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OfficeSuite® PC Console

User Guide • Version 1.0

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INTRODUCTION

OfficeSuite PC Console

The OfficeSuite PC Console puts all the benefits of a hardware console onto the user's PC screen.

All company-wide contacts are listed in the Internal, External and Emergency directories. In addition, a user can access any contacts in their Outlook Notes folder and add personal contacts to their Favorites directory.

The "My Workgroup" entity has a provision for 32 contacts enabling the user to easily monitor and contact those people whom they deal with most frequently in the organization. A single click-of-the-mouse to dial, or right-click to send an email to the desired contact is all that is required.

The color coded presence indicators allow the attendant to make informed choices when determining how to handle a call. At a glance, an attendant can see: who is free to take a call (no color); which extension is ringing (quick flashing blue); who is on a call; (solid blue).

The Outlook calendar mining capabilities of the PC Console also enable the operator to see who is in a meeting (half black) and who is away (solid black).

The Active Calls section of PC Console represents a user's telephone, thus equipping a user to manage calls using a keyboard or mouse, while the Active Display icons allow a user to see the status of calls at a glance.

Features and Benefits

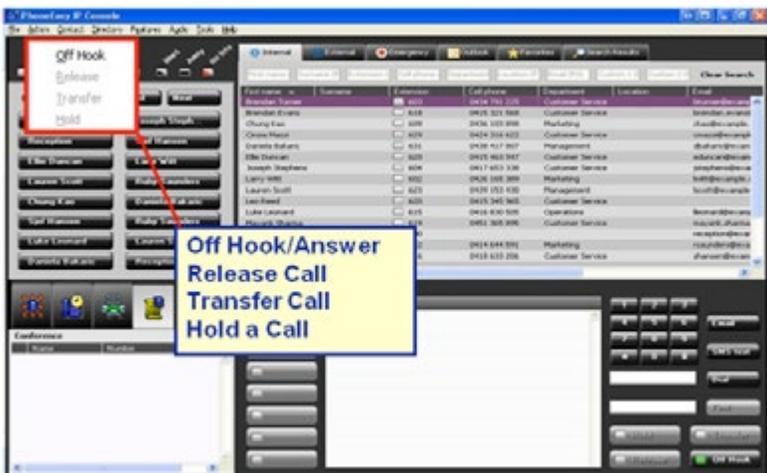
- Drag and drop contacts into the Call Stack to automatically dial the number sequence. If a call is unanswered, a single mouse click sends an email directly from the PC keyboard.
- Call Scheduler – never forget to make that important call again. Drag and drop a contact into the Call Scheduler and a 'pop up' window will issue a reminder when the call is due and identify the reason for the call.
- Conference Calls? Easy! With a few clicks, a conference call can be initiated, or an existing conversation extended to incorporate other parties, effortlessly.
- Transfer announced and unannounced calls with ease. Simply drag and drop the phone number from any directory into the transfer box, or enter the number manually.
- The Activity Log stores a record of calls received, made, and missed.

