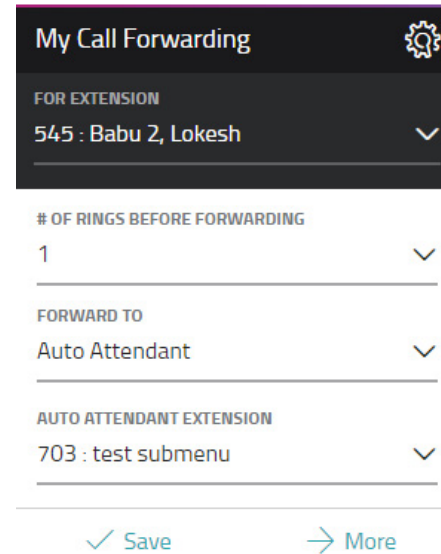
Forwarding Your Business Calls to an Outside Phone

OfficeSuite UC 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 Call Forwarding** widget on the WE Connect Dashboard and click **More.** Look for **Call Forwarding (Immediate)** and choose **Another Phone**. From there, select **Phone Number** and enter the 10 digit number that you wish to forward your calls. Click **Save Call Forwarding (Immediate)** to **Activate**. To **Inactivate** the feature, choose None and click Save Call Forwarding (Immediate).

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 WE Connect 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 from the drop-down.

If you select **Another Phone Number**, enter an external number starting with the area code. Press **Save** when done to save your call forwarding configuration.

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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 w ill also be muted. To turn on Do Not Disturb, click the **Check** on the **My Phones** Widget.
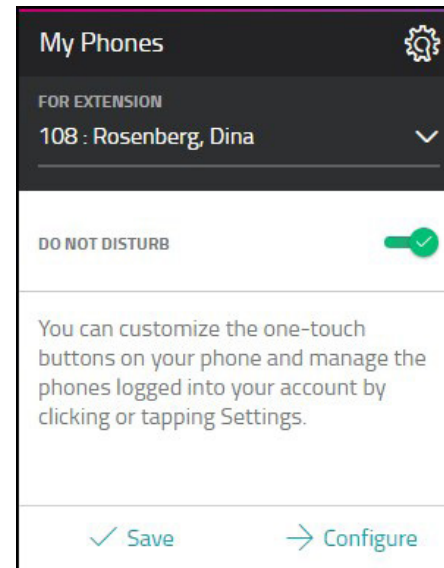
Forwarding Calls to Your Voicemail

You can pre-program your calls to go straight to your voicemail easily through the **WE Connect** portal.

Just click on the **My Call Forwarding** widget and select V**oicemail**, 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 **WE Connect** 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.
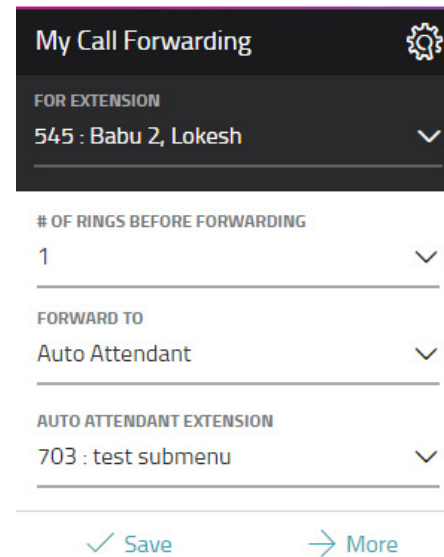
Viewing Which Call Groups You Are In

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 **More** 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.
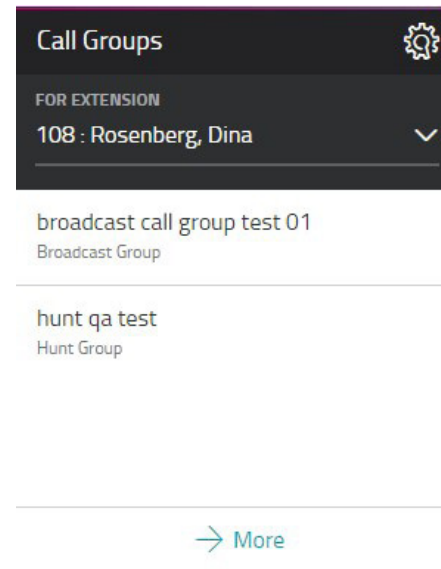
Never Miss a Call With Twinning

OfficeSuite UC'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.

