



USER GUIDE

OfficeSuite UC[®]

User Guide

Mitel Phones

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OfficeSuite UC User Guide

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

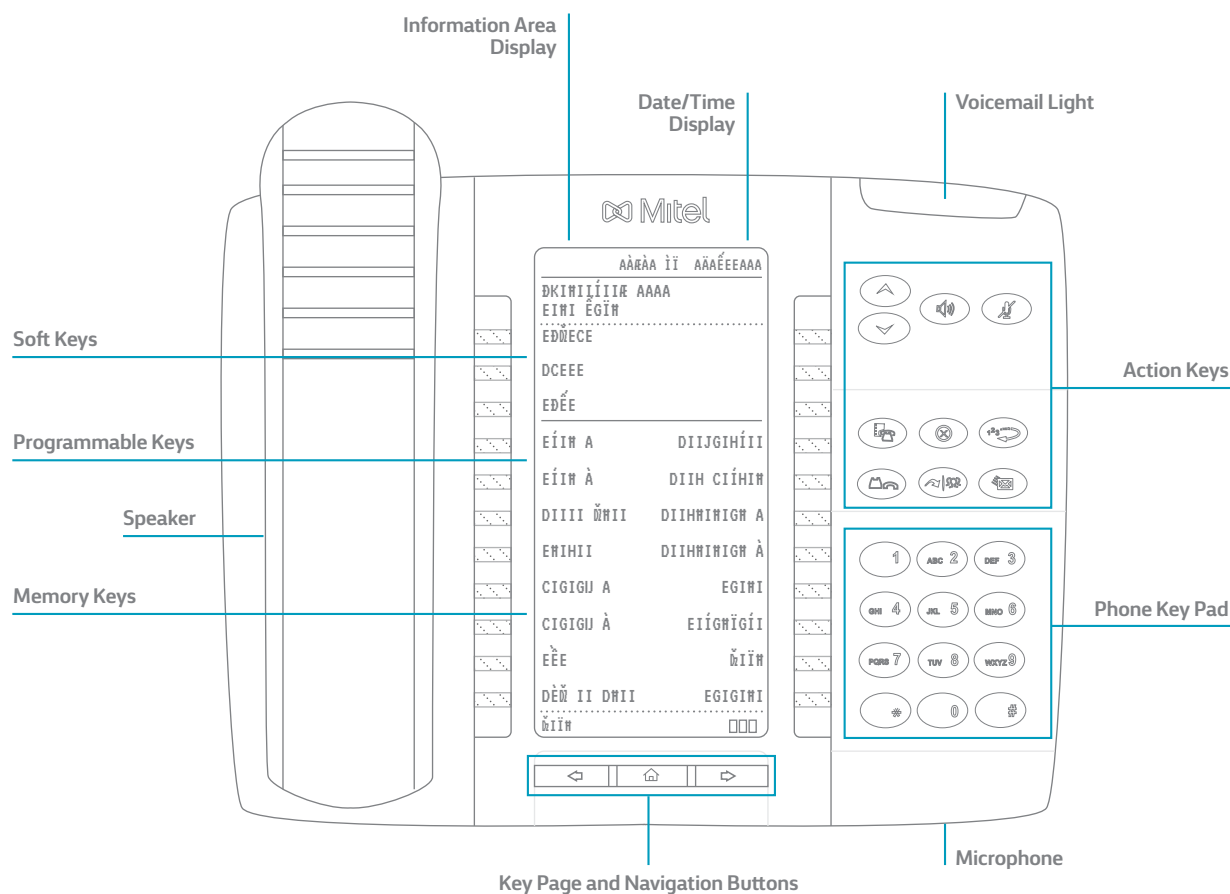
Contact support

Click on Live Chat under the Support icon in the
Go Kinetic Business portal mybusiness.gokinetic.com

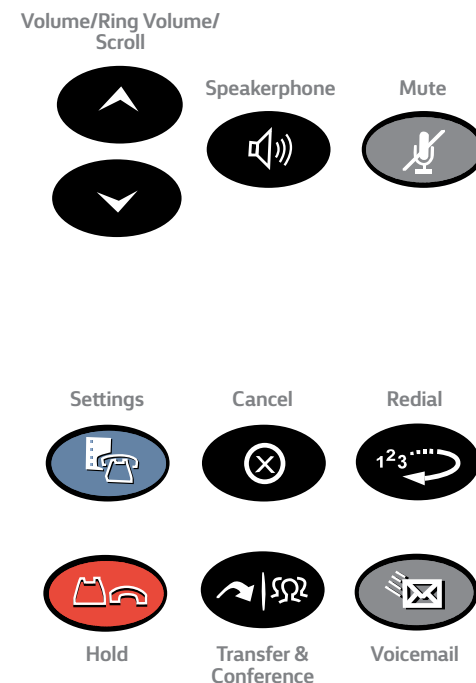
Quick Start Guide—Mitel 5300 Series

All of your phone's features and settings will be managed through the phone itself and through our intuitive, online customer portal called Go Kinetic Business. 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 mybusiness.gokinetic.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.



