



IP Office

SoftConsole User Guide

Notice

While reasonable efforts were made to ensure that the information in this document was complete and accurate at the time of printing, Avaya Inc. can assume no liability for any errors. Changes and corrections to the information in this document may be incorporated in future releases.

Documentation Disclaimer

Avaya Inc. is not responsible for any modifications, additions, or deletions to the original published version of this documentation unless such modifications, additions, or deletions were performed by Avaya.

Link Disclaimer

Avaya Inc. is not responsible for the contents or reliability of any linked Web sites referenced elsewhere within this Documentation, and Avaya does not necessarily endorse the products, services, or information described or offered within them. We cannot guarantee that these links will work all of the time and we have no control over the availability of the linked pages.

License

USE OR INSTALLATION OF THE PRODUCT INDICATES THE END USER'S ACCEPTANCE OF THE TERMS SET FORTH HEREIN AND THE GENERAL LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE AT <http://support.avaya.com/LicenseInfo/> ("GENERAL LICENSE TERMS"). IF YOU DO NOT WISH TO BE BOUND BY THESE TERMS, YOU MUST RETURN THE PRODUCT(S) TO THE POINT OF PURCHASE WITHIN TEN (10) DAYS OF DELIVERY FOR A REFUND OR CREDIT.

Avaya grants End User a license within the scope of the license types described below. The applicable number of licenses and units of capacity for which the license is granted will be one (1), unless a different number of licenses or units of capacity is specified in the Documentation or other materials available to End User. "Designated Processor" means a single stand-alone computing device. "Server" means a Designated Processor that hosts a software application to be accessed by multiple users. "Software" means the computer programs in object code, originally licensed by Avaya and ultimately utilized by End User, whether as stand-alone Products or pre-installed on Hardware. "Hardware" means the standard hardware Products, originally sold by Avaya and ultimately utilized by End User.

License Type(s): Designated System(s) License (DS).

End User may install and use each copy of the Software on only one Designated Processor, unless a different number of Designated Processors is indicated in the Documentation or other materials available to End User. Avaya may require the Designated Processor(s) to be identified by type, serial number, feature key, location or other specific designation, or to be provided by End User to Avaya through electronic means established by Avaya specifically for this purpose.

Copyright

Except where expressly stated otherwise, the Product is protected by copyright and other laws respecting proprietary rights. Unauthorized reproduction, transfer, and or use can be a criminal, as well as a civil, offense under the applicable law.

Third-Party Components

Certain software programs or portions thereof included in the Product may contain software distributed under third party agreements ("Third Party Components"), which may contain terms that expand or limit rights to use certain portions of the Product ("Third Party Terms"). Information identifying Third Party Components and the Third Party Terms that apply to them is available on Avaya's web site at: <http://support.avaya.com/ThirdPartyLicense/>

Avaya Fraud Intervention

If you suspect that you are being victimized by toll fraud and you need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. Suspected security vulnerabilities with Avaya Products should be reported to Avaya by sending mail to: securityalerts@avaya.com.

For additional support telephone numbers, see the Avaya Support web site (<http://www.avaya.com/support>).

Trademarks

Avaya and the Avaya logo are registered trademarks of Avaya Inc. in the United States of America and other jurisdictions. Unless otherwise provided in this document, marks identified by "®," "™" and "SM" are registered marks, trademarks and service marks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners.

Documentation information

For the most current versions of documentation, go to the Avaya Support web site (<http://www.avaya.com/support>) or the IP Office Knowledge Base (<http://marketingtools.avaya.com/knowledgebase/>).

Avaya Support

Avaya provides indirect and direct services for customer support, report problems or to ask questions about your product. These services are subject to your support agreement. Contact your local reseller / distributor for indirect support . Contact Avaya Global Services (AGS) for direct support. For additional information on support, see the Avaya Web site: <http://www.avaya.com/support>.

Contents

INTRODUCTION	5	CONFIGURATION	53
ABOUT THIS GUIDE	5	THE LOGIN WINDOW	53
GETTING STARTED	6	SAVING YOUR PROFILE	54
THE USER LIST WINDOW	7	ADMINISTRATOR MODE	55
IP OFFICE CONTROL UNITS	8	Overview	55
THE MAIN WINDOW	9	Editing a Profile	55
OVERVIEW	9	Using Templates	56
THE MAIN MENU BAR	11	CONFIGURING SOFTCONSOLE	57
THE STATUS BAR	12	Overview	57
CALL DETAILS PANEL	13	Appearance Tab	58
BLF PANEL	15	BLF Groups Tab	59
ADD MEMBERS TO A BLF GROUP	17	Configuring BLF Groups	60
VIEWING THE CALL HISTORY	18	Conferencing Tab	62
VIEWS	20	Directories Tab	63
DIRECTORY ENTRY PROPERTIES	21	Door Release Tab	64
Overview	21	Incoming Calls Tab	65
The Directory Entry Form	22	Configuring Directory Lists	66
The Group Service Status Form	24	Keyboard Actions Tab	67
User Directory Properties	25	Keyboard Mapping Tab	68
CALL HANDLING	31	Park Slots Tab	69
ANSWERING A CALL	31	Configuring Park Slots	70
MAKING AN OUTGOING CALL	32	Queue Mode Tab	71
TRANSFERRING A CALL - UNSUPERVISED	34	Configuring Queues	73
TRANSFERRING A CALL - SUPERVISED	34	SoftConsole Tab	74
TRANSFER A CALL TO VOICEMAIL	35	APPENDIX	75
USING HOLD	36	DEFAULT TEMPLATES	75
PARKING A CALL	37	SHORT CUT KEYS	78
COLLECTING A PARKED CALL	37	TOOLBAR BUTTONS	81
RECLAIMING A CALL	37	Main Toolbar	81
WORKING WITH QUEUES	38	Directory Panel	81
Overview	38	Held Calls Panel	81
Monitoring Queues	38	TROUBLE SHOOTING	82
Answering a Queued Call	39	GLOSSARY	83
CONFERENCES	40	INDEX	85
Overview	40		
Using the Conference Rooms	40		
Conferencing Held Calls	43		
Viewing Conferences	43		
Adding Users to a Conference	43		
FEATURES	45		
OVERVIEW	45		
ADDING TEXT TO A CALL	46		
DOOR RELEASE	47		
INTRUDE	47		
SENDING A TEXT MESSAGE	48		
USING PAGE	49		
RE-ATTEMPT TRANSFER	49		
RECORDING A CALL	50		
SEND EMAIL	50		
USING THE DIAL PAD	51		

Introduction

About this Guide

This guide describes how to use the IP Office SoftConsole application to receive and distribute incoming calls. It is for anyone who uses SoftConsole.

SoftConsole is intended primarily for operators and receptionists. It is designed to work in parallel with a physical telephone. The telephone provides the speech path and SoftConsole provides call controls.

Key features are:

- Large display for incoming call information.
- Searchable directory of all IP Office groups and users including status information.
- Visual display of queued calls.
- Visual display of the status of extensions.
- Up to 16 call parking areas.
- Mobile Twinning.

Note

- SoftConsole cannot be used in full softphone mode, for example, it does not support the PC also being used as a softphone.

Further information about Avaya IP Office is available from www.avaya.com/support and also from www.avaya.com/ipoffice/knowledgebase.

Getting Started

You must login to SoftConsole before you can use the application. The Login window contains details so that SoftConsole can communicate with the telephone system. If you are unable to Login, see your system administrator.

To start SoftConsole:

1. Click **Start > Programs > IP Office > SoftConsole**. The IP Office SoftConsole Login window opens.



2. In the **User Name** field, type your extension number or user name. The user name is case sensitive. Alternatively, select the details from the User List window.
 - Make sure that the Unit Name\IP-Address field contains a valid name or address of an IP Office unit.
 - Click **User List** to open the User List window. For more information, see The User List Window.
3. (Optional) In the **Password** field, type your password. This is given to you by your system administrator and is case sensitive.
4. (Optional) The field **Unit Name\IP Address** contains the IP Address of the IP Office System. Click **Browse** to select a different IP Address. For more information, see IP Office Control Units.
5. Click **OK**. The SoftConsole main window opens. For more information, see The Main Window Overview.

Note

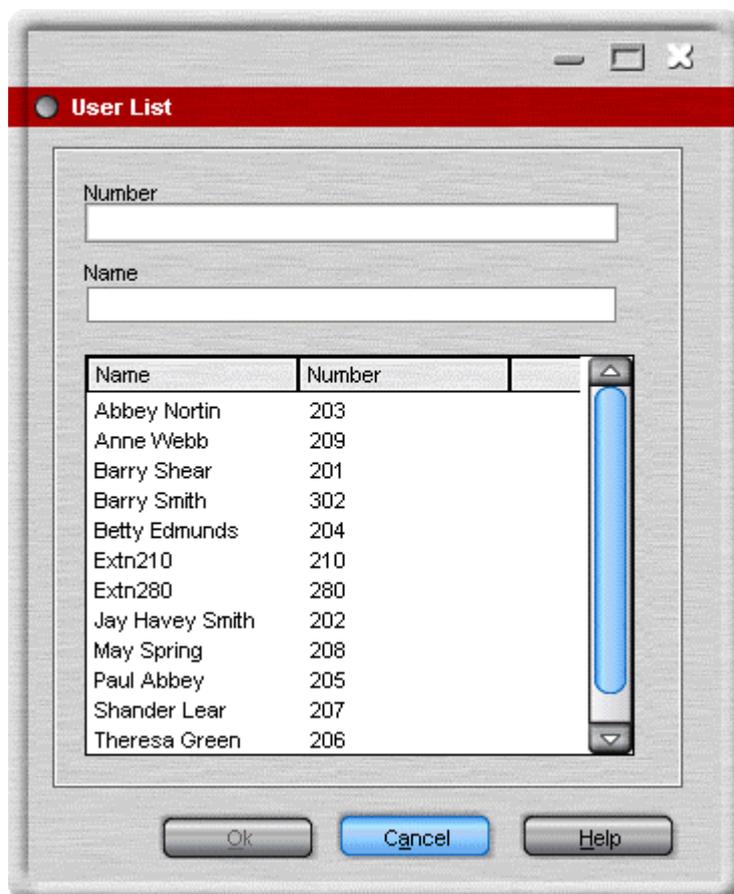
- If directory access to Microsoft Outlook contacts folder was selected in the directories configuration form, a Microsoft Outlook warning screen might open. If the warning screen opens:
 1. Select **Allow access for**.
 2. Click an amount of time in the list.
 3. Click **Yes**.
Yes must be selected to allow SoftConsole to retrieve Outlook contacts.

The User List Window

The User Name\Extn field in the Login window can be completed by selecting the details from a list.

To open the User List window:

1. At the Login window click **User List**. The User List window opens.



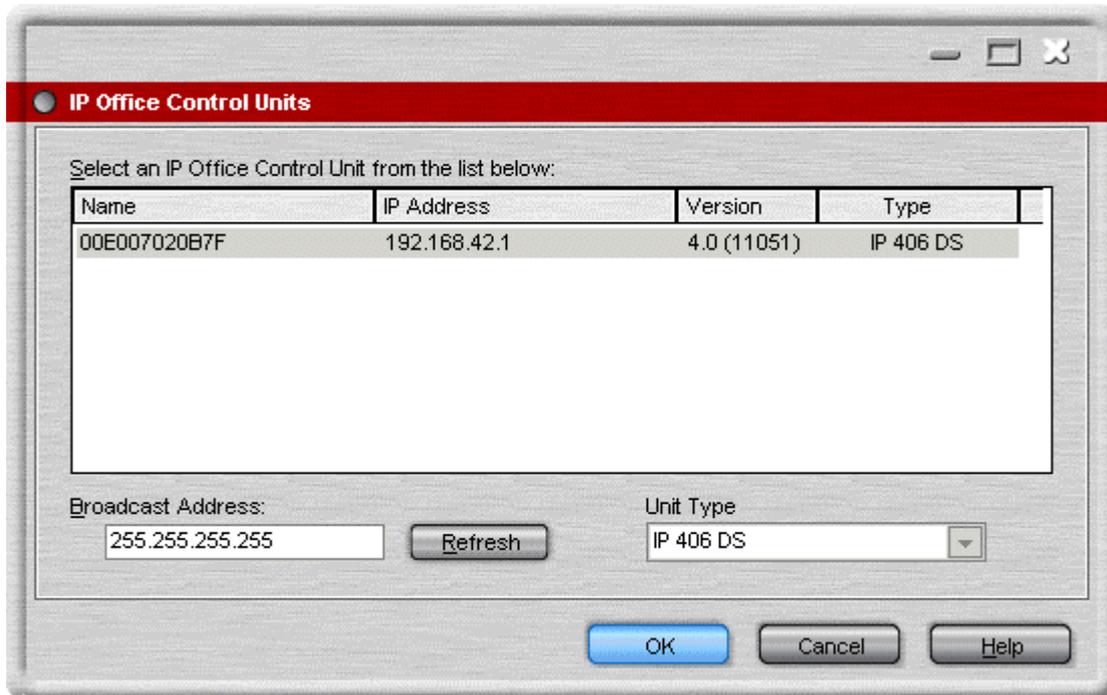
2. Start typing the name. Only the matching entries are listed.
3. Click the required entry. The Number and Name fields are completed.
4. Click **OK** to return to the Login window. The details you selected are entered in the User Name field.

IP Office Control Units

If there is more than one IP Office system available, you can select the unit to be connected.

To select a Unit:

1. At the IP Office SoftConsole Login window click **Browse**. The IP Office Control Units window opens.



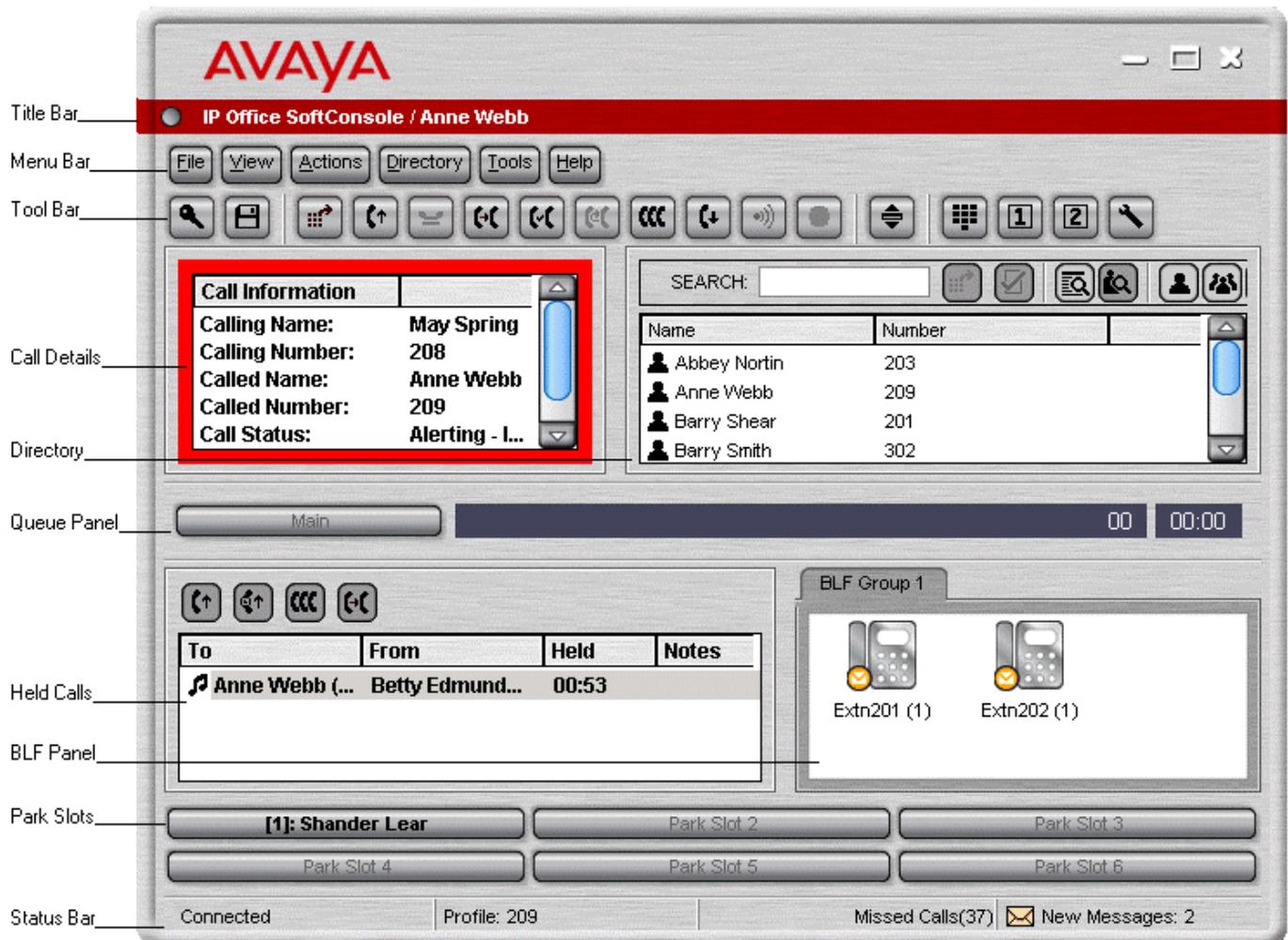
2. Highlight the required unit in the list.
3. Click **OK**.
If the required IP Office system is not listed, see your system administrator.

The Main Window

Overview

The SoftConsole main window is configurable. The parts of the screen that you see when you login depends on your profile. For more information, see [Saving your Profile](#). If you view the call history the Held Calls and BLF Panels are replaced with the Call History panel. For more information, see [Viewing the Call History](#).

The picture shows all the different parts of the application that are available.



The SoftConsole main screen is divided into the following areas:

Title Bar

The Title Bar contains the name of the person who is logged in to SoftConsole. When SoftConsole is the active program, the title bar is shown in Orange. If SoftConsole is not the active program, the title bar is purple. Screen colours are different if an alternative skin is applied. For more information, see [Configuring SoftConsole - Appearance Tab](#).

Menu Bar

Commands & actions are available through menus. Some items are only accessible when the right conditions occur, for example, when a call is received. For more information, see [The Main Menu Bar](#).

Toolbar

The toolbars provide short cuts for options that are frequently used. For more information, see [Toolbar Buttons](#).

Call Details Panel

The panel contains a side-by-side display of current call information. The panel on the left contains details of the current call. The panel on the right contains the directory and individual extension details. It can also contain a script file and conferencing information. For more information, see [Call Details Panel](#).

Queue Panel

The Queue panel displays graphical information on the status of calls held in queues. For more information, see [Working with Queues Overview](#).

Held Calls Panel

Any calls that are being held are listed in the Held Calls panel. For more information, see [Using Hold](#).

BLF Panel (Busy Lamp Field Panel)

The icons represent dialable numbers. If the icons represent internal users, the user's status is indicated. For more information, see [BLF Panel](#).

Park Slot Panel

The park slot panel can contain up to 16 park slot buttons. For more information, see [Parking a Call](#).

Status bar

The status bar confirms that you are connected to the telephone system and the profile that you are using. There is also an indication to the number of new messages and missed calls that you have had. For more information, see [The Status Bar](#).

The Main Menu Bar

At the top of the screen is the main menu bar.



Each menu can be opened by clicking the menu button. You can also open the menu by pressing ALT and the underlined letter for the required menu. For example, press ALT+A to open the Actions menu.

The options available in each menu are:

File

Save the current SoftConsole setup as a personal profile, login with a different profile or exit the SoftConsole.

View

Select to run SoftConsole in full or compact mode. Also, select the display language and whether to show or hide the toolbar. If logged on in administrator mode, the BLF, held calls and park slots panels can also be selected as shown or hidden. The option to view the call history is also available.

Actions

This menu contains actions for call handling. Those that are unavailable are not applicable to the current call situation. Keyboard shortcuts for the functions are also shown.

Directory

Options to view to search, export and setup the directory.

Tools

This menu gives access to menus for the Dial Pad, Door Release, Send Email, View Conference Rooms, Call Voicemail and to configure the SoftConsole.

Help

Access to the help system and details about Avaya IP Office SoftConsole.

The Status Bar

The status bar confirms that you are connected to the telephone system and the profile that you are using. There is also an indication of the number of new messages and missed calls that you have had.



Any new personal voicemail messages or messages for the hunt group that you are a member are indicated. You can collect your personal voicemail messages and any hunt group messages from the status bar. The number of new messages indicated is the totals of new voicemail messages for the personal as well as all the configured hunt group mailboxes which you are a member of.

