



Interoperability Guide

Integrating the PhoneEasy IP Console with the NetVanta 7100 and NetVanta BCS

This interoperability guide describes how to configure the NetVanta 7100 for use with AdvaTel PhoneEasy IP Console software in both standalone NetVanta 7100 and NetVanta Business Communications System (BCS) environments. This guide contains information about how to configure settings on the NetVanta 7100 using the ADTRAN Operating System (AOS) web-based graphical user interface (GUI) and command line interface (CLI), as well as installing and configuring PhoneEasy IP Console software for use with the NetVanta 7100 and NetVanta BCS. In addition, this guide contains an advanced configuration section and a best practices section, which provide additional information for optimizing the integration.

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Overview

AdvaTel's PhoneEasy IP Console software functions as a software-based call attendant, providing a variety of options for managing incoming calls on ADTRAN's NetVanta 7100 and the NetVanta BCS.

Several steps are required to configure both the software and the NetVanta 7100 hardware to achieve full functionality:

1. Set the Session Initiation Protocol (SIP) Server address to the virtual local area network (VLAN) 1 Internet Protocol (IP) address of the NetVanta 7100 in the PhoneEasy IP Console software.
2. Create and configure a Status Group on the NetVanta 7100.
3. Configure a corresponding Status Group in the PhoneEasy IP Console software.
4. Configure the optional Status group settings on the NetVanta 7100.



This guide only describes configuration of phone interoperability between the NetVanta 7100 and the AdvaTel PhoneEasy IP Console software. For information concerning any other features of the PhoneEasy IP Console software, such as Microsoft Outlook integration, refer to the appropriate AdvaTel documentation.

Equipment and Versions

The following table outlines the equipment and software/firmware versions used during verification testing between the PhoneEasy IP Console and the NetVanta 7100 (standalone)/NetVanta BCS:

Product	Version
NetVanta 7100	R10.8
NetVanta UC Server	5.4.1.8202
AdvaTel PhoneEasy IP Console	2.1.0.3888 PETE

Supported Features and Exceptions

The following sections provide information on the feature verification performed and limitations discovered during interoperability verification. The features listed in the [Supported Features](#) section below are the features verified to function with the testing equipment. These are the only features you can expect to function with the configuration provided in this guide.

Supported Features

The following features were tested and are supported by the PhoneEasy IP Console integration with both the NetVanta 7100 (standalone) and NetVanta BCS:

- Answering, placing, holding, and resuming calls
- Transferring calls (internal/external) with drag and drop
- Attended transferring calls (internal/external) with drag and drop
- Direct transferring calls to voicemail

- Parking and picking up calls with busy lamp field (BLF) status of park zones
- Directed and group call pickup
- Paging and zone paging
- Adding speed dials
- Monitoring user presence/status
- Monitoring park zone status
- Creating user-defined groups for monitoring
- Verifying user status by color and icon (for example: idle, ringing, on a call, DND, forwarded, direct transfer to voicemail, and out of service).
- Searching for contacts
- Single-click answering of incoming calls
- Quickly distinguishing different states of extension and calls by color
- Dialing using a single click
- Pop/toast for incoming calls, with limited call control options
- Hovering over/right clicking options to show detailed information and actions for calls and users
- Message waiting indicator (MWI) - voicemail access
- Password protecting the application at launch time
- Placing PhoneEasy IP Console in a ring group with a hardphone
- Forwarding all incoming calls to voicemail
- Forwarding all incoming calls to another number
- Ringing call pickup
- Scheduling calls to contacts based on date and time.
- Stacking calls
- Logging calls
- Conferencing calls

The following features were tested and are supported by the PhoneEasy IP Console integration with NetVanta BCS:

- Centralized voicemail operations using the NetVanta Unified Communications (UC) Server
- Transferring to NetVanta UC Server voicemail
- Transferring to and from NetVanta UC Server application services and auto attendants
- Forwarding all incoming calls to NetVanta UC Server voicemail
- Audio conference bridging

Limitations

The PhoneEasy IP Console integration with either the NetVanta 7100 or NetVanta BCS has the following limitations:

- Only six simultaneous active calls can be handled by the PhoneEasy IP Console.
- Conference calls are limited to four parties, including the operator.
- A maximum of 32 BLFs can be monitored at a time from within a status group.
- The PhoneEasy IP Console can only monitor one status group.

- The PhoneEasy IP Console can only register with one NetVanta 7100 at a time.
- Display skin and language customization options are not available on the PhoneEasy IP Console. However, additional columns for contact information can be added.
- The PhoneEasy IP Console internal directory and BLFs are not automatically populated from the NetVanta 7100 and must be manually configured.
- The PhoneEasy IP Console cannot use an adjunct hardphone; however, a hardphone can be placed in a ring group with the PhoneEasy IP Console so that incoming calls to the PhoneEasy IP Console can be answered using the hardphone.

