

# OfficeSuite UC<sup>®</sup> White Label MAC capabilities and platform enhancements

To better support your end-users, you can now buy phones and accessories and add locations to existing tenants directly within the OfficeSuite UC<sup>®</sup> White Label Partner Portal. Enjoy the convenience of having all available phones and accessories presented in a drop-down menu for easy selection and purchase.

In addition, new OfficeSuite UC White Label platform enhancements now support 5,000 users in a single tenant, special characters in speed dials, and other improvements to Mitel 5300 phone operations.

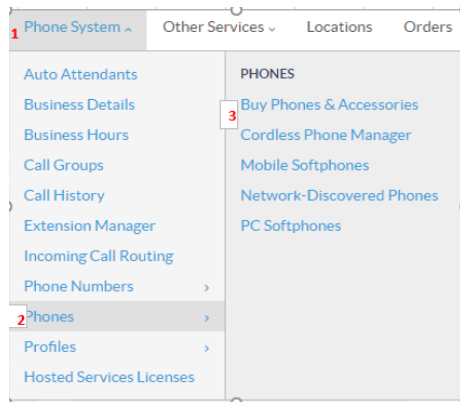
---

## Table of Contents

How to buy phones and accessories from the Partner Portal.....	2
How to add a new location to an existing tenant account.....	3
Purchasing additional extension seats for your end-users.....	5
Large tenant support.....	7
Special characters in speed dials.....	7
Mitel 5300 in-call timer.....	7
Mitel 5300 headset toggle.....	7
Audible playback of parking space numbers when using analog phones.....	8

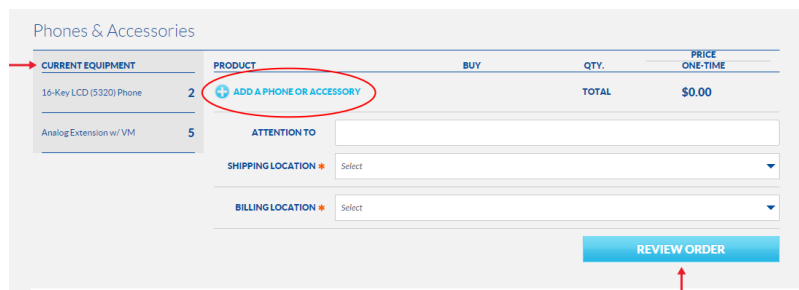
## How to buy phones and accessories from the Partner Portal

The image below shows how to buy phones and accessories by going to the 'Phone System' tab, then 'Phones' and selecting the 'Buy Phones & Accessories' option:

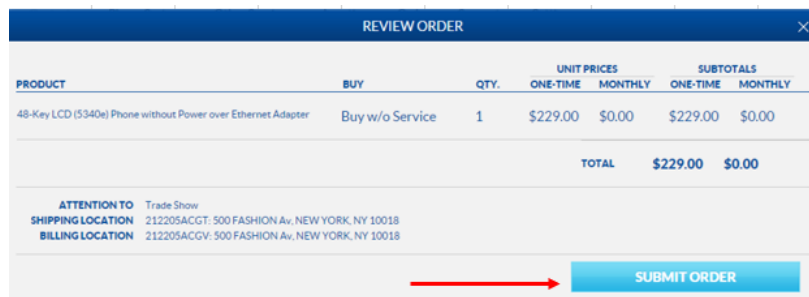


The 'Buy Phones & Accessories' page allows you to perform the following functions:

- + See all of the equipment that is currently purchased at the tenant level
- + Add additional equipment by clicking on the '+ Add Phone or Accessory' option
- + Fill in 'Attention to', 'Shipping and Billing Locations'
- + Review what is being ordered

