This article pertains to the BroadSoft telephone system. MIT is currently transitioning from the Sylantro/Unity telephone system to the BroadSoft system. To learn about the transition, determine which system you are on, or access additional resources for both systems, see the KB article Transition to MITvoip BroadSoft Cloud.

This article describes the most commonly used Portal features. They are listed in order as they appear under Options at the top left of the Portal page. Some features listed in the portal are not in use at MIT. When you are viewing a feature page to make changes be sure to click the Help page link on the top right for more information about that feature.

Click to see an MITvoip Cloud Broadsoft FAQ at this URL kb.mit.edu/confluence/x/BgCVCQ.

Access the BroadSoft Web Portal at https://broadsoft.mit.edu

On this page:

Overview
Access the Web Portal
Some Basic Instructions
Profile
  Profile
  Announcement Repository
  Schedules
Incoming Calls
  Call Forwarding - Always, Busy, No Answer
  Call Forwarding Selective
  Selective Rejection
  Sequential Ring
  Simultaneous Ring Personal
Outgoing Calls
  Line ID Blocking
  Personal Phone List
Call Control
  Call Waiting
  Remote Office
Messaging
  Distribution Lists
  Greetings
  Voice Management
Utilities
  Basic Call Logs
  Feature Access Codes
See Also

**Overview**

The web portal gives you access to many settings for your phone such as Call Forwarding, Greetings, and Voicemail. This article highlights some commonly used features.

**A Few Things to Know About the Portal**

- Some features in the Portal, e.g., Call Forwarding, can also be controlled through your phone's CommPilot Voice Menu or by pressing keys on your phone's keypad to enter feature access codes. See MIT VoIP BroadSoft Cloud Landing Page for more details about features. See Feature Access Codes for details about using access codes.

- Changes made to features through the phone or by access codes will be updated in the Portal, and vice versa. For example, if you deactivate forwarding on the web portal, and you then activate forwarding through your phone, the web portal setting will be changed to
forwarding activated (to match the actual current condition).

- Setting controls through the Portal is useful when you are away from your desk phone.
- Selecting an option in the main menu (top left) will show additional options. Selecting from the additional options will show the actual feature controls.
- There is extensive help available. When you are making your feature selections click Help (top right).

You must click Apply or OK to activate your changes.

Access the Web Portal

- To access the Web Portal, click BroadSoft Web Portal or enter https://broadsoft.mit.edu. Authentication is through Touchstone. You will then see this screen:

  ![Web Portal Screenshot](image1)

  - If you have multiple extensions on your phone select the phone number you wish to manage from the drop-down list. Then click the Log In button.

Some Basic Instructions

- Once you have logged in to the portal you will see the following screen. Note the links at the top right for Help, Home, and Logout.
• At the top left, click an **Option** (e.g., **Incoming Calls**). The Incoming Calls features are displayed.

• In the main screen area, click the desired feature (e.g., **Call Forwarding Always**).

• Make your feature choices (e.g., for Call Forwarding Always On, enter the forwarding number).

• Click **Help** at the top right for a detailed explanation.
Call Forwarding Always

You use this page to activate and edit the options for the Call Forwarding Always (CFA) service. You can turn this service on or off, or edit the options, at any time.

The Call Forwarding Always service allows you to redirect your incoming phone calls to another number, such as a mobile phone or administrative assistant. Variations of Call Forwarding exist, such as Call Forwarding No Answer and Call Forwarding Busy. Unlike those services, Call Forwarding Always redirects all of your calls, not just those received when you do not answer or are talking on your phone.

From Your Voice Portal

Call Forwarding Always can also be activated or options can be changed using your voice portal. To do this, on your telephone dial the feature access code that has been assigned for this service. You can activate this service by dialing the Call Forwarding Always Activation feature access code, followed by the phone number to which your calls are redirected.

To view the feature access code that was assigned by your group or system administrator, click Feature Access Codes on the Utilities menu page. Your calls remain forwarded until you deactivate the service.

<table>
<thead>
<tr>
<th>Steps</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Turn Call Forwarding Always on or off.</td>
<td>Click &quot;On&quot; or &quot;Off&quot;. When on, Call Forwarding Always forwards all your incoming calls to the phone number or SIP-URI address you entered in the Call Forward to text box.</td>
</tr>
<tr>
<td>2. Confirm or enter the phone number or SIP-URI address.</td>
<td>Type the phone number or SIP-URI address to forward your calls to in the Call Forward to text box. The text box must be populated with a valid phone number or SIP-URI. This is required information when the service is on.</td>
</tr>
<tr>
<td>A phone number can be 2 through 30 digits (3 through 22 digits in E.164 format). Dashes, parentheses, and spaces are allowed but are not necessary and not included in the number. If this number is not one assigned to the group, type the complete number: &lt;&lt;country code&gt; &lt;national number&gt;&gt;. For example, &quot;+1&quot; must precede long distance calls within the U.S.</td>
<td></td>
</tr>
<tr>
<td>If you type an invalid phone number, you are prompted to retype it. This is required information, when the service is on.</td>
<td></td>
</tr>
<tr>
<td>3. Select whether to play a ring reminder.</td>
<td>The Play Ring Reminder when a call is forwarded check box causes the service to play a short ring burst at your office phone when a call is forwarded, if checked. No ring reminder is played if it is not checked.</td>
</tr>
<tr>
<td>4. Save your changes.</td>
<td>Click Apply or OK. Apply saves your changes. OK saves your changes and displays the previous page.</td>
</tr>
</tbody>
</table>

