MITvoip Broadsoft Cloud FAQ

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What is the new Broadsoft System?

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.

What Broadsoft resources are available?

The following Knowledge Base articles and websites will help you learn about and manage the system. If you are having difficulty, please contact the IS&T Service Desk at servicedesk@mit.edu, or call *617-253-1101* (24/7/365).

Resource	Description	Location
Transition to MITvoip BroadSoft Cloud	A KB article where you can learn about the transition Determine which system you are on Learn how to download voicemail messages from the legacy system	http://kb.mit.edu/confluence/x/SBWACQ
MITvoip BroadSoft Cloud Voicemail Landing Page	A KB article where you can learn how to set up your voicemail system Learn how to use the system (e.g., Forwarding, Greetings)	http://kb.mit.edu/confluence/x/FwaACQ
Broadsoft Web Portal	A website where you can access additional features and settings (e.g., Forwarding schedules, Call logs)	http://broadsoft.mit.edu
MITvoip BroadSoft Cloud Web Portal	A KB articles where you can learn about the features located in the Broadsoft Web Portal.	http://kb.mit.edu/confluence/x/3xuACQ
MITvoip Account and Device Management Page	A website where you can manage your accounts (phone numbers) and devices (phones) (e.g., Create or change your Passcode)	http://voip.mit.edu
MITvoip Account and Device Management	A KB article where you can learn about managing your accounts (phone numbers) and devices (phones) (e.g., Create or change your Passcode)	http://kb.mit.edu/confluence/x/XUmACQ
[archive:MITvoip Softphone Landing Page]	A KB article where you can learn how to enable softphone functionality on your account and obtain a softphone for your desktop and mobile devices.	http://kb.mit.edu/confluence/x/YwqVCQ
Feature Access Codes	A KB article that compares old legacy feature access codes with the new ones Broadsoft Cloud uses.	http://kb.mit.edu/confluence/x/5yuACQ

How will I get my voicemail messages?

You will continue to receive voicemail in the same way you did in the legacy system either as email attachments, or stored on a server and accessed through your phone. If you are new to MIT and just getting a new account, you will receive voicemail messages as email attachments.

How long will my voicemail messages be available?

Voicemail messages stored on the server will be available for up to 30 days. Messages you receive as email attachments are available until you delete the email message.

Can I change the way I receive my voicemail messages?

Yes, you can change the delivery method for your voicemail messages by visiting the MITvoip Account and Device Management web page at http://voip.mit.edu.

Can I still get to saved voicemail messages on the old system once I'm transferred to the new system?

Yes, voicemail messages stored on the server in the legacy system will be available for 90 from the day you are transferred. If you have messages on the legacy system you wish to download and save you can find instructions to do so in the KB article Transition to MITvoip BroadSoft Cloud located at http://kb.mit.edu/confluence/x/SBWACQ. If you received the messages as email attachments they are available until you delete the email.

When I move to the new Broadsoft system will I have to change my PIN?

If you store your voice messages on the server and access them through your phone you will have to create a new Passcode. "Passcode" is the Broadsoft term for what the legacy system calls a PIN. You can create your new Passcode by visiting the MITvoip Account and Device Management web page at http://voip.mit.edu.

Do Call Forwarding and other features work differently in Broadsoft?

Most features are similar in concept but may work differently. The following articles will help you get started with the features in the new Broadsoft system. The KB article MITvoip BroadSoft Cloud Landing Page which is located at http://kb.mit.edu/confluence/x/FwaACQ explains how to set up your new Broadsoft phone system and covers many of the basic features. The KB article MITvoip BroadSoft Cloud Web Portal located at http://kb.mit.edu/confluence/x/3xuACQ explores additional features available at the online Web Portal. The web portal is located here http://broadsoft.mit.edu.

What number do I call to get into my phone system?

From your desktop phone dial x8-6245 (vmail). From a different phone dial 617-258-6245 and enter the area code and number of your desktop extension e.g., 617-253-2222.

Can I set up different messages for incoming calls?

Yes, you can set up different messages based on whether you are away from your phone, on another call, or away for an extended period. The KB article MITvoip BroadSoft Cloud Landing Page which is located at http://kb.mit.edu/confluence/x/FwaACQ explains how to set up various messages.

Will my greetings transfer to the new system?

Unfortunately, your greetings will need to be recorded again in the new system. For information about greetings go to *MITvoip BroadSoft Cloud Landing Page* and click *About Greetings*.

Can I have the basic greeting to callers use my name instead of offering a generic message?

You can record your name to be used in greetings by dialing into your phone's system. The first time you dial in you will need to enter your new Passcode. You will then be asked to record your name.

See Also

- [MIT VoIP BroadSoft Cloud Voicemail Landing Page]
- [MIT VoIP BroadSoft Cloud Web Portal]
- [istcontrib:Feature Access Codes]
- [archive:MITvoip Softphone Landing Page]