To collect your messages:

1. Double-click the area that shows the number of new messages.
 - If you have at least one hunt group mailbox configured the Messages screen opens. All your mailboxes are listed. The number of new messages is shown against each mailbox. Double-click a mailbox to collect the new messages. You are connected to the Voicemail server as soon as it is located.
 - If you only have a personal mailbox you are taken directly into your mailbox. You are connected to the Voicemail server as soon as it is located.
2. If you are using your own extension, press #. Otherwise enter your extension number and press #.
3. Enter your voicemail password and press #.
4. When you have successfully logged in to your mailbox, you hear an announcement to tell you about the messages that you have. Press **2** to receive your messages. Follow the voice prompts to listen, save or delete your messages.

Call Details Panel

The Call Details panel contains a side-by-side display of current call information. A slider positioned between the two panels allows the operator to adjust the size of the panels as required.

The panel on the left contains details about the current calls. When a single call is in progress, either ringing or connected, it contains details of that call.

Call Information	
Calling Name:	Betty Edmunds
Calling Number:	204
Called Name:	Anne Webb
Called Number:	209
Call Status:	Alerting - Incoming
Duration:	00:02

If you have multiple call appearances set, additional calls can be shown when they arrive. Clicking the separate calls has the same effect as pressing the matching call appearance buttons on the telephone.

To	From	Notes
← Anne Webb (209)	Betty Edmunds (204)	
→ Anne Webb (209)	Shander Lear (207)	

Details that can be shown for a single call are:

Calling Name

The IP Office system name associated with the calling number. For external calls this can be a name obtained from a calling number match with the IP Office directory.

Calling Number

The telephone number of the caller, if available.

Called Name

The IP Office name associated with the called number.

Called Number

The extension number the incoming call was routed to by the IP Office. Usually the SoftConsole user is a member of this operator group.

Call Status

States the progress of a call. The border around the Call Details Panel changes color to indicate the status of a call. For more information, see Appearance tab in the Configuration section.

Red - Alerting incoming call or alerting outgoing call.

Green - Connected call, or call still being dialed.

Yellow - Returned call. For example, a held call that has timed out from hold.

Black - Idle.

Duration

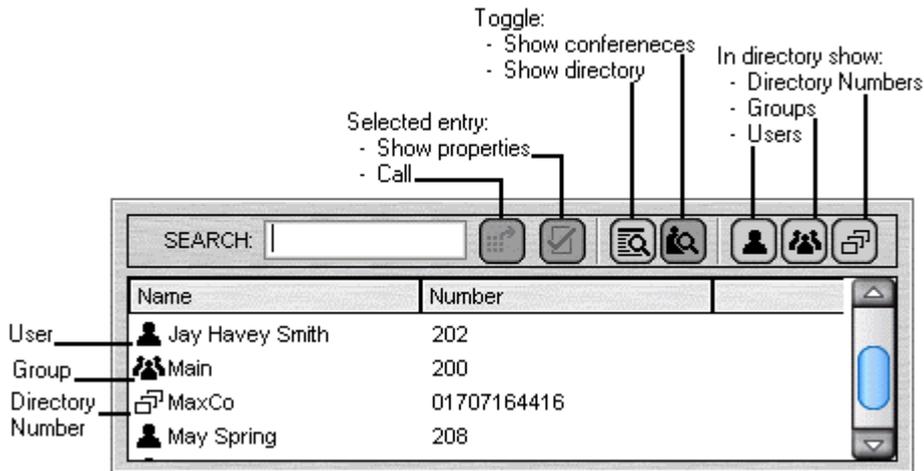
The length of time that the call is in its current state, for example ringing, connected, or held.

Notes

This area displays notes or information about the call. For example, when a call returns the reason for the return is shown. If annotation is attached to the call, the annotation is shown here. For more information, see Adding Text to a Call in the Features section.

Directory

The panel on the right usually displays the directory. Using search you can show details of an individual entry.



The directory can show:

- Directory entries including IP Office users, IP Office groups, numbers from the IP Office directory and numbers from the SoftConsole directory.
- Full properties and status of an individual user or group when double-clicked or when they are the only remaining search match.

Property	Value
Name:	Anne Webb
Number:	209
Busy Status:	Idle
Do Not Disturb Status:	Off
Login Status:	Logged In
Group Status:	
Main	Out of Group
Sales	In Group
CustomerHelp	In Group
Absent Message:	
New Voice Mail Messages:	2
Forwarding Status:	
Forward Unconditional:	Off
Forward On No Answer:	Off
Forward On Busy:	Off
Follow Me:	Off
Forward Hunt Group Calls:	Off

- A script file when the calling number of a call matches a SoftConsole directory number with an associated script.

BLF Panel

The Busy Lamp Field (BLF) panel displays named icons that represent dialable numbers. If the icon is for an internal user, the user's status is indicated.



The panel uses tabs to group different sets of icons. You can switch between the groups by clicking the tab name.

The icons used for an IP Office user are:



Unread Voicemail Messages

A yellow envelope indicates that the user has unread voicemail messages. The number of messages appear in brackets.



User Busy

A red circle with white cross indicates the user is busy.



Forwarding All

A green circle with white arrow indicates that all calls to the user are currently being forwarded.



Do Not Disturb

A blue circle with white cross indicates that the user has do not disturb switched on.

To use a BLF Icon as a speed dial:

1. Double-click on the required icon or right-click and select **Call**.

The look and feel of the icons in the BLF panel can be changed in several ways:

To change the icon view:

1. Right-click the BLF Panel and select **View**.
2. Select the view type required.
 - Large Icons (**Ctrl+Alt+G**)
 - Small Icons (**Ctrl+Alt+S**)
 - List Icons (**Ctrl+Alt+I**)
 - Details (**Ctrl+Alt+D**)

To change the icon arrangement:

1. Right-click the BLF Panel and select **Arrange**.
2. Select the way you want to arrange the icons.
 - Name Order (**Ctrl+Alt+N**)
 - Number Order (**Ctrl+Alt+M**)
 - Status Order (**Ctrl+Alt+U**)
 - New Messages Order
 - Horizontally (**Ctrl+Alt+H**) - Available in small icons or large icons view.
 - Vertically (**Ctrl+Alt+V**) - Available in small icons or large icons view.

Add Members to a BLF Group

Members can be added to a BLF Group from the BLF Panel within the Main window.

To add a member to a BLF Group:

1. View the BLF Group in which the members need to be added.
2. Right-click within the BLF Panel.
3. Highlight **New**, click **BLF Group Member**. The New BLF Group Member dialog box opens.



4. Enter the name and the extension number.
5. Click **OK** to return to the BLF panel.

BLF Members can also be added by:

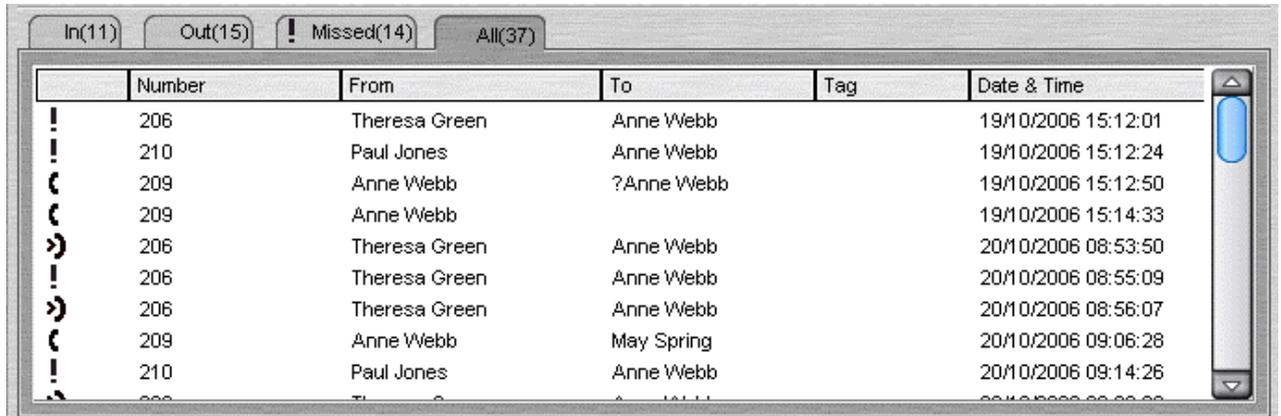
- Click within the BLF Panel and press **Ctrl+Alt+B** to open the New BLF Group Member window. Enter the name and extension number. Click **OK** to return to the BLF Panel.
- Double-click within the BLF Panel to show the Edit BLF Group Properties window. Add members as required. Click **OK** to return to the BLF Panel.

Viewing the Call History

The Call History pane replaces the BLF and Held Calls panels. The Call History Panel can not be viewed at the same time as the BLF and Held Calls panels. If the profile loaded does not contain the BLF and Held Call panels, you can not view the Call History. For example, when the AdminTemplate3 default template is used you can not view the Call History panel.

To view the call history:

1. Click **View > History**. The Call History details replace the BLF and Held Calls panels.



	Number	From	To	Tag	Date & Time
!	206	Theresa Green	Anne Webb		19/10/2006 15:12:01
!	210	Paul Jones	Anne Webb		19/10/2006 15:12:24
(209	Anne Webb	?Anne Webb		19/10/2006 15:12:50
(209	Anne Webb			19/10/2006 15:14:33
)	206	Theresa Green	Anne Webb		20/10/2006 08:53:50
!	206	Theresa Green	Anne Webb		20/10/2006 08:55:09
)	206	Theresa Green	Anne Webb		20/10/2006 08:56:07
(209	Anne Webb	May Spring		20/10/2006 09:06:28
!	210	Paul Jones	Anne Webb		20/10/2006 09:14:26

The Call History Pane is divided into the following tabs:

- **In**
Lists all calls received at your extension.
- **Out**
Lists all calls made from your extension.
- **Missed**
All the unanswered calls to your extension.
- **All**
Lists all the incoming, outgoing and missed calls.

Each tab displays a maximum of 100 calls. When the maximum capacity is reached, the oldest record is deleted when a new record is added. The number in brackets on the tab shows the number of calls listed.

Within each tab there are the following fields:

FIELD	DESCRIPTION
Call Status Icon	☎- indicates a call that was made from your extension - an outgoing call. ☎- indicates a call that was made to your extension - an incoming call. !- indicates a call that was not answered - a missed call.
Number	Either the incoming telephone number or the telephone number that was called. If the call was an internal call, just the extension number is listed. To make a call double-click on the telephone number.
From	The name that is associated with the Number in the directory on the main system or your Local Directory. For more information, see your system administrator.
To	The name that is associated with the called number in the Directory on the main system or your Local Directory. For more information, see your system administrator.
Tag	Text that was entered to identify the call. Any calls that you annotate have the text recorded in this area. For more information, see Adding Text to a Call.
Date & Time	The date and time that the call happened.

The following options are available when you right-click within a tab:

- **Clear**
The call information listed in the current pane is cleared.
- **Clear All Tabs**
The information listed in all the Call History tabs is cleared.

To return to the Held Calls and BLF panels view:

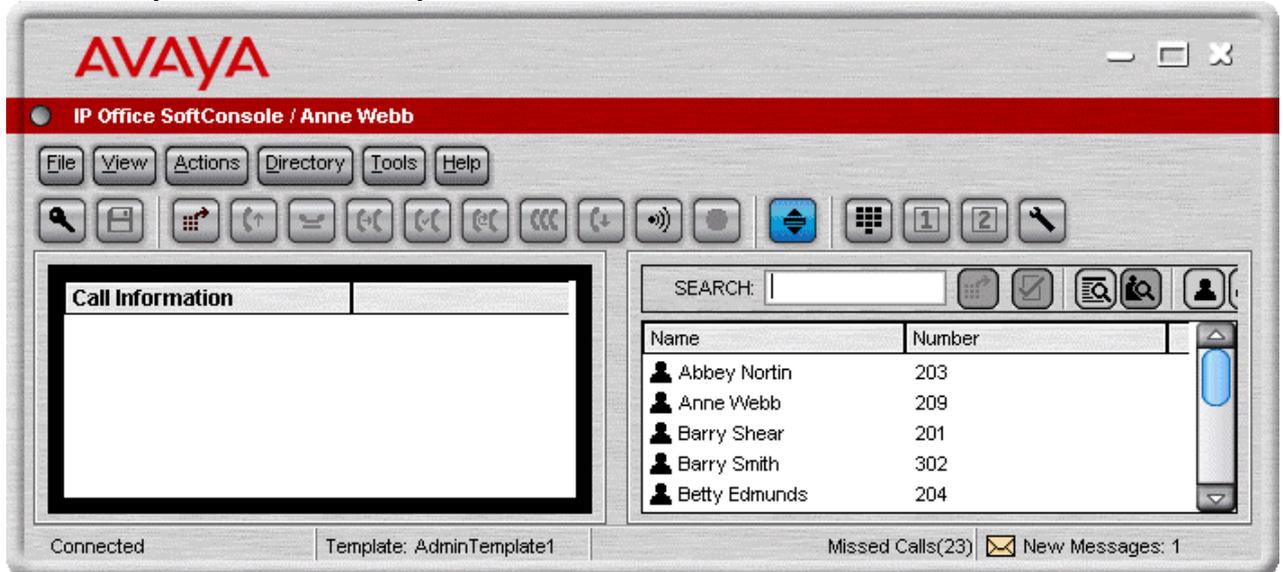
1. Click **View > Call History**.

Views

SoftConsole can be run in compact or normal view modes. In compact mode, none of the panels below the calls details and directory are shown. The queues, held calls and BLF panels are hidden, as can be seen in the example.

To toggle between the views:

1. Click  to toggle between compact and normal view.
Alternatively, click **View > Compact View** or **Normal View**.



Note

- Press **Home** on your keyboard to toggle between the compact and normal views.

Directory Entry Properties

Overview

You can use the Directory Entry Properties window to edit the properties of the entry selected. All directory entries have an icon that indicates the entry type.

- A user is indicated by the icon . For more information, see The User Directory Entry Form.
- A directory entry is indicated by the icon . For more information, see The Directory Entry Form.
- A group is indicated by the icon . For more information, see The Group Service Status Form.

To open a Directory Entry Properties form:

1. Click an entry in the directory.
2. Click . The Directory Entry Properties form is shown for the selected entry.
 - Double-click a directory entry to see the properties in the directory panel. Double-click on the properties to show the details in a directory properties form

The Directory Entry Form

The Directory Entry form that opens depends on whether the number is from the IP Office directory or from the local directory. The directory numbers that can be changed are:

- IP Office directory numbers.
- SoftConsole Directory numbers.

To open a directory entry properties form:

1. Click  in the SoftConsole directory panel.
2. Click .

IP Office Directory Number

The IP Office system with which SoftConsole is working includes a directory of names and numbers. These are used both for outward dialling and to match names to incoming caller numbers.

Entries in the IP Office directory are available to all IP Office users through SoftConsole, Phone Manager or directory functions on their telephones.



Directory Entry Properties	
Name: MaxCo	Mobile Number:
Extension:	Fax Number:
Phone Number: 017073646120	Email Address:
Close Help	

The only fields used for an IP Office directory number are the Name and Phone Number. These can not be changed through the SoftConsole. Changes to IP Office system directory numbers are made through the IP Office configuration.

SoftConsole Directory Number

SoftConsole has a local directory that can be used for outgoing dialling and to match a name to an incoming call. When a name match exists in both the IP Office directory and the SoftConsole directory, the name in the SoftConsole directory is shown on the SoftConsole. For more information, see Incoming Calls Tab.



The fields that can be changed are:

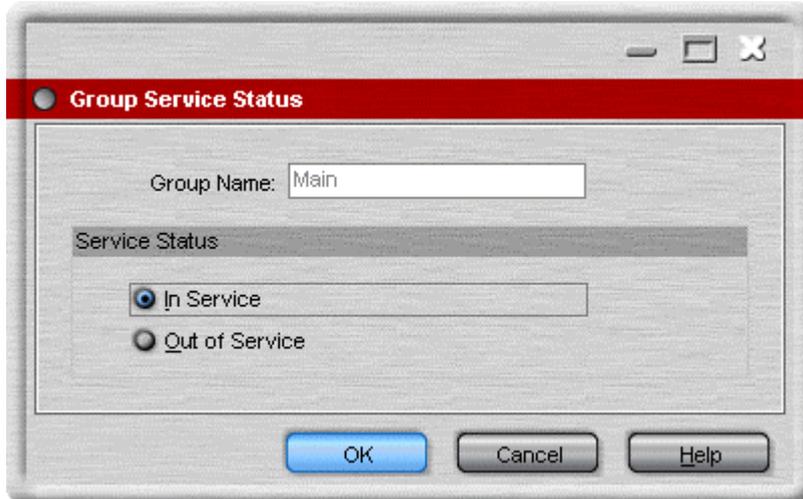
- **Name**
The name to show in the SoftConsole directory and on incoming calls where the calling number matches the number set.
- **Number**
The number to associate with the name. On some systems this number needs to include an external dialling prefix.
- **Script File**
A simple script file, in either .txt or .rtf format, can be associated with the directory number. When an incoming calling number matches a directory entry, the script file is displayed in the directory panel.
- **Media File**
A media file such as .wav files can be associated with the directory number. When an incoming calling number matches a directory entry, the media file is played. Distinctive sounds can be associated with calls matching particular directory numbers.

The Group Service Status Form

You can change a hunt group's status between In Service or Out of Service.

To open a group directory entry properties form:

1. Click  group in the SoftConsole directory panel
2. Click . The Group Service Status window opens.



When the properties of a group is selected the Group Service Status window opens.

- **Group Name**
The name of the group being viewed.
- **Service Status**
You can change a hunt group's status between **In Service** or **Out of Service**. Depending on the IP Office configuration, when Out of Service, calls go either to another destination or to voicemail.

Note

- A third status setting, Night Service, is set either automatically by time settings or by the use of special dialling codes.

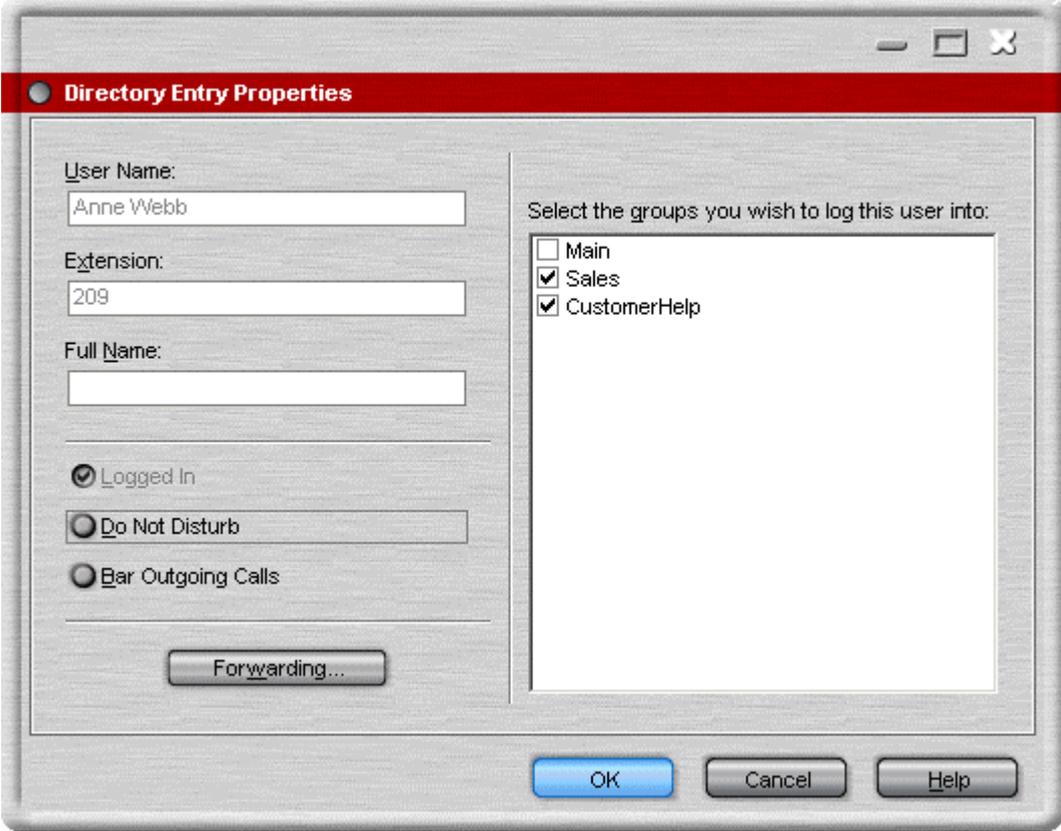
User Directory Properties

The User Directory Entry Form

You can change the Do Not Disturb status, bar the user from making outgoing calls, alter the group status for individual groups and change the forwarding settings.

