BEK CONNECT

UNIFIED BUSINESS COMMUNICATIONS

BEK CONNECT FOR BUSINESS

BEK Connect is a cloud-based business communications solution that provides reliable, scalable and feature-rich infrastructure with unmatched quality of service.

No Capital Investment – Never buy a phone again!

Never become obsolete, keep pace with technology

- No upfront costs and ability to increase or decrease the number of phones
- No additional fees for platform maintenance, upgrades or routine service
- Upgrade, downgrade, add or delete at any time without penalty
- Unified video and chat available on a per-phone basis
- Crystal clear voice quality with professional level IP phones

Improve your customer service

- Voicemail message delivered to email as audio attachment
- BEK Anywhere provides continuous contact with smart phone integration, allowing people to stay in touch when needed
- Incoming callers never get a busy signal
- Call recording for quality control and training

Increase employee productivity

- Ability to transfer callers to an extension, cell phone, or remote office
- Robust call tracking for billing and time management
- Ability to seamlessly work at a remote location
- Cordless phones & wireless headset options

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VOICEMAIL SETUP GUIDE

Voicemail/Portal One-Time Setup

- Press the envelope button on your phone
- The system will ask you to reset the default password
- Choose your password – it must be four digits or more
- The system will ask you to record your name
  - – After recording your name, press # to stop the recording
- Your new mail box is now set up

Recording a No Answer Greeting

- Press the envelope button on your phone
- Press 1 to access your voicemail
- Press 3, then press 1 again to record

Accessing Voicemail/Portal

- Press the envelope button. You may also need to press connect
- Press 1 to access your voicemail box
- If you are out of the office (you may dial your DID number for access)
  - – When you hear the greeting, press the * key
  - – When the system prompts, enter your password and then press #

Retrieving Messages

- Press the envelope button
- To delete the message, press 7
- To save the message, press #
- To repeat the message, press 2
- For additional options, press 9
  - – To reply to the message, press 1
  - – To forward the message, press 2

Changing the Voicemail Greeting Remotely

- Dial your direct phone number
- When you hear your voicemail greeting
- Press * then enter your password and press #
- Press options 1, 3, and 1 again to record the new greeting

Greeting Examples

Here are some sample greetings you can personalize for yourself and your business.

Hi, this is _____. I'm sorry I'm not available to take your call right now. Please leave a message and I'll get back to you as soon as possible. If your call is urgent, please dial 0 to have me paged.

Hi, this is _____. I'm away from my office right now. Please leave a detailed message and I'll return your call as soon as I am able. If someone else can assist you, please dial 0 for the switchboard.

Hello, this is _____." I'm sorry I'm unavailable. Your call is important to me. Please leave a message and I'll get back to you as quickly as I can. For immediate assistance, you may also dial 0 for the front desk.

Hello, this is _____. Thank you for calling. If you need a quick response, please email me at _____. If it's not urgent, leave me a message and your phone number, and I'll get back to you within 48 hours. Have a great day.

WEB PORTAL LOGIN - REFERENCE GUIDE

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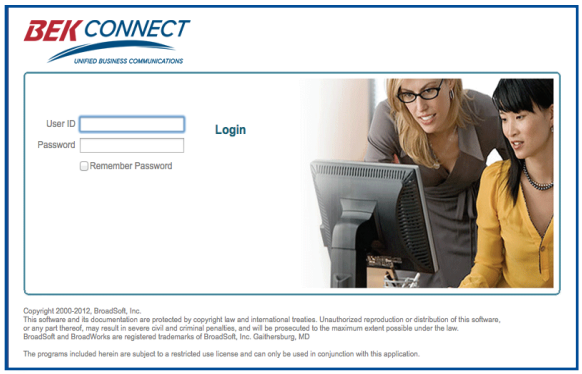
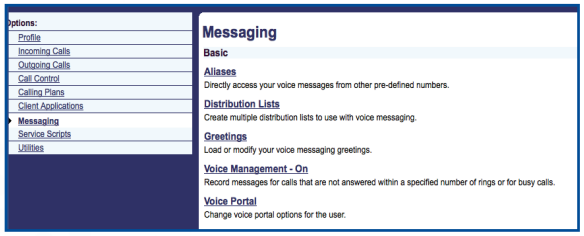
Log In

1. Go to **bekconnect.com** and scroll to the bottom of the page and click the BEK Connect Portal Login Page link.
2. Enter your 10 digit assigned user ID. It is the same as your Direct Inward Dial (DID) number on the phone. Do not use spaces, dashes or parentheses.
3. Enter your password.
   NOTE: The default password will be given at the time of installation. Change it to one with a minimum of 8 characters, and at least one upper and/or lower case, number and 1 special character.
4. Press **Enter** or **Login**