PC CONSOLE OVERVIEW

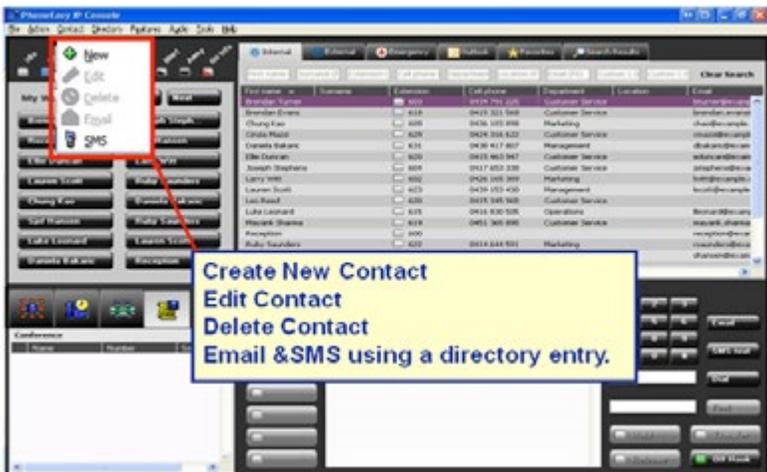
1. File Menu



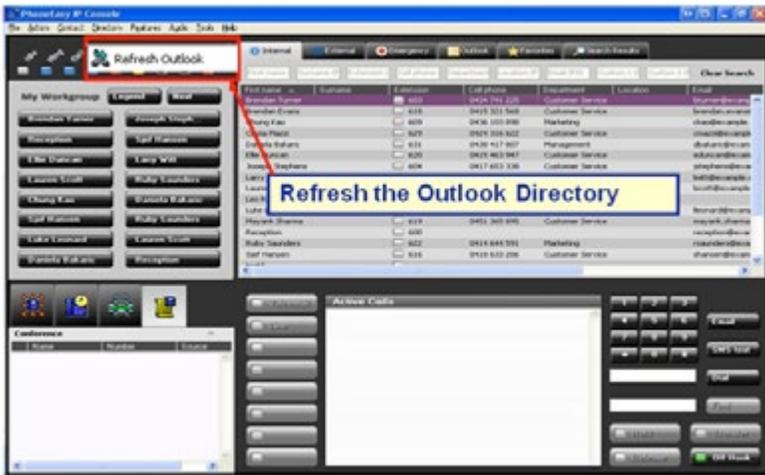
2. Action Menu



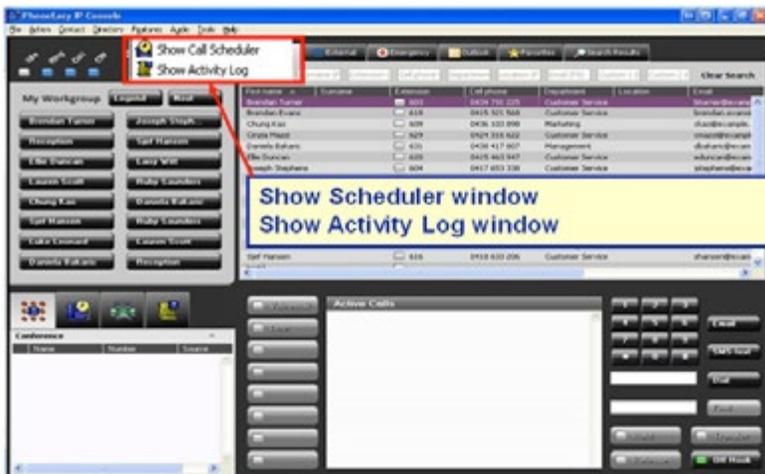
3. Contact Menu



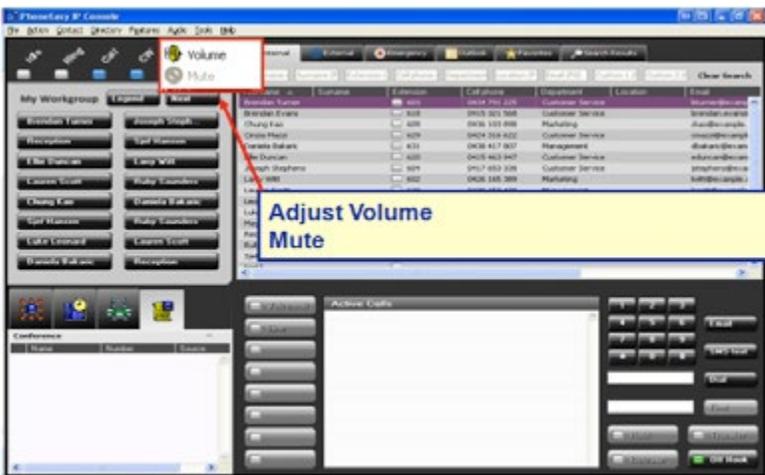
4. Directory Menu



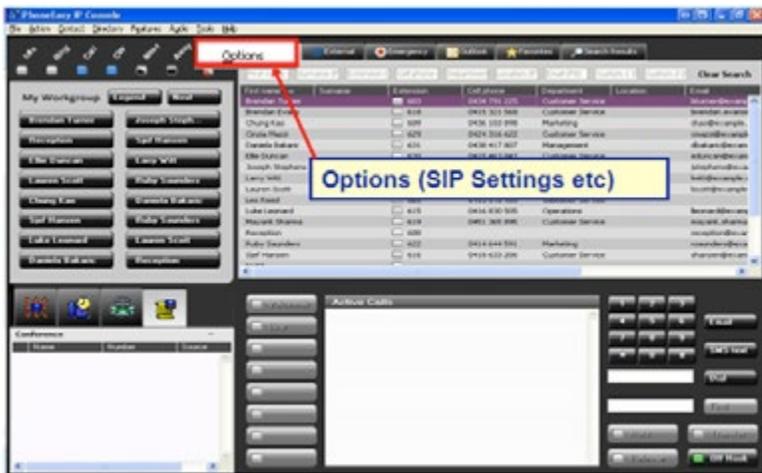
5. Features Menu



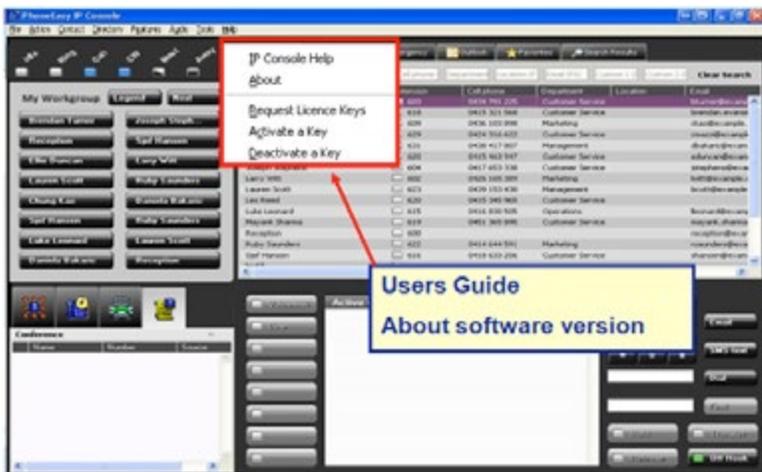
6. Audio Menu



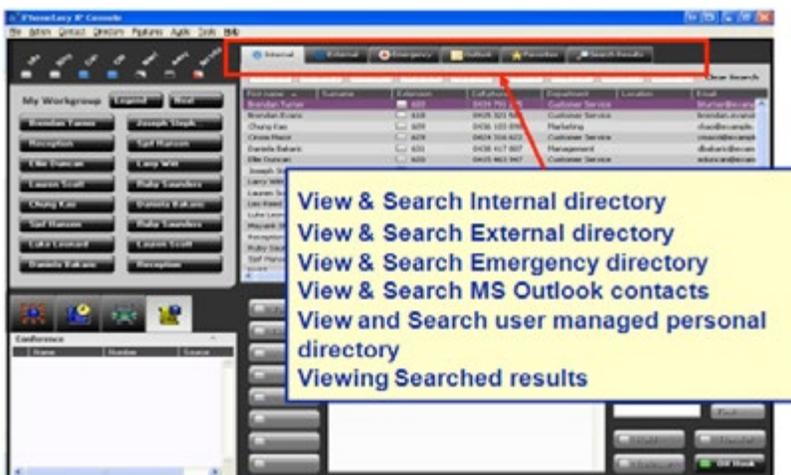
7. Tools Menu