Action Keys



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.

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.

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.

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.

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.

Speaker/Headset

Toggles the phone's audio between speaker and headset. If you are using a DHS/EG/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 Go Kinetic Business portal at mybusiness.gokinetic.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, click the Support icon in the Go Kinetic Business portal mybusiness.gokinetic.com

Quick Reference Guide— Using Features through the Go Kinetic Business Portal

Login to the Go Kinetic Business Portal at mybusiness.gokinetic.com and select OfficeSuite under My Services.

Setting Up How You Receive Voicemails

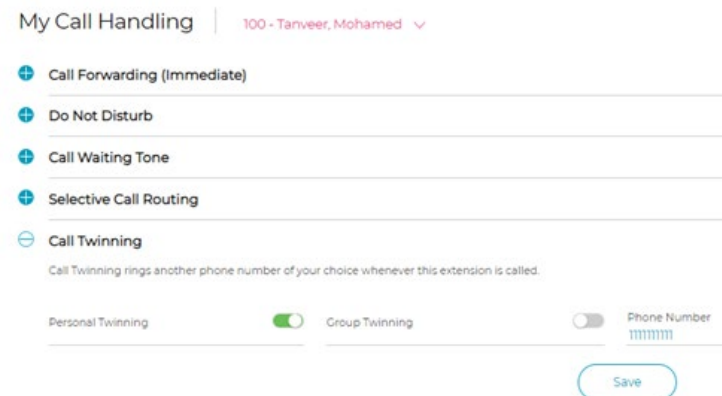
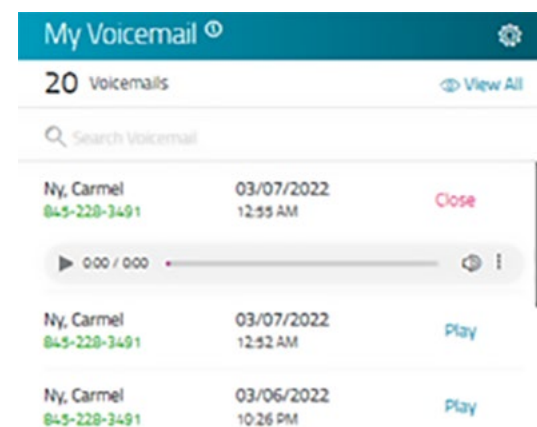
There are several ways that you can receive voicemail messages, including via email. To set up how you'd like to receive your messages, click on the gear icon  to open **Voicemail Settings** on the **My Voicemail** tile and slide the toggle button for **Enable Voicemail Notifications**. Select your preference 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 **My Voicemail** tile. View your Most Recent Voicemails and click the Play button next to the voicemail you would like to listen to. You can also click View All to display all of your voicemails where you have the option to listen, download or delete the voicemails.

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 enable it by selecting **My Services > My Call Handling > Call Twinning** and entering the number you'd like to twin and click Save.



Programming Buttons: Speed Dials And Forwarding Calls to Outside Phones

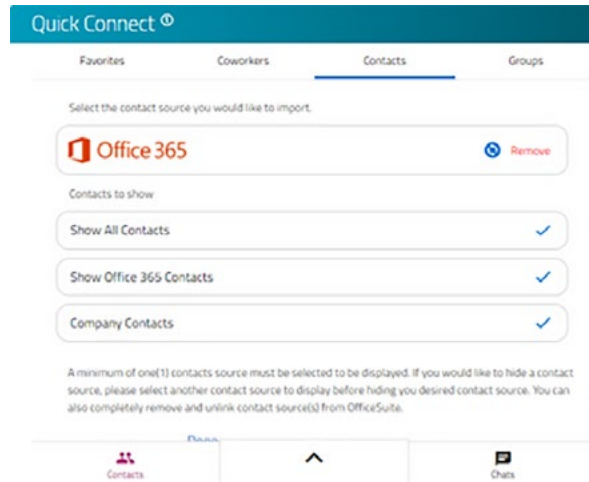
OfficeSuite UC enables you to program any assigned keys on your phone to whatever numbers you'd like. The most popular buttons to program are Speed Dials, Forward to Voicemail or Cell, Intercom and Do Not Disturb. To program your buttons, click on  on the **My Phone** tile and click on the button next to any unassigned key and select from the drop-down menu the type of button you'd like to program, enter  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 **Contacts** in the **Quick Connect** tile. Here, you can search and create Favorites and import new contacts.



