MITvoip Account and Device Management

Is My Account On the Broadsoft or Sylantro System?

1. To determine if your account is on Sylantro or BroadSoft go to voip.mit.edu.
2. Locate the Account Card or Account Details screen for your account.
3. Look for a URL which begins with either sylantro or broadsoft. See the example screenshots below.
Account Details

If your accounts are in a list, click the ellipsis and select Account Details.

Helpful Links

If your account is on the BroadSoft system:

- For information about the phone and voicemail system click MITvoip BroadSoft Cloud Landing Page.
- To access additional phone and voicemail settings at the BroadSoft Web Portal at https://broadsoft.mit.edu.

If you are on the legacy Sylantro Unity system:

- For information about the phone and voicemail system click Telephony Landing Page, and then click Voicemail (Unity).
- To access additional phone and voicemail settings at the Sylantro Web Portal, click sylantro.mit.edu.

For all users:

- For information about the operation of your specific phone device click MITvoip Identifying Your Phone's Model.
- If you have specific questions, please contact the IS&T Service Desk at servicedesk@mit.edu, or call 617-253-1101.

Key Concepts

Account

- An account is represented by a telephone number.
- An individual may have multiple accounts.
- Each account has a unique PIN (sylantro system) / Passcode (broadsoft system).
- Accounts are listed in the My Accounts section of the VoIP Management tool.
- Each account is assigned to a Primary Location which can be changed when the account owner is relocated.

Device

- A device is a physical phone.
- A device can have more than one account (telephone number) associated with it.
- Each device has a unique ID number called a Mac address. This is typically located on the bottom of the phone.
- Devices are listed in the My Devices section of the VoIP Management tool.

Account Owner

- An Account Owner can change account settings and modify voicemail settings. Account owners can also access the user web interface to make additional modifications.
- Typically, a person is the account and device owner for his/her account(s) and phone(s).

Account Administrator

- An Account Administrator can make the same changes an owner can in the VoIP Manager application (e.g., add an owner or administrator, change a description) but they cannot access the web portal to make additional changes to voicemail controls and settings.
- Typically a Department, Lab, or Center will designate an individual as Account Administrator for the department who will manage their DLC's telephone accounts and devices.

Device Owner

- A Device Owner can access their device(s) on the My Devices tab to change settings.
A Device Owner can add or delete owners from their device(s)- including him or herself.
A Device Owner can add or remove accounts (telephone numbers) from their device(s). They must also be the account owner of any account they add or remove.
A Device Owner can change the order in which numbers appear on a device.

The My Accounts Tab

The Menu Bar

- Click My Accounts or My Devices to see a list of your accounts or devices.
- Click Admin View if you are an administrator.
- Click your kerberos name on the far right to logout.

Card View

- The application will open to show the account(s) you own in Card view shown to the right (if you have up to three accounts) or List view shown below (if you have more than three accounts).
- If you only have a single account, the tool will open to display your account details (see below).
- You can view account details and devices associated with the account.
- Click reset PIN/Passcode to change your PIN or Passcode. See more below.
- Click the Inbox link to access the voicemail messages saved on the server (Sylantro).
- Click the ellipsis to View Account Details (see below) or to View Devices.
- To access additional settings, click the link under Call Control & Settings. This will link to the web portal for Sylantro or BroadSoft depending on the account.
- Click Other Accounts/Edit to review accounts you do not own but you are the administrator for.
- You can click My Accounts in the menu to return to this screen.

List View

- Use Search to locate accounts if the list is long.
- Click Other Accounts/Edit to review accounts you do not own but for which you are the administrator.
- You can click My Accounts in the menu to return to this screen.
- In any list view click the column header for a sort menu.
Click the ellipsis to the right of an account to:

- View Account Details
- View Devices associated with the account
- Set Voicemail PIN/Passcode

On the Account Details tab you can:

- See whether this account is Sylantro or BroadSoft, and access the web portal.
- Access this Help page.
- Edit the account description and primary location.
- Add additional owners and/or administrators.
- Edit the caller ID information.
- Enable, or disable voicemail.
- See the devices associated with this account. Remove a device from an account.
- Enable, or disable the Message Waiting Indicator for a device.
- Associate a new device with this account.

Note: You must click **Save Changes** to make changes permanent.
• Click **Associate with a Device** to open the **Associate with a Device** pop-up.
• Select a Mac address from the dropdown list.
• Edit the account order if desired.
• Then click **Add**.

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### Change the way you receive voicemail messages

1. Make sure **Voicemail Enabled** is set to YES.
2. Click to open the dropdown menu under **Settings**.
3. Select **forward to email** or **store on server**.

**Note:** **Store on server** means you access your messages through the phone's voicemail menus. **Forward to email** allows you to enter an email address where you will receive emails with your voicemail messages attached as sound files.

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### Create or change your voicemail PIN/Passcode

**Note:** **PIN** is the term for the code you use to enter the voicemail menu on your phone in the Sylantro/Unity system. "Passcode" is the term for the code you use to enter the voicemail menu on your phone in the BroadSoft system.

1. Click the ellipsis and select **Set Voicemail PIN/Passcode**.
2. Enter your new PIN/Passcode.
3. Click **Save**.
The My Devices Tab

To view devices associated with a particular account, click **My Devices** on an Account Card.

To view all devices click on **My Devices** in the top menu.

Use **Search** to narrow the list. Then click the ellipsis next to a device in the list view to view **Device Details**.

Note: There is also an option to **Reboot Now** which will reboot your phone.

When viewing a list of devices associated with an account you can use the drop down menu to filter the list to view:

- all the devices associated with this account
- only the devices associated with this account **which I own**
- only the devices associated with this account **which I do not own**

Note: If you are not the owner, you must contact the owner to make changes.
On the Device Details page you can:

- Update device description
- Enable or disable the missed call list
- Add or remove a device owner
- Add or remove an account (you must be an owner)
- Enable or disable the MWI (message waiting indicator)

Note: You must click Save Changes to make changes permanent.

Click Add Account to add an account to a device.
On the new line, enter an account number and click Save Changes.

A message will tell you your device was successfully updated.