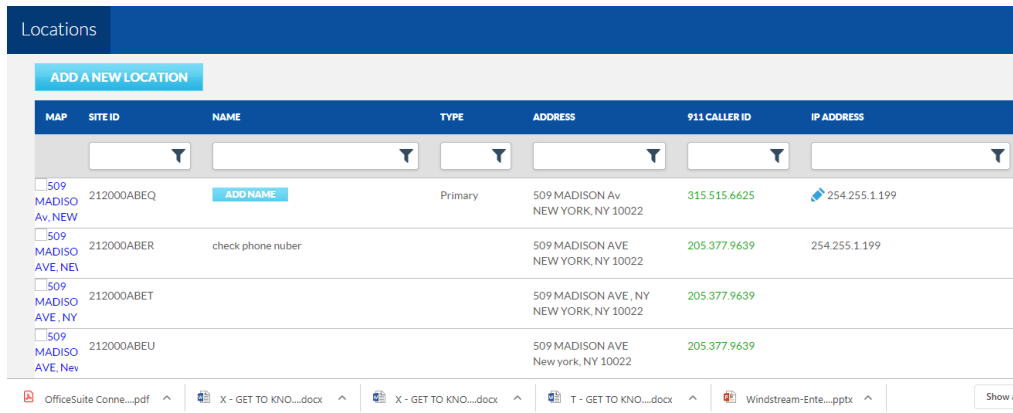


After reviewing your order, click 'Submit Order':



## How to add a new location to an existing tenant account

Adding a new location is seamless. Simply go to the 'Locations' tab and click on 'Add a New Location':



Complete the required fields. Then, click 'Validate to Continue' to have the address validated for service:

### Add Hosted Services at a New Location [?](#)

If you are moving phones or re-locating please contact your Elite Support Representative. Locations for Move orders as you will be billed for additional phones and services.

**1** ▼ Address

**LOCATION NAME**

**STREET ADDRESS \***

**CITY \*** **STATE \*** **ZIP \***

**AREA CODE AND EXCHANGE FOR THIS LOCATION \*** REQUIRED

VALIDATE TO CONTINUE

Once the address is validated, move to section 2 and select the type of seat you'd like "Bundled" or "Unbundled". Be sure to include the location's IP address and whether the site requires a new number or is transferring an existing BTN:

2

▼ Additional Information

---

**Service**

✓ TERM: 3 Years

**BUNDLE OR UNBUNDLE SEATS**

Bundle Seat

Unbundle Seat

**SEATS \*** ⓘ

Select Quantity ▼

**SIMULTANEOUS CALL CAPACITY (\$8.00 EACH PER MONTH) \*** ⓘ

Select Quantity ▼

**SITE IP ADDRESS** ⓘ

###.###.###.###

**CHOOSE AN INSTALLATION SERVICE** ⓘ

Customer Install

Professional on-site installation  
(one-time \$250 fee per site plus \$25 per phone/accessory & a minimum of 4 phones required)

**Main Telephone Number**

**CHOOSE AN EXISTING OR NEW TELEPHONE NUMBER**

Transfer Existing Number

Buy New Number

**PHONE NUMBER \*** ⓘ

You are now ready to buy phones and accessories for your new location. Complete the fields and click 'Submit Order':

3

▼ Phones & Accessories

---

Each phone comes complete with an Hosted Services extension and voicemail box.

PRODUCT	BUY	QTY.	PRICE ONE-TIME
Select <span style="float: right;">▼</span>	Buy w/o Service <span style="float: right;">▼</span>	1 <span style="float: right;">▲▼</span>	\$0.00 <span style="float: right;">🗑️</span>
<b>+ ADD EQUIPMENT</b>		<b>TOTAL</b>	<b>\$0.00</b>

**ATTENTION TO**

**SHIPPING LOCATION** Select ▼

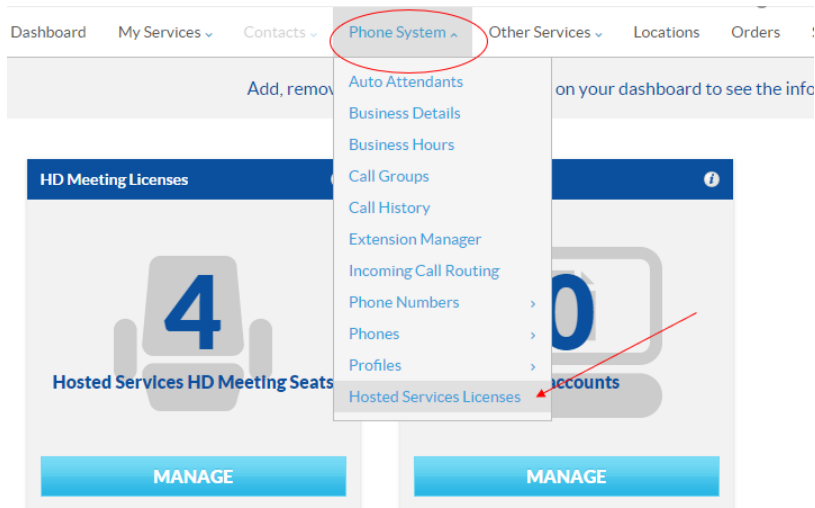
Same as New Location Address

CANCEL

SUBMIT ORDER

## Purchasing additional extension seats for your end-users

From the main menu, click on 'Phone System' and then 'Hosted Services Licenses':