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

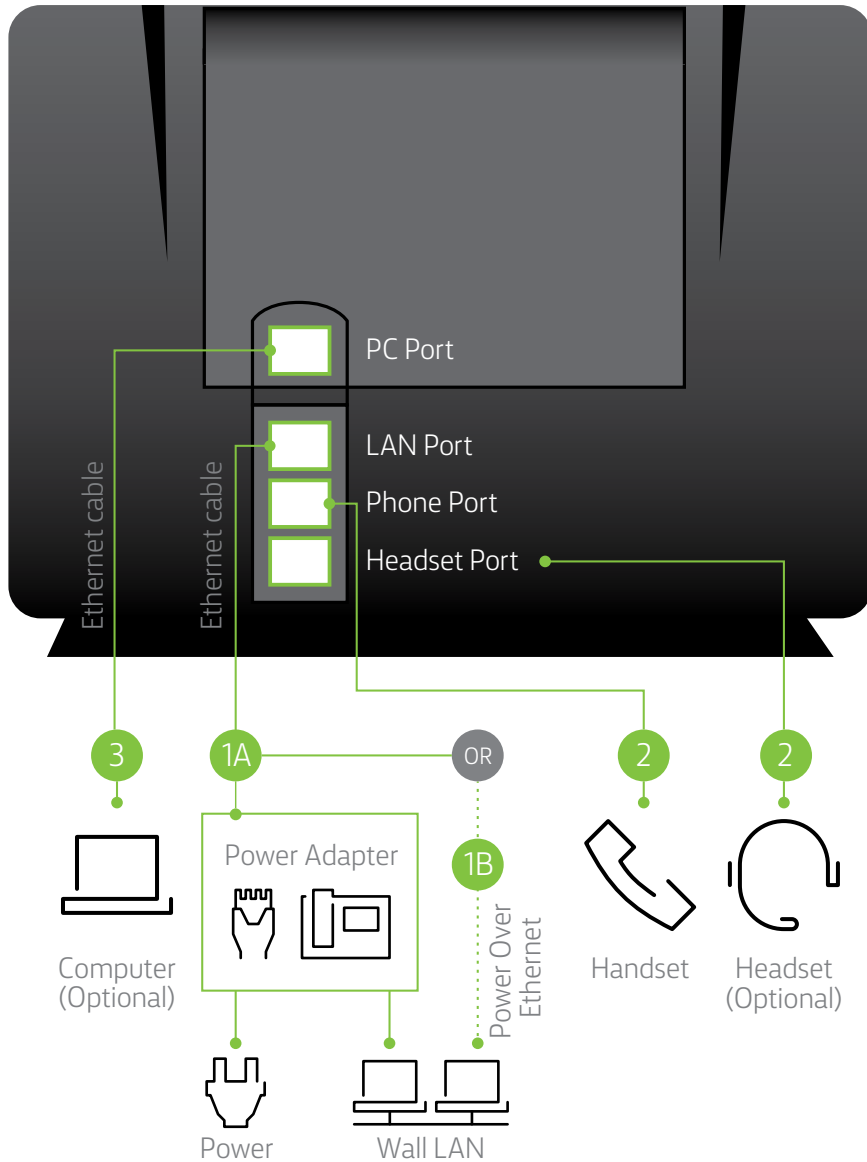
Connect your phone handset into the port next to the handset icon on the back of your OfficeSuite UC phone. You may also connect a headset into the port next to the headset icon on the back of your OfficeSuite UC phone.

3: Connect Your PC to Your Phone (Optional)