Setting the SIP Server Address in PhoneEasy IP Console

When installing the PhoneEasy IP Console software the **Domain** field must be configured correctly in order to function with the NetVanta 7100. Instead of using a domain server address, the field should be set to the VLAN 1 IP address of the NetVanta 7100.



Setting the domain value in the PhoneEasy IP Console software to the VLAN 1 IP address requires that the PC be connected to VLAN 1. By default, on the NetVanta 7100 PCs are on VLAN 1 and IP phones are on VLAN 2.

Use the PhoneEasy IP Console Setup Wizard to install the software.

Upon completion of the Setup Wizard the Configuration Manager Wizard will start automatically. The Configuration Manager Wizard requires the user to enter data specific to their phone and network.

On the **SIP Credentials** menu, set the **Domain** field to the VLAN 1 IP address as shown in [Figure 1](#).

A screenshot of a software window titled "Configuration Manager". Inside the window, there is a section titled "SIP Credentials" with the instruction "Enter your login information for your SIP telephone account." Below this, there are four input fields: "Username/Extension:" with the value "6407", "Password:" with "*****", "Domain:" with "10.10.10.1", and "Proxy:" which is empty. At the bottom of the window, there are three buttons: "< Back", "Next >", and "Cancel".

Figure 1. SIP Credentials Menu

If the PhoneEasy IP Console software is already installed, the **Domain** field can be accessed in the software under SIP Settings by navigating to **Tools > Options** in the top menu bar as shown in [Figure 2](#).

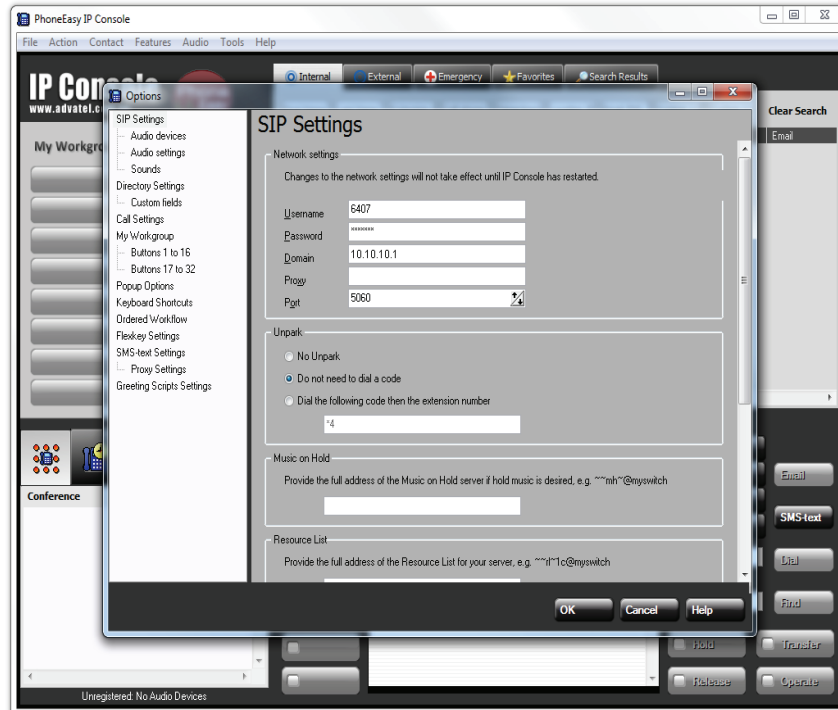


Figure 2. SIP Settings Menu

Create and Configure a Status Group on the NetVanta 7100

A status group is a feature of the NetVanta 7100 that allows a phone to monitor the status of other phones, park zones, system modes, and mailboxes for users, ring groups, and the operator group. In this case the AdvaTel PhoneEasy IP Console software acts as a SIP soft phone.



If the PhoneEasy IP Console is being used to monitor park zones, voice mailboxes, or system modes, you must configure the NetVanta 7100 to use special prefix (SPRE) codes for extensible markup language (XML) entities in SIP Notify messages. This must also be performed if the PhoneEasy IP Console is being used in conjunction with an ADTRAN phone. For more information, refer to [Setting the SIP Notify Messages Format Using the CLI on page 13](#).

Connecting to the NetVanta 7100

1. Open a new page in your Internet browser.
2. Enter your NetVanta 7100's IP address in the browser's address field in the following form: **http://<ip address>/admin**, for example: **http://10.22.100.77/admin**.
3. At the prompt, enter your **User name** and **Password** and select **OK**.



*The default user name is **admin**, and the default password is **password**.*



Figure 3. GUI Login Prompt

Creating a Status Group

1. From the main GUI menu, navigate to **Voice > Applications > Status Groups**.
2. Enter a name for the new status group and select **Add New Status Group**.