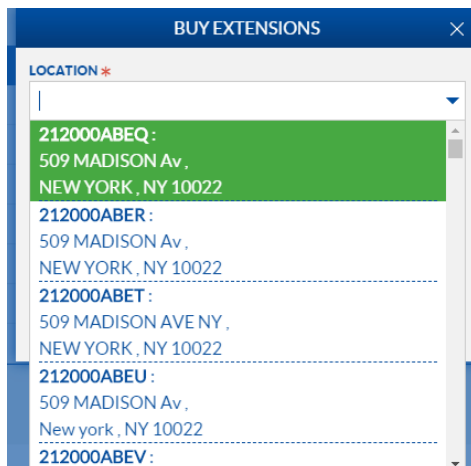


'Hosted Services Licenses' offers 'Extensions' as an option. Click the 'Buy' button:

Hosted Services Licenses

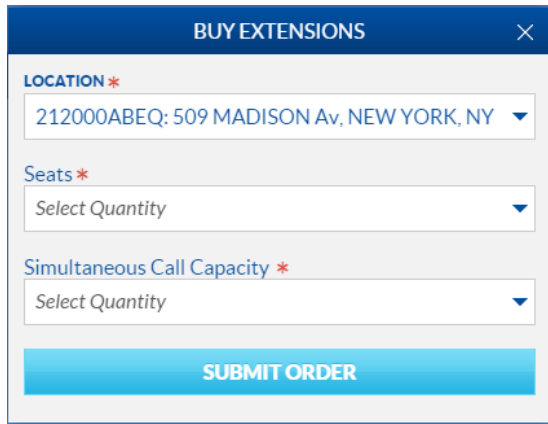
DESCRIPTION	ALLOCATED	UNALLOCATED		
Extensions	0	354	MANAGE	BUY
Call Twinning	0	1	MANAGE	BUY
Mobile Softphones	21	49	MANAGE	BUY
PC Softphones	35	0	MANAGE	BUY
Hosted Services for Skype for Business	0	0		BUY
Business SMS	0	0		BUY

Select the 'Location' from the drop-down menu where additional seats are needed:



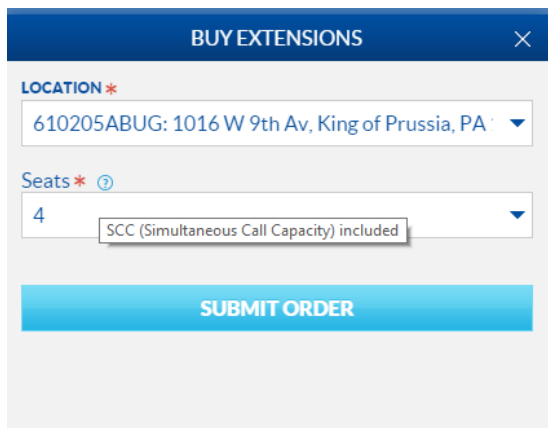
Bundled or unbundled seat configurations will be presented depending on the type of existing seats at each location.

The location below shows unbundled seats. Select the quantity of seats needed, and then the quantity of simultaneous call capacity from the drop-down menu:



The screenshot shows a 'BUY EXTENSIONS' form with a blue header and a close button (X). The form contains three fields: 'LOCATION \*' with a dropdown menu showing '212000ABEQ: 509 MADISON Av, NEW YORK, NY'; 'Seats \*' with a dropdown menu showing 'Select Quantity'; and 'Simultaneous Call Capacity \*' with a dropdown menu showing 'Select Quantity'. A blue 'SUBMIT ORDER' button is at the bottom.