8. Help Menu



9. Directories



10. Dialing Area

Dial Pad: Keying in dialing keys 0-9*#.
Email Button: Sending Email
SMS Button: Sending SMS
Dial Button: Dialing the dial string
Find: Searching across all Directories

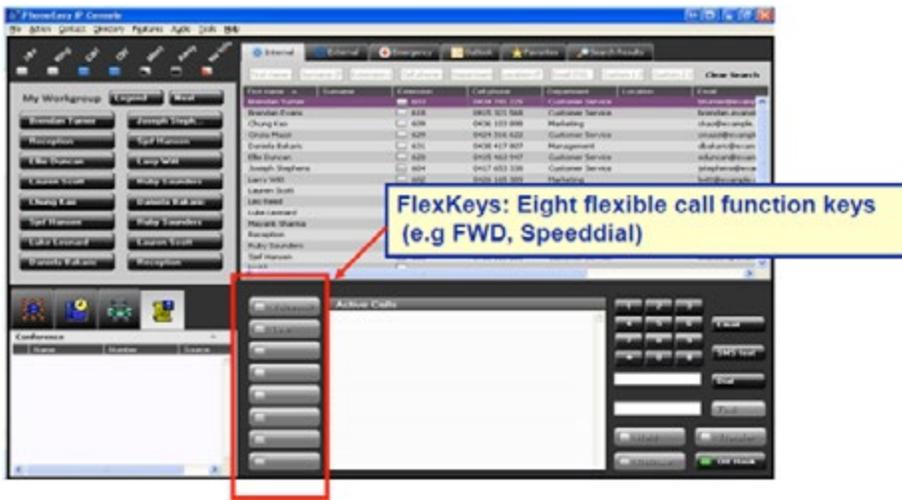
11. Dialing Functions

Hold Button: Placing call on hold
Transfer Button: Transferring a call
Release Button: Releasing call
Off Hook/Answer: like the 'Operation' key