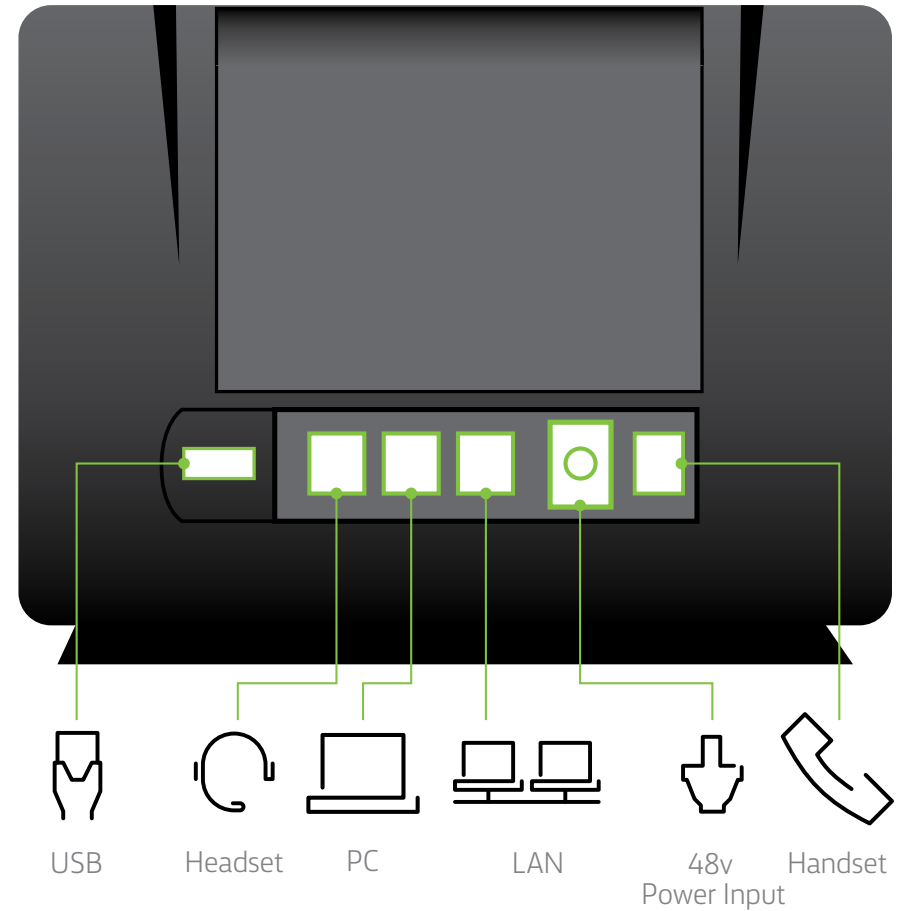
OfficeSuite UC can utilize an integrated Ethernet switch that allows you to connect to your computer without requiring an Ethernet Port.

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



6900 Series–Ethernet Ports



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 Go Kinetic Business, 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.

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. Click on the  via the **My Phone** tile in the Go Kinetic Business 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.

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 Go Kinetic Business Portal

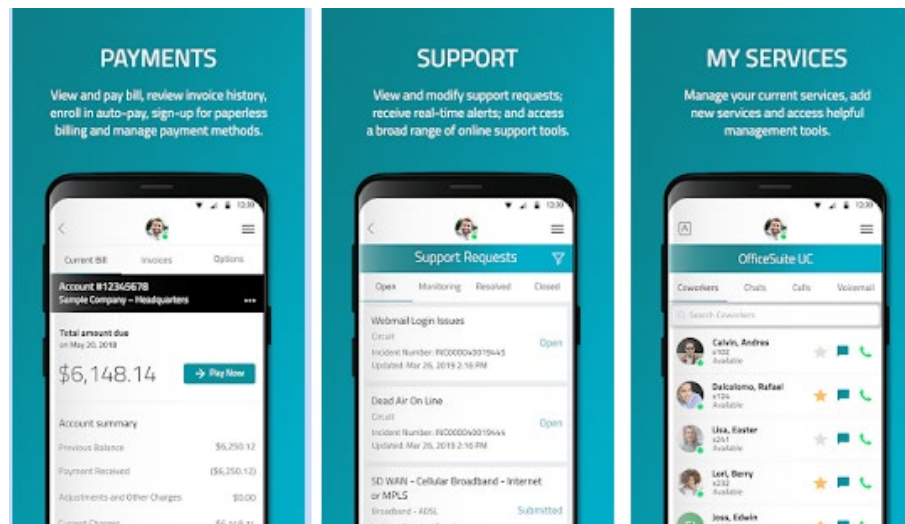
The Go Kinetic Business portal is a revolutionary customer portal that enables you to manage all the preferences and features of your OfficeSuite UC system, including: fax, OfficeSuite HD Meeting and your toll-free service. You will be set up by our team as a Go Kinetic Business user for the customer 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 **Go Kinetic Business Dashboard** from which you manage the entire system and all of your services. Along the left side of the Dashboard is a series of icons which you can hover over for an expandable list of features. In the center of the Dashboard are tiles from which you can make changes to the system and services. Each tile has an information icon describing its function to help illustrate how to use the tile.

Go Kinetic Business App

Take Go Kinetic Business with you wherever you go. Search for “Go Kinetic Business” and download the Go Kinetic Business app to your mobile device.



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 **Play** from the **My Voicemail** tile.


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.