To open a Users directory entry properties form:

1. Click  in the SoftConsole directory panel.
2. Click . The Directory Entry Properties window opens.



Some field details can not be changed. Details that are not changeable are:

- User Name
- Extension
- Full Name
- Logged In. The check box shows the users current logged in state.

The operator can change the details of:

- **Do Not Disturb**
Shows whether the user is on Do Not Disturb.
- **Bar Outgoing Calls**
The SoftConsole operator can control whether a user can make outgoing calls.
- **Forwarding Button**
Click this button to display the users forwarding settings. For more information, see The Forwarding Status Window.
- **Group Status**
A list of the hunt groups that the user belongs. If the group is checked, the user is 'in group'.

Follow Me and Forwarding Behaviour

Calls to an extension can be diverted to a different telephone number either internal or external. You can enter the destination telephone number and select whether all calls are redirected or only external calls.

The types of forwarding that can be selected are:

- Follow me.
- Forward unconditional.
- Forward on busy.
- Forward on no answer.

Follow Me

When selected, ALL your calls are forwarded to the entered 'Follow Me' extension number. This is used for temporary redirection when you are away from your own extension but are available on another extension. You must enter an internal extension number as the Follow Me destination.

- Calls can be made from your original extension. The only calls that can be received at your original extension are calls made from the Follow Me destination extension.
- Any Speed Dial associated with your original extension number does not indicate that the calls are being forwarded to another number.
- If the Follow Me destination extension is busy or there is no answer, the call is transferred to your voicemail.
- If you have set an absent message, the text is displayed to callers. If Absent text is active at the destination extension it will not be displayed as your absent message has priority. For more information, see Setting an Absent Message.

If you have forwarding options selected, the Follow Me behaviour can change.

Forwarding Options Selected	Follow Me Behaviour
Forward Unconditional	Setting is ignored when Follow Me is selected.
Forward on Busy	If the Follow Me destination extension is busy, the call is forwarded to your Forward on Busy destination. If there is no answer at the Forward on busy extension then the call is transferred to your voicemail, if available.
Forward on No Answer.	If there is no answer at the Follow Me destination extension the Forward on no answer setting is ignored and the call is transferred to your voicemail, if available.

Note

If an option is selected, but there is no destination entered the option is ignored.

For example, Anne Webb (ext 206) diverts all her calls to extension 207 using Follow Me. There is an incoming call for Anne.

Scenario	Forward on Busy/No Answer options selected	No Forward options selected
Extension 207 is busy.	Caller is transferred to Anne's Forward on Busy number specified.	Caller is transferred to Anne's voicemail.
There is no answer at extension 207.	Caller is transferred to Anne's voicemail.	Caller is transferred to Anne's voicemail.

Forward Unconditional

If Forward Unconditional is selected and a destination number entered, ALL your calls can be re-directed. The destination can be an extension number or if enabled an external number. For more information, see your system administrator.

- The Forward Unconditional option is ignored when the Follow Me option is selected.
- If the option Forward Hunt Group Calls is selected it only applies to hunt groups that are configured for sequential or rotary ringing mode. For more information, see your system administrator.
- The options 'Forward on Busy' and 'Forward On No Answer' are unavailable.
- You can still make outgoing calls from your extension. The only calls that you can receive when all your calls are forwarded are calls made from the Forward unconditional destination number.
- If you have set an absent message, the text is displayed to callers. If Absent text is active at the destination extension it will not be displayed as your absent message has priority. For more information, see Setting an Absent Message.

Forward Unconditional	Forward Hunt Group Calls	Forward Internal Calls	Call Behaviour
✓	✓	✓	All calls are redirected to the Forward Unconditional destination number.
✓	✓	✗	External calls and hunt group calls received by your extension are redirected to the Forward Unconditional destination number. Internal calls are presented to your extension.
✓	✗	✗	External calls are redirected to the Forward Unconditional destination number. Internal calls, including any hunt group calls, are presented to your extension.

Forward on Busy / No Answer

When selected your calls are redirected to the number entered in the forward on Busy/No Answer field. The same number is used for calls forwarded when your extension is busy or not answered.

- If either the Forward on Busy or Forward on No Answer options are selected and no forward number entered, the calls are forwarded to the number set in the forward unconditional section.
- The first time Forward on No Answer is selected, the option Forward Internal Calls is automatically selected. If Forward Internal Calls and Forward On No Answer are de-selected, the next time Forward On No Answer is selected, the option Forward Internal Calls is not automatically selected.
- If you have set an absent message, the text is displayed to callers when the Forward on No Answer forwarding option is selected. If Absent text is active at the destination extension it will not be displayed as your absent text has priority. For more information, see Setting an Absent Message.
- If you have set an absent message, the text is displayed to callers when the Forward on Busy forwarding option is selected. If Absent text is active at the destination extension your absent text will not be shown. The destination extension's absent text has priority. For more information, see Setting an Absent Message.

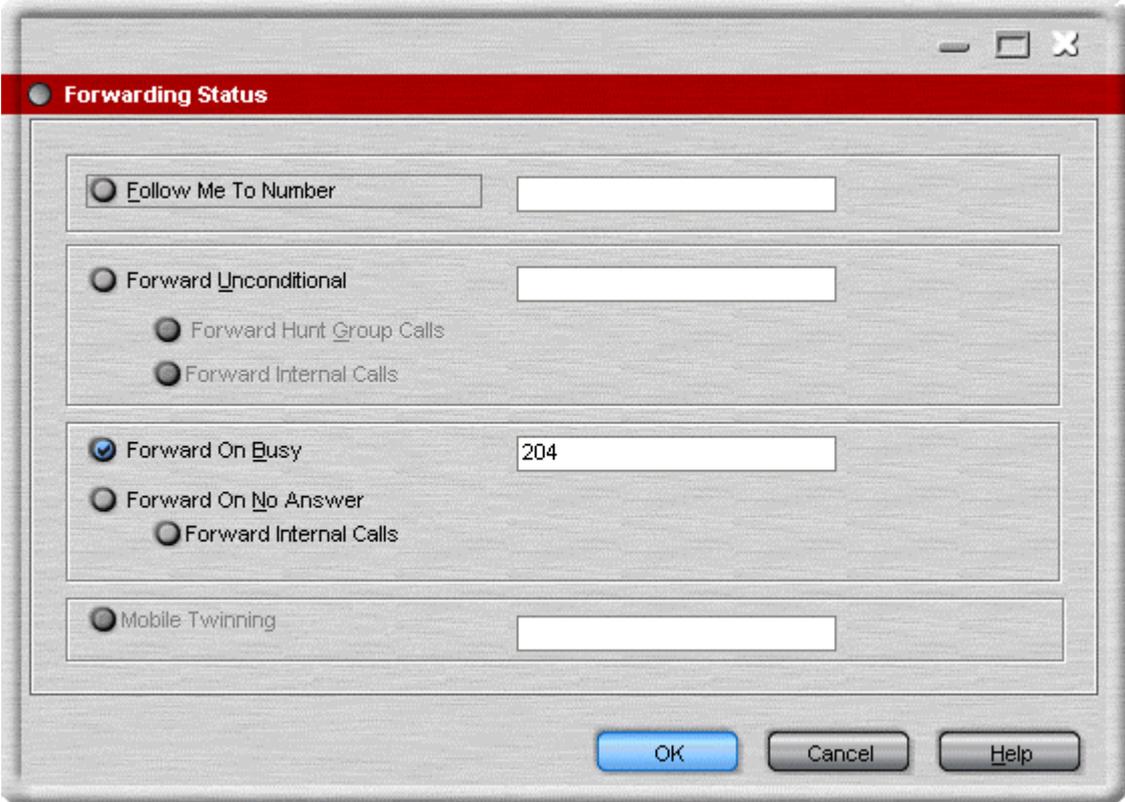
Forward on Busy	Forward on No Answer	Forward Internal Calls	Call Behaviour
✓	✗	✗	External calls are forwarded to the specified number when your extension is busy. Internal calls are transferred to your voicemail, if available.
✓	✗	✓	All calls (internal and external) are forwarded to the specified number when your extension is busy.
✗	✓	✗	External calls are forwarded to the specified number when your extension is not answered. Internal calls are transferred to your voicemail, if available.
✗	✓	✓	All calls (internal and external) are forwarded to the specified number when your extension is not answered.
✓	✓	✗	External calls are forwarded to the specified number when your extension is not answered or your extension is busy. Internal calls are transferred to your voicemail, if available.
✓	✓	✓	All calls (internal and external) are forwarded to the specified number when your extension is not answered or is busy.

The Forwarding Status Window

You can view and change the forwarding status of a user. Calls to an extension can be diverted to a different telephone number either internal or external. You can enter the destination telephone number and select whether all calls are redirected or only external calls. For more information, see *Follow Me* and *Forwarding Behaviour*. Mobile twinning can also be set in this window. For more information, see *Mobile Twinning*.

To configure the forwarding options:

1. Click the required user  in the SoftConsole directory panel.
2. Click .
3. Click **Forwarding**. The Forwarding Status window opens.



The screenshot shows the 'Forwarding Status' dialog box. It features a red title bar with the text 'Forwarding Status'. Below the title bar, there are four main sections, each with a radio button and a text input field:

- Follow Me To Number:** Radio button is unselected, followed by an empty text input field.
- Forward Unconditional:** Radio button is unselected, followed by an empty text input field. Below it are two sub-options: 'Forward Hunt Group Calls' (unselected) and 'Forward Internal Calls' (unselected).
- Forward On Busy:** Radio button is selected (checked), followed by a text input field containing the number '204'. Below it are two sub-options: 'Forward On No Answer' (unselected) and 'Forward Internal Calls' (unselected).
- Mobile Twinning:** Radio button is unselected, followed by an empty text input field.

At the bottom of the dialog box, there are three buttons: 'OK' (highlighted in blue), 'Cancel', and 'Help'.

4. Type the destination telephone numbers in to the appropriate fields. Available numbers can also be selected from your directory list.
 - Right-click in a number field. The Forward Follow-me Number window opens.
 - Select the telephone number required from the listing.
 - Click **Add**.
5. Click **OK** to save your changes.

Notes

- For call appearance users 'Forward On Busy' is only used when all their call appearance buttons are busy.
- Some forwarding options require configuration within IP Office Manager, for example, a user might be barred from making outgoing calls. For more information, see your system administrator.
- You must enter an internal extension number as the Follow Me destination.

Mobile Twinning

If Twinning is enabled in IP Office Manager any incoming calls ring the extension number and the external 'twinned' number. For example, a user's extension number rings as well as their mobile telephone. The call can be answered from either the extension or mobile telephone. For more information, see your system administrator.

Notes

1. Mobile Twinning is a licensed feature.
2. If account codes are used, the user can not enter an account code when they answer a call at the external telephone.
3. If the feature Do Not Disturb (DND) is selected any callers to the internal extension will hear the busy tone. The user's external telephone will not ring. If a caller is entered in to the DND exception list only the internal telephone rings.
 - As a SoftConsole operator you can not add numbers to DND exception lists.
4. If any of the forward options are selected, both the external telephone and the extension where the calls are forwarded to will ring.
5. If the option Follow Me is selected only the extension that the calls are forwarded to will ring. The external telephone number will not ring.

To set mobile twinning:

1. Click the required user  in the SoftConsole directory panel.
2. Click .
3. Click **Forwarding**. The Forwarding window opens.
4. Select **Mobile Twinning**.
5. In the Mobile Twinning field, enter the telephone number that you want to 'twin' to the user's extension. Telephone numbers must be entered with no spaces.
6. Click **OK** to save your changes.

Call Handling

Answering a Call

When an incoming call is received, the Call Details panel is outlined in red and displays information about the caller. If, in the SoftConsole directory, a script file is associated with the incoming number, the script is shown in the right call panel.

Call Information	
Calling Name:	Company One
Calling Number:	01707364416
Called Name:	Anne Webb
Called Number:	209
Call Status:	Alerting - Incoming
Duration:	00:05

COMPANY ONE

All calls are to be announced

General Enquiries - Extension 123

Close Script

To answer the call, use any of the following methods:

- Press **Enter**.
- Click .
- Click **Actions > Answer Call**.
- Pick up the handset if using your telephone.
- Double-click in the Call Details Panel.

When a call is answered the caller information is outlined in green. If a script is showing, to remove it click the **Close Script** button or press **Enter** again.

Making an Outgoing Call

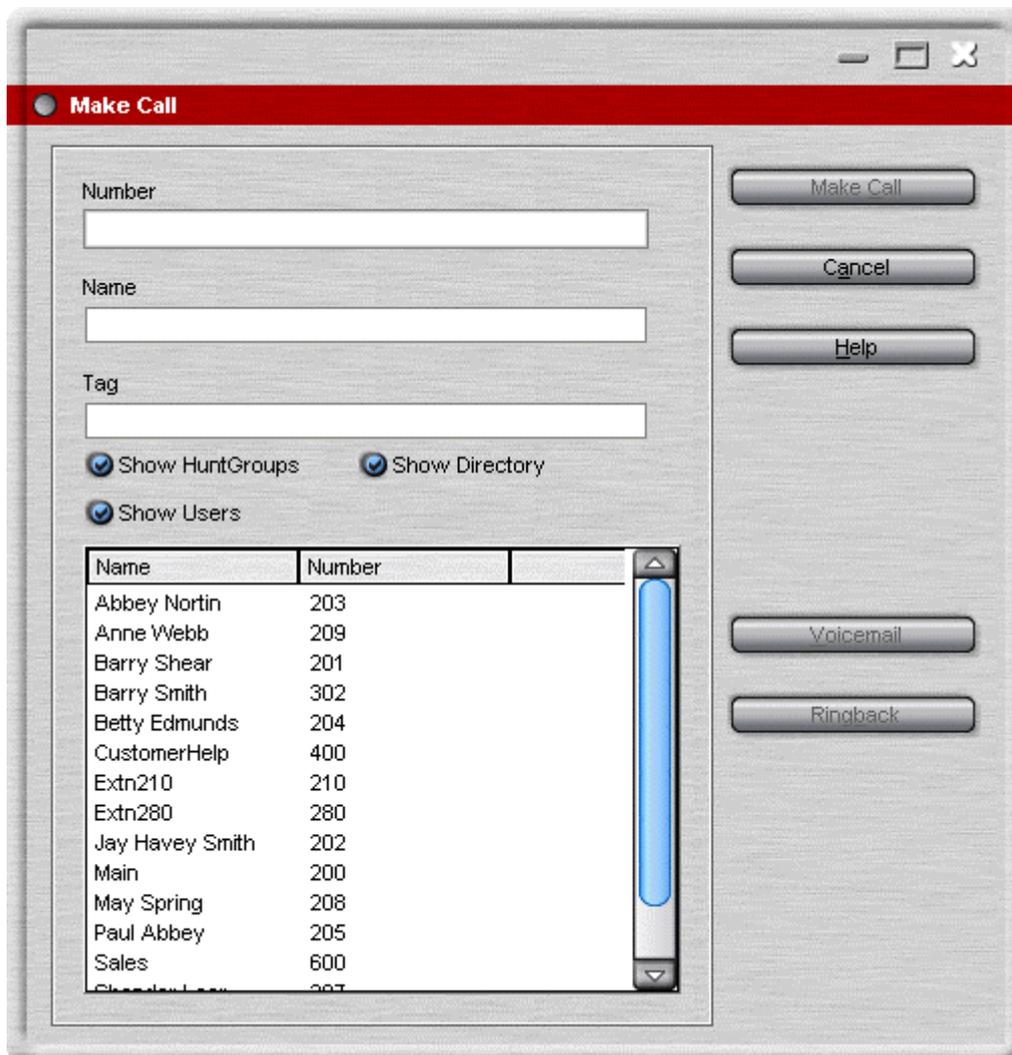
There are several ways to make a call from SoftConsole.

To make a call, use one of the following methods:

- Dial from your telephone.
- Double-click on a specific BLF to speed dial the associated number.
- Locate and select a directory entry and then click **#** or press **F12**.
- Click **#** or press **F12** to see the **Make Call** screen.

The Make Call Screen.

When you click **#** or press **F12**, the Make Call screen opens.



The 'Make Call' dialog box features a red title bar and a grey background. It contains the following elements:

- Input fields for 'Number', 'Name', and 'Tag'.
- Checkboxes for 'Show HuntGroups', 'Show Directory', and 'Show Users', all of which are checked.
- A table with the following data:

Name	Number
Abbey Nortin	203
Anne Webb	209
Barry Shear	201
Barry Smith	302
Betty Edmunds	204
CustomerHelp	400
Extn210	210
Extn280	280
Jay Havey Smith	202
Main	200
May Spring	208
Paul Abbey	205
Sales	600
Shepherd	207

On the right side of the dialog, there are buttons for 'Make Call', 'Cancel', 'Help', 'Voicemail', and 'Ringback'.

To use the Make Call form:

1. Select the directory that you want to search. You can select more than one directory.
2. Start entering the name in the Name field.
The entries that match the text entered are shown. When the required number can be seen in the listing, click it once. The number is transferred to the Number field.
 - When there is only one match, the number is automatically transferred to the Number field.
3. (Optional) Enter a Tag message. For more information, see Adding Text to a Call in the Features section.
4. Select the required action:
 - **Make a Call**
Place a call on the selected number.
 - **Voicemail**
Leave a message for the user.
 - **Ringback**
When an extension number is busy, click Ringback. When the extension becomes free, it rings your extension.

Transferring a Call - Unsupervised

If you recognizes a calling name or number, the incoming call can be transferred without the call being answered.

To transfer a call without answering it:

1. Enter the destination extension number in the **SEARCH** field.
 - If the match status is shown as **Busy**, the call can be put on hold against the extension number by pressing **Ctrl+B**. The caller is on hold against the extension for 15 seconds or until the destination extension becomes free. The call returns indicating why it is being returned, for example, timeout or that the target extension is now free. You can use **Ctrl+R** to re-attempt the transfer.
2. Click . The incoming call is transferred to the destination extension and cleared from the screen.

You can also transfer a call by:

- Pressing **F2**.
- Click **Actions > Transfer Call**.
- Drag & drop the call on to the extension within the Directory panel.
- Drag & drop the call on to the required BLF.

You can be configured to have unanswered calls returned. For more information, see your system administrator. When a call is returned, **(NoAns)** is shown in the Call Details panel.

Transferring a Call - Supervised

When you need to consult a user to verify that they are free to accept a call, a consultation call is needed.

To make a consultation call:

1. Enter the extension number or user name in the directory **SEARCH** field.
2. If the extension is free, either click  in the directory panel or press **F12**. The progress of the outgoing call can be heard. The original call is put on hold.
3. Once the call is answered:
 - If the incoming call is accepted for transfer, complete the transfer by clicking  or pressing **Ctrl+T**.
 - If the user does not want to receive the incoming call, finish the consultation call by clicking  or pressing **End**. Return to the original caller by taking them off hold.

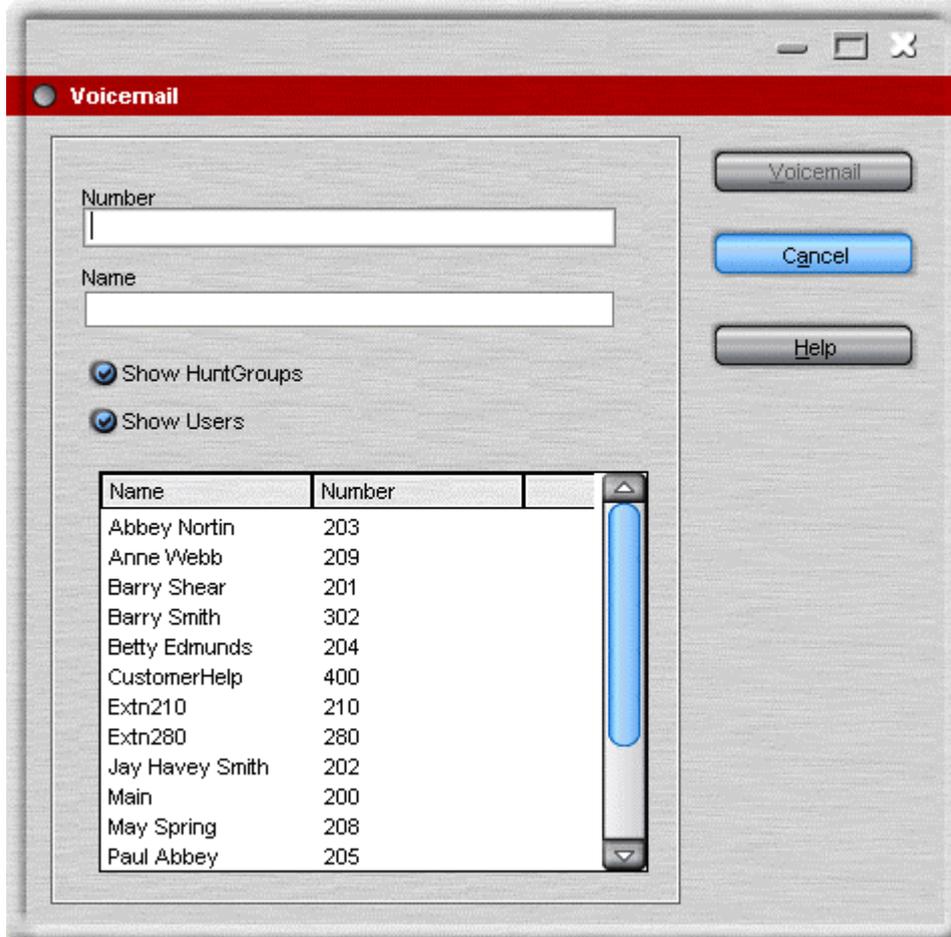
Transfer a Call to Voicemail

If an incoming caller wants to leave a message for a user, the caller can be transferred to a user's voicemail.