- Click OK or Apply.

Profile

Profile

Profile allows you to view your profile information. This page is not modifiable.

Announcement Repository

- The Announcement Repository lets you view, edit, download, or upload greetings which are .wav or .mov files.

- Access announcements (greetings) you have recorded on your phone.
- Click Search, but do not add criteria. You will see the complete list of recorded announcements. Try both Audio and Video tabs.
- Click the Edit link to change the the announcement name to something more descriptive.
- Click download. Locate the downloaded file and double-click to play the announcement.
- Click Add to upload an externally recorded announcement.

For assistance with uploading or managing your .wav or .mov files, please contact the IS&T Service Desk at servicedesk@mit.edu, or call
Schedules

Schedules allows you to create and edit schedules to be used as Call Forwarding criteria.

For example, suppose you know you will be away for 3 days and you want your calls forwarded to a number on those days. Suppose you will also be unavailable for a time on a specific day and you want your calls forwarded to a different number. A schedule can be created for these conditions and applied in the Call Forwarding Selective screen.

A schedule can be created which has multiple events (criteria). An event can have a Recurrence Pattern which defines how often it repeats (e.g., daily, weekly, etc.) and each of those patterns may be further defined (e.g., Weekly, every 2 weeks but only on Monday and Wednesday). The event can also have a Recurrence Range which sets when the event ends (e.g., after 4 times or on a specific date).

See Also: Incoming Calls/Call Forwarding Selective

On the Schedules page click Add to create a new schedule, or the Edit link to modify an existing schedule, (e.g., a schedule for a certain week).

You can search for an existing schedule you wish to view or modify.

Click Add to create an event to be part of that schedule, (e.g., an event which includes a full days of a certain month and an event which covers a few hours on a certain day).

Events can be modified or deleted.
• Here are the specifics for an event covering a specific day.

Incoming Calls

Call Forwarding - Always, Busy, No Answer

Call Forwarding allows you to have your calls forwarded to another number immediately, when you are on the phone, or if you are away from your phone.

All forwarding is off by default.

1. From the top left Options menu, click Incoming Calls.
2. Click the type of forwarding you wish to set.
3. Make your choices, enter the forwarding number.
4. Click Apply or OK.
   All calls will be forwarded. The phone will not ring.

Call Forwarding Always

• All calls will be forwarded. The phone will not ring.
• You must enter the forwarding number.

Call Forwarding Busy
• Calls will be forwarded when your phone is busy.
• You must enter the forwarding number.

Note: Call Waiting, which is on by default, interferes with Call Forwarding Busy. See Call Waiting below.

Call Forwarding Busy

Options:
Profile
Incoming Calls
Outgoing Calls
Call Control
Calling Plans
Client Applications
Messaging
Collaborate
Utilities

Call Forwarding Busy
Call Forwarding Busy allows you to forward all your incoming calls to a different phone number or SIP URI, a secretary or co-worker receive the call instead of the caller being sent to your voice messaging box. This option can be permitted by your outgoing calling plan. You can also set the phone number or SIP-URI to forward calls to:

OK Apply Cancel

Call Forwarding Busy: On Off
* Calls Forward to phone number / SIP-URI: 6171234567

OK Apply Cancel

Call Forwarding No Answer

Options:
Profile
Incoming Calls
Outgoing Calls
Call Control
Calling Plans
Client Applications
Messaging
Collaborate
Utilities

Call Forwarding No Answer
Call Forwarding No Answer allows you to forward all your incoming calls to a different phone number or SIP URI. You can set the number of rings before forwarding is activated.

OK Apply Cancel

Call Forwarding No Answer: On Off
* Calls Forward to phone number / SIP-URI: 6171234567
Number of rings before forwarding: 5

OK Apply Cancel

Do Not Disturb

Options:
Profile
Incoming Calls
Outgoing Calls
Call Control
Calling Plans
Client Applications
Messaging
Collaborate
Utilities

Do Not Disturb
The Do Not Disturb setting allows you to send your calls directly to your voice messaging box without ringing your phone.
Click to turn on Do Not Disturb.
Click Play Ring Reminder... to have a short ring played to remind you that Do Not Disturb is on.