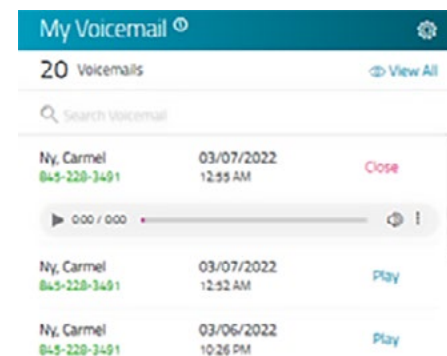
Setting Up How You Receive Voicemail Messages

Click the gear icon  to take you to **Voicemail Settings** on the **My Voicemail** tile 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 the gear icon  to take you to **Voicemail Settings** on the **My Voicemail** tile and slide the toggle button to **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**.



Turning On Voicemail Transcription

Receive your voicemail messages via email along with a transcription of the audio. Go to Voicemail Settings by clicking the gear icon . Slide the toggle button for **Enable Voicemail Notification**. Click **Add Email Address** 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 the  icon on the **My Phone** tile. 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.



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 **My Services > My Call Handling** on the Go Kinetic Business OfficeSuite Dashboard. Click the + to expand **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** to **Activate**. To **Inactivate** the feature, choose None and click Save.

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. Click on **Call Forwarding** on the **My Phone** tile on the Go Kinetic Business OfficeSuite Dashboard to set up call forwarding. 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.

The image shows two screenshots of the OfficeSuite UC interface. The top screenshot is titled "My Call Handling" and shows a configuration page for "Call Forwarding (Immediate)". It includes a note that "Call Forwarding (No Answer Call Coverage) wouldn't apply since DND superseded it." There are three radio button options: "None", "Call Coverage (no answer)", "Auto Attendant", and "Another Phone" (which is selected). Below these are two options for forwarding: "Extension/Call Group/CCS Extension" (with a "Select" button) and "Another Phone Number" (with an "Enter Phone Number" field). A "Save" button is at the bottom right. The bottom screenshot is titled "My Call Forwarding" and shows a configuration page for "Number of Rings Before Forwarding" set to "3". The "Forward to" dropdown is set to "Another Phone". The "Another Phone Number" field contains "762.727.4926". "Save" and "Cancel" buttons are at the bottom.

Using the Do Not Disturb Feature

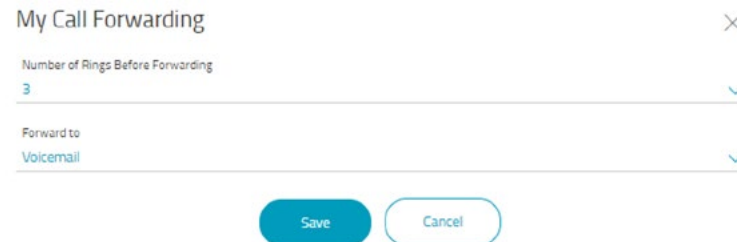
Do not disturb is a great feature to use when you do not want to be interrupted. All calls will be sent to your voicemail or other coverage and all intercom requests and pages will also be muted. To enable on the **My Phone** tile, slide the toggle button under **Do Not Disturb**.




Forwarding Calls to Your Voicemail

You can pre-program your calls to go straight to your voicemail easily through the **Go Kinetic Business OfficeSuite** portal.

Just click on **My Call Forwarding** on the **My Phone** tile and select **Voicemail**, 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.

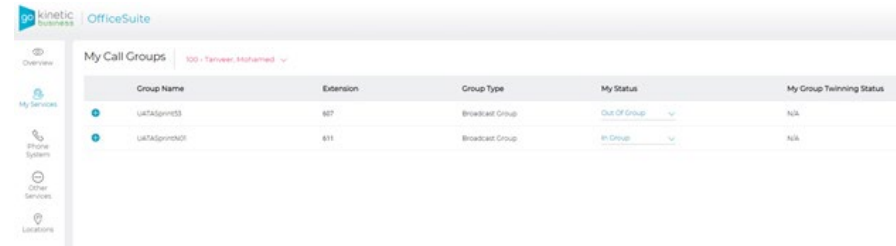


Intercom Your Coworkers

You can contact your coworkers quickly by programming an Intercom button. Go to the **My Phone** tile in the **Go Kinetic Business OfficeSuite** portal and select the gear icon . Here you can program any empty “Unassigned Key” to be your Intercom button, just select the **Intercom to Prompt** 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.