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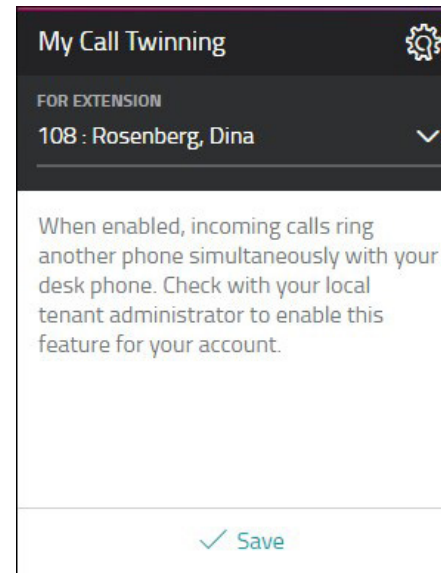
Coworker Presence

The **My Presence** option in the **Quick Connect** 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 arrow at the bottom of the **Quick Connect**. Then, select **My 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.

Desktop App

Get the best of WE Connect right on your Windows® desktop – no browser required. Chat, launch calls, check voicemail, even update your preferences in real time. Download the app from WE Connect today!

Company-wide Chat

Chatting in WE Connect is Simple! To start an employee chat session, log into the portal. Open the presence panel by clicking **Quick Connect** icon in the upper right hand corner 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.

My Call Forwarding

FOR EXTENSION
545 : Babu 2, Lokesh

OF RINGS BEFORE FORWARDING
1

FORWARD TO
Auto Attendant

AUTO ATTENDANT EXTENSION
703 : test submenu

✓ Save   → More

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Chats

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

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

911 Calls

OfficeSuite UC 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 and drag any widget. To remove a widget from the dashboard, click on the **Settings** icon, located in the top right of each widget and press **Remove Widget**. Simply click **Add Widgets** on the dashboard screen to place widgets currently not showing on your dashboard.

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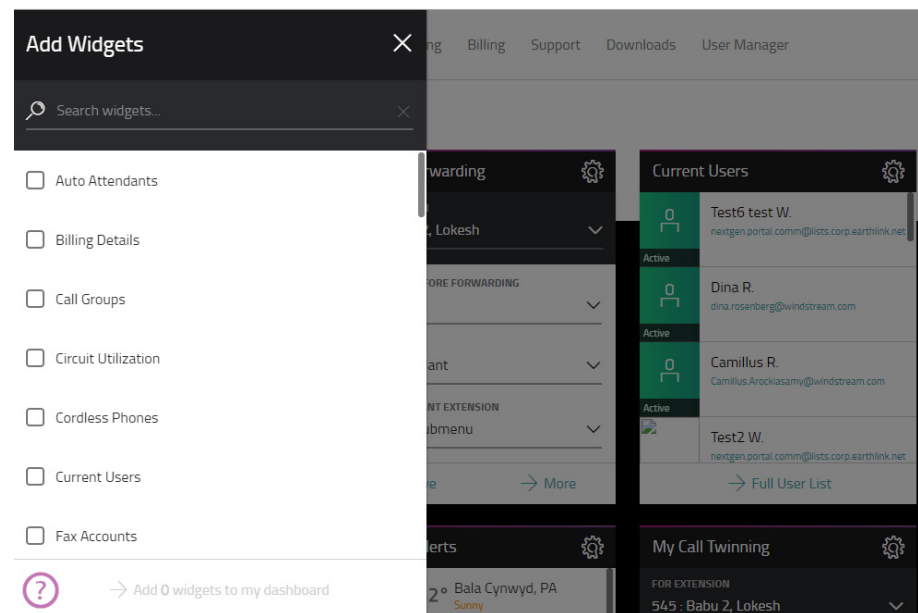
The following features need to be added by your administrator in order for the widgets to appear.

