



American Business Telephone & Technologies

1651 TOLLAND TURNPIKE
MANCHESTER, CT 06042
TEL: (860) 643-2200
FAX: (860) 649-9963
TOLL FREE: 877-242-0070

Contact Info:

Cliff.Ferguson@abtelephone.com
Howards.Abtelephone@gmail.com

American Business Telephone and Technologies, LLC installed, programmed, and trained this full featured **Avaya IP Office 500V2 phone system** to serve the communications needs for the residents and staff of Liberty Commons in Middletown, Connecticut.

Avaya IP Office Phone System - Key Features and Functionality:

- Analog phone extensions for each apartment allowing room to room calling, access to front desk services, and 911 emergency dial out
- Analog Phones installed in Areas of Refuge on 5 floors
- Digital IP telephones for Social Services and Management Office
- Dedicated Client phone allowing supervised outbound calls
- Gate Security phone allowing visitors the ability to call rooms or Security Front Desk
- Dedicated Automated Attendant for Management Office
- Voice Mail boxes and dial by name directory for office staff
- Automatic Line Groups to direct calls to specific departments
- Controlled and managed access to phone lines
- Building includes 40 apartments, Social Services and Management Offices



By upgrading from aging Executone Phone System, Liberty Commons restored dependable and improved phone service.

The residents and staff are now much safer, and call handling has added to overall office efficiency and management.

"Liberty Commons is a supportive housing complex for forty men and women who have a history of chronic homelessness, mental, physical, and addiction disabilities. With case management and supportive services, they are able to live in their own apartments and end the cycle of homelessness."



St. Vincent de Paul
Middletown

MEETING NEEDS, OFFERING HOPE.