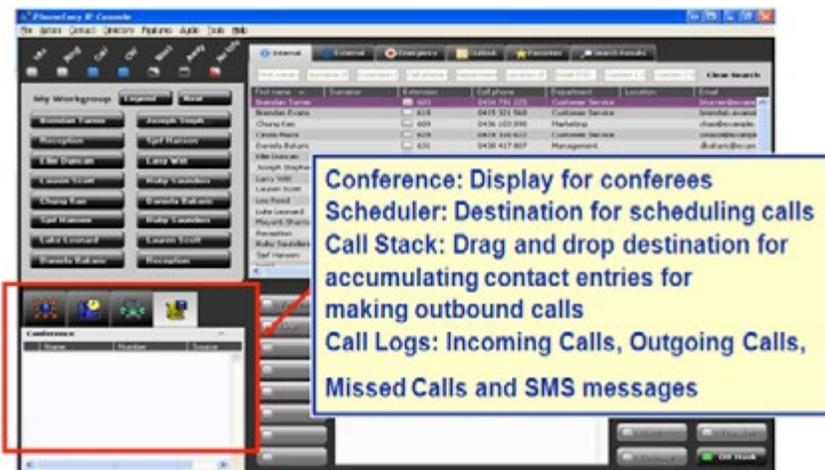
12. Active Call Area

Active Call Area: Displays all calls at Console

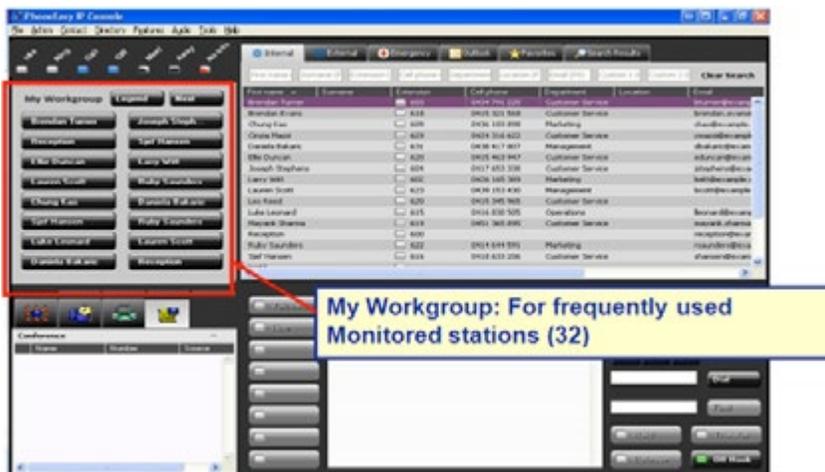
13. FlexKeys



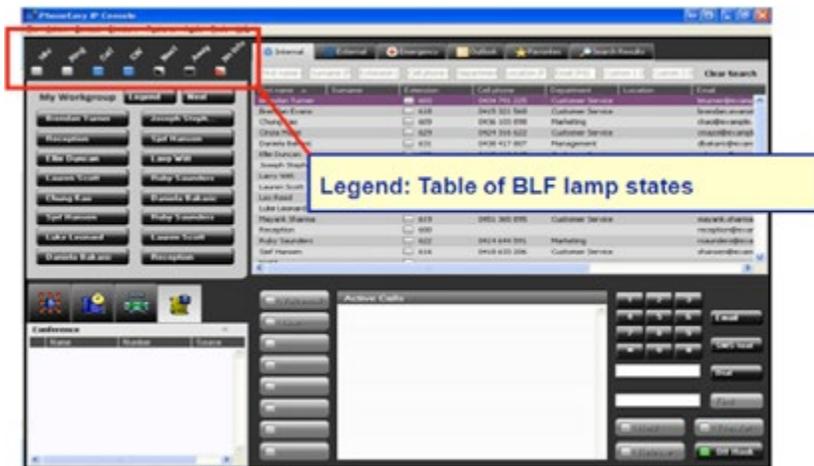
14. Feature Pane



15. My Workgroup



16. Legend



PC CONSOLE CONFIGURATION

1. Tools>Options>SIP Settings

Network Settings:

- Username: Your OfficeSuite extension
- Password: Your PIN
- Domain: Please refer to the Welcome Letter you received
- Proxy: Not needed
- Port: 5060

Unpark (Not Supported):

- Select No Unpark

Music on Hold (Not Supported)

Resource List (Not Supported)

Group Pickup:

- No Group Pickup
- Dial the following code: Input *94 then the # of the pickup group that you are a member of. Only one pickup group can be designated that will work with the "Pickup" Flex key.

Directed Pickup:

- No Directed Pickup
- Do not need to dial a code
- Dial the following code *94 then the extension number

MWI Server: Provide the extension of the Message Waiting Indicator service for your server if required, e.g. 3020

Enable extended SIP event logging: Tick to enable extended SIP event logging. This will create "AdvaTel Applications" in the Windows Event Viewer to which the extended SIP events will be logged.

2. Tools>Options>SIP Settings>Audio devices

Microphone: Select from drop-down list.

Speakers: Select from drop-down list and adjust Volume if required.

Ringing: Select from drop-down list and adjust Volume if required.

3. Tools>Options>SIP Settings>Audio settings

Codec priority: Sort the codecs into the preferred order using the drop-down boxes.

4. Tools>Options>SIP Settings>Sounds

Ringtone, Ringback, Dialtone, Busy Tone and Call Waiting Tone: Select the required wav or mp3 file to be played. Default files are provided in the C:\Program Files\AdvaTel\IP Console\tones\ folder. Click <OK> to save the changes.