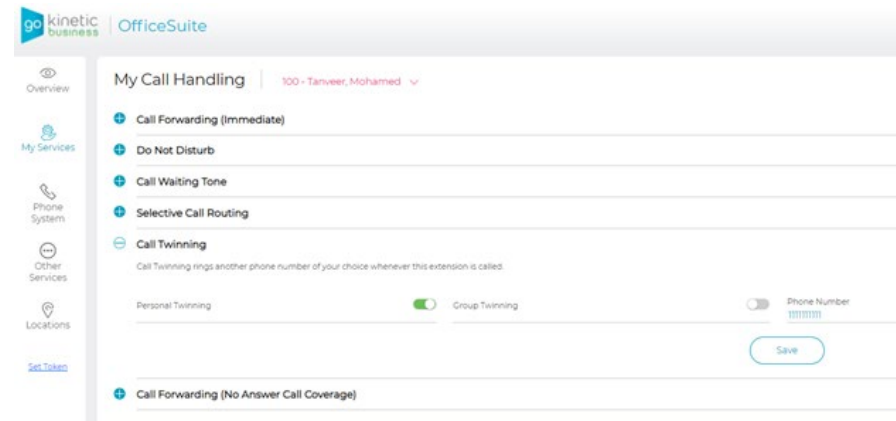
Viewing Which Call Groups You Are In

You can quickly view which Call Groups you are a member of at anytime by clicking **My Services-> My Call Groups**. Select the extension from the drop-down list. 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. Either click **Call Twinning** on the **My Phone** tile or go to **My Services-> My Call Handling-> Call Twinning**. Slide the toggle button to enable call twinning and enter the phone number you want to ring simultaneously. Click the **Save** button.



Coworker Presence

The **My Presence** option in **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.

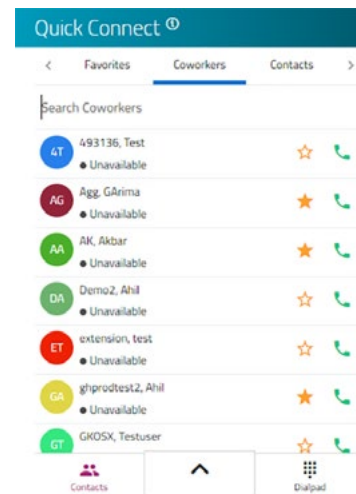
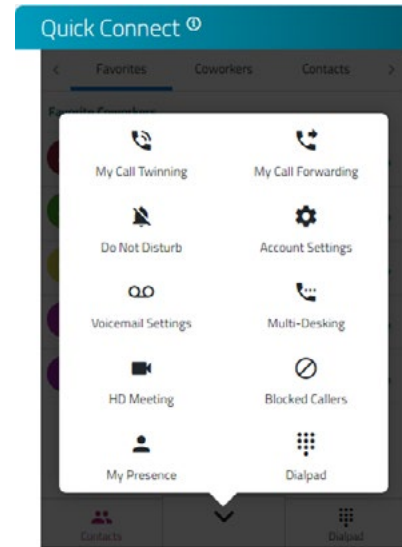
Desktop App

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

Company-wide Chat

Chatting in Go Kinetic Business is Simple! To start an employee chat session, log into the portal. Open the presence panel by clicking the **Coworkers** tab on the **Quick Connect** tile. Then 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.



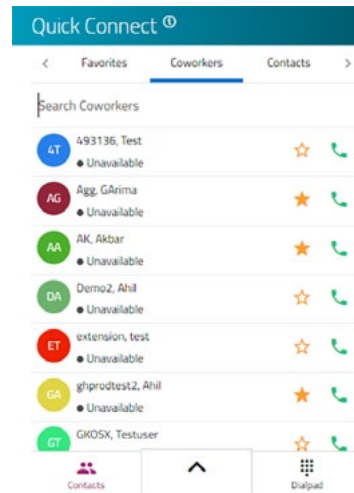
Chats

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 911 or 9+911 is dialed, the system will present authorities with location data about your system.

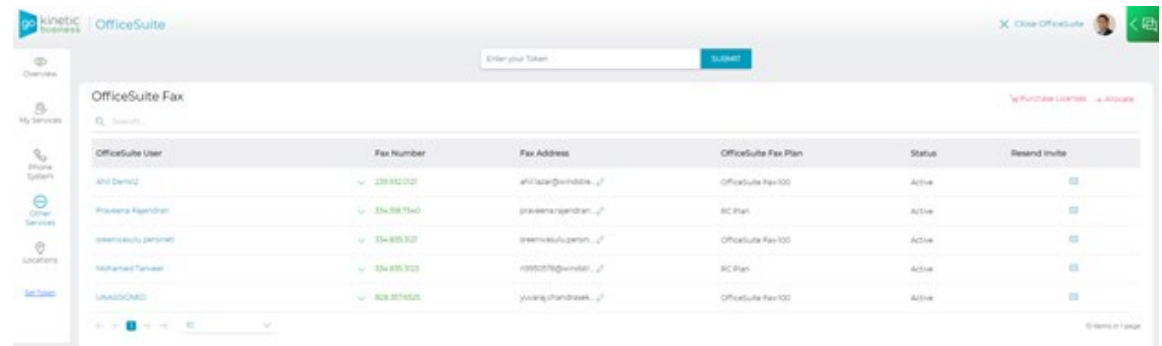


The following features need to be added by your administrator.

