Overview

A softphone is a software program for making telephone calls over the internet using internet connected devices. BroadSoft UC-One Communicator is the softphone client supported for making calls with the MIT VoIP BroadSoft Cloud system. It provides a unified communications experience across mobile and desktop platforms including Windows, Mac, iOS and Android.

Features

- Calls to your MIT phone number will be routed to BroadSoft UC-One Communicator on the supported device(s) of your choosing.
- Calls made from BroadSoft UC-One Communicator display your MIT phone number and contact information.
- Access all of your Broadsoft communications services from any device, including your desk phone, desktop, laptop, mobile or tablet.
- All Broadsoft communications preferences and contacts, as well as their contact information, are synchronized across devices.
- Supports 5 digit dialing to MIT phone numbers.
- Call Settings that allow call forwarding, do not disturb, and block your caller ID.
- View call history.

Requirements

In order to use a softphone client, you must have:

- Softphone functionality enabled on one of your MITvoip BroadSoft accounts
- A BroadSoft UC-One Communicator client installed on your device
- An internet connection
- One of
  - a headset with microphone for your device
  - speakers and a microphone enabled on your device

Enable Softphone Functionality

Before you can use BroadSoft UC-One Communicator to make calls, you must first enable the feature on your MITvoip BroadSoft account. You can enable softphone functionality on one phone number with your MIT Kerberos Identity/Account.

1. Go to https://voip.mit.edu/
   a. Requires Touchstone authentication
2. Click the three dots to the right of your account number, then click on Account Details
3. In the "Update softphone settings" section, set the **Softphone Enabled?** section to "Yes" and input your Kerberos ID into the **Softphone Username** field.
4. Click **Save Account Changes**
5. Obtain your softphone client:
   Broadsoft UC-One Communicator client is on the **IS&T Software Grid**. It is available for iOS, Android, MacOS, and Windows devices with an internet connection.

   ![](uc-one.png)

   If you choose to download Broadsoft UC-One Communicator directly from the iOS App Store or the Google Play Store, search for "Broadsoft UC-One Communicator". You may see multiple similarly named apps, but you want the one with the exact name and icon that looks like this:

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### Use Your Softphone Client

**⚠️** Before you set up your Softphone Client, you **must** enable softphone functionality in the voip.mit.edu portal for your MIT Broadsoft account. Otherwise it **will not work**.

1. Open your BroadSoft UC-One Communicator client
2. MITvoip BroadSoft UC-One Communicator settings are:
   a. Phone Number: **Your MIT phone number**
      - iOS devices may ask you to input "Your iPhone Number" but please ensure you input your **MIT phone number**
   b. Server Address: **https://voipconfig.mit.edu**
   c. Xsi Action: **com.broadsoft.xsi-actions**
3. Login with your MIT Kerberos identity and password.
   - Do **not** include the @mit.edu portion of your MIT email address.
4. You can send and receive calls immediately. You can repeat these steps to add as many authorized devices as desired.

   ![Tips for using softphone](tips.png)

   **Be aware of the following when using your softphone:**
   - Data rates may apply when you are not connected to wifi.
   - Log out of the application if you do not wish to receive calls via the Communicator.
   - If you would like to use your softphone for video calls, you will need to grant Broadsoft UC-One Communicator access to your device's camera.
   - You may also use your device's contacts by granting Broadsoft UC-One Communicator access to your device's contacts.

For more detailed information by client and platform, see: What are the login details for MIT VoIP BroadSoft Cloud UC-One Communicator Softphones?

### 911 and Your Softphone

- IS&T recommends that you do not make emergency calls from your Broadsoft UC-One Communicator softphone. Use an alternative wired phone whenever possible, including the MIT blue phones at strategic locations on campus. Calls placed to 911 from a softphone may display inconsistent location information for emergency services and may misdirect and/or delay emergency responses.

### See Also

- BroadSoft's **UC-One Communicator Page**
  - Please note that IS&T may not support all of the functionality detailed on these pages.

### Have Questions or Still Need Help?

- IS&T **Service Desk**