**Call Forwarding Selective**

- Call Forwarding Selective* lets you automatically forward your incoming calls to a different phone number when pre-defined criteria, such as the phone number, time of day or day of week, are met.

Click Call Forwarding Selective in the Advanced list

Enter a forwarding number and click Apply.
Click Add. A new screen allows you to create an entry with specific criteria.
Add a Description for this set of criteria. This is required.

Select a Time Schedule. Here is where you can choose a schedule you have already created (e.g., Week of Nov 12 - see image below).

In the Calls From box, add specific phone numbers for callers to which this set of criteria will be applied.

In the Calls To box, list any multiple extensions of yours to apply the criteria to them as well.

Click OK, then click Apply or OK.

Selective Rejection

- Selective Rejection allows you to reject calls based on predefined criteria, such as phone number, time of day or day of week.

Click Add to add criteria for when Selective Rejection should take place. See Call Forwarding Selective Add above.

Sequential Ring
• **Sequential Ring** allows you to sequentially ring up to 5 locations until an available number is reached so important calls have a better chance of being answered.

- Enter numbers in desired forwarding sequence.
- Adjust number of rings before next number is tried.
- Choose to begin or skip your extension (Base Location).
- Click **Add** to add criteria for when **Sequential Ring** should take place. See **Call Forwarding Selective Add** above.

**Simultaneous Ring Personal**

• **Simultaneous Ring Personal** allows you to list up to 10 phone numbers you would like to ring in addition to your primary phone when you receive a call.

- Click On to turn feature on.
- Enter numbers.
- Choose to skip your extension (Base Location) if you are on a call.
- Click **Add** to add criteria for when **Simultaneous Ring** should take place.
Outgoing Calls

**Line ID Blocking**

- With **Line ID Blocking** you can block your number from being shown when calling other numbers.

- Click On to turn feature on.

**Personal Phone List**

- Keep a **Personal Phone List** of numbers you call for easy dialing.

- Click the link to import a list of names and phone numbers. For help with uploading please contact the IS&T Service Desk at servicedesk@mit.edu, or call 617-253-1101.
- Click Add to add a single name and phone number. See next image.
Call Control

Call Waiting

- Call Waiting allows you to answer a call while already on another call.

- Call Waiting is on by default.
- Turn off Call Waiting, as shown in image, to avoid interfering with Forwarding when your phone is busy.

Remote Office

- Remote Office allows you to forward incoming calls to your home or mobile phone, but have them appear to the caller as if the call was answered at your office phone.

- Add the forwarding number.
- Click On to activate Remote Office.
- Click OK to finish the process.

Messaging

Distribution Lists

- A Distribution List is a list of extensions to which you can forward one of your voicemail messages instead of sending it individually to each person.
You can create up to 15 Distribution Lists.
Distribution Lists are used when you are receiving and responding to voicemail using the phone menus.

Greetings

• On the Greetings screen, you can assign Greetings to be played in various situations, (e.g., when your phone is busy or unanswered).
### General
Disable Message Deposit to prevent the caller from leaving a message.

### Busy Greeting
Choose the greeting played when your phone is busy.
Choose between the generic Name greeting or your recorded Busy Greeting.

### No Answer Greeting
Set the number of rings before the greeting is played.
Choose the greeting played when your phone is set for No Answer or Extended Away.
Disable Message Deposit to prevent the caller from leaving a message if you’re away for an extended period of time.

### Voice Management
- **Voice Management** allows you to turn voicemail on and also add an email address for email delivery of messages.
- **Voice Messaging** is the global on/off switch for voicemail. It is on by default.
- **Send Busy Calls to Voice Mail** and **Send Unanswered Calls to Voice Mail** are on by default.
- You can turn on **Send All Calls to Voice Mail**, which sends incoming calls to voicemail immediately without ringing your phone.
  
  Note: **Call Waiting**, which is on by default, overrides Call Forwarding Busy. See **Call Waiting**.

- Check the box **E-mail a carbon copy of the message to**.
- Enter the email address where voice messages should be sent.
- You will receive an email with the voice message attached

**Utilities**

**Basic Call Logs**

- The **Basic Call Logs** displays lists of calls placed, received, or missed.

**Feature Access Codes**

- Click **Feature Access Codes** to see the list of access codes available in BroadSoft.
See a list of Access codes which activate or deactivate features.

- Click to see more about Feature Access Codes.

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**See Also**

- A full mapping of the portal options and navigation MITvoip Broadsoft Cloud Portal Options Glossary.

- Context sensitive help is available inside the portal on each feature page. Click Help at the top-right for more information on how to use the portal features.

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- MITvoip BroadSoft Cloud Landing Page