5. Tools>Options>Directory

Messaging system: Select either No Messaging System Interaction or Logon to Outlook. The Logon to Outlook radio button, if checked, will cause IP Console to log on to Microsoft Outlook for contact information using the current Microsoft Outlook profile on your computer. If Microsoft Outlook is not already running when IP Console is started then it will be started

6. Tools>Options>Call Settings (Incoming)

Voicemail Number field: Enter *98

Transfer to Voicemail Prefix: Enter *99

7. Tools>Options>Call Settings (Outgoing)

Length of internal numbers field: Commonly used extension numbers are 3 or 4 digits in length.

Phone and Modem Settings:

- Dial numbers as they are entered
- Use my Phone and Modem settings to prepare numbers before dialing

8. Tools>Options>Call Settings (Call Stack)

An inter-call delay: can be set by specifying a value for Seconds between Calls.

9. Tools>Options>My Workgroup

Pickup calls when clicking on a BLF: An alerting call at a My Workgroup member station can be picked up by clicking on its BLF button

Mine Microsoft Outlook Calendars: enables calendar mining.

Mining Interval: A Mining Interval of two minutes instructs IP Console to read calendar Information once every two minutes

Mine Ahead: A setting of five minutes means that meeting status for BLF entries are read and analyzed for the next five minutes and stored for use by the IP Console

Show Tentative Meetings as Busy: checkbox to include items marked as Tentative in Microsoft Outlook as being in a Meeting in IP Console

10. Tools>Options>Pop-up Options

Pop to the front Setting:

- Don't Popup (Nothing happens)
- Show Notification near the System Tray (Small window near clock)
- Bring IP Console to Front (Brings console to the front of everything)

11. Tools>Options>Keyboard Shortcut Settings

Keyboard Shortcut: The default key mappings provide a consistent and easy to remember keyboard layout.

Getting a line:

- Press the Num Enter key

Dialing a number:

- Press the Num Enter key (to get a line)
- Type in the number
- Press the Num Enter key (to dial)

Dialing a number with the highlighted directory highlighted:

- Press the Num Enter key (to get a line)
- Press the Num Enter key (to dial)

Answering a Call:

- Press the Num Enter key

Releasing a Call:

- Press the Num + key

Holding a call:

- Press the Num – key

Resuming a call:

- Press Ctrl and Num (1–6) key combination, for the appropriate line or call

Transferring a call:

- Press the Num Enter key to answer the call
- Type the number (or type text and press Num Enter to find a directory entry then move highlight to required entry)
- Press the Num Enter key (to dial)
- Press Num + to Cancel Transfer or press Num Del to Complete Transfer

12. Tools>Options>Ordered Workflow Settings

Ordered Workflow: allows you to specify a rotary sequence of functions to be accessed by the Ordered Workflow keyboard shortcut (`)

The default Ordered Workflow: is designed to enable the attendant to quickly jump to the internal directory for a first name search then to the Find text box for the Find function.

13. Tools>Options>FlexKey Settings

FlexKey behavior: FlexKeys behaves much like a feature button on a telephone set.

FlexKey options:

- *Conference* – Allows you to create a manual conferencing function FlexKey
 - Action Type – Conference
 - Action Caption - Conference
- *Filter* – Allows you to display a directory entry from Internal, External, Emergency, Outlook & Favorite using a preset filter
 - Action Type – Filter
 - Action Caption – Filter
- *Directory* – Internal, External, Emergency, Outlook & Favorite
- *Fields & Filter Value* – The Flexkey below have been configured search for “Sales” in the “Department” field of the Internal Directory.



The screenshot shows a configuration window for a FlexKey. It has four main sections: 'Action Type' is set to 'Filter'; 'Action Caption' is 'Filter'; 'Directory' is set to 'Internal'; and 'Fields' is set to 'Filter Value'. Below the 'Fields' section, a list of fields is shown: First name, Surname, Extension, Cell phone, and Department. The 'Department' field is highlighted with a blue selection box, and the value 'Sales' is entered in a small text box next to it.