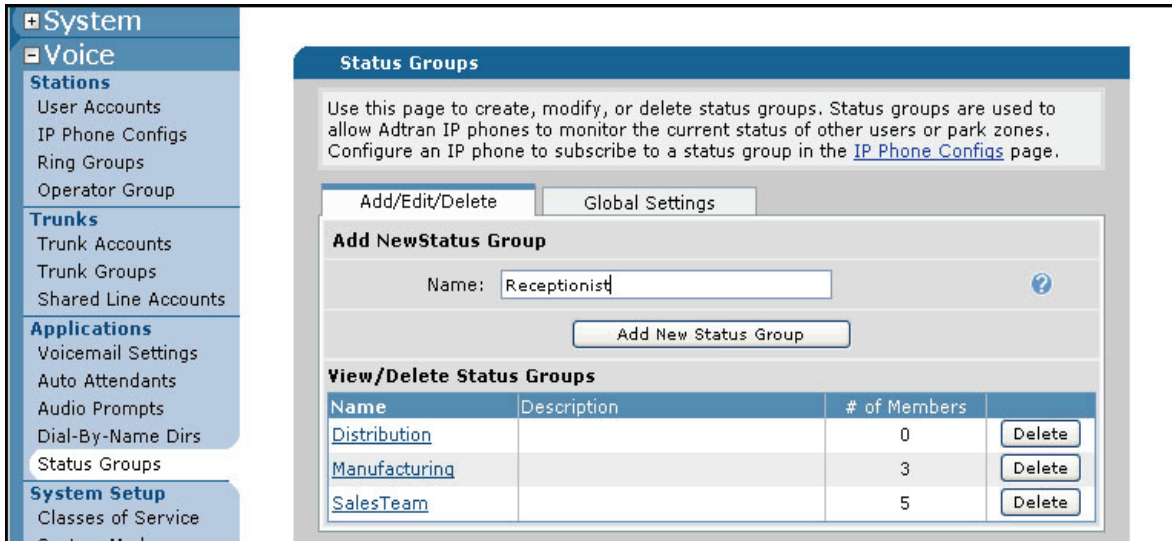


Figure 4. Status Groups Menu

3. Once the new status group is created the **Status Group Details Menu** will be displayed. From this menu the status group can be configured.

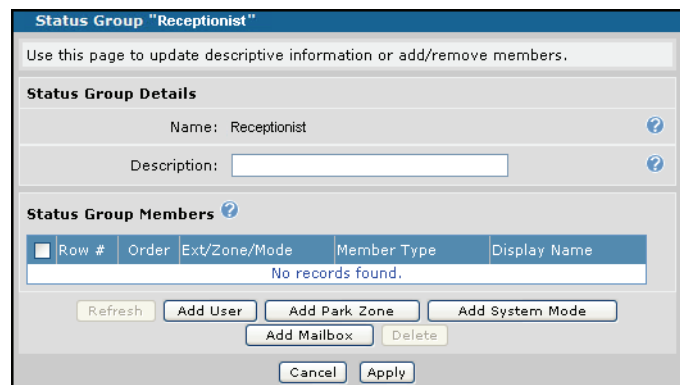


Figure 5. Status Group Details Menu

Adding Users to Status Groups

1. From the **Status Group Details Menu** (see *Figure 5 on page 7*), select **Add User**.
2. Choose which users to monitor by selecting the check box next to their name (see *Figure 6* below).
3. Specify whether to identify the user in the status group by name or extension in the **Phone Display Name** field. This setting can be modified later, if needed.
4. Select **Apply** to accept the changes and return to the **Status Group** details menu.

<input type="checkbox"/>	Extension	First Name	Last Name
<input checked="" type="checkbox"/>	1012	Jessica	Thomas
<input type="checkbox"/>	1212	Joe	Smith
<input type="checkbox"/>	2000	Default	IP Phone
<input type="checkbox"/>	2001	Analog FXS	Port 0/1
<input type="checkbox"/>	2002	Analog FXS	Port 0/2
<input type="checkbox"/>	2007	Drew	Lever
<input type="checkbox"/>	2013	Patrick	Wales
<input type="checkbox"/>	4545	oliver	jones
<input type="checkbox"/>	6002		

Phone Display Name: Use Name Use Extension

Figure 6. Add Users to Status Group Menu

Adding Park Zones to Status Groups

1. From the **Status Group Details Menu** (see *Figure 5 on page 7*), select **Add Park Zone**.
2. Choose which park zones to monitor by selecting the check box next to the zone (see *Figure 7* below).
3. Select **Apply** to accept the changes and return to the **Status Group** details menu.