Managing Your Online Fax

If you have purchased OfficeSuite Fax® service, you can manage it through the Go KinetiC Business portal. Go to **Other Services->OfficeSuite Fax** to 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 **Other Services->OfficeSuite Fax->Purchase Licenses**. You'll be contacted by our team to complete your order.

















The screenshot shows the 'OfficeSuite Fax' management page. It features a search bar at the top and a table with the following columns: OfficeSuite User, Fax Number, Fax Address, OfficeSuite Fax Plan, Status, and Send Invite. The table contains five rows of data, each with a dropdown arrow next to the Fax Number column.

OfficeSuite User	Fax Number	Fax Address	OfficeSuite Fax Plan	Status	Send Invite
Ahl Derric	239-932-0721	ahl.derric@windstream.com	OfficeSuite Fax 100	Active	Send Invite
Praveena Rajendran	334-398-7540	praveena.rajendran@windstream.com	BC Plan	Active	Send Invite
Wernicusu person	334-635-3332	wernicusu.person@windstream.com	OfficeSuite Fax 100	Active	Send Invite
Muhamed Tanweer	334-635-3332	wernicusu.person@windstream.com	BC Plan	Active	Send Invite
UNASSIGNED	628-875-6525	yuwang.chandrasekhar@windstream.com	OfficeSuite Fax 100	Active	Send Invite

Optional Features and Services

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

			
<p>18-Key Color LCD (6920) Phone</p>	<p>72-Key Color LCD (6930) Phone</p>	<p>96-Key Color Touchscreen (6940) Phone</p>	<p>24 or 48 Key LCD Phone</p>
			
<p>16-Key LCD Phone</p>	<p>Cordless Phone</p>	<p>Slim Phone</p>	<p>Conference Phone</p>
		   	
<p>PC and Mac Softphones</p>	<p>Mobile Softphone</p>		

PC and Mac Softphones

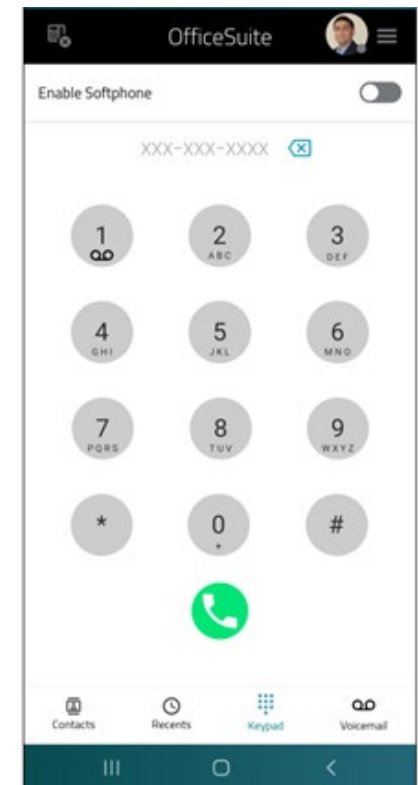
With this feature, you can turn any PC, Mac or laptop into a fully-functional phone that is part of your OfficeSuite UC system. Handle calls and manage the system right from your other device. It utilizes the same extension and features as your desk phone, offering seamless communications from anywhere. 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 **Phone System-> Softphones**.



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



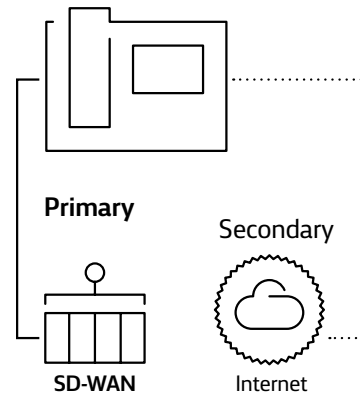
Android Users – Go to the Google Play store and download



*Additional fees may apply for optional features.