- *Forward* – Allows you to forward all calls to your extension to the number specified
 - Action Type – Forward
 - Action Caption – Forward
 - Number – Enter the # you want your calls forwarded to or enter *99 + your extension if you want to forward your calls to voicemail
- *Forward to Voicemail* (Not Supported)
- *Park* – Allows you to park a call (Not supported)
 - Action Type – Park
 - Action Caption – Park
 - Number – Enter *95 to have the system select the park location or enter *95PL where PL=the park location to park it at a specific park location. Please note the system does not inform you which park location has been used.
- *Pickup Call* – Allows you to do a group pickup for the oldest ringing call in the designated pickup group
 - Action Type – Pickup Call
 - Action Caption – Pickup
- *Redial* – Allows you to last number redial
 - Action Type – Redial
 - Action Caption – Redial
- *Speed Dial* – Allows you to specify a Speed dial which dials the specified number
 - Action Type – Speed dial
 - Action Caption – Speed dial
 - Number – Input the number you want to use as a Speed Dial
- *Toggle Mute* – Allows you to Mute or Unmute microphone during call
 - Action Type – Toggle Mute
 - Action Caption – Mute
- *Voicemail* – message waiting indicator, doubles as speed dial to retrieve voicemail
 - Action Type – Voicemail
 - Action Caption – Voicemail

14. Tools>Options>SMS Settings (Not Supported)

SMS Settings: The PhoneEasy SMS feature has the ability to send messages which are marked for reply to your choice of email or SMS. This enhanced two-way SMS capability is available from SMS services hosted by Messagenet (URL to register for a Messagenet Account is <https://www.messagenet.com.au/advatel/>).

Proxy Settings: PhoneEasy SMS functions connect to the Messagenet SMS service by HTTP. Where a HTTP proxy is in use IP Console will require proxy account details for HTTP access. The details required are Proxy Server, Port, Domain, Username, Password and whether NTLM or basic authentication is used.

USING PC CONSOLE

1. Adding Directory entries

Using a CSV files: Load the PC Console Internal, External, Emergency & Favorites Directory into the PC Console by going to File>Export/Import using a csv file. The easiest way of getting a feel for importing and exporting a directory is to insert one or two entries into a blank directory, export it, review the resulting exported CSV file, make a change or two before importing it again into PC Console.

Using a Directory Entry: Right Click and select **New** in PC Console Internal, External, Emergency & Favorites Directory and fill in the appropriate details and select **Ok**.

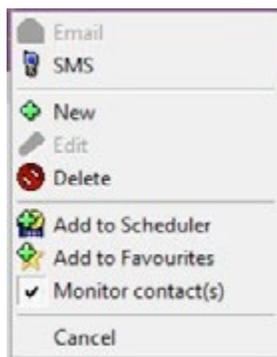
Using the Activity Log Entry: Right Click and select **Add Contact to Internal**, **Add Contact to External** or **Add Contact to Favorites**.

Note: You can only add a maximum of 20,000 Internal & External Contacts, 100 Emergency Contacts and 500 Favorites Contacts. The Search function will return a maximum of 1,000 results.

2. Adding Presence for Internal Directory entries

Using Internal Directory Entry: Right Click on the one or more entries in the Internal Directory and select **Monitor contact**.

Note: You can only monitor a maximum of 400 lines.



3. Adding My Workgroup entries

Using an Internal Directory Entry: Click on the entry in the Internal Directory and drag and drop it on the My Workgroup Button

Using Tools>Options>My Workgroup: Go to **Tools>Options>My Workgroup** and select the required button. Then click on the search icon in "Last Name" and select the required Internal Directory Entry and click **Ok**.

4. Making a Call

Using the Off Hook/Answer (Operation) Key: Click in the Dial display area to enter the number to dial then press the **Off Hook/Answer** (Operation) key.

Using My Workgroup: Click on a My Workgroup Entry to dial its destination station or select a number from the right mouse menu.

Using a Directory Entry: Double click on a directory entry to call its primary number or select a number from the right click menu.

Using a Contact Entry in a Features Pane: Double click on an entry in either the Conference Display or Call Logs Display to call its primary number. In the Call Logs Display a number can also be selected from the right mouse menu.

5. Answering a Call (max 6 calls)

Using the Off Hook/Answer (Operation) Key: Answer by pressing the **Off Hook/Answer** (Operation) key.

Using the Active Call Area: Answered by clicking on the **alerting call** in the Active Call Area

6. Terminating a Call

Using the Release Key: Terminate by pressing the **Release** key

Using the Active Call Area: Terminate by selecting **release** from the right mouse menu in the Active Call Area

7. Holding a Call

Using the Hold key: Hold a connected call by pressing the **Hold** key

Using the Active Call Area: Hold a connected call by clicking on the call. Clicking in the Active Call Area free space will hold a connected call and provide dial-tone for making an outbound call

Note: When you have one or more held calls and a connected call, the most recently held call will display as "HOLD PENDING TRANSFER". Any other held calls will display as "HOLD".

8. Divert Alerting Calls

Dragging to My Workgroup: Divert to a My Workgroup destination station by dragging the alerting call from the Active Call Area and dropping it on a My Workgroup key

Dragging to a Directory Entry: Divert to a directory entry's primary number by dragging the alerting call from the Active Call Area and dropping it on a directory entry

9. Perform a Blind Transfer

Dragging to a My Workgroup: Blind transfer to a My Workgroup destination station by dragging the connected call from the Active Call Area and dropping it on a My Workgroup key

Dragging to a Directory Entry: Blind transfer to a directory entry's primary number by dragging the connected call from the Active Call Area and dropping it on a directory entry

Note: You can only do a Blind Transfer to Internal Directory or My Workgroup entry.