<input type="checkbox"/>	Park Zone
<input checked="" type="checkbox"/>	Park 0
<input type="checkbox"/>	Park 3
<input type="checkbox"/>	Park 4
<input type="checkbox"/>	Park 5
<input type="checkbox"/>	Park 6
<input type="checkbox"/>	Park 7
<input type="checkbox"/>	Park 8
<input type="checkbox"/>	Park 9

Figure 7. Add Park Zones to Status Group Menu

Adding System Modes to Status Groups

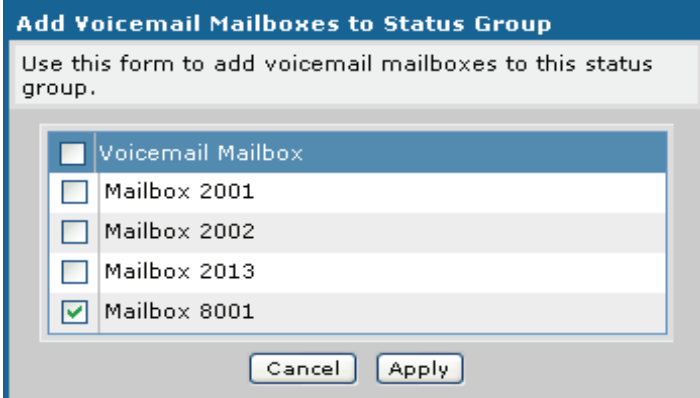
1. From the **Status Group Details Menu** (see *Figure 5 on page 7*), select **Add System Mode**.
2. Choose which system modes to monitor (see *Figure 8* below).
3. Select **Apply** to accept the changes and return to the **Status Group** details menu.

<input type="checkbox"/>	System Mode
<input type="checkbox"/>	Night
<input type="checkbox"/>	Lunch
<input checked="" type="checkbox"/>	Override
<input type="checkbox"/>	Custom1
<input type="checkbox"/>	Custom2
<input type="checkbox"/>	Custom3

Figure 8. Add System Modes to Status Group

Adding Voice Mailboxes to Status Groups

1. From the **Status Group Details Menu** (see *Figure 5 on page 7*), select **Add Mailbox**.
2. Choose the mailbox to monitor by selecting the check box next to the mailbox (see *Figure 9* below).
3. Select **Apply** to accept the changes and return to the **Status Group** details menu.



Add Voicemail Mailboxes to Status Group

Use this form to add voicemail mailboxes to this status group.

<input type="checkbox"/>	Voicemail Mailbox
<input type="checkbox"/>	Mailbox 2001
<input type="checkbox"/>	Mailbox 2002
<input type="checkbox"/>	Mailbox 2013
<input checked="" type="checkbox"/>	Mailbox 8001

Figure 9. Add Voicemail Mailboxes to Status Group Menu

Configure the Status Group in the PhoneEasy IP Console software

Once the status group is configured on the NetVanta 7100, the PhoneEasy IP Console software must be directed to the status group (see [Figure 10](#) below).

In the PhoneEasy IP Console, navigate to **Tools > Options** from the top menu bar to access the **SIP Settings** menu. Scroll to the **Resource List** field. Enter the status group name and NetVanta 7100 IP address (VLAN 1). Enter the information in the following format:

`<status group name>@<NetVanta 7100 IP address>`, for example: `receptionist@10.10.10.1`

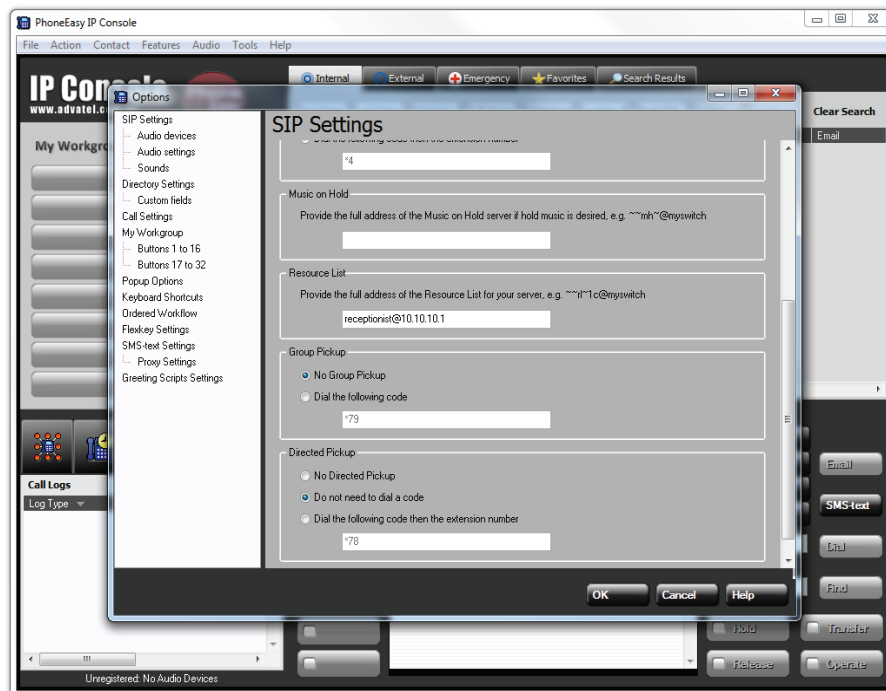


Figure 10. SIP Settings Menu

Configure Optional Status Group Settings

The early notification feature allows all members of a status group to be notified when a member phone is ringing or the member is on an active call. The PhoneEasy IP Console software will display a flashing light when a member's phone is ringing and a solid light when a member's phone is busy. The early notification feature can be set in either the GUI or the CLI. Refer to [Setting Early Notification Using the GUI on page 12](#) for more information.

