

Phone System General Information

- The system is a cloud-based VOIP system. That means that we have no physical phone system hardware, other than the actual phones, in our office. Instead, the phones connect to a central system in the cloud and voice traffic is carried over the Internet. This will give us better connectivity overall, particularly for those folks who work remotely.
- You have two ways to connect to the phone system:
 - The primary method is through your Mitel handset in the office. These phones have been programmed to connect to the cloud system. When you login to (“Activate”) a phone using your extension number and PIN, that becomes your extension, with your settings and voice mail. You can login to any Mitel phone in the office, and that phone will be your extension until you logout. This can be useful if you need to temporarily use a different workstation.
 - The MySoftPhone mobile app. This is a free app available for Android and IOS phones. Once the app is downloaded to and installed on your cell phone, login to the app using your login credentials (in this case, your email address and password that you set up). When the app is running, even in the background, it acts just like your extension, including incoming calls, calls to your extension, and outgoing calls with your AIC caller-ID. (NOTE: this app uses data for incoming/outgoing calls, so if you have a limited data plan, be sure to be connected to WiFi before using the app.)
 - Certain staff (remote staff plus CRDs) have a third option to connect to the phone system: the OfficeSuite SoftPhone for Mac or PC. This allows you to connect to the system using an app on your desktop or laptop computer, using the same login credentials as the mobile app. This requires a separate license.
- Making phone calls:
 - To call an extension, simply dial the extension number or press the key next to the person’s name on Page 2 of your Mitel phone display.
 - To call an external phone number, simply dial 9-1 + the ten-digit phone number. (NOTE: neither the MySoftPhone mobile app nor the OfficeSuite SoftPhone app requires the 9-1 prefix.)

Conference Calls and Web Meetings

There are three options for conference calling:

- Use our existing GoToMeeting subscriptions. Instructions for this have been sent out previously.
- Use our HD Meeting option that comes with our phone system. It works similarly to GoToMeeting. You can access it at meeting.broadviewnet.com or you can download the app onto your computer or mobile device. The login credentials are hdmeeting@innsofcourt.org, with a PW Meeting22314. As with the GoToMeeting resources, first check the availability of and reserve this resource in Outlook, and then schedule the meeting on the website to obtain the call-in number and web meeting link that you will send to call participants. If the HD Meeting resource isn’t scheduled to be in use, you can start a meeting immediate by clicking the Host Meeting with/without Video option. At that time you can copy and send the meeting connection information to the participants.
 - NOTE: If the meeting is going to be ONLY by telephone (i.e., not via computer audio or web meeting), be sure to check the “Enable join before host” option, otherwise callers

will sit on silent hold until the “host”, i.e., hdmeeting@innsofcourt.org, logs in to the website and starts the meeting.

- Also note, the phone numbers and meeting IDs are not necessarily static, so don't assume that connection information you've used before will work more than the one time.
- Use the conference function on your Mitel phone or in the mobile app. This feature becomes available when you are actively on a call. You can add up to nine additional participants using this feature. NOTE: This is not a call-in conferencing feature; rather, you would add each participant one at a time. This would be most appropriate for spontaneous calls with only a few participants.