10. Perform a Consultative Transfer

Using the Off Hook/Answer (Operation) Key:

- Commence a consultative transfer by pressing the **Off Hook/Answer** (Operation) key. The call is placed On Hold Pending Transfer and dial-tone is provided for the consultation call.
- Make the consultation call. Press Transfer to Complete the Transfer of the call to the transferee. Press Release to cancel and abandon the consultation call

Dragging a My Workgroup Entry to the connected call:

- Commence a consultative transfer by dragging a My Workgroup entry to the connected call. The call is placed On Hold Pending Transfer and the destination station for the My Workgroup entry is dialed for the consultation call.
- Press Transfer to Complete the Transfer of the call to the transferee.
Press Release to cancel and abandon the consultation call

Dragging a directory entry to the connected call:

- Commence a consultative transfer by dragging a directory entry to the connected call. The call is placed On Hold Pending Transfer and the primary number for the entry is dialed for the consultation call.
- Press Transfer to Complete the Transfer of the call to the transferee. Press Release to cancel and abandon the consultation call

Dragging a Call Log entry to the connected call:

- Commence a consultative transfer by dragging a call log entry to the connected call. The call is placed On Hold Pending Transfer and the primary number for the entry is dialed for the consultation call.
- Press Transfer to Complete the Transfer of the call to the transferee. Press Release to cancel and abandon the consultation call

Note: Regardless of how the new call is made, the Transfer key will act upon the most recently held call marked as "HOLD PENDING TRANSFER" and the connected call.

11. Performing Transfer to Voicemail function

- Transfer to Voicemail function requires that each mailbox matches the user's extension with a prefix that is consistent across all mailboxes.
- E.g. Given 2 extensions 101 & 102 and a transfer to Voicemail prefix of "5". The respective mailboxes will be 5101 & 5102
- Fill in Transfer to Voicemail Prefix in **Tools>Options>Call Settings>Incoming calls**
- After answering a call, Right Clicking on the Internal Contact or My Workgroup entry and select **Transfer to Voicemail**.

12. Conference (4 way Conference including yourself)

Creating a Conference

- Commence a Conference by making calls to the required parties. (These could be a mixture of both inbound or Outbound calls)
- Right click on any call in the Active Call Area and select Conference to start the conference OR click on the Conference Flexkey to start the conference.
- To add a new party to the conference, Right click on the call in the Active Call Area and select Conference OR Right click on the conference call in the Active Call Area and select Conference OR click on the Conference Flexkey.
- You are NOT able to explicitly specify the party that you wish to conference.
 - So, for example, if there is 1 call in the Active Call Area, Right clicking on the call in the Active Call Area and selecting Conference OR clicking on the Conference Flexkey will put the active call in the Active Call Area in a conference call together with the IP Console user.
 - If there are 2 calls in the Active Call Area, Right clicking on any of the calls in the Active Call Area and selecting Conference OR clicking on the Conference Flexkey will put both the active call in the Active Call Area in a conference call together with the IP Console user.
 - If there are 3 calls in the Active Call Area, Right clicking on any of the calls in the Active Call Area and selecting Conference OR clicking on the Conference Flexkey will put the three active calls in the Active Call Area in a conference call together with the IP Console user.
 - If there are more than 3 active calls in the Active Call Area, Right clicking on any call in the Active Call Area and selecting Conference OR clicking on the Conference Flexkey will not be available.

13. Call Scheduling

Scheduling of Calls:

- Commence a Scheduling by dragging My Workgroup or directory entries into the Scheduler Display.
- Fill up the Call Scheduling window which pops up for call details and click ok.
- When the scheduled time arrives a Scheduled Call Due window pops up. This window presents a choice of Dial to make the call, Snooze to defer for a user specified period, and Dismiss to remove the call from the Scheduler

Note: You can only Schedule a maximum of 50 Contacts.

14. Call Stacking

Stacking of Calls:

- Commence Stacking calls by dragging My Workgroup or directory entries into the Call Stack Display for making outbound calls.
- Start or stop the stack through the right mouse menu, and calls can be skipped also from the right mouse menu.
- The Call Stack inter-call delay is configurable at Tools – Options – Call Settings. The default delay value is seven seconds.

Note: You can only stack a maximum of 50 Contacts.

15. Call Log

- *Exporting Logs:* Go to **Features>Show Activity Log** and on the “Activity Logs” pop up select **File>Export Logs** and then select the logs that you wish to export.
- *Clearing Logs:* Go to **Features>Show Activity Log** and on the “Activity Logs” pop up select the appropriate tab (Incoming, Outgoing, Missed Calls or SMS Log) and select **File>Clear all Logs**.