If the PhoneEasy IP Console is being used to monitor park zones, voice mailboxes, or system modes, you must configure the NetVanta 7100 to use SPRE codes for XML entities in SIP Notify messages. This must also be performed if the PhoneEasy IP Console is being used in conjunction with an ADTRAN phone. This feature can only be enabled in the CLI. Refer to [Setting the SIP Notify Messages Format Using the CLI on page 13](#) for more information.

Setting Early Notification Using the GUI

To set early notification using the GUI, log into the NetVanta 7100 unit using the procedure outlined in *Connecting to the NetVanta 7100 on page 6*. Once you have logged on to the unit and have navigated to the **Status Groups Menu**, follow these steps:

1. From the **Status Groups** menu, select the appropriate status group.

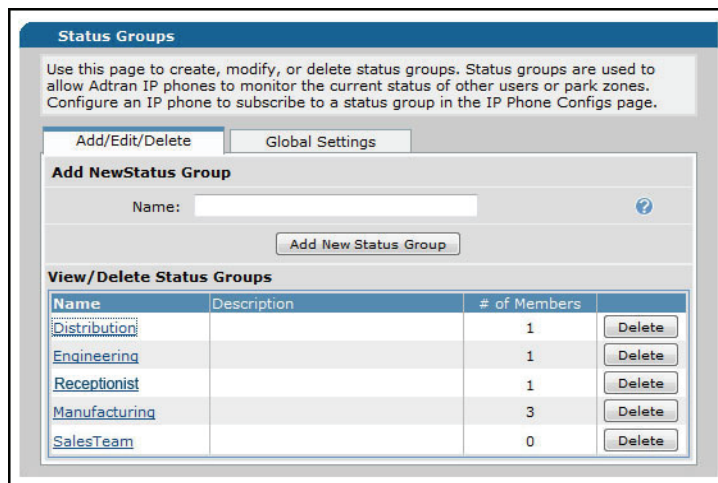


Figure 11. Status Groups Menu

2. Select **Early** from the drop-down menu in the **Group Status** field.

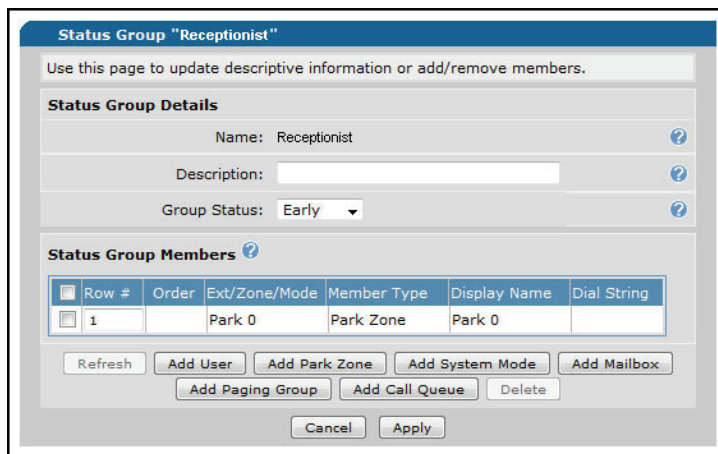


Figure 12. Group Status Field

3. Select **Apply** to accept the change and return to the **Status Group** menu.

Setting the SIP Notify Messages Format Using the CLI

If the PhoneEasy IP Console is being used to monitor park zones, voice mailboxes, or system modes, you must configure the NetVanta 7100 to use SPRE codes for XML entities in SIP Notify messages using the **use-spre-entities** command. Additionally, this must be performed if the PhoneEasy IP Console is being used in conjunction with an ADTRAN phone. The **use-spre-entities** command can only be set using the CLI.

To login to the CLI and set the **use-spre-entities** command, follow these steps:

1. Telnet to the unit (**telnet <ip address>**), for example: **telnet 10.10.10.1**.



If during the unit's setup process you have changed the default IP address (10.10.10.1), use the configured IP address.

2. Enter your user name and password at the prompt.



*The AOS default user name is **admin** and the default password is **password**. If your product no longer has the default user name and password, contact your system administrator for the appropriate user name and password.*

3. Enter the Enable mode by entering **enable** at the prompt as follows:

>enable

4. Enter your Enable mode password at the prompt.
5. Enter the Global Configuration mode as follows:

#configure terminal

6. Enter the configuration mode for the desired status group:

(config) voice status-group receptionist

7. Change the format of the SIP notify messages by setting the **use-spre-entities** command:

(config status-receptionist) use-spre-entities

Special Configurations for NetVanta BCS

The PhoneEasy IP Console only requires the standard configuration steps for a SIP user in NetVanta BCS. For instructions on how to configure a SIP user in NetVanta BCS, Please refer to *Configuring the NetVanta Business Communication System* available from <http://supportforums.adtran.com>.