Conferencing with OfficeSuite HD Meeting®

If you have purchased OfficeSuite HD Meeting, you can start or join an HD video, audio or web conference right through the WE Connect 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.

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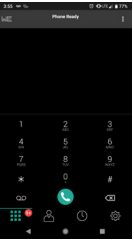
If you have purchased OfficeSuite Fax® service, you can manage it through the WE Connect portal. On the **My Online Fax** widget, you will see your inbound fax numbers and there you are able to select from the drop-down menu which number you would like to set as your fax number.

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.
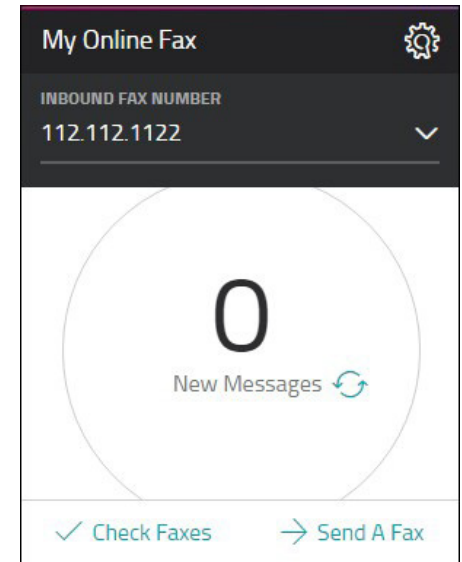
Optional Features and Services

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

|			
18-Key Color LCD (6920) Phone	72-Key Color LCD (6930) Phone	96-Key Color Touchscreen (6940) Phone	24 or 48 Key LCD Phone
16-Key LCD Phone	Cordless Phone	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 UC 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.
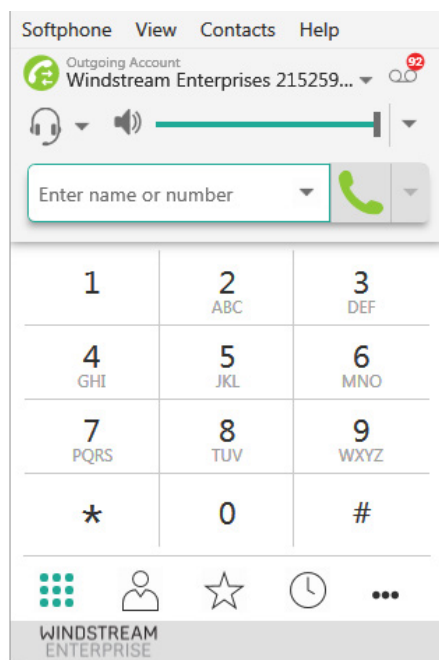
Mobile Softphone

OfficeSuite UC 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.
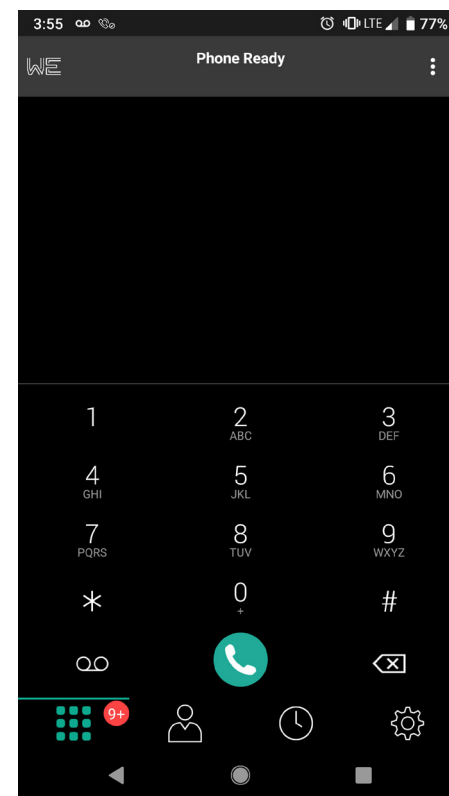
**Apple Users** – Go to the Apple store and download

Android Users – Go to the Google Play store and download

*Additional fees may apply for optional features.