16. Email & SMS (SMS not supported)

Email & SMS Contacts:

Right Click a contact in My Workgroup or Directory to Email or SMS.

Note: You can only send a SMS to a maximum number of 50 Contacts Simultaneously.

17. Creating & Using a Filter Flexkey

- Create a Filter Flexkey by going to **Tools>Options>Flexkey Settings** and selecting **Action Type** as **Filter**, **Action Caption** as **Filter** (*Note: the Action Caption can be renamed as required*). Then select **Directory** as **Internal**, **External**, **Emergency**, **Outlook or Favorite** and the required Fields & Filter Value. The Flexkey below have been configured search for **Sales** in the **Department** field of the Internal Directory.



Action Type:	Filter
Action Caption:	Filter
Directory:	Internal
Fields:	Filter Value
First name	
Surname	
Extension	
Cell phone	
Department	Sales

- Clicking on the Filter Flexkey will populate the search fields of the specified Directory with the specified Filter Value and display the entry matching the Filter Value if found.

18. Creating & Using Forward all Flexkey

- Create a Forward all Flexkey by going to **Tools>Options>Flexkey Settings** and selecting **Action Type** as **Forward**, **Action Caption** as **Forward** (*Note: the Action Caption can be renamed as required*). Then select your extension and specify the extension to which all your calls will be forwarded to.
- Clicking on the **Forward** Flexkey will Forward all calls to your extension to the extension specified when creating the Flexkey. Clicking on the **Forward** Flexkey again will undo this Call forward.

19. Creating & Using Forward to Voicemail Flexkey

- Create a Forward to Voicemail Flexkey by going to **Tools>Options>Flexkey Settings** and selecting **Action Type** as **Forward to Voicemail**, **Action Caption** as **Fwd VM** (*Note: the Action Caption can be renamed as required*).
- Fill in Voicemail number in **Tools>Options>Call Settings>Incoming calls**
- Clicking on the **Forward to Voicemail** Flexkey it will Forward all calls to your extension to your voicemail. Clicking on the **Forward to Voicemail** Flexkey again will undo this **Forward to Voicemail**.

20. Creating & Using Park Flexkey

- Create a Park Flexkey by going to **Tools>Options>Flexkey Settings** and selecting **Action Type** as **Park**, **Action Caption** as **Park** (*Note: the Action Caption can be renamed as required*). Then specify the park orbit.
- Clicking on the **Park Flexkey** will Park the call at the specified Park Orbit. Clicking on the **Park Flexkey** again will retrieve the parked call.

21. Creating & Using a Pickup Call Flexkey

- Create a Pickup Call Flexkey by going to **Tools>Options>Flexkey Settings** and selecting **Action Type** as **Pickup Call** and **Action Caption** as **Pickup** (Note: the "Action Caption" can be renamed as required)
- If Directed Pickup is configured and the dial box contains a ringing extension the call pickup flexkey will attempt a directed pickup to the ringing extension.

22. Creating & Using a Redial Flexkey

- Create a Redial Flexkey by going to **Tools>Options>Flexkey Settings** and selecting **Action Type** as **Redial**, **Action Caption** as **Redial** (Note: the "Action Caption" can be renamed as required).
- Clicking on the **Redial** Flexkey dials the last number dialed from your extension.

23. Creating & Using a Speed Dial Flexkey

- Create a Speed Dial Flexkey by going to **Tools>Options>Flexkey Settings** and selecting **Action Type** as **Speed dial**, **Action Caption** as **Speed dial** (Note: the "Action Caption" can be renamed as required). Then specify the extension that you would like to dial.
- Clicking on the **Speed Dial** Flexkey will dial the extension that you have specified for the speed dial.

24. Creating & Using a Toggle Mute Flexkey

- Create a Toggle Mute Flexkey by going to **Tools>Options>Flexkey Settings** and selecting **Action Type** as **Toggle Mute**, **Action Caption** as **Mute** (Note: the "Action Caption" can be renamed as required).
- Clicking on the **Toggle Mute** Flexkey will mute/unmute the PhoneEasy user.

25. Creating & Using a Voicemail Message Waiting Indication (MWI) Flexkey

- Create a Voicemail Flexkey by going to **Tools>Options>Flexkey Settings** and selecting **Action Type** as **Voicemail**, **Action Caption** as **Voicemail** (Note: the "Action Caption" can be renamed as required).
- Fill in Voicemail number in **Tools>Options>Call Settings>Incoming calls**
- Clicking on the **Voicemail** Flexkey will dial the Voicemail number specified above. It will also light up when there are messages.

1-800-BROADVIEW | broadviewnet.com