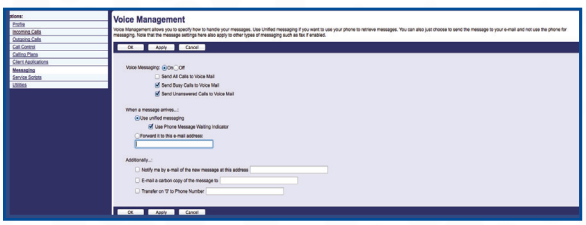


Remember your password for future logins



Setup Voicemail to Email

1. Click on **Messaging** on the left side of the screen
2. Click on **Voice Management – On**
3. Click on the box in front of **"E-mail a carbon copy of the message to"** [enter the desired email address]
4. Click **OK**



Set up Speed Dials

1. Click on **Outgoing Calls** on the left side of the screen
2. If you think you won't need more than eight speed dials, click on **Speed Dial 8**
3. Enter the desired phone numbers the same way you dial, and matching description
4. Click **OK**
5. If you think you will need more than eight speed dials, click **Speed Dial 100**
   6. Click the **"Add"** button toward the top
   7. Select a Speed Code number (00 through 99) from the drop-down list
   8. Enter the description and phone number
   9. Click **OK**, repeat steps 6 – 8 for each number added

Call Forward

1. Click on **Incoming Calls** on the left side of the screen
2. Click on **Call Forwarding Always**
3. Click the **"On"** box and enter the phone number you want your calls forwarded to
4. Click **OK**

Emergency Failover Number

1. Click on **Incoming Calls** on the left side of the screen
2. Click on **Call Forwarding Not Reachable**
3. Click the **"On"** box and enter the phone number you want your calls to failover to
4. Click **OK**

BEK Anywhere

1. Click on **Call Control** on the left side of the screen
2. Click on **BroadWorks Anywhere**
3. Click the **"Add"** button toward the top
4. Fill in the phone number that you want to ring when your office phone rings
5. Click the box to Enable this Location
6. Click the box to Use BroadWorks - based Call Control
7. Click **OK**
8. To have additional numbers ring, repeat steps 3 – 7

Busy Lamp Fields

to add or change names of other phones that show on your phone's screen

1. Click on **Client Applications** on the left side of the screen
2. Click on **"Busy Lamp"** field
3. Choose the search criteria from the drop-down box, and click **Search** to get the names you want in the **"Available Users"** box. Add desired Users.
4. Click **OK**

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Web Portal Access

- Go to bekconnect.com
- Log in with your DID number (include area code)
- Enter password

Rebooting Your Phone

Similar to your computer, your phone may require a reboot on occasion to function properly.

- Press and hold 0, 1 and 3 at the same time until the phone reboots.

For Technical Help

- **Call BEK:** 701.255.2032 or 877.255.3420
- **Email:** support@bektel.coop

Polycom VVX411

POLYCOM QUICK GUIDE

Depending on your phone model, you may need to press *More* to see additional options.

Hold

- Press **Hold** (the call is on hold on your phone only)
- To retrieve the call, press the **Resume** soft key or **Hold** button again

Transfer to an Extension

- Press **Transfer**
- Enter the extension or outside phone number
- Press **Send**
- You can announce the call and then hang up or just press **Transfer** again

Transfer Directly to Voice Mail

- Press **Send VM**
- Enter the extension number
- Press **Enter**

Park a Call

- Press **CallPark**
- Enter the extension number
- Press **Enter**
- The call is now parked on that extension

Pick Up a Parked Call

- Press **ParkRtv**
- Enter the extension number the call was parked on, then press **Enter**

Conference Calls

- Enter the number of your first call
- Once the call is active, press more and then **Conference**
- Enter the number of the second call, press **Send**
- When second call connects, press more and then **Conference** again

Voice Mail

- Press **Envelope Button**, then press **Connect**
- Press **1** to listen to your new messages or follow prompts for other actions

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Web Portal Access

- Go to bekconnect.com
- Log in with your DID number (include area code)
- Enter password

Rebooting Your Phone

Similar to your computer, your phone may require a reboot on occasion to function properly.

- Hold **X** down until the Reboot screen appears. Press **OK**.

For Technical Help

- **Call BEK:** 701.255.2032 or 877.255.3420
- **Email:** support@bektel.coop

YEALINK QUICK GUIDE

Depending on your phone model, you may need to press **MORE** to see additional options.

Hold

- Press **Hold** (the call is on hold on your phone only)
- To retrieve the call, press the **Resume** soft key or **Hold** button again

Transfer to an Extension

- Press **Transfer**
- Enter the extension or outside phone number
- Press **Send, # or Transfer**
- You can announce the call and then hang up or just press **Transfer** again

Transfer Directly to Voice Mail

- Press **More** button
- Press **Send VM**
- Enter the extension number
- Press **OK**

Park a Call

- Press **More** button
- Press **Park**
- Enter the extension number
- Press **#**
- The call is now parked on that extension

Pick Up a Parked Call

- Lift Handset
- Press **More**
- Press **Retrieve**
- Enter the extension number the call was parked on, then press **#**

Conference Calls

- Enter the number of your first call
- Once the call is active, press **Conference**
- Enter the number of the second call, press **#**
- When second call connects, press more and then **Conference** again

Voice Mail

- Press **Message Button**
- Press **1** to listen to your new messages or follow prompts for other actions

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