To transfer a call to voicemail:

1. Press **F3**.

Alternatively, click **Actions > Voicemail Transfer**. The Voicemail window opens.



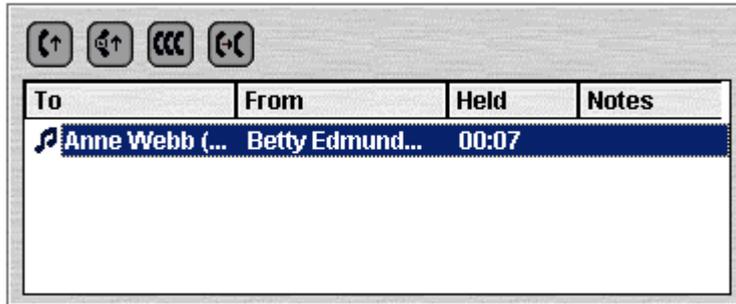
2. Select the directory required. Both **Show HuntGroups** and **Show Users** can be selected.
3. Start entering the name into the **Name** field.
4. Click **Voicemail** when the extension number appears in the Number field.

Note

- Another way to transfer a call to voicemail is to select the extension number in the directory panel and then press **F3**.

Using Hold

A call can be put on hold so that you can perform another task. The Held Call Panel contains a list of all the held calls. You can sort the list by clicking the corresponding column header. Clicking a row in the list selects the call so you can answer or transfer the call.



The toolbar at the top of the panel allows the following actions. You can also right-click on the panel to access a pop-up menu for these options.

-  **Answer the Selected Held Call** - Any held call can be answered when the call is in the Held Calls Panel. Select the relevant call and then click this button.
-  **Answer Longest Held Call** - Answers the call that has been held the longest.
-  **Conference with Held Calls** - Creates a conference with the current call and all the held calls.
-  **Transfer Held Call** - Transfers the selected held call (unsupervised transfer)

To place the current connected call on hold:

- Click  or press **F4**. To hold and answer the next call in one action, press **F7**.
- Held calls are shown in the Held Calls panel. The time a call will remain on hold, if you are free, is controlled by the telephone system. The default is 15 seconds. For more information, see your system administrator.

Parking a Call

You might need to temporarily "park" a call to handle some other tasks. An example of parking is where an incoming caller needs to speak to someone urgently but they can not be found. The call can be parked in slot "1", and the specific user paged to pick up the call on "1". For more information, see Using Page. Calls remain parked for a specific length of time before being returned to the operator. For more information on the park time, see your system administrator.

SoftConsole provides parking slots for 16 calls, all with a specific park ID. When a call is parked in one of the park slots, the button label provides information about the call. When a park slot is vacant, the button label shows the park slot ID. All operators can see when the call is picked up or ended. Anyone can answer a parked call. For more information, see Collecting a Parked Call.

To park a Call:

- When the call is active in the Current Call Information panel, click a vacant Park Slot within the Park Slot panel to park the call. The parked call displays information regarding the call, for example the source number of call.

To Unpark a Call:

- When a call is parked in a Park Slot, click the relevant Park Slot Button to unpark the call.

If a secure parking slot is required for private use, configure the Park ID with text. The call can not be unparked using normal dialling. The call can only be unparked using a park slot button set to the same text. For more information, see Configuring Park Slots.

The default SoftConsole shortcuts are **Alt+F1** to **F12** for buttons 1 to 12 and then **Shift+F9** to **F12** for buttons 13 to 16.

Collecting a Parked Call

When you park a call, the call can be picked up by any IP Office user who knows the park slot number.

To pick up a parked call from an IP Office telephone do one of the following:

- Dial the default short code, ***38*N#** replacing **N** with the park slot number.
- If Phone Manager or SoftConsole users have a park slot button set to the same park slot number, the button indicates the parked call. They can click the button to unpark the call.
- On Avaya telephones with programmable buttons, those buttons can be programmed to match particular park slot numbers. The button indicates when a call is parked in that park slot and can be pressed to unpark the call.

Reclaiming a Call

You can attempt to reclaim the last call to which the SoftConsole was connected. This might be useful if you suspect a call was transferred to the wrong number.

To reclaim the last call handled:

- Press **F6** or click **Actions > Reclaim Call**.

Working with Queues

Overview

Calls to a hunt group are held in a queue when all available members of the hunt group are busy or ringing.

For example, a company provides a customer query number. There are 4 people who answer customer queries. A hunt group is created called 'CustomerHelp' containing the 4 extension numbers. All calls to the customer query number are presented to the CustomerHelp hunt group. A caller using the customer query number rings any free extension in the hunt group. If all 4 extensions are already ringing or on a call, the incoming call is put into a queue. When any extension in the CustomerHelp hunt group becomes free, the longest held queued call is presented to the free extension.

As a SoftConsole operator you can monitor any queues. You do not have to be a member of the hunt group to monitor the number of calls being held in a queue. For more information, see [Monitoring Queues](#). You can answer a queued call without being a member of the hunt group. For more information, see [Answering a Queued Call](#).

You can configure SoftConsole to monitor up to 2 queues. For more information, see [Configuring SoftConsole - Queue Mode Tab](#).

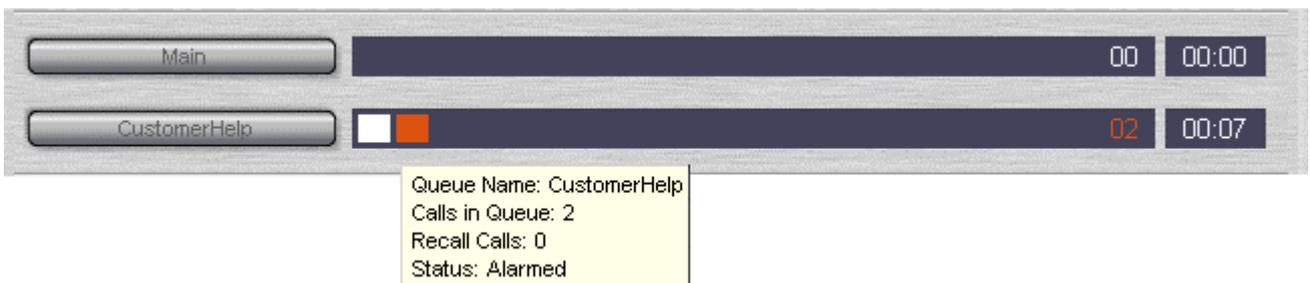
Monitoring Queues

The Queue Mode Panel can display up to eight queues.

The number of calls held in a queue is indicated by a bar graph. The total number of calls is shown at the end of the bar graph. Each call is shown as a white box, if the alarm threshold has not been exceeded. If the number of calls in the queue exceeds the alarm threshold, the calls exceeding the threshold are shown as an amber box.

The longest length of time a call is in the queue is indicated in the text box at the end of the graph. The time is updated whenever a call is queued. The time is shown in white if the longest wait time alarm threshold has not been exceeded. The time changes to being amber if the longest wait time is exceeded.

When the mouse pointer is moved over an active Queue Call bar information is shown about the queue. The Queue Name, number of calls in the queue, number of Recall calls and the queue status either normal or alarmed is listed.



In the example, the CustomerHelp hunt group has two calls waiting to be answered. One call has been in the queue for 1.15 minutes. The time alarm threshold has not been exceeded as the time is in white numbers. The number of calls in the queue exceeds the alarm threshold as one of the calls is represented by an amber box. For more information, see [Configuring SoftConsole - Queue Mode Tab](#).

Answering a Queued Call

Any SoftConsole operator can answer queued calls. You do not have to be a member of a hunt group.

To answer a queued call:

1. Click the Queue Name button.
The first call in the queue is presented to you with the hunt group name shown in the Calling Name field.
2. Answer the call in the normal way.

Note

- If you are a member of a hunt group, a queued call is automatically presented in the Current Call Information panel. The name of the hunt group is shown in the Calling Name field. You can answer the call in the normal way.

Conferences

Overview

A SoftConsole operator can create conferences. They can also add callers to a conference hosted by the IP Office telephone system. This can be done in several ways:

- **Conference Held Calls**
The SoftConsole operator can place several calls on hold and then start a conference between those calls. For more information, see [Conferencing Held Calls](#).
- **Use Conference Rooms**
SoftConsole has two conference rooms where a conference can be created. The indicated conference users can be invited to join the conference. If VoiceMail Pro is installed, the invitation to join a conference is automated. For more information, see [Using Conference Rooms](#).
- **Viewing Existing Conferences and Add Users**
The SoftConsole operator can view all existing conferences and add a caller to any of those conferences. For more information, see [Viewing Conferences](#).

Using the Conference Rooms

The **1** and **2** buttons in the main toolbar represent the two conference rooms. You can use the conference rooms to start conferences with multiple members. If VoiceMail Pro is available, it can automatically call each party and ask them to join the conference.

Click either button to find out if the conference room is in use. If a conference room is in use, the BLFs in the Conference Room window show the delegates status.

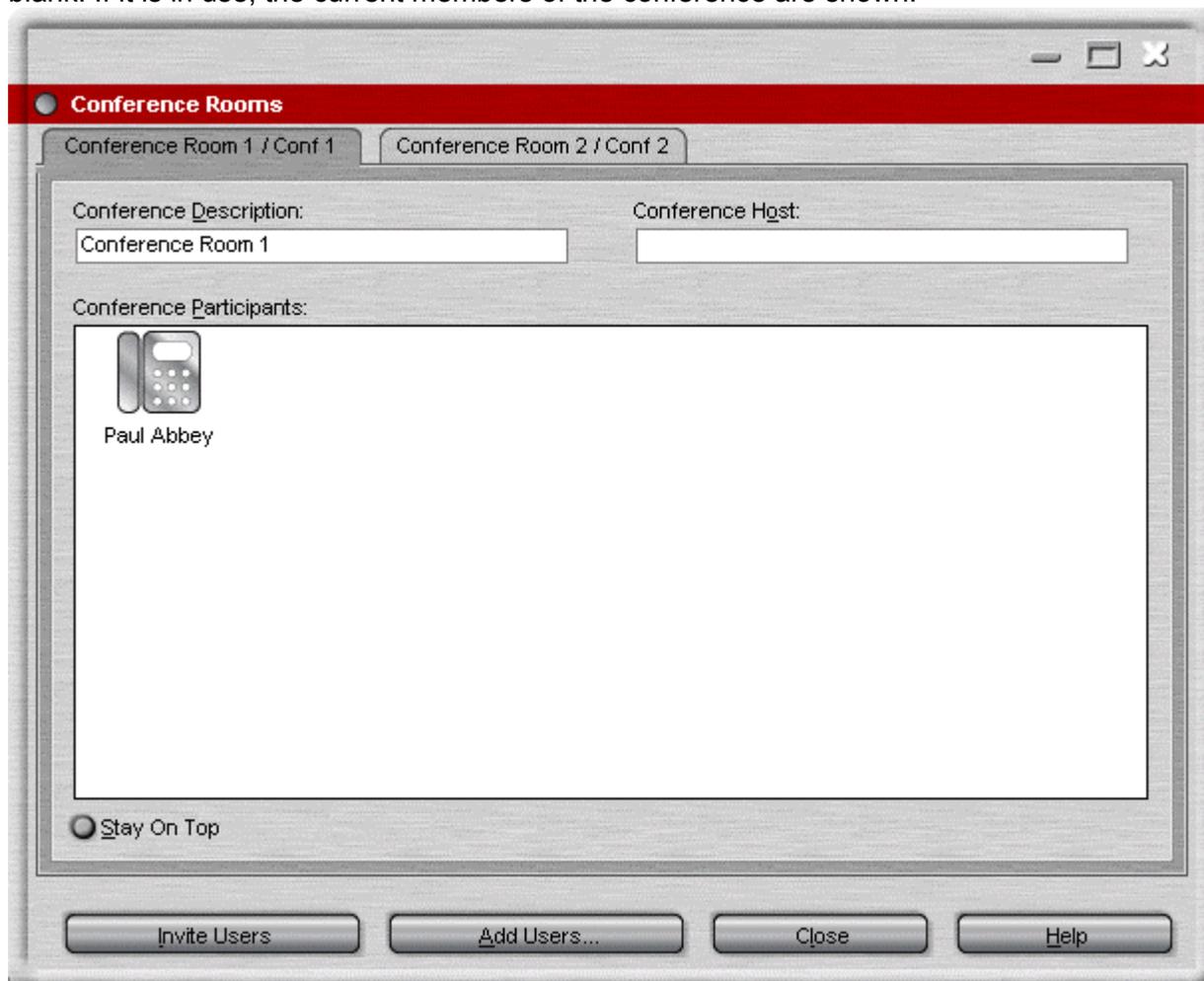


If the conference buttons are available, you can create a conference. If the buttons are unavailable, the conference room names have not been created. For more information, see [Conference Configuration](#) in the [Configuring SoftConsole](#) section.

To create a conference:

1. Click either **1** **Conference Room 1** or **2** **Conference Room 2**.
A conference room window opens. If the conference room is not currently in use, the window is

blank. If it is in use, the current members of the conference are shown.



2. (Optional) In the **Conference Description** area, type the subject of the conference. The subject only shows on the conference room form.
3. In the **Conference Host** area, type the name of the person who has requested the conference. The name is shown when viewing current system conferences in the directory panel. For more information, see Viewing Conferences.
4. Enter the users for the conference. Click the **Add Users** button and select the users from the directory list. If a user is added by mistake, right-click the user BLF and select **Remove**.
5. Invite the users to the conference.
 - **If VoiceMail Pro is present:**
Users can be invited by clicking the **Invite** button. The BLF icons show with a blue outline. Each user is rung and invited to the conference. When the user answers, they are invited to join the conference. The Conference BLFs change automatically to indicate the user's response. The user responds by:
 - Press 1 to accept the invitation.
 - Press 2 to decline the invitation.
 - Press 3 to indicate that they are unavailable.
 - **If VoiceMail Pro is not present:**
Users must be invited manually. Double-click each BLF icon to call the user and invite them to the conference. If they accept, click either **Add to conference room 1** or **Add to conference room 2** from the

Actions menu. If the user is unavailable or has declined the invitation, end the call. Right-click on the BLF and change the status accordingly to record the delegates response.

Once a conference is in progress additional users can be added using **Add to conference Room 1** or **Add to Conference Room 2** action.

Note

- You can add users to a conference room by dragging and dropping a BLF in to the conference window. BLFs representing both internal and external numbers can be used.

The Conference Room View

The icons within the conference room can be changed.

To change the conference room view:

1. Right-click in the Conference Room Window.
2. Select **View** from the pop-up menu.
The view types available are large icons, small icons, a list of icons or the details.

To change the way the icons are arranged:

1. Right-click in the Conference Room Window.
2. Select **Arrange** from the pop-up menu.
The ways you can arrange the icons are by name, number or by status.

To change the status of a user:

1. Right-click on the user's BLF.
2. Select **Change Status**.
3. Select the status required.
The status types are **Not invited**, **Invited**, **Joined**, **Declined**, or **Unavailable**.

Conferencing Held Calls

Using SoftConsole, multiple calls can be held and then a conference started between the held calls. This is the simplest method for starting a small ad-hoc conference of three or four parties. For more information about creating larger conferences, see Using the Conference Rooms.

To conference held calls:

1. Call and then place each user to be conferenced on hold.
2. Press the  **Conference** button.
3. Click  **Hang Up** to remove yourself from the conference call.

Viewing Conferences

You can use the Directory Panel to view any current conferences on the IP Office system. The conferences listed includes ad-hoc conferences started by other users and any SoftConsole conferences. If IP Office Conferencing Center is installed, any conferences in progress are listed.

To view a conference:

- Click  in the Directory panel.
The conference name and host is listed for SoftConsole conferences and IP Office Conferencing Center conferences. For other conferences, just the conference number is shown.

Adding Users to a Conference

The SoftConsole operator can add a caller to any conference.

To add a caller to conference:

1. Answer or make a call to a user.
2. Click  in the Directory panel to display the current conferences.
3. Click the required conference.
4. Click **Actions > Add to Conference**.

Features

Overview

Various call features are available from the Actions and Tools Menu. Features that are not explained in this section are covered in the Call Handling sections.

Features that are covered in this section are:

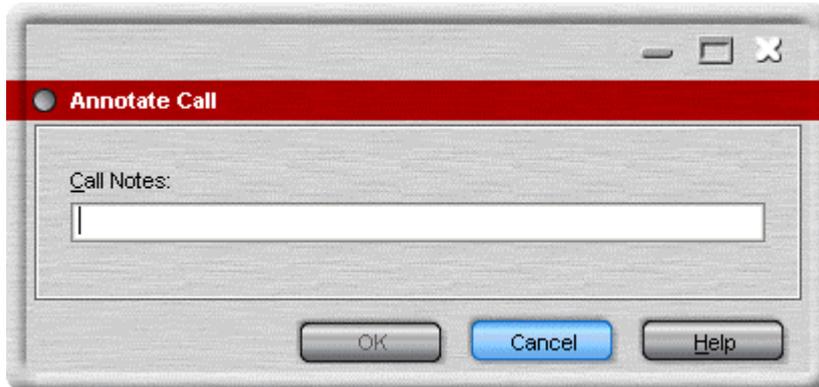
- **Annotate**
Associate a text annotation with a call. For more information, see [Adding Text to a Call](#).
- **Dial Pad**
Show the pop up Dial Pad form. For more information, see [Using the Dial Pad](#).
- **Door Release**
Open controlled doors without leaving the desk. For more information, see [Door Release](#).
- **Intrude**
Talk to a user who is active on a call. For more information, see [Intrude](#).
- **Page**
Activate the paging feature. For more information, see [Using Page](#).
- **Reattempt Transfer**
Transfer a call that is returned to the operator. For more information, see [Re-attempt Transfer](#).
- **Record Call**
Turns on call recording. For more information, see [Recording a Call](#).
- **Send Email**
Send a message to a user through the email system. For more information, see [Send Email](#).
- **Send Message**
Allows the operator to send a message to a user that is visible either on the users telephone display or through Phone Manager. For more information, see [Sending a Text Message](#).

Adding Text to a Call

Text can be associated with a call. This feature is known as 'Tagging' or 'Annotating' a call. Alpha and Numeric characters can be used but not commas. By default, the length of a message is up to 16 characters. The SoftConsole administrator can specify the maximum length of call notes. for more information, see Administrator Mode Overview. When a call is transferred the text is displayed on the destination telephone if the equipment can show text and the call is internal. It is also recorded within the Call History area. For more information, see Viewing the Call History.

To Add text to a call:

1. Click **Actions > Annotate Call**.
Alternatively, press **F11**.
2. Type the required details and click **OK**.



The Current Call Information panel contains a notes field that shows the entered text. When the call is transferred, the message is shown at the extension if the equipment can display text.

Door Release

You can open a controlled door, without leaving your desk. For example, the telephone switch can be connected to a relay that controls the loading bay door. When someone requires access to the loading bay you can 'unlock' the door to allow entry. The Door Release option is unavailable until you configure a door name. For more information, see *Configuring SoftConsole - Door Release Tab*.

Up to 2 doors can be controlled using SoftConsole. The doors are released for 5 seconds by default.

To open a door using SoftConsole:

1. Click **Tools > Door Release**.
2. Click the required door name to release the door.

Intrude

This is only available if you have permission to intrude and the other internal parties have given permission to allow intrude to happen. For more information on how to configure this option, see your system administrator.