Optional Advanced Configurations

This section provides optional, advanced configurations. These advanced configurations are not necessary for the operation of the PhoneEasy IP Console with either the NetVanta 7100 (standalone) or NetVanta BCS; however, they enhance the capabilities of the integration. These instructions refer to other sections in this guide and other ADTRAN documentation where necessary. This section contains the following subsections:

- *Monitoring a Park Zone on the NetVanta 7100 Using a BLF on page 14*
- *Monitoring a Voice Mailbox on the NetVanta 7100 Using a BLF on page 14*
- *Monitoring the User's Mailbox on the NetVanta 7100 Using a BLF on page 15*
- *Monitoring the NetVanta 7100 System Mode Using a BLF on page 15*
- *Configuring Ringing Call Pickup on page 16*
- *Populating the PhoneEasy IP Console's Internal Directory on page 16*

Monitoring a Park Zone on the NetVanta 7100 Using a BLF

The steps below outline park zone BLF configuration for the PhoneEasy IP Console. For more information on configuring status groups, refer to *Configuring Status Groups in the NetVanta 7100* available from <http://supportforums.adtran.com>.

1. Create a unique status group on the NetVanta 7100 for monitoring from the PhoneEasy IP Console. For more information on configuring a status group, refer to *Create and Configure a Status Group on the NetVanta 7100 on page 5*.
2. From the NetVanta 7100 GUI, use the **Add Park Zone** button from the **Status Group** configuration menu to add a park zone to the status group. For more information on adding a park zone, refer to *Adding Park Zones to Status Groups on page 9*.
3. From the NetVanta 7100 CLI, enter **use-spre-entities** command from the Voice Status Group Configuration mode on the NetVanta 7100. For more information, refer to *Setting the SIP Notify Messages Format Using the CLI on page 13*.
4. In the PhoneEasy IP Console, create entries in the internal directory for parking and retrieving. For example, create ***771** for parking a call in park zone 1 and ***781** for retrieving a call from park zone 1.
5. In the PhoneEasy IP Console, the internal directory park entry should now be assigned to a My WorkGroup button. The My WorkGroup button will operate like a BLF and will light when a call is parked on it.

Monitoring a Voice Mailbox on the NetVanta 7100 Using a BLF

The steps below outline voice mailbox BLF configuration for the PhoneEasy IP Console. For more information on configuring status groups, refer to *Configuring Status Groups in the NetVanta 7100* available from <http://supportforums.adtran.com>.

1. Create a unique status group on the NetVanta 7100 for monitoring from the PhoneEasy IP Console. For more information on configuring a status group, refer to *Create and Configure a Status Group on the NetVanta 7100 on page 5*.

2. From the NetVanta 7100 GUI, use the **Add Mailbox** button from the **Status Group** configuration menu to add a park zone to the status group. For more information on adding a park zone, refer to *Adding Users to Status Groups on page 8*.
3. From the NetVanta 7100 CLI, enter **use-spre-entities** command from the Voice Status Group Configuration mode on the NetVanta 7100. For more information, refer to *Setting the SIP Notify Messages Format Using the CLI on page 13*.
4. In the PhoneEasy IP Console, create a voicemail entry in the internal directory using the format ***98XXXX**, where **XXXX** is the extension of the voice mailbox you would like to monitor.
5. In the PhoneEasy IP Console, the internal directory voice mailbox entry should now be assigned to a My WorkGroup button. The My WorkGroup button will operate like a BLF and will light when an unread message is in the mailbox.

Monitoring the User's Mailbox on the NetVanta 7100 Using a BLF

The method in *Monitoring a Voice Mailbox on the NetVanta 7100 Using a BLF on page 14* can be used to monitor any mailbox; however, one of the eight FlexKeys to the right of the active call pane in the PhoneEasy IP Console can be used to monitor the status of the mailbox and used as a speed dial for the mailbox.

Monitoring the NetVanta 7100 System Mode Using a BLF

The steps below outline system mode BLF configuration for the PhoneEasy IP Console. For more information on configuring status groups, refer to *Configuring Status Groups in the NetVanta 7100* available from <http://supportforums.adtran.com>.

1. Create a unique status group on the NetVanta 7100 for monitoring from the PhoneEasy IP Console. For more information on configuring a status group, refer to *Create and Configure a Status Group on the NetVanta 7100 on page 5*.
2. From the NetVanta 7100 GUI, use the **Add Mailbox** button from the **Status Group** configuration menu to add a park zone to the status group. For more information on adding a park zone, refer to *Adding Park Zones to Status Groups on page 9*.
3. From the NetVanta 7100 CLI, enter **use-spre-entities** command from the Voice Status Group Configuration mode on the NetVanta 7100.
4. In the PhoneEasy IP Console, create a system mode entry in the internal directory using the format ***20N**, where **N** is the system mode number. **0** is the **Default** system mode, **1** is the **Night** system mode, **2** is the **Weekend** system mode, **3** is the **Lunch** system mode, for example: ***201** specifies the **Night** system mode.
5. In the PhoneEasy IP Console, the internal directory paging group entry can now be assigned to a My WorkGroup button. The My WorkGroup button will operate like a BLF and will light when a page is initiated.