The location below shows bundled seats, so only the selection for additional seats is presented. Each seat includes three Simultaneous Call Capacities (SCC):



The screenshot shows a 'BUY EXTENSIONS' form with a blue header and a close button (X). The form contains two fields: 'LOCATION \*' with a dropdown menu showing '610205ABUG: 1016 W 9th Av, King of Prussia, PA'; and 'Seats \*' with a dropdown menu showing '4' and a tooltip that says 'SCC (Simultaneous Call Capacity) included'. A blue 'SUBMIT ORDER' button is at the bottom.

Once complete, click 'Submit Order'.

## New OfficeSuite UC White Label platform enhancements

### Large tenant support

Existing customers can now increase in size up to 5,000 seats on the platform as a single tenant. The tenant can have a common extension dialing plan, common directory, integrated voicemail, hot desking between locations and all the benefits that OfficeSuite UC White Label offers on the platform.

### Special characters in speed dials

Users can now program one-touch speed dial keys with special characters such as pound (#), star (\*), and comma (,) for pauses. If you regularly join the same OfficeSuite HD Meeting® or other conference bridge from your OfficeSuite UC White Label desk phone, you can program the dial-in number and the conference entry code into a speed dial, saving a great deal of time.

To program a one-touch speed dial, click 'Configure' on the 'My Phones' widget in the portal. Select any unassigned 'Programmable Memory Key' or 'Programmable Softkey' (VVX phones) and select "One Touch Speed Dial" from the drop-down menu. Enter 91, the conference dial-in number, commas for pauses, then the conference entry code. Be sure to end it with a pound or star key as required by the conference bridge.

For example, the digit sequence to enter an HD Meeting via telephone is: 916467415293,,<meeting ID>,# (Substitute <meeting ID> with the actual numeric HD Meeting ID you most often use).

*Note: You may have to experiment with commas (for pauses) within the conference entry code sequence depending upon how quickly the conference bridge can recognize the digits.*

### Mitel 5300 in-call timer

Mitel 5300 series phones now have an in-call timer that captures the real-time call duration. The elapsed time of the call is displayed in the 'Information' section of your phone beneath the caller ID.

The format is MM:SS (minutes and seconds) and at the one-hour mark, it will rollover to 00:00 and begin again. The total duration can still be found in the 'CALLS LIST'. Press the 'CALLS' or 'REDIAL' softkey, then 'TIME' to see the duration of the call shown in hours, minutes and seconds. The duration will also appear in 'My Call History' in the portal and the 'Call History' for administrators.

### Mitel 5300 headset toggle

Users with Mitel 5300 series phones and headsets can now program a memory key to toggle the audio path between the headset, handset and speakerphone.

Click 'Configure' on the 'My Phones' widget in the portal. Select any unassigned 'Programmable Memory Key' and select 'Headset' from the drop-down menu. Connect your headset to the phone per the headset manufacturer's instructions and then use the 'Headset' key on your phone to shunt the audio

path between your headset, handset or speakerphone. When the 'Headset' key glows orange, it means the audio path is connected to the headset; a headset icon will appear in the top left-hand corner of the phone screen.

Operation of the 'Headset' key is as follows:

- + Headset to speaker: Press 'Headset' key (LED goes out)
- + Headset to handset: Press 'Headset' key, pick up handset
- + Handset to speaker: Press 'Speaker' key, hang up handset
- + Handset to headset: Press 'Headset' key (LED turns on)
- + Speaker to handset: Pick up handset
- + Speaker to headset: Press 'Headset' key (LED turns on)

*Note: The Mitel 5304 Slim Phone does not have a headset jack and as a result, this feature is not supported on that phone model.*

## **Audible playback of parking space numbers when using analog phones**

If your business uses OfficeSuite UC White Label analog extensions with analog phones and your users park calls via star codes for other colleagues, you will now hear an audible playback of the parking space number in the earpiece of your analog phone after doing so.

To park a call using analog phones, your phone must support flash-hook.

To park an active call:

1. Press the 'flash-hook' key to get a second line. Wait for a dial tone.
2. Enter \*95<parking spot>. Parking spots are numbered 1 through 9 (or 10 through 99 if provisioned with Extended Park). Alternatively, if you want the system to assign the parking spot, then simply enter \*950 or \*95#.
3. Press the 'flash-hook' key again.
4. Listen for the playback of the parking spot.
5. Hang up.

To retrieve a parked call from an analog phone:

1. Listen for a dial tone.
2. Enter \*96<parking spot>#.

For any questions or further assistance, please contact your Windstream Enterprise Resale account team.