To intrude on a user who is active on a call:

1. Locate the user in the directory panel.
2. Click **Actions > Intrude**.
Alternatively, press **F9**.
3. Speak to the User. Both people on the call can hear you.
4. Click  **Hang Up** to finish.
Alternatively, click **Actions > Hang Up** or press the **End** button to end the call.

Sending a Text Message

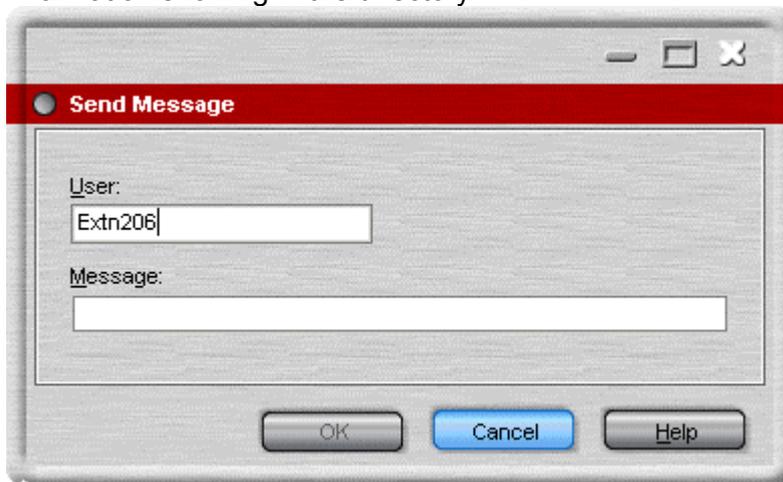
You can send a short text message to a user with an Avaya display telephone. The Send Message feature is less disruptive than intruding on a call.

The result of using Send Message depends on the user's telephone type and whether they are on a call or not.

- The logged in SoftConsole user must be configured to use Send Message. If the message is not sent, see the section on trouble shooting.
- By default, the maximum length of a message is 16 characters. The length of a message is set in the Keyboard Actions window. For more information, see Administrator Mode Overview.

To send a text message:

1. Locate the user in the directory.
2. Click **Action > Send Message**.
Alternatively, press **Ctrl+M**. The extension number field is automatically completed from information showing in the directory.



3. Enter the message and press **OK**.

When a message is sent to an Avaya DS Port display telephone the message lights the telephone message lamp. This happens whether the telephone is free or on a call. If the telephone is free, the message text is shown. If on a call the text is shown after the user completes the current call.

To view a text message on telephones with a MENU key:

1. Press **MENU | MENU | Msgs | Recvs**.
2. A  over **Recvs** indicates when there are text messages.
Use the **◀** and **▶** keys to move through the text messages if there are several.
3. Press the display key under the number of messages to delete the current message.
4. When complete, press  **Exit**.
If there are no text messages left the message lamp is extinguished unless the user also has voicemail messages.

On other telephones, only the last message is shown. The message is cleared when the telephone is next used or receives a call.

Note

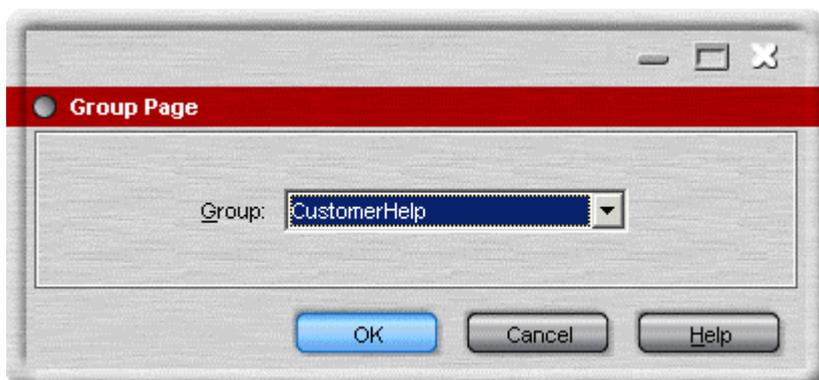
- On some telephones the message can only be cleared when you go off hook.

Using Page

The SoftConsole operator can broadcast a message to a specific group of people. For example, an incoming caller needs to speak to someone urgently but they can not be found. The call can be parked and then a message broadcast for the user to pick up the call. The page is heard at any telephone extension that has a hands free speaker and is not being used.

To broadcast a message:

1. Click  **Page**. The Group Page window opens.
Alternatively, click **Actions > Page** or press **F10**.



2. Select the group to broadcast to and click **OK**.
3. Speak the message.
4. Click  **Hang Up** to end the page.
Alternatively, click **Actions > Hang Up** or press the **End** button.

Re-attempt Transfer

The re-attempt transfer action transfers a returned call to the original transfer extension. The call details panel has a yellow border when a call is returned. If this feature is unavailable, see the section on trouble shooting.

A call can be re-transferred when:

- **A call was held against a busy extension.**
The extension becomes free so the call is returned to the operator.
- **A call was transferred to a free extension.**
The call is returned to the operator as the call was not answered and voicemail was unavailable.

To reattempt a transfer:

- Click  **Reattempt Transfer**.
Alternatively, click **Action > Reattempt Transfer** or press **Ctrl+R**.

Recording a Call

Current calls can be recorded, either a complete call or just part of the call. Recordings are paused when a call is put on hold or parked. When you connect to the call again the recording will resume. When Conference calls are being recorded, the recording continues when another caller is added to the conference. Recordings are only supported when VoiceMail Pro is installed.

To record the current call conversation:

- Click  **Record Call**.
Alternatively, click **Actions > Record Call** or press **F5**.
The conversation is recorded into the operators own voice mailbox.

To finish recording:

- Click  **Record Call**.
Alternatively, click **Actions > Record Call** or press **F5**.



Warning - Refer to your local regulations in relation to recording calls. If Advice of Call Recording (AOCR) is required, see your system administrator.

Send Email

The SoftConsole operator can send a message to a user through Microsoft Outlook.

To send an email message:

1. Click **Tools > Send Email**. The email message form opens.
 - Alternatively, press **Ctrl+E**.
2. Complete the details as required and send the email in the usual way.

Using the Dial Pad

You can use the Dial Pad to dial a telephone number.

To make a call using Dial Pad:

1. Click **Tools > Dial Pad**. The Dial Pad window opens.
Alternatively, click 



2. Enter the required telephone number into the 'Number to Dial' field. Use the dial characters on the Dial Pad or the keyboard.
3. (Optional) Enter any notes for the call in the Call Notes area.
4. Click **Dial** to start the call.

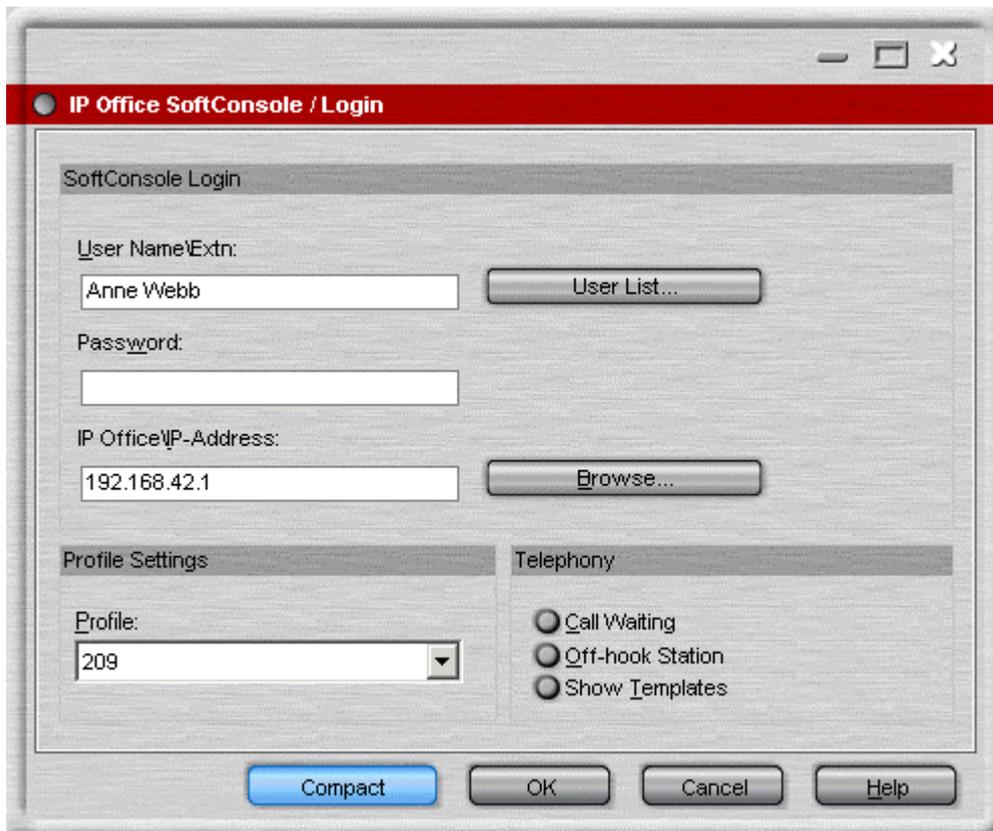
Configuration

The Login Window

Each user can have a profile containing their SoftConsole setup preferences. Some telephony options are available through the Login window.

To view the login window:

1. Click **Start > Programs > IP Office > SoftConsole**. The IP Office SoftConsole Login window opens.
2. Click **Expand** to view the full Login window.



If you are in SoftConsole you can view the login window.

To view the Login window from SoftConsole:

1. Click **File > Login**. You are asked if you want to save any changes to your profile.
2. Click either **Yes** or **No**. The compact Login window opens.
3. Click **Expand** to view the full login window.

The telephony options available through the full Login window are:

- **Profile**
Each user can have a profile, containing their SoftConsole setup preferences. The list contains the available profiles. The chosen profile is the default profile the next time SoftConsole is started. The **User Name** and **Password** need to be re-entered if the profile is changed.
- **Call Waiting**
Call Waiting provides a call waiting tone when you are on a call and another call is presented. When the existing call is dropped, the new call is immediately presented to you. This option is ignored if you have multiple call appearances set on your telephone.
- **Off-hook Station**
If selected the Off-hook Station feature is turned on for the current session. This feature is usually used by operators that use the hands free features of the telephone. SoftConsole controls the operation of the telephone. Only clear this option if you have an analog telephone where you answer or end calls using the handset.
- **Show Templates**
Indicates whether templates are included in the Profile list. To view both Templates and Profiles in the listing select this option. The list includes predefined templates. For more information, see Default Templates.

Saving your Profile

You can change the appearance of some areas of the SoftConsole screen. For example, the size of the panels can be changed. The changes can be saved to your profile so that the next time you login to SoftConsole the changes you made are still active.

If you require the Held and BLF panels to be hidden or shown, you need to be logged in to SoftConsole with Administrator rights. For more information, see the Administrator Mode Overview in the Configuration section.

SoftConsole can be configured to automatically save any changes made. For more information, see Configuring SoftConsole - SoftConsole Tab.

To save your current profile:

1. Click **File > Save Profile**.

To save your profile with a new name:

1. Click **File > Save Profile As**. The Save Profile as window opens.
2. Enter a new file name.
3. Click **OK**. The profile is saved. The status bar will show the new profile name.

Administrator Mode

Overview

SoftConsole can be started in Administrator mode. When run in this mode, there is no access to the telephony functions.

In administrative mode you can:

- Create and edit user profiles.
- Amend the length of the call notes.
For more information, see Keyboard Actions Tab in the Configuring SoftConsole section.
- Create and edit templates.
- Remove or display the BLF, Held Calls and Park Slots panels.

To start SoftConsole in Administrator Mode:

1. At the Login screen enter:
User name: Administrator
Password: password (This is the default Administrator password).

SoftConsole starts in Administrator Mode. The status bar indicates that you are in Administrator mode and not connected to the IP Office.

The default password can be changed.

To change the Administrator Password:

1. Start SoftConsole in Administrator mode.
2. Click **File >Change Administrator Password**. The Change Administrator Password screen opens.
3. Enter the old password. The password shows as asterisks.
4. Enter the new password.
Make a note of the new password being careful regarding capitalization as the password is case sensitive. The new password shows as asterisks.
5. Enter the new password again to confirm.
6. Click **OK**.

Editing a Profile

You can only edit a user's profile if you are in Administrative Mode.

To change a users profile:

1. At the SoftConsole login screen, select the profile you want to edit.
2. Login as Administrator.
3. Make changes as required
4. Click **File > Save Profile** to save the profile.

Using Templates

You can use templates to create a user's profile. There are three templates supplied with SoftConsole. For more information, see Default Templates in the Appendix. Templates can only be created and edited if you are logged in to SoftConsole in administrative mode.

To create a new template:

1. Log in to SoftConsole as an administrator. Make sure that you have loaded a template to base your new template on.
 - When you log in, click **Expand**. Select a profile called AdminTemplate1, AdminTemplate2 or AdminTemplate3.
2. Change the layout as required. The areas that can be changed are:
 - The display size of the panels.
 - The number of park slots.
 - The panels that are visible.
3. Click **File > Save Template** to save the new template
4. Enter a name for the template and click **OK**.

Configuring SoftConsole

Overview

You can configure your SoftConsole settings.

To view the configuration tabs:

1. Click  **Preferences - Configure**.
You can also click **Tools > Preferences-Configure >** Select the required option.

The options that can be changed are grouped into 11 tabs. The tabs are:

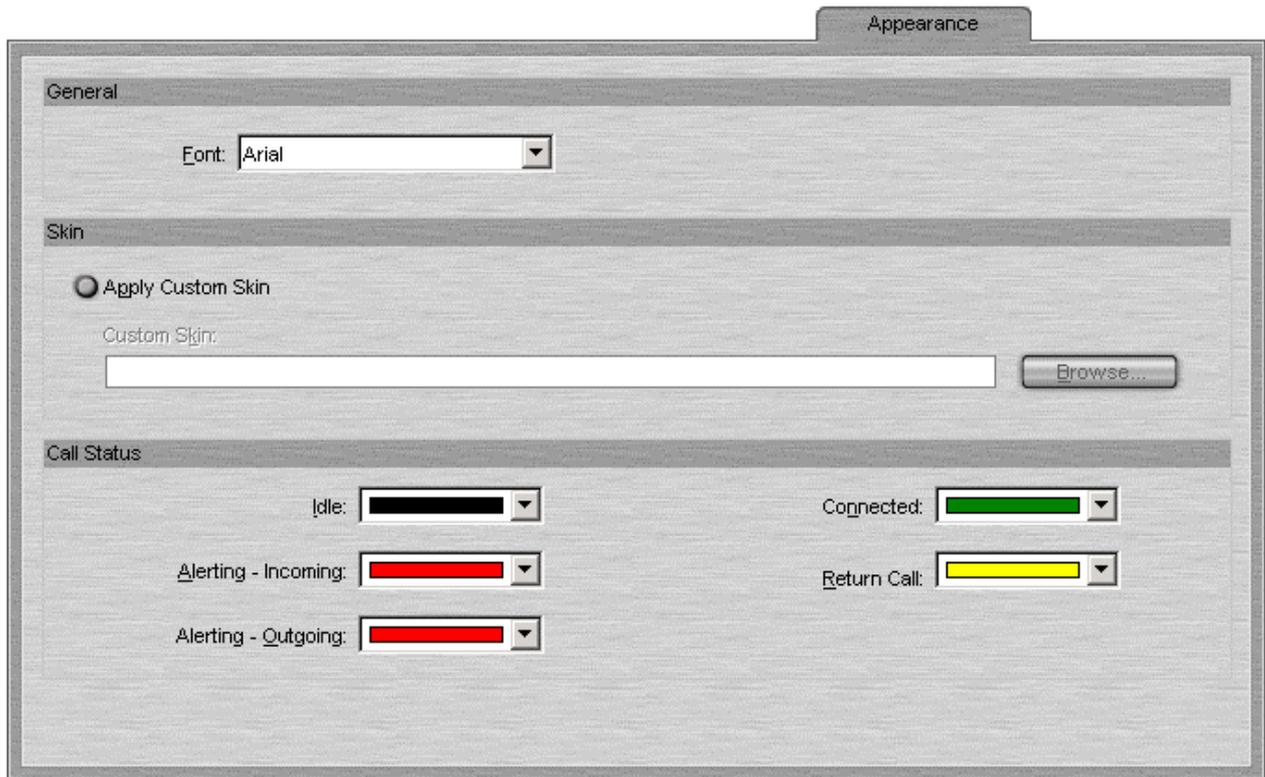
- **Appearance**
Change the general appearance of the SoftConsole. For example, the font, the colors used to indicate call status and the whole skin of the application. For more information, see Appearance Tab.
- **BLF Groups**
BLF Groups can be created, edited and deleted. The order that the groups are shown can also be rearranged. For more information, see BLF Groups Tab.
- **Conferencing**
Enter the names of the Conference rooms. For more information, see Conferencing Tab.
- **Directories**
Specify what directory information can be included in the directory display and what information can be included in the properties of individual entries. For more information, see Directories Tab.
- **Door Release**
Enter a door name for the option to become active. For more information, see Door Release Tab.
- **Incoming Calls**
You can provide a name match against an incoming calls. A specific script or media file can be played on calls from a matching number. For more information, see Incoming Calls Tab.
- **Keyboard Actions**
You can specify what happens in SoftConsole when you start pressing alphabetic or numeric keyboard characters. For more information, see Keyboard Actions Tab.
- **Keyboard Mapping**
You can see and if required change the keyboard short cuts used by the SoftConsole. For more information, see Keyboard Mapping Tab.
- **Park Slots**
Specify the park slot buttons that are available and what park slot IDs are associated with those buttons. For more information, see Park Slots Tab.
- **Queue Mode**
Configure and monitor up to eight queues. For more information, see Queue Mode Tab.
- **SoftConsole**
Configure how SoftConsole saves any changes that you make to the screen layout and behaviour when minimised or closed. For more information, see SoftConsole Tab.

Appearance Tab

From the Appearance tab, you can change the general appearance of the SoftConsole. For example, you can change the font used, the colors used to indicate call status and the whole skin of the application. For more information about skins, see the Applications Installation and Administration manual.

To view the appearance of SoftConsole:

- Click **Preferences - Configure > Appearance**.
Alternatively, click **Tools > Preferences-Configure > Appearance**.



Change the settings as required.

Font

Use the drop-down list to select the font required.

Apply Custom Skin

Check this option to select and use a custom skin. A skin is a set of files defining the whole appearance of the SoftConsole. By default, no additional skins are supplied with SoftConsole.

- **Custom Skin**
If **Apply Custom Skin** is selected, you can browse to the location of the skin definition file.

Call Status

You can set the colors that are used for the border of the Call Details panel. Different colors can be set for:

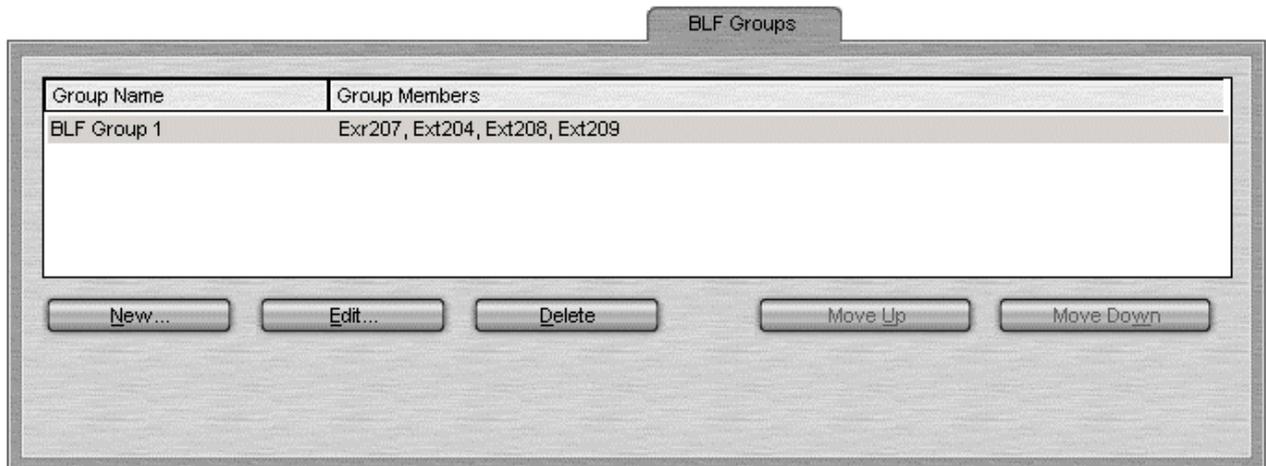
- Idle.
- Alerting - Incoming.
- Alerting - Outgoing.
- Connected.
- Return Call.