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.
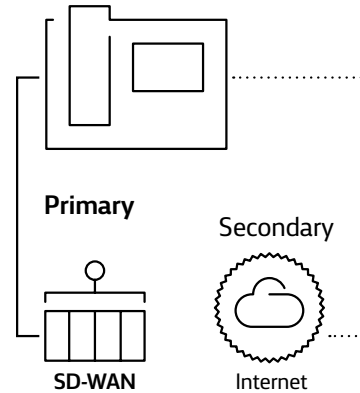
OfficeSuite UC Contact Center Services

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.
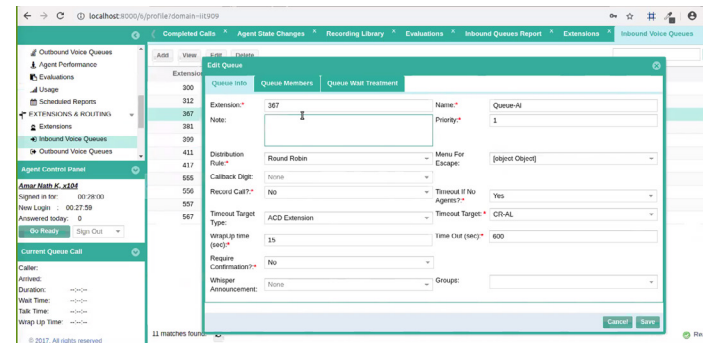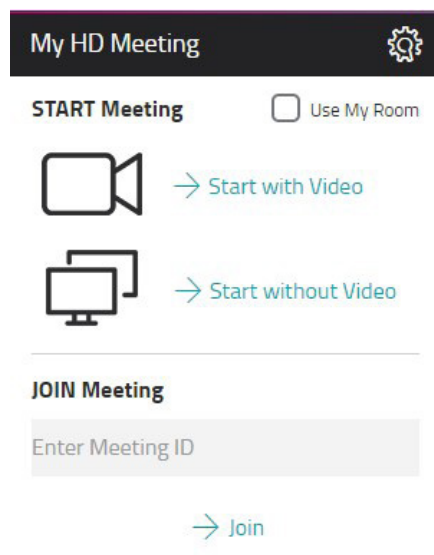
OfficeSuite Fax®

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 WE Connect 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.
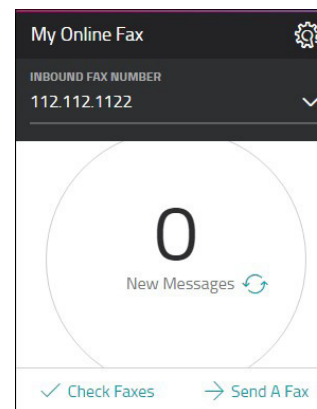
OfficeSuite HD Meeting®

With OfficeSuite HD Meeting, you can host online meetings, HD video conferences and audio conferences for up to 500 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 OfficeSuite HD Meeting accounts, click on **Manage** from the **HD Meeting Licenses** widget.

OfficeSuite UC for Chrome

OfficeSuite UC for Chrome allows you to click to dial from any webpage, enabling you to start calls quickly and accurately from any computer running Google Chrome. When a phone number is selected, a call will immediately be launched to your OfficeSuite UC phone. OfficeSuite UC for Chrome also integrates the WE Connect Desktop app with Gmail, Outlook 365 and Microsoft Dynamics 365, so you have access to all your OfficeSuite UC features from a single screen. OfficeSuite UC for Chrome allows you to receive incoming call pop ups that link directly to any web based application you choose, using a customizable URL launcher. To get started, click on Manage on the OfficeSuite UC Licenses widget and select OfficeSuite UC Connector.

OfficeSuite UC 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 transferring.

*Additional fees may apply for optional features.

Streamline and improve 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.

Amazon Alexa
Manage voicemail and change call forwarding, twinning and Do Not Disturb settings using voice commands from any Amazon Alexa enabled device.

Microsoft Teams
Enhance collaboration with integrated UC calls and HD video, audio and web conferencing.

