Telephony Landing Page

Overview

• As part of the ongoing modernization of MIT’s telephone infrastructure, Information Systems and Technology (IS&T) has migrated from multiple legacy systems to a modern, unified, cloud-based service named Broadsoft. IS&T BroadSoft page

• Any messages left by callers will be saved as voicemail on the server to be accessed through the phone menu or will be forwarded as an email attachment. To access voice messages through your phone, you will have to set up your voice mailbox.

• You will need to create your Passcode (same function as your PIN in the legacy system). Instructions are provided below.

• To set up your voice mailbox you will use your Passcode to dial in to your phone. Then you will record your name. If you receive voicemail as email attachments and you do not wish to record specific greetings, then this step is not required. (see next bullet)

• You can activate functions such as call forwarding through the phone’s CommPilot Voice Portal, by pressing access codes on the phone’s keypad, or by logging on to the BroadSoft Web Portal. Click to learn more about access codes and the MIT VoIP BroadSoft Cloud Web Portal.

• Voicemail messages stored in the legacy system will be deleted after 90 days. You can listen to them through your phone during that time. See Welcome to MITvoip BroadSoft Cloud for information on how to retrieve current voicemail messages.

To learn more about the transition to MITvoip BroadSoft Cloud, visit Welcome to MITvoip BroadSoft Cloud.

Key Concepts

Account

• An account is represented by a telephone number.
• An individual may have multiple accounts.
• Each account has a unique Passcode.
• 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). Broadsoft Voice Mail administrators can 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.

For more information on MITvoip Account and Device Management, visit MITvoip Account and Device Management.

Softphone
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.

How to Obtain
In order to download the BroadSoft Communicator, download the service for your device on the IS&T web site.

• IS&T Broadsoft Downloads

For more information about softphone, visit MITvoip Softphone Landing Page.

Resources on Broadsoft
The following Knowledge Base articles are helpful resources for understanding the MITVoIP BroadSoft system.

• Feature Access Codes
• MIT VoIP BroadSoft Cloud Call Tree Management
• MITvoip Account and Device Management
• MIT VoIP BroadSoft Cloud Voicemail Landing Page
• MIT VoIP BroadSoft Cloud Web Portal
• MITVoip Conference Room Tools and Configuration

Troubleshooting and FAQ’s
• How do I acquire an MIT Broadsoft Cloud softphone for remote work?
• How do I transfer a caller directly to voicemail from an MITvoip Broadsoft Cloud phone?
• How to Send Voicemail to Email using your BroadSoft Web Portal
• MIT VoIP BroadSoft Cloud Softphone error - Your license for the client isn’t valid. Please contact your service provider for more assistance.
• MIT VoIP Broadsoft Cloud Troubleshooting and FAQs
• MITvoip Account and Device Management
• MITvoip BroadSoft Cloud Portal Options Glossary
• What are the login details for MIT VoIP BroadSoft Cloud UC-One Communicator Softphones?
• What if I Don’t Want to Record My Name for My BroadSoft Voicemail?

See Also
• Video Conferencing

Have Questions or Still Need Help?

• Contact the IS&T Service Desk
• BroadSoft Communicator Support page