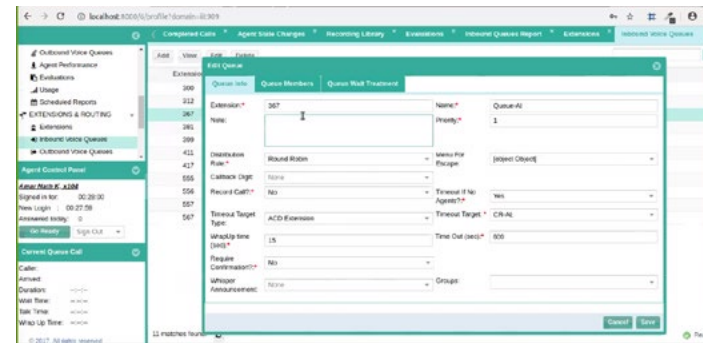
OfficeSuite UC with Windstream SD-WAN

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 Go Kinetic Business 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 1000 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 **Other Services-> HD Meeting**.



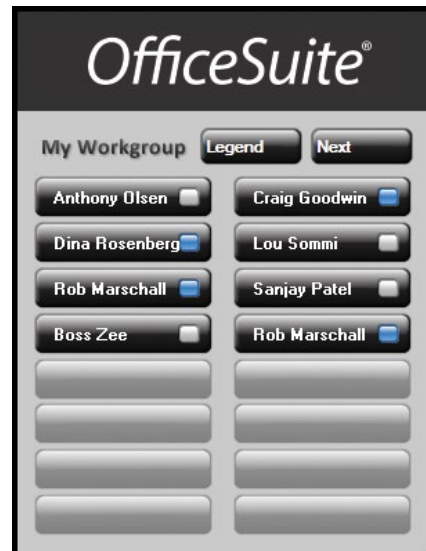
The screenshot shows the 'OfficeSuite HD Meeting and Webinar Licenses' management page. It features a table with columns for 'OfficeSuite User', 'HD Meeting Login', 'Participant Plan', 'Status', 'Unallocate', and 'Resend Invite'. The table contains three rows of data:

OfficeSuite User	HD Meeting Login	Participant Plan	Status	Unallocate	Resend Invite
Melanie Turner	mturner@windstream.com	25 Participant Plan	ACTIVE	X	ⓘ
Unallocated	web@windstream.com	25 Participant Plan	PENDING	X	ⓘ
Test Account	jones.chandrasekhar@windstream.com	25 Participant Plan	PENDING	X	ⓘ

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.



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 Go Kinetic Business 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 **Other Services-> OfficeSuite Connector**.

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.



Microsoft Teams

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



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.



Slack

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



Amazon Alexa

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



Skype for Business

Bring calling and phone presence functionality into Skype and Lync without any additional Microsoft licenses or charges.

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!



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.



Wireless DECT Handset

Move around the office without missing calls. 300-foot range!



Plantronics SupraPlus Wideband Headset

Features wideband capability and ultra noise-canceling microphone.



Programmable Key Modules (Sidecar)

Manage multiple lines with your corded phone by adding up to 96 extra buttons! Ideal for receptionists.



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.

Go Kinetic Business Portal Support

The Go Kinetic Business portal offers a comprehensive support section with complete guides and instructions, FAQs, helpful videos.

Contact support

Click on Live Chat under the Support icon in the Go Kinetic Business portal mybusiness.gokinetic.com

The screenshot shows the 'My Support Requests' page in the Go Kinetic Business portal. The page has a navigation sidebar on the left with icons for Home, Services, Billing, Support, Profile, and Admin. The main content area is titled 'My Support Requests | 216042/80 - Kinetic Portal Team (F-or Kinetic Support Users Only)'. It features two green buttons: 'Open Now Request' and 'Export Report'. Below these is a 'Contact Us' section with options for Live Chat (Mon - Fri: 9am-6pm (ET)), Email (Responses within 24h), and Call Us (Account Inquiries & Payment Arrangements: (833) 241-0100, Mon - Fri: 9am-6pm (ET); Technical Support: (833) 241-0100, Available 24/7; Sales Team: (833) 241-0100, Mon - Fri: 9am-6pm (ET)). To the right is a table of support requests with columns for Request No., Type, Status, and Last Updated. The table contains three rows of data. Further right, there are sections for 'Network Events' (0 Active/Upcoming Maintenances), 'Resource Center' (Kinetic Business Support, Kinetic Business Blog, Kinetic Business Videos, Product Resources), and 'Downloads'.

Request No.	Type	Status	Last Updated
02038285	Call Quality	Open	01/26/2022 - 12:48 PM
02028437	How to Question	Open	01/21/2022 - 3:28 PM
02011463	All Faxes Failing	Open	12/28/2021 - 4:18 AM

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, contact us through the portal Support page mybusiness.gokinetic.com

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. Contact us through the portal Support page mybusiness.gokinetic.com for more information.

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

If you see this displayed, contact us through the portal Support page mybusiness.gokinetic.com 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 911 or 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 lightning 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.

To learn more about Kinetic Business, visit kineticbusiness.com

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