Configuring Ringing Call Pickup

The call pickup feature allows users to pick up a call ringing on other extensions without having to park the call. The steps below outline ringing call pickup configuration for the PhoneEasy IP Console.

1. From the NetVanta 7100 GUI, create and configure a class of service (CoS) for the PhoneEasy IP Console extension.
 - a. Navigate to **Voice > System Setup > Classes of Service**. The **Classes of Service** menu will appear.
 - b. In the **Classes of Service** menu, select one of the undefined CoS links to define a new CoS. The **Configure New Class of Service** menu will appear.
 - c. In the **Configure New Class of Service** menu, configure the CoS for the PhoneEasy IP Console. For more information on configuring a CoS, refer to *Configuring NetVanta 7100 Class of Service* available from <https://supportforums.adtran.com>.
 - d. In the **Configure New Class of Service** menu, expand the **Advanced Permitted Actions** section, and use the **Pickup Extension** check box to enable call pickup functionality for calls placed to another extension. This allows the PhoneEasy IP Console user to pick up a ringing call for another user.
 - e. Select the **Apply** button.
2. From the NetVanta 7100 GUI, assign the PhoneEasy IP Console user to the CoS created in Step 1.
 - a. Navigate to **Voice > System Setup > Classes of Service**. The **Classes of Service** menu will appear.
 - b. In the **Classes of Service** menu, select the number in the **User Assigned** column associated with the CoS created in Step 1. If the CoS has no members assigned to it, the number in the **Users Assigned** should be **0**. The **Class of Service Members** menu will appear.
 - c. In the **Class of Service Members** menu, select the **Add Members** button. The **Add Users to Class of Service** menu will appear.
 - d. In the **Add Users to Class of Service** menu, use the check box in the **Add?** column to add the PhoneEasy IP Console user. Select the **Add Selected Users** button. The PhoneEasy IP Console user will be added to the CoS.

Populating the PhoneEasy IP Console's Internal Directory

The best way to populate the internal directory is to import a CSV file with the user name and extension number information into the PhoneEasy IP Console. CSV files can be created using a spreadsheet program like Microsoft Excel. Because the PhoneEasy IP Console does not check for duplicate entries when importing contacts, all duplicates should be removed from the CSV file prior to importing.