Slack
See coworker presence, make OfficeSuite UC calls and SMS text messages, and launch OfficeSuite HD Meeting within Slack to streamline team collaboration.

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

Standards-based API allows you to connect third-party applications to OfficeSuite UC.

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.

Planatronics 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 UC system.

WE Connect Portal Support

The WE Connect 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.

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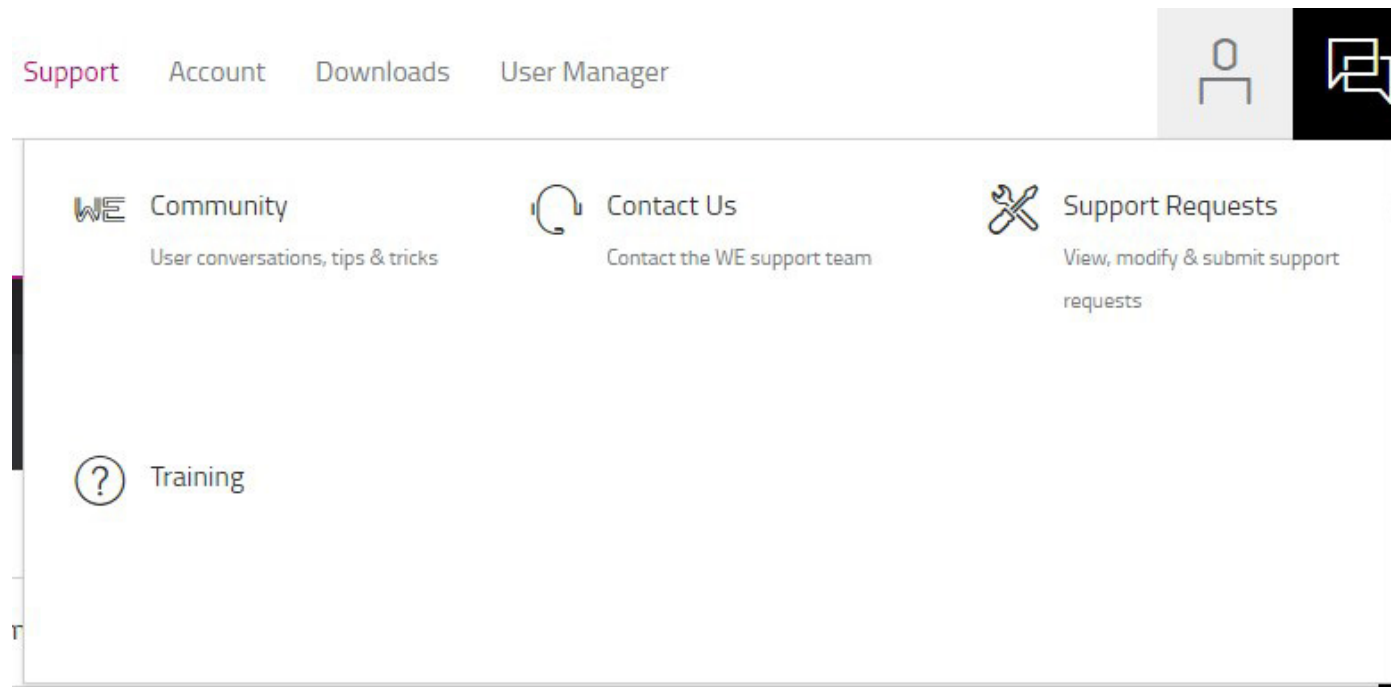
Online Community

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 you. To access the community and create your login, go to the **Support** tab on the WE Connect Dashboard or visit https://communities.windstreamenterprise.com/OfficeSuite-UC.

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 the OfficeSuite UC Community 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 in the OfficeSuite UC Community.

What should I do if my phone displays "option 128 missing"?

If you see this displayed, go to the OfficeSuite UC Community for more information.

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, you may dial 9+911 to complete the call.

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:

Danger	Danger indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.
Warning	Warning indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.
Caution	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.

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.

For more product help, visit windstreamenterprise.com

WINDSTREAM
ENTERPRISE
CONNECT. TRANSFORM. ELEVATE.