OfficeSuite®
PC Console Installation
and User Guide
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## Installation Guide

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## User Guide

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Please follow this Guide to successfully install the OfficeSuite PC Console.

**Console requirements**

Recommended Operating Systems:

+ Windows 7 (32 & 64 bit)
+ Windows 8/8.1 (32 & 64 bit)
+ Virtual Machine not supported

The following versions of Microsoft Outlook are supported:

+ Outlook 2007 (32 bit only)
+ Outlook 2010 (32 bit only)
+ Outlook 2013 (32 bit only)

**Procedure—installation**

1. Log into the PC with a User account having Administrator rights. (For Windows 7 installations, please refer to Appendix A for additional Instructions)
2. Launch the PhoneEasy installation by double clicking on `PhoneEasy_IP_Console_Metaswitch_Setup.exe`.
3. Click **OK** on the Language Selection.
4. Click **Next** on the Welcome to Setup Wizard Screen.
5. Accept licence and click Next.

6. Click Next on the Select Destination Location screen.

7. Click Next on the Start Menu Location screen.

8. Review the installation information on the Ready to Install screen and if acceptable click Install.
9. Click **Finish** on the Completing the Setup Wizard screen and the Configuration Wizard will start.

10. Click **Next** on the Welcome to SIP Configuration Wizard Screen.

11. Click on **Phone and Modem Options** to specify the Country & Area code then click **Next**.

12. Specify the Username (Your OfficeSuite UC extension), Password (Your OfficeSuite UC PIN), Domain (please reference your Welcome Letter) & Proxy (leave blank) of the SIP Credentials and then click **Next**.
13. Select not to launch PhoneEasy Client and Click Finish on the Configuration complete Screen.

14. After the installation process the following items are installed onto the computer under **Start > All Programs > AdvaTel > IP Console & Licensing** (Activation & Deactivation).

15. Start the PhoneEasy Client and you will need to activate the license for your client via the Licence Activating Wizard. (Internet access is required for this)
**Configuration – Procedure**

1. You will first need to load your contacts. There are two ways to perform this task:
   a. **Add contacts manually by selecting the appropriate tab from the top**
      (Internal, External, Directory, Favorites)
      i. Right click inside the contacts area and select New
   b. **Import/Export a .csv file**
      i. Export the contact list into a .csv file
      ii. Match the contact schema (see Appendix B)
      iii. Select file from the top navigation
      iv. Select Export/Import the internal contacts
      v. Select Browse
      vi. Select Import

2. To monitor contacts, right click on one or more internal contacts and select **Monitor contact**.
   **Note:** Only the internal contacts will have their BLF monitored.

3. Configure the SIP Settings under **Tools>Options>SIP Settings**
   a. Username: Your OfficeSuite UC extension
   b. Password: Your OfficeSuite UC PIN
   c. Domain: Please refer to the Welcome Letter
   d. Proxy: Leave this Blank.
   e. Port: 5060
   f. Set the Feature Settings as per your Switch configuration:
      i. Unpark (Leave this Blank)
      ii. Music on Hold (Leave this Blank)
      iii. Resource List. (Leave this Blank)
      iv. Directed Pickup (Select “Do not need to dial a code”. This enables right-click to “Pickup” a ringing Internal Contact which is being monitored).
      v. MWI Extension (Leave this Blank)
   g. Set the Audio Settings accordingly.

4. Next Select **Tools-Options-Call Settings-Outgoing Calls** from the PhoneEasy Desktop window.
   Put in the following settings:
   **Incoming calls**
   “Voicemail number” – *98 will allow you to see a message waiting indicator light when you select Voicemail as a Flexkey setting.
   “Transfer to Voicemail Prefix” - *99
   **Outgoing calls**
   “Length of Internal Numbers” – Enter 5.

5. Click **OK** to save the changes.

**Configuration – Outlook**

1. From the Console menu, select **Tools**, and click the **Options** selection.
2. From the Options pop-up menu, select the **Directory Settings**, and click on the **Logon to Outlook** setting.
3. Click **OK** to save.
4. From the Console menu, select **Tools**, and click the **Options** selection.
5. From the Options pop-up menu, select the **My Workgroup**, and click on the **Mine Outlook Calendars** setting.
Appendix A

Windows 7 installation

1. (Standalone) Log into the PC with Local Administrator rights (Administrator, Default User) or the Domain Administrator User (Networked)
2. (Networked) Log into the PC with the Domain Administrator User
3. If the Domain Administrator User (Networked) login is not available, then a user with “Administrators”, “Domain Admins” & “Domain Users” group membership is required.
4. Launch the PhoneEasy installation by right clicking on Setup.exe and selecting Run as administrator.

5. Allow the installation to commence by clicking Yes to the UAC warning.
   
   **Note:** If you are prompted for a username and password at this step, your current login does not have sufficient rights to perform a successful installation. Cancel the setup and log into the PC with a user account of sufficient privilege level, as defined in Step 3.

6. Follow Steps 3 to 14 on pages 1 to 7 to complete the installation.
6. Follow Steps 3 to 14 on pages 1 to 7 to complete the installation.

7. After installation is complete, Activate the license by right clicking on License Activation found in Start>All Programs>AdvaTel>Licensing

8. Allow the Application by clicking Yes to the UAC warning.
   Note: If you are prompted for a username and password at this step, your current login does not have sufficient rights to perform a successful installation. Cancel the setup and log into the PC with a user account of sufficient privilege level, as defined in Step 3.

9. Complete the required fields in the License Activation Wizard

10. Log off the PC

11. Log into the PC with any “User” account. Upon successful installation OfficeSuite PC Console is now available for use by any users logged into the PC.
   Note: Each new user will be required to configure SIP settings and Contacts, these settings are saved for future logins by the same user.
Appendix B

Matching the contact schema

1. To load your Internal OfficeSuite Contacts, you will need to visit the WE Connect Portal.
2. Click on the OfficeSuite tab, located on the left hand side of the screen and choose Extension Manager.
3. At the top of the Extension Manager page, there is an Export option.
4. Please make sure that the CSV columns are in this order:
   - first_name
   - last_name
   - primary_number
   - mobile_number
   - department
   - location
   - email
   - user_1
   - user_2
OfficeSuite UC PC Console
User Guide, Version 1.0

Introduction

OfficeSuite UC 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
4. Directory Menu

5. Features Menu

6. Audio Menu

7. Tools Menu

8. Help Menu
9. Directories
- View & Search Internal directory
- View & Search External directory
- View & Search Emergency directory
- View & Search MS Outlook contacts
- View and Search user managed personal directory
- Viewing Searched results

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

FlexKeys: Eight flexible call function keys (e.g. FWD, Speeddial)

14. Feature Pane

Conference: Display for conferences
Scheduler: Destination for scheduling calls
Call Stack: Drag and drop destination for accumulating contact entries for making outbound calls
Call Log: Incoming Calls, Outgoing Calls, Missed Calls and SMS messages

15. My Workgroup

My Workgroup: For frequently used Monitored stations (32)

16. Legend

Legend: Table of BLF lamp states
PC Console Configuration

1. Tools>Options>SIP Settings

   Network Settings:
   + Username: Your OfficeSuite UC 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.

FlexKey Options:
- **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 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 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.
   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.

+ 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.

About Windstream Enterprise
Windstream Enterprise collaborates with businesses across the U.S. to drive digital transformation by delivering solutions that solve today’s most complex networking and communication challenges.