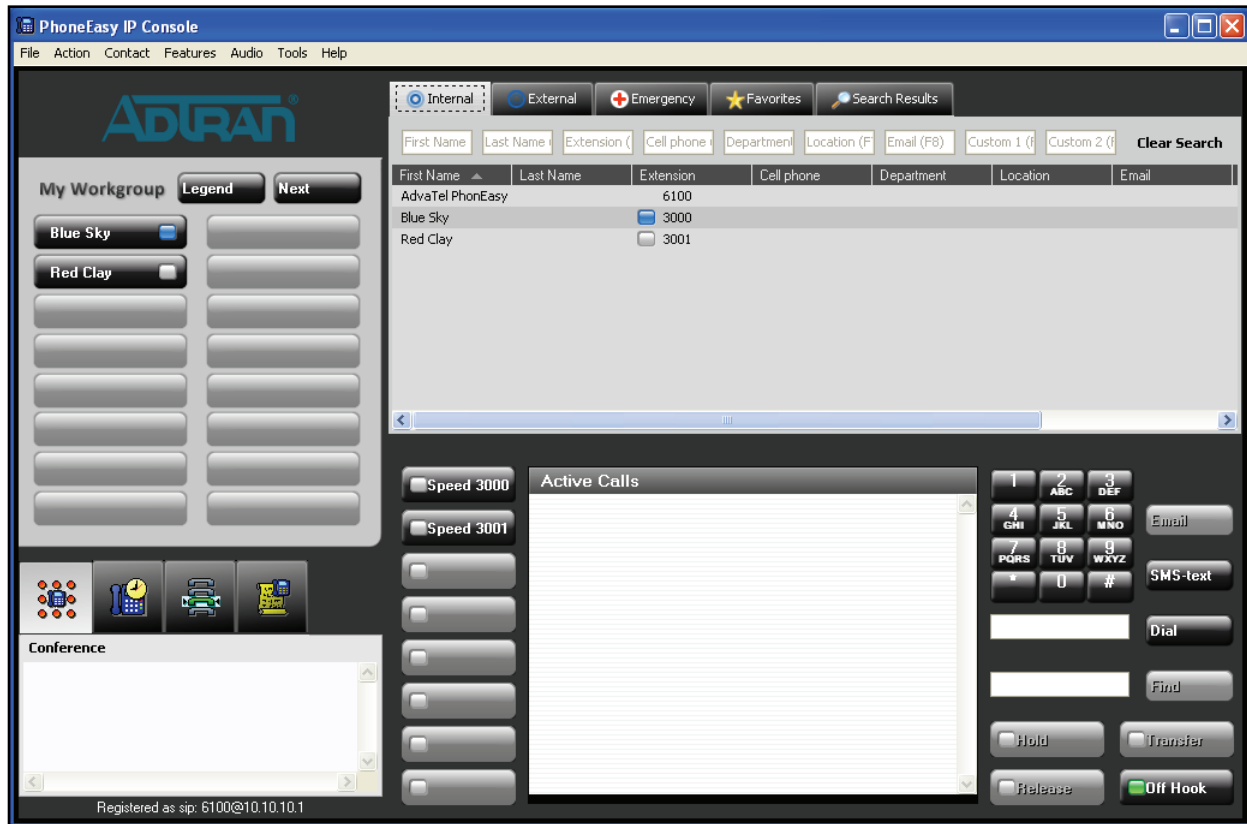
Operating the PhoneEasy IP Console

This section provides information on performing basic call transfers on the PhoneEasy IP Console. It consists of the following subsections:

- *Performing a Blind Transfer on page 17*
- *Performing an Unattended Transfer on page 17*
- *Performing a Quick Transfer to Voicemail on page 17*

Performing a Blind Transfer

The easiest way to perform a blind transfer is to drag and drop the call from the **Active Call** area onto a contact in the **Internal** directory or **My Workgroup**.



Performing an Unattended Transfer

To perform an unattended transfer in the PhoneEasy IP Console, follow these steps:

1. In the PhoneEasy IP Console, drag and drop a contact from the **Internal** directory or **My Workgroup** area to the **Active Call** area. A new call will be set up with the contact.
2. Once the destination contact answers press the **Transfer** button to complete the transfer.

Performing a Quick Transfer to Voicemail

To perform a quick transfer to voicemail in the PhoneEasy IP Console, follow these steps:

1. In the PhoneEasy IP Console, right-click the target contact in the **Internal** directory or **My Workgroup** area.
2. Select **Transfer to Voicemail**. This will transfer the currently active call to the voicemail of the extension selected without ringing the extension.

Integration Best Practices

The following sections provide best practices for integrating and operating the PhoneEasy IP Console with the NetVanta 7100 (standalone) and NetVanta BCS.

Best Configuration Practices

The following are the suggested best practices for configuring the PhoneEasy IP Console and NetVanta 7100:

- Create a CoS on the NetVanta 7100 for exclusive use by the PhoneEasy IP Console user, so that the user can be given special privileges such as directed call pickup and long distance dialing. For more information on configuring a CoS, refer to *Configuring NetVanta 7100 Class of Service* available from <https://supportforums.adtran.com>.
- Place the PhoneEasy IP Console in a ring group with a hard phone on the NetVanta 7100. This will allow the user to receive and process calls if the computer on which PhoneEasy IP Console is installed is shut down or unavailable. Alternatively, call coverage can be used to forward all unanswered calls to another extension, call queue, or voicemail. For more information on configuring ring groups, refer to *Configuring NetVanta 7100 Ring Groups* available from <https://supportforums.adtran.com>.
- Create a unique call pickup group on the NetVanta 7100 for users whose ringing calls can be answered by the PhoneEasy IP Console user. This allows ringing calls to be picked up by the operator by dialing the call pickup group extension or using a soft key assigned to that extension. For more information on configuring call pickup groups on the NetVanta 7100, refer to *Configuring Call Pickup Groups on the NetVanta 7100* available from <http://supportforums.adtran.com>.
- In the PhoneEasy IP Console, navigate to **Tools > Options > Call Settings** and ensure that **VM_CHECK*** is entered in the **Transfer to Voicemail Prefix** field. This allows the user to perform a quick transfer to voicemail.
- Create a login password to protect access to the PhoneEasy IP Console. The password can be set by navigating to **File > Set Password** in the menu bar.
- Because PhoneEasy IP Console does not check for duplicate entries when importing contacts with a CSV file, duplicates should be removed from the source file before importing contacts.

Best Operation Practices for PhoneEasy IP Console

The following are the suggested best practices for operating the PhoneEasy IP Console:

- If Microsoft Outlook integration is being used with the PhoneEasy IP Console, start the Outlook client before starting the PhoneEasy IP Console.
- Do not close the PhoneEasy IP Console while calls are active or on hold. The PhoneEasy IP Console will wait for the active or held calls to clear before closing, possibly requiring you to force the PhoneEasy IP Console to close using the Windows Task Manager.
- Use My Workgroup keys, not FlexKeys, to park and retrieve calls. This allows the BLF status of the park zone to be monitored using the My Workgroup key.