BLF Groups Tab

Busy Lamp Field (BLF) icons provide user status and speed dials at a glance. You can also add icons for other numbers though they only act as speed dials. By grouping the BLF icons, you can have them shown on different named tabs.

To view the BLF Groups configuration tab:

- Click  **Preferences - Configure > BLF Groups**.
Alternatively, click **Tools > Preferences-Configure > BLF Groups**.



The menu displays the name of each group and the names of its members. You can use the control buttons to adjust the BLF groups.

New

Create a new group. For more information, see [Configuring BLF Groups](#).

Edit

Edit the current select group. For more information, see [Configuring BLF Groups](#).

Delete

Deletes the current selected group.

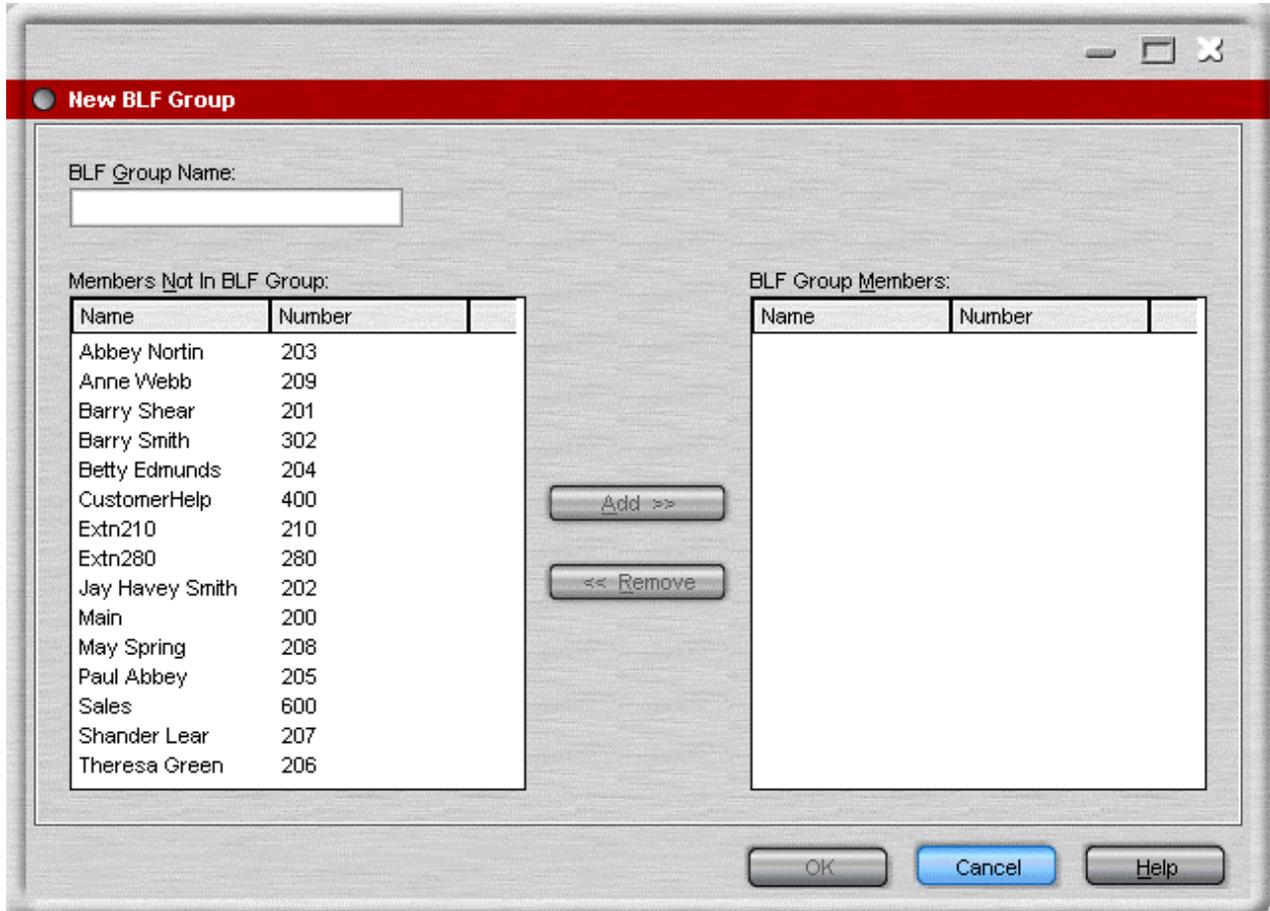
The BLF tab sheets in the BLF Panel are presented in the same order that the BLF Groups appear in the list. To reorder the BLF Groups, select a BLF Group and click **Move Up** or **Move Down**. The group's position is moved up or down one position in the list.

Configuring BLF Groups

You can group BLF icons so that similar icons are grouped together. For example, the regular extension numbers that you use for the sales team are grouped together.

To create a new BLF Group:

1. Click **Preferences - Configure > BLF Groups > New**.
Alternatively, click **Tools > Preferences-Configure > BLF Groups > New**.



2. Enter a unique BLF Group name.
3. Select the required member from the 'Members not in BLF Group' list, and then click **Add**.
 - The details show in the 'BLF Group Members' list on the right side of the dialog box. To add more than one member at a time, hold down the Ctrl key and click each member. When all members are selected, click the Add button.
4. Click **OK** when all members for a group are added. You are returned to the BLF Groups configuration form. The new BLF Group is added to the end of the list.

To open New BLF Group window from the main screen:

1. Right-click in a blank area of the BLF Panel to display a pop-up menu.
2. Click **New > BLF Group**. The New BLF Group window opens.

To edit a BLF Group:

1. Click  **Preferences - Configure > BLF Groups**.
 - Alternatively, click **Tools > Preferences-Configure > BLF Groups**.
2. Select the BLF group you want to change.
3. Click **Edit**.
4. Add or remove group members.
5. Click **OK** to save the changes.

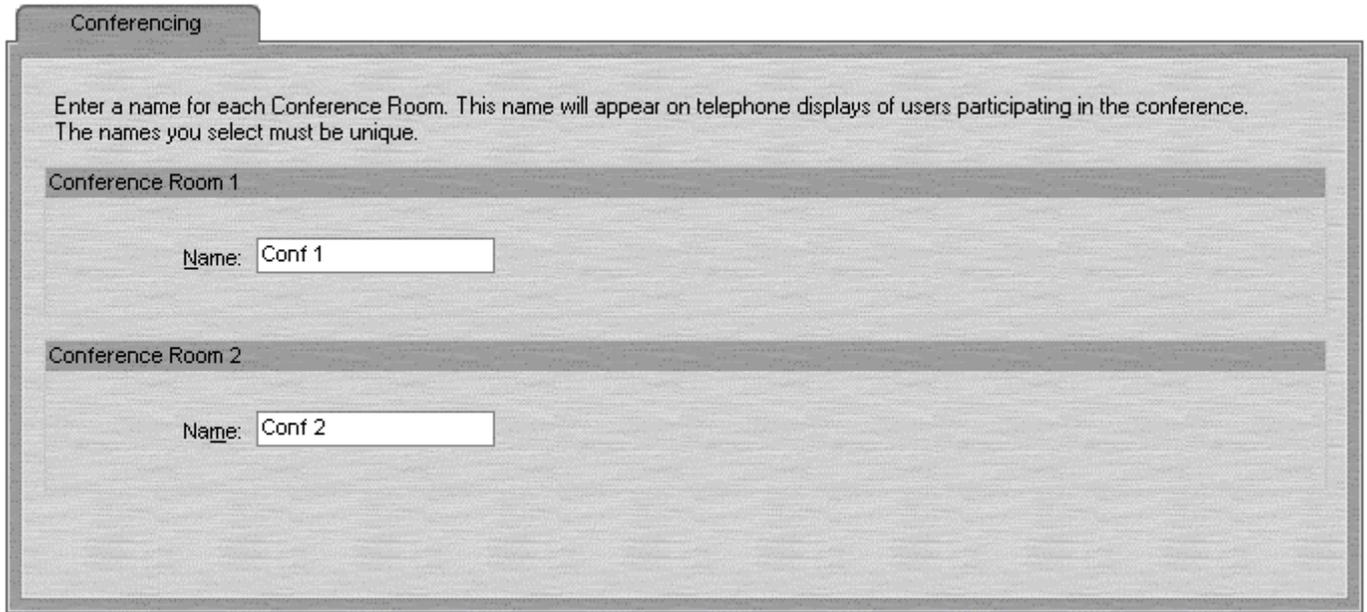
Conferencing Tab

You can name the two conference rooms supported by the SoftConsole. The names appear on the telephone displays of internal users in the conference room. If the conference rooms are not named, they are unavailable.

To view the Conferencing configuration tab:

- Click  **Preferences - Configure > Conferencing**.
Alternatively, click **Tools > Preferences-Configure > Conferencing**.

For each conference room enter the name required. The names can contain up to 10 characters and must be unique.



The screenshot shows a web-based configuration interface for conferencing. At the top, there is a tab labeled "Conferencing". Below the tab, there is a text box with the instruction: "Enter a name for each Conference Room. This name will appear on telephone displays of users participating in the conference. The names you select must be unique." Below this instruction, there are two sections for configuring conference rooms. The first section is titled "Conference Room 1" and contains a text input field labeled "Name:" with the value "Conf 1" entered. The second section is titled "Conference Room 2" and contains a text input field labeled "Name:" with the value "Conf 2" entered.

Directories Tab

You can specify the directory information that is included in the directory display. You can also specify the information that is included in the properties of individual entries.

To view the Directories configuration tab:

- Click **Preferences - Configure > Directories**.
Alternatively click **Tools > Preferences-Configure > Directories**.



Directory Access Section

When **F7** is pressed in the directory, it shows directory numbers other than IP Office users and groups. The **Directory Access** options specify from where those other directory numbers are obtained.

- **IP Office SoftConsole Local Directory**
These are directory numbers and associated names stored by the SoftConsole. For more information, see Incoming Calls Tab.
- **IP Office Directory**
These are directory numbers and associated names stored on the IP Office system and shared by all IP Office users.
- **Microsoft Outlook Contacts Folder**
This options allows address book entries from Outlook running on the same PC to be included in the directory.

Display Fields for Search Results Section

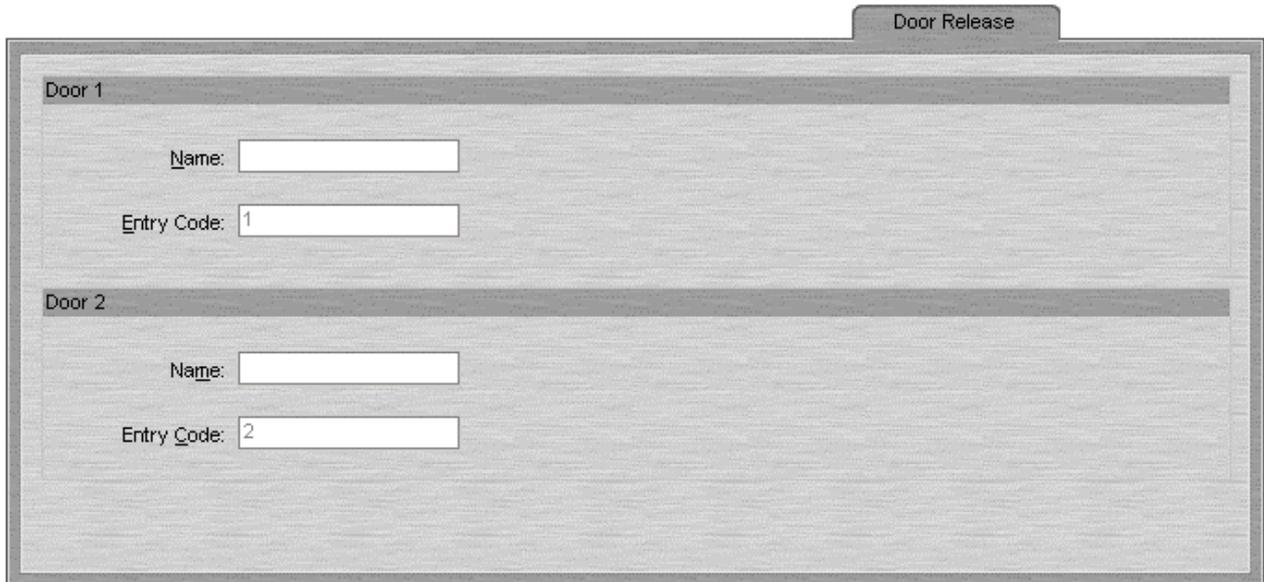
When a directory search matches an individual directory entry, the directory panel display a range of information about entry. The Display Fields for Search Results options specifies which information fields are shown.

Door Release Tab

The Door names must be entered before you can use SoftConsole to control a door. When the names have been entered you can control the door using SoftConsole.

To enter the door names:

1. Click  > **Door Release**. The Door Release window opens. The Entry Code field contains the number of the door relay to activate, either 1 or 2. The entry codes can not be changed.



The screenshot shows a dialog box titled "Door Release". It contains two sections, "Door 1" and "Door 2". Each section has a "Name:" label followed by an empty text input field, and an "Entry Code:" label followed by a text input field containing the number "1" for Door 1 and "2" for Door 2.

2. In the **Door Name** field, type the name that you want to use for the door. For example, the door to the Loading Bay might be named 'Loading Bay'.
3. Click **OK** to save your changes.
4. You can now open a door by selecting **Door Release** in the **Tools** menu. You then select the door name from the menu.

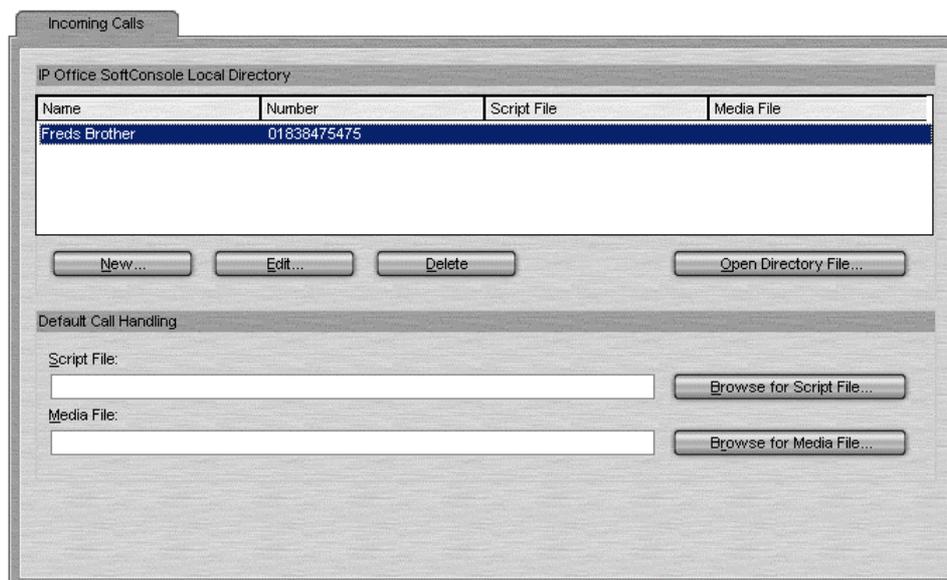
Incoming Calls Tab

You can setup directory names and numbers. These can then be shown in the SoftConsole directory panel along with IP Office users, hunt groups and system directory numbers.

The directory numbers can be used to make outgoing calls. They can also be used to provide a name match against the calling number on incoming calls. You can also associate a specific script and media file to be played on calls from a matching number.

To view the Incoming Calls configuration tab:

- Click  **Preferences - Configure > Incoming Calls**
Alternatively, click **Tools > Preferences-Configure > Incoming Calls**.



The current SoftConsole directory entries are listed. Select the action to perform using the available buttons:

New

Add a new directory entry. For more information, see [Configuring Directory Lists](#).

Edit

Edit the selected entry. For more information, see [Configuring Directory Lists](#).

Delete

Delete the selected entry.

Open Directory File

Change the file being used for storing the SoftConsole directory entries. The entries in the selected file are then listed and used.

Script File

A script can be associated with an incoming calling number or an outgoing called number. The script gives the operator information relevant to the calling number. For example, the company name and specific instructions. When an operator handles calls for more than one company, the ability to answer incoming calls with the correct company name is essential. The use of a script helps the operator to do this.

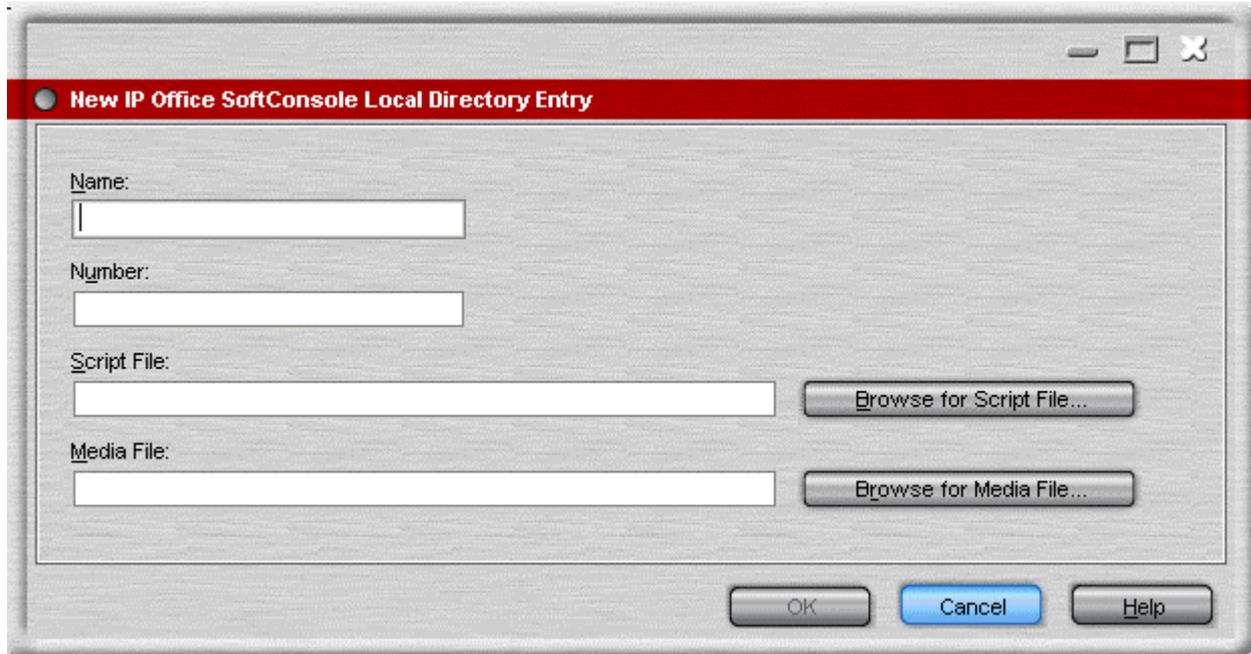
A script is text saved as a .TXT or .RTF file. It is shown when a call is presented to the operator with the number entered in the Number field. Use the **Browse** button to find and select a script file on your PC or network.

Media File

The name of the .WAV files to be played when a call is presented to the operator. Use the **Browse** button to find and select a .WAV file on your PC or network.

Configuring Directory Lists

From the Incoming Calls tab, you can create new entries and edit the properties of existing entries.



The screenshot shows a dialog box titled "New IP Office SoftConsole Local Directory Entry". It features a red header bar. The main area contains four text input fields: "Name:", "Number:", "Script File:", and "Media File:". To the right of the "Script File:" and "Media File:" fields are buttons labeled "Browse for Script File..." and "Browse for Media File..." respectively. At the bottom of the dialog are three buttons: "OK", "Cancel", and "Help".

The properties are:

Name

The Name that you want to be associated with the Directory Entry.

Number

The telephone number that is dialed when the Directory entry is selected.

Script File

A script can be associated with an incoming calling number or an outgoing called number. The script gives the operator information relevant to the calling number. For example, the company name and specific instructions could be shown. When an operator handles calls for more than one company, the ability to answer incoming calls with the correct company name is essential. The use of a script helps the operator to do this.

A script is text saved as a .TXT or .RTF file. It is shown when a call is presented with the number entered in the Number field. Use the **Browse** button to find and select a script file on your PC or network.

Media File

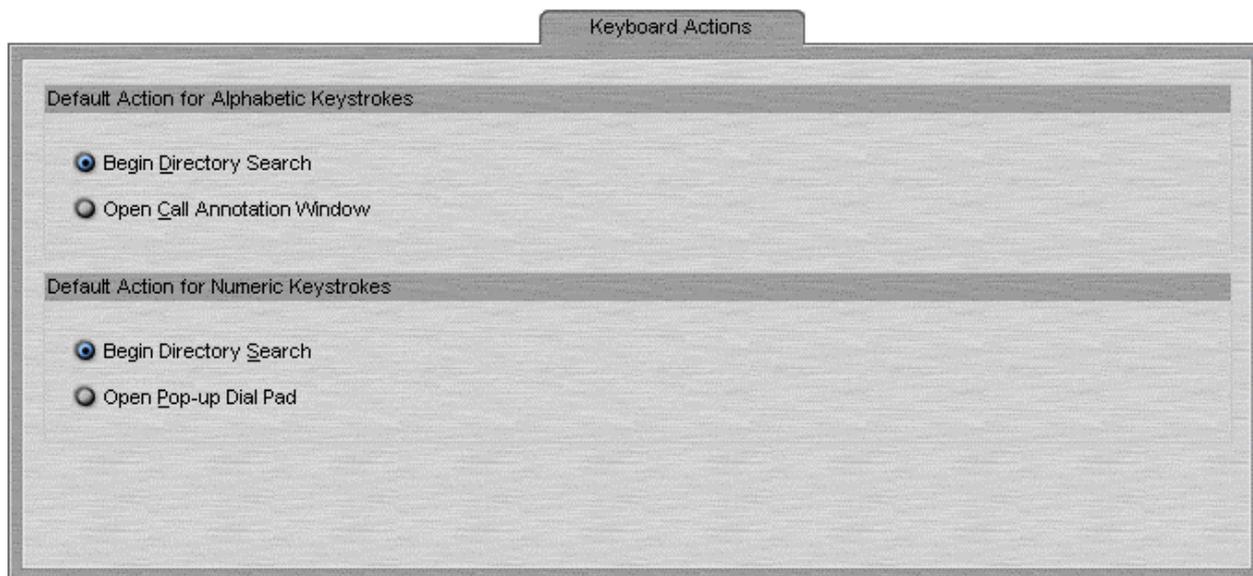
The name of the .WAV files to be played when a call is presented. Use the **Browse** button to find and select a .WAV file on your PC or network.

Keyboard Actions Tab

You can specify what happens in SoftConsole when you start pressing alphabetic or numeric keyboard characters.

To view the **Keyboard Actions** configuration tab:

- Click  **Preferences - Configure > Keyboard Actions**
Alternatively, click **Tools > Preferences-Configure > Keyboard Actions**.



Select the required default action for alphabetic keystrokes. The options are:

- **Begin Directory Search.** This is the default setting.
- **Open Call Annotation Window.**

Select the required default action for numeric keystrokes. The options are:

- **Begin Directory Search.** This is the default setting.
- **Open Pop-up Dial Pad.**

Maximum Length for Call Notes

The Maximum Length for Call Notes field is only visible when running SoftConsole in administrator mode. For more information, see Administrator Mode Overview.

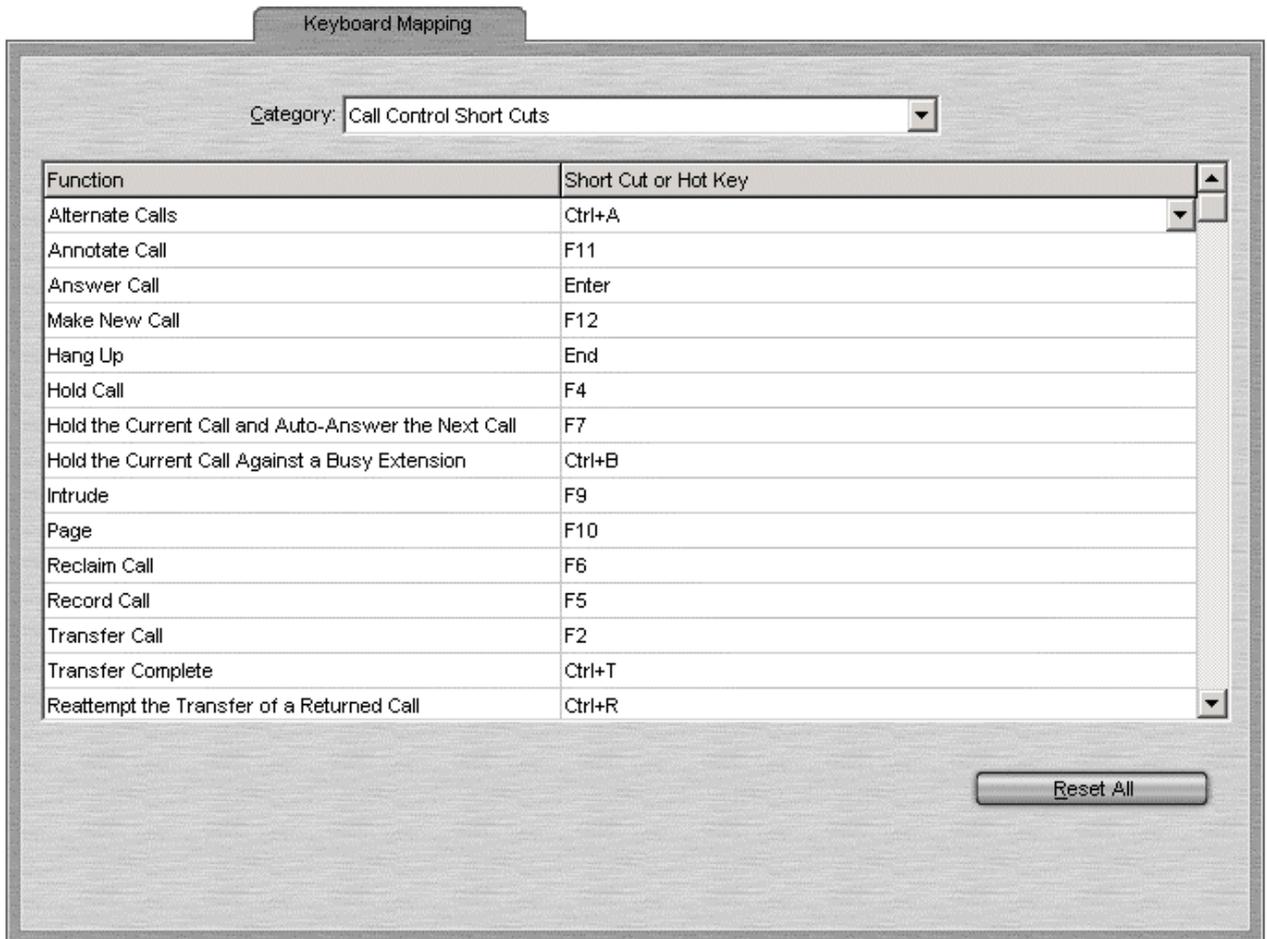
The length specified also applies to text messages sent with **Send Message**. The default is 16 characters. If this value is increased, the note might not be fully shown on all telephones and applications.

Keyboard Mapping Tab

You can see and if required change the keyboard short cuts used by the SoftConsole.

To view the **Keyboard Mapping configuration tab**:

- Click **Preferences - Configure > Keyboard Mapping**.
Alternatively, click **Tools > Preferences-Configure > Keyboard Mapping**.



You can use the **Category** drop-down to select which sets of short cuts are shown.

To change a short cut:

- Click the current short cut key.
- Use the drop-down control that opens to select the required new short cut. If the new short cut is already in use, a warning is shown.

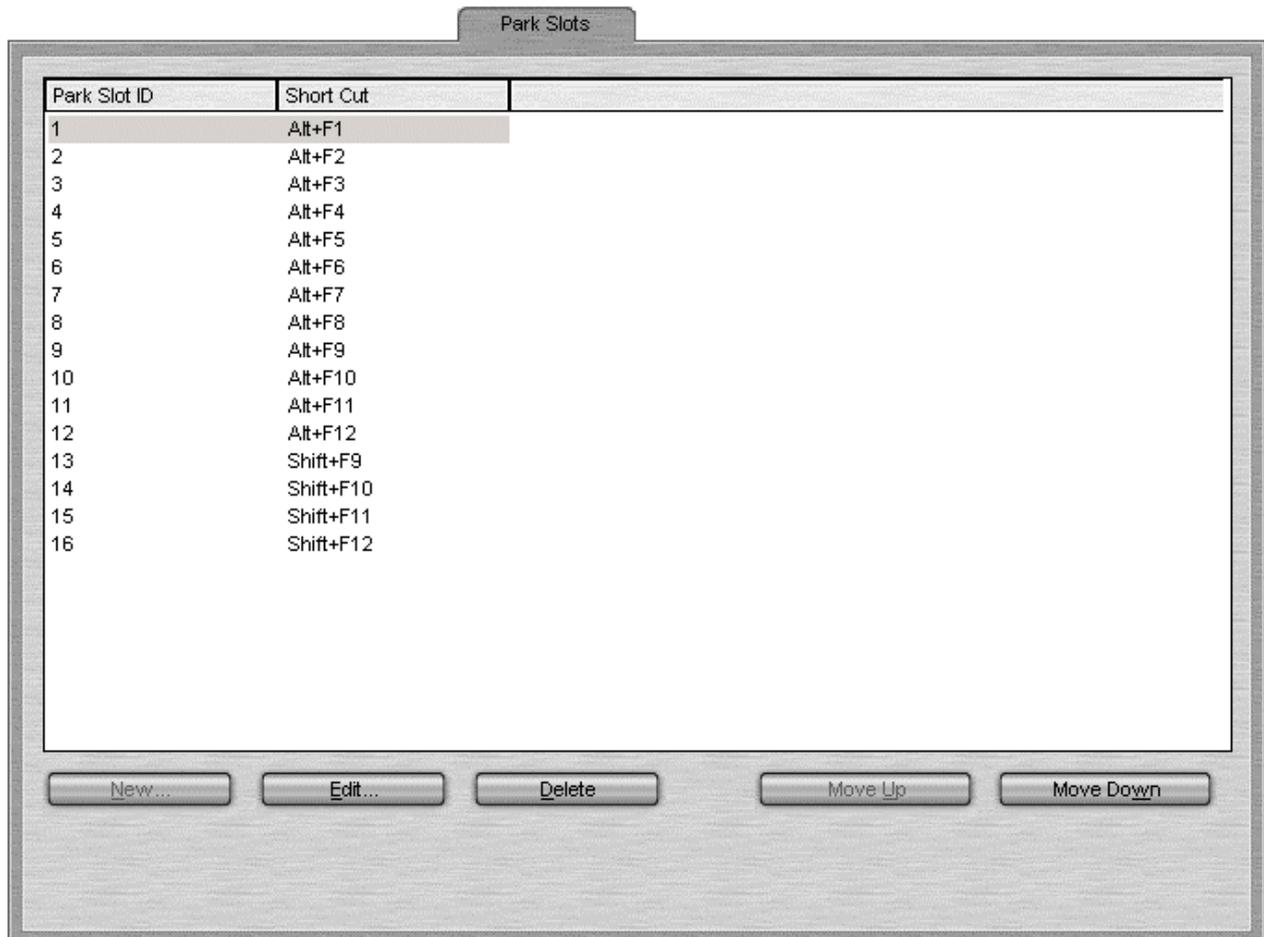
You can reset all the short cuts back to their defaults by clicking **Reset All**. For more information on the default setting, see Short Cut Keys in the Appendix.

Park Slots Tab

You can set how many park slot buttons are available and what park slot IDs are associated with those buttons.

To view the **Park Slots** configuration tab:

- Click **Preferences - Configure > Park Slots**.
Alternatively, click **Tools > Preferences-Configure > Park Slots**.



New

Allows a new button to be added up to a maximum of 16 buttons. For more information, see the section [Configuring Park Slots](#).

Edit

Allows you to change the park slot ID of the current selected button. For more information, see the section [Configuring Park Slots](#).

Delete

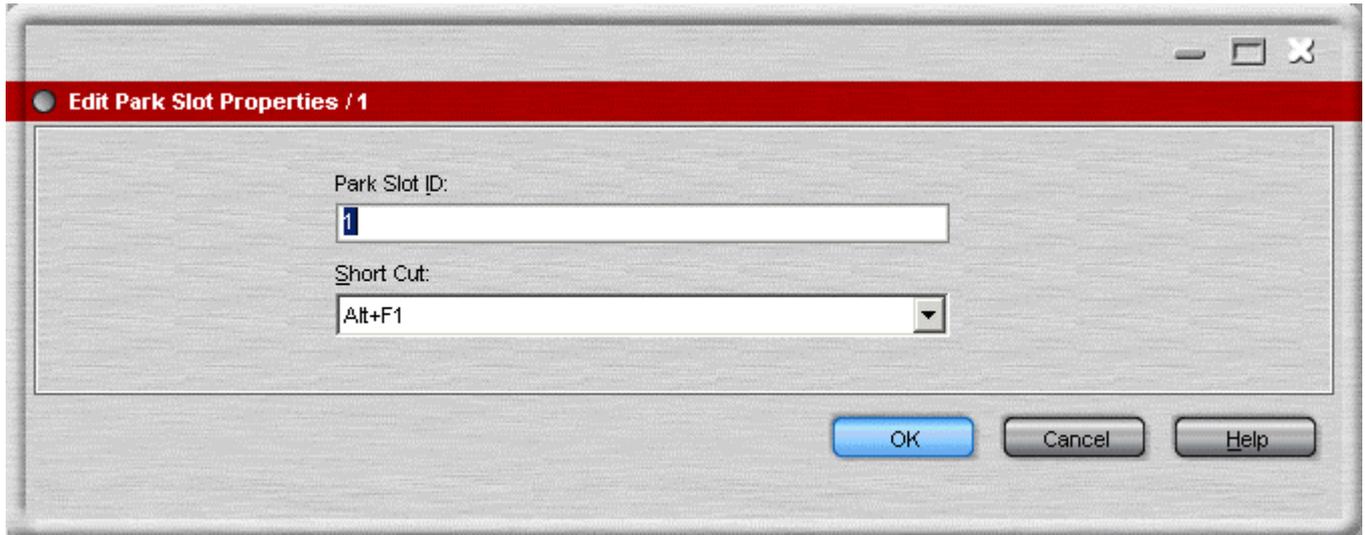
Remove the selected park slot from the list.

Move Up / Move Down

The order of the configured park slots can be changed by moving the selected park slot up or down.

Configuring Park Slots

From the Park Slots tab you can create new entries and edit the properties of existing entries.



The screenshot shows a dialog box titled "Edit Park Slot Properties / 1". It features two input fields: "Park Slot ID:" with a text box containing the number "1", and "Short Cut:" with a dropdown menu showing "Alt+F1". At the bottom right, there are three buttons: "OK", "Cancel", and "Help".

Park Slot ID

Each ID can be alphanumeric, containing both numbers and letters. However, only calls in numbered park slots can be unparked by telephone users. Park slots with letters in their ID can only be unparked using Phone Manager or programmed telephone park keys with the same set ID. The ID should not include spaces.

Short Cut

A keyboard short cut that enables the operator to park or unpark a call into a specific Park Slot.

Queue Mode Tab

A queue monitor can be configured for a specific hunt group. The hunt group needs to be created on the IP Office System with queuing enabled. For more information, consult your system administrator.

You can configure and monitor up to eight queues. One of the queues is configured as a recall queue.

To view the queue configuration tab:

- Click **Preferences - Configure > Queue**.
Alternatively, click **Tools > Preferences-Configure > Queue**.

Name	Number	Alarm Thresholds	Short Cut
Main	200	Calls in Queue: 3; Longest Waiting Time: 90 seconds	Shift+F1

Buttons: New..., Edit..., Delete, Move Up, Move Down

Colour Preferences

Normal Conditions: [] Alarm Conditions: [Orange]

Alarm Handling

If an alarm condition occurs while IP Office SoftConsole is minimized:

Automatically restore IP Office SoftConsole
 Ask me whether to restore IP Office SoftConsole
 Ignore the alarm

Details of queues that are being monitored are shown. For each queue, the alarm thresholds are shown. The alarm thresholds are the number of calls and longest waiting call.

The **Recall Queue** shows calls that were queued, answered and then transferred, but the call was not answered. Instead of the call being returned to the end of the original queue the call is placed into a new queue called Recall.

Queues can be edited using the buttons:

New

Add a new queue to monitor. For more information, see [Configuring Queues](#).

Edit

Change the current selected queues settings. For more information, see [Configuring Queues](#).

Delete

Delete the current selected queue.

Move Up/Move Down

Adjust the order of display of the queues.

Color Preferences

You can adjust the **Normal Conditions** color and the **Alarm Conditions** color used for the queues.

Alarm Handling

You can set what happens when a queue goes over its alarm threshold.

The options are:

- Automatically restore IP Office SoftConsole.
- Ask me whether to restore IP Office SoftConsole.
- Ignore the alarm.

Configuring Queues

When you select Edit or Create from the Queue Mode tab the Queue Properties screen opens. If you have selected an existing queue, the details of the queue are entered in the form.

The fields show the queue details. Details that are amended are applied to the selected queue.

Queue Name

A list of available queues. Select the queue required.

Shortcut

Select the shortcut key combination required for the new queue.

Alarm Settings

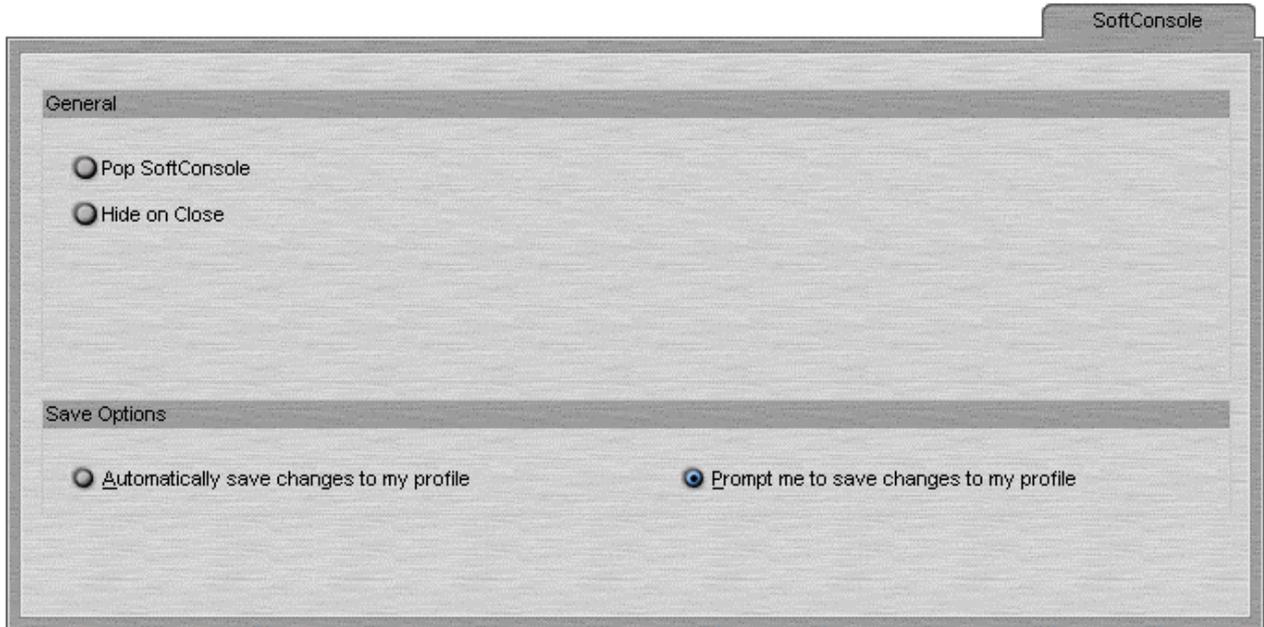
- Number of Calls in Queue**
 This option can be turned on or off. This alarm occurs when the number of calls within a queue reaches the number specified in the calls box.
- Calls**
 The number of calls within a queue before an alarm occurs.
- Longest Waiting Time**
 This option can be turned on or off. If on an alarm occurs when the call wait time reaches the time specified in the seconds box.
- Seconds**
 The number of seconds a call waits within the queue before an alarm occurs.
- Play Media File**
 When an alarm state is reached a specific sound can occur as an alarm. If a media file is to be associated with an alarm, click **Browse for Media File** and locate the file.

SoftConsole Tab

You can set how SoftConsole saves any changes that you make to the screen layout and behavior when minimized or closed.

To view the **SoftConsole configuration tab**:

- Click  **Preferences - Configure > Soft Console**.
Alternatively, click **Tools > Preferences-Configure > Soft Console**.



Select the general options required:

Pop SoftConsole:

When an incoming call is received SoftConsole 'Pops' to the front of any other applications that are running.

Hide on Close:

This option minimizes SoftConsole to the System Tray on the Windows Taskbar when you close the application rather than exiting.

Select the save mode required:

Automatically Save Changes to My Profile:

In this mode, when you close SoftConsole any profile changes are automatically saved.

Prompt me to Save Changes to My Profile:

In this mode, when you close SoftConsole a dialog box opens. You can then select whether to save or abandon any changes.

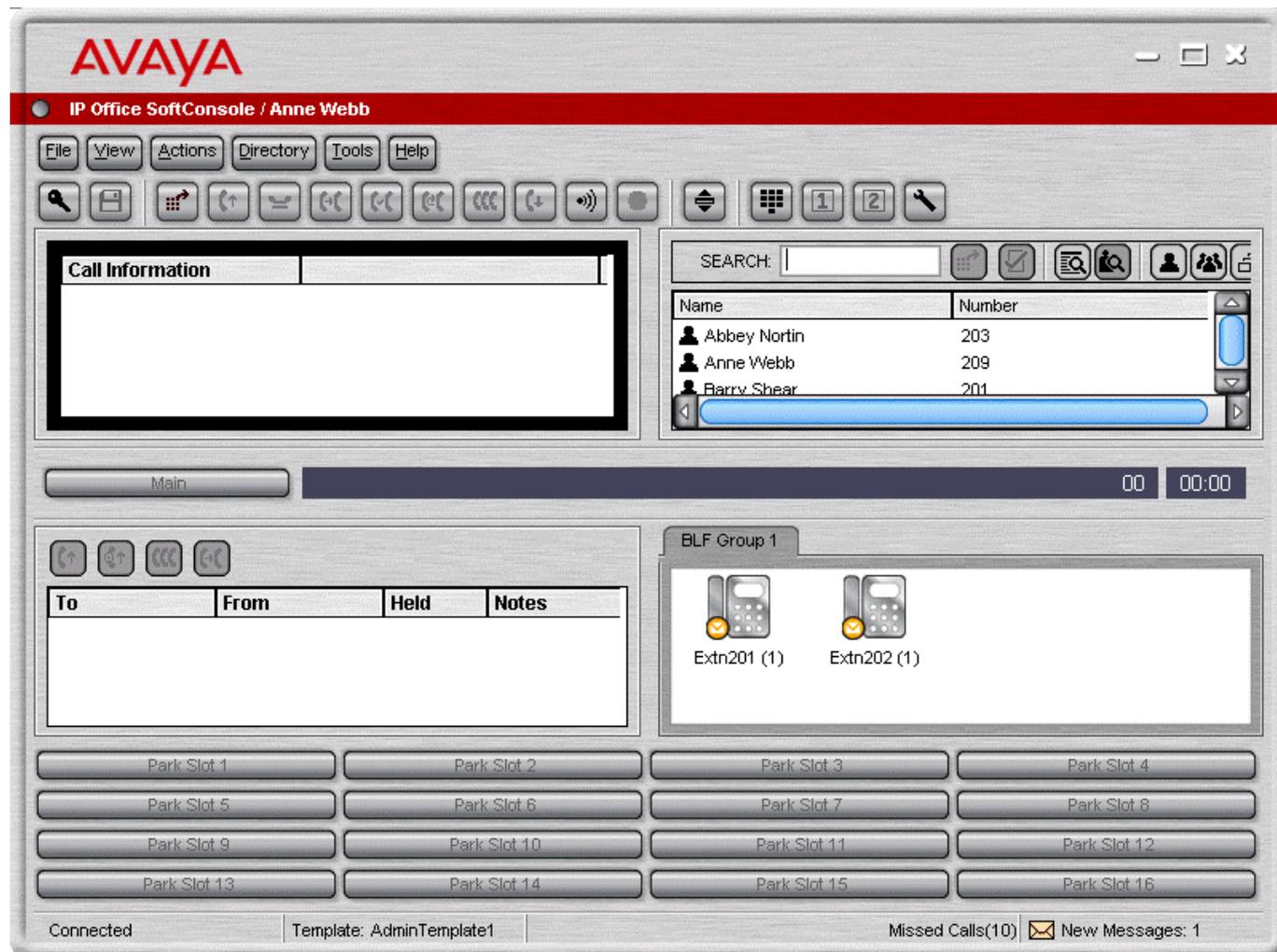
Appendix

Default Templates

When the SoftConsole application is installed, the following templates are provided.

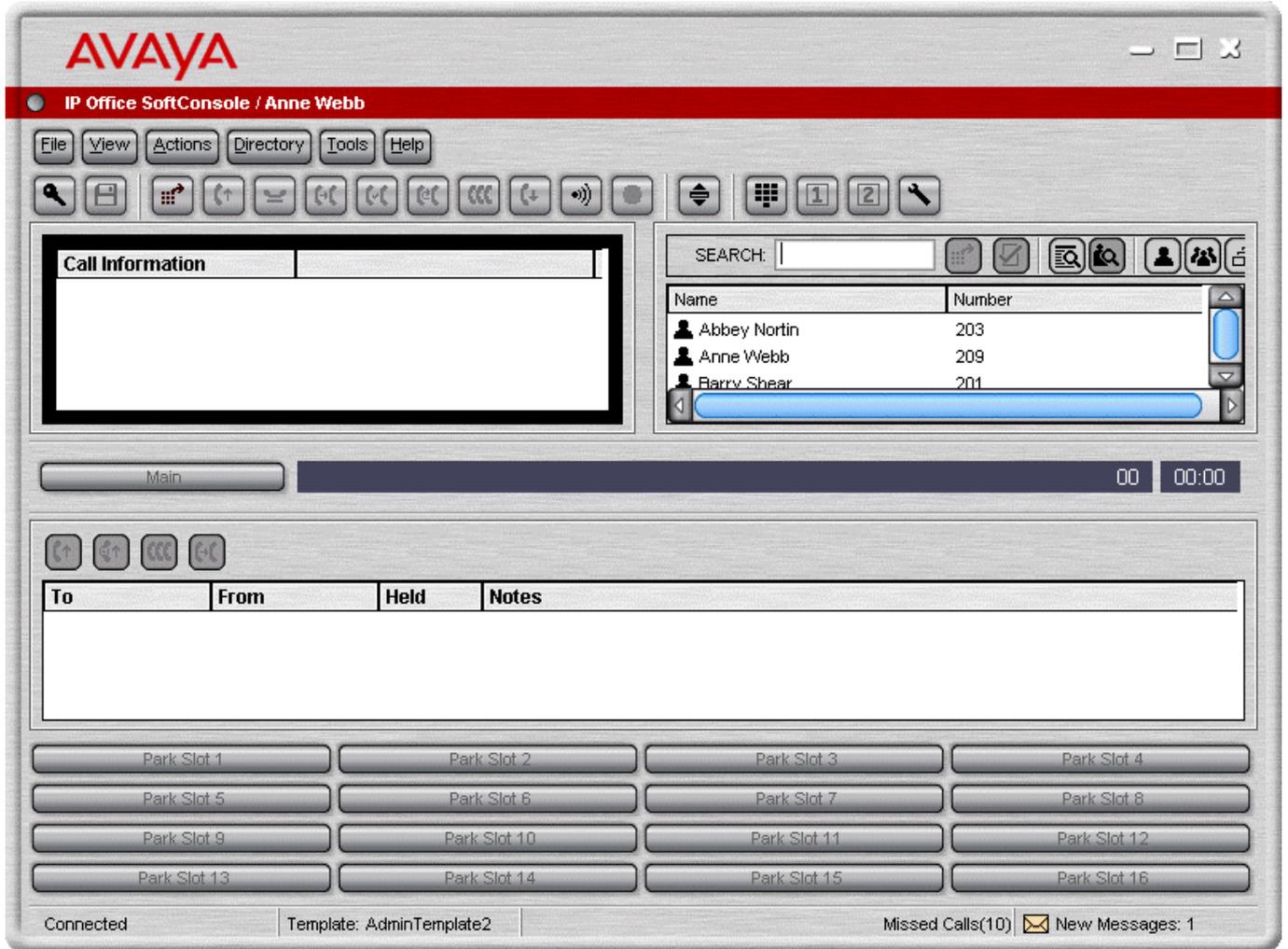
AdminTemplate1

Panels showing: Call Details, Directory Panel, Queue Panel, Held Calls Panel, BLF Panel and Park Slot panel (containing 16 slots).



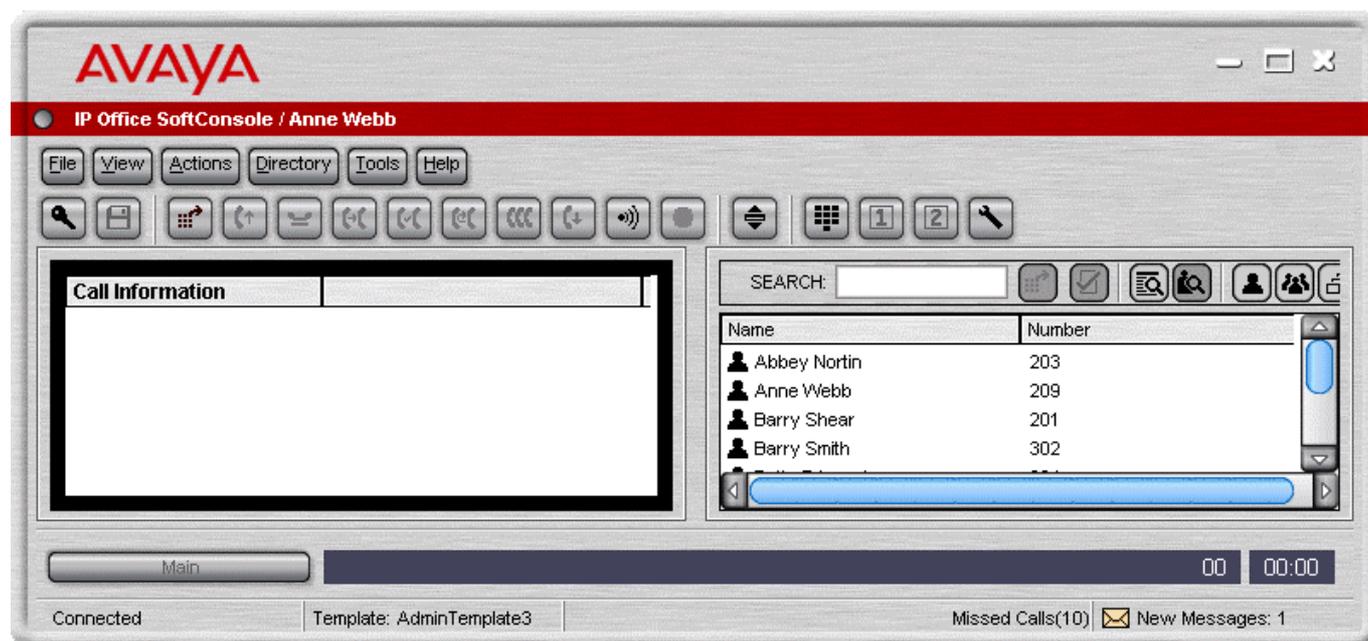
AdminTemplate2

Panels showing Call Details, Directory Panel, Queue Panel, Held Calls Panel, and Park Slot panel (containing 16 slots). The BLF Panel is hidden.



AdminTemplate3

Panels showing the Call Details, Directory Panel, and Queue Panel. If a profile is created using Admin Template 3 the user cannot see the Call History. For more information, see Call History in the Main Window section.



Short Cut Keys

The sections below show the default short cut keys used by SoftConsole. These can all be adjusted through the **Tools > Preferences-Configure > Keyboard Mapping** menu.

Call Control Short Cuts

- Alternate calls: Ctrl + A
- Annotate call: F11
- Answer call: Enter
- Make new call: F12
- Hangup: End
- Hold call: F4
- Hold the current call and auto answer next: F7
- Hold the current call against a busy extension: Ctrl + B
- Intrude: F9
- Page: F10
- Reclaim call: F6
- Record call: F5
- Transfer call: F2
- Transfer complete: Ctrl + T
- Reattempt the transfer of a returned call: Ctrl + R
- Transfer to Voicemail: F3
- Add to conference: Shift + Ctrl + F10
- Add to conference room 1: Shift + Ctrl + F11
- Add to conference room 2: Shift + Ctrl + F12

Application Hot Keys

- Restore SoftConsole application: Pause
- Switch between normal view mode and compact view mode: Home

BLF Short Cuts

- Call selected BLF group member: Ctrl + Alt + C
- BLF large icon view: Ctrl + Alt + G
- BLF small icon view: Ctrl + Alt + S
- BLF list view: Ctrl + Alt + I
- BLF details view: Ctrl + Alt + D
- Arrange BLF icons by name: Ctrl + Alt + N
- Arrange BLF icons by number: Ctrl + Alt + M
- Arrange BLF icons by status: Ctrl + Alt + U
- Arrange BLF icons horizontally: Ctrl + Alt + H
- Arrange BLF icons vertically: Ctrl + Alt + V
- Create new BLF group: Ctrl + Alt + R
- Create new BLF group member: Ctrl + Alt + B
- Edit BLF group/BLF group member properties: Ctrl + Alt + P

Directory Short Cuts

- New directory search: Ctrl + S
- Call selected directory entry: Ctrl + C
- Display properties of selected entry: Ctrl + P
- Display search-item details of selected entry: Shift + Enter
- Send email to selected user: Ctrl + E
- Send message to selected user: Ctrl + M
- Directory view: Ctrl + Y
- Conference view: Ctrl + F
- Show/hide user entries: Ctrl + U
- Show/hide group entries: Ctrl + G
- Show/hide directory entries: Ctrl + D
-

Held Calls Short Cuts

- Answer held call: Ctrl + Alt + A
- Answer the call on hold for the longest time: Ctrl + Alt + L
- Conference with held calls: F8
- Transfer held call: Ctrl + Alt + T

Queue Mode Short Cuts

- Pickup call from queue 1: Shift + F1
- Pickup call from queue 2: Shift + F2
- Pickup call from queue 3: Shift + F3
- Pickup call from queue 4: Shift + F4
- Pickup call from queue 5: Shift + F5
- Pickup call from queue 6: Shift + F6
- Pickup call from queue 7: Shift + F7
- Pickup call from queue 8: Shift + F8

Tool Short Cuts

- Conference Room 1: Shift + Ctrl + F4
- Conference Room 2: Shift + Ctrl + F5
- Release Door 1: Shift + Ctrl + F1
- Release Door 2: Shift + Ctrl + F2
- Dial pad: Shift + Ctrl + F3
- Call voice mail: Ctrl + V

Park Slot Short Cuts

- Park / unpark a call in park slot 1: Alt + F1
- Park / unpark a call in park slot 2: Alt + F2
- Park / unpark a call in park slot 3: Alt + F3
- Park / unpark a call in park slot 4: Alt + F4
- Park / unpark a call in park slot 5: Alt + F5
- Park / unpark a call in park slot 6: Alt + F6
- Park / unpark a call in park slot 7: Alt + F7
- Park / unpark a call in park slot 8: Alt + F8
- Park / unpark a call in park slot 9: Alt + F9
- Park / unpark a call in park slot 10: Alt + F10
- Park / unpark a call in park slot 11: Alt + F11
- Park / unpark a call in park slot 12: Alt + F12
- Park / unpark a call in park slot 13: Shift + F9
- Park / unpark a call in park slot 14: Shift + F10
- Park / unpark a call in park slot 15: Shift + F11
- Park / unpark a call in park slot 16: Shift + F12

Toolbar Buttons

Main Toolbar

 Login	 Hang up - Current Call
 Save Profile	 Page
 Make Call	 Record Call
 Answer Incoming \ Waiting Call	 Compact View
 Hold Current Call	 Dial Pad
 Transfer	 Conference Room 1
 Transfer Complete	 Conference Room 2
 Reattempt Transfer	 Preferences - Configure
 Conference - Calls Being Held	

Directory Panel

 Call	 Show/Hide user entries
 Directory Entry Properties	 Show/Hide group entries
 View Directory Items	 Show/Hide directory entries
 View Active conferences	

Held Calls Panel

 Answer the Selected Held call	 Conference with Held Calls
 Answer the Call with the Longest Holding Time	 Transfer Held Call

Trouble Shooting

Cannot send a message.

Contact your system administrator. To be able to send a message, the operator's extension needs to be configured as a System Phone on the **User > Telephony** tab in the IP Office configuration. This is done using IP Office Manager.

Cannot use the 'Force Extension Status' or 'Group Service Status' features.

There is an interval of several seconds after SoftConsole has been started that the operator cannot use these features. During this interval, the Directory Entry Properties or Group Service Status forms will display a close button, rather than the OK and Cancel buttons. Close the form, wait several seconds and then re-open the form to try again.

Unanswered Calls are Not Returned to the Operator.

Contact your system administrator. For calls to be returned to the operator when they are not answered, a **Transfer Return Time** must be set in the **User > Telephony** tab of the IP Office configuration using IP Office Manager.

Microsoft Outlook Warning Screen opens at Login.

If directory access to Microsoft Outlook contacts folder has been selected in the Directories Tab, a Microsoft Outlook warning screen might appear when an operator is opening SoftConsole or using the option 'Send Email'. If the warning screen opens:

1. Select the **Allow access for** check box, and then click an amount of time in the list.
2. Click **Yes**. Yes must be selected to allow SoftConsole to retrieve Outlook contacts.

For more information, refer to the Microsoft Support web site.

How to Export Directories.

Local Directory entries can be exported in a .CSV file format. The directory export facility applies not just to the local directory but to all directories that are shown in the directory panel. For example, if only the Show Users Entries button is depressed then only the user entries will be exported. If an existing file name is selected the original file contents are overwritten.

To export the Operators Local Directory:

1. Click **Directory > Export**.
 2. Enter a name for the file and click **OK**.
-

How Do I Delete a Profile?

Profiles can be removed if they are no longer required.

To delete a profile:

1. Click **File > Save Profile as**.
 2. Select the profile to be deleted.
 3. Press **Delete** button.
 4. When all profiles to be deleted have been removed, click **Cancel** to return to the Main screen.
-

Glossary

B

BLF: Busy Lamp Field. Provides a visual display of the status of the extension it is associated with. In SoftConsole a BLF can also be used as a Speed Dial.

C

CLID: Calling Line IDentification. Also called Caller ID.

Conference: Multiple calls joined into one conversation.

D

Directory: A list of internal and external numbers and their associated names that are stored either centrally on the main system or locally on the Users PC or both.

Directory Entry: An internal or external number and the associated name that is stored within a directory. The entry can be used for quick dialling or identifying incoming calls.

H

Hunt Group: A hunt group is a collection of users assigned to take specific calls. For example, 'Main' takes incoming calls to the switchboard, or 'Sales' to take sales orders. A caller can ring one number but the call can be answered by any user that is a member of the hunt group. You can be a member of one or more hunt groups. Hunt groups are created on the main system. For more information, see your system administrator.

I

ICLID: Incoming Calling Line IDentification. Also called Caller ID.

P

PBX: The main unit providing the telephone service.

S

Speed Dial: Used to dial frequently used numbers. In SoftConsole the BLF acts as a speed dial.

T

Tag: Text used to identify a call.

U

Unsupervised Transfer: Transferring a call to another number without waiting for the destination to be answered.

V

Voicemail: If your system supports voicemail callers to your extension will be prompted to leave a message if your phone is busy or not answered.

Index

- 1**
 - 1.15
 - queue 38
 - 16
 - containing 75
 - 3**
 - 38*N 37
 - A**
 - About 5
 - Absent 26
 - Absent Message 26
 - Setting 26
 - access 6, 82
 - Microsoft Outlook 6, 82
 - Actions 31, 34, 35, 37, 43, 45, 46, 47, 48, 49, 50
 - Actions menu 11, 40
 - Add button 60
 - Add Members 17
 - BLF Group 17
 - Add Users 40
 - Add Users button 40
 - Adding 29, 40, 43, 46, 60
 - Conference 43
 - Conference Room 40
 - Text 46
 - Users 43
 - address 6
 - IP Office 6
 - adjust 59, 71
 - BLF 59
 - Normal Conditions 71
 - Admin Template 75
 - Administration 58
 - Administrator 54, 55
 - Administrator Mode 55
 - Administrator Password 55
 - change 55
 - AdminTemplate1 56, 75
 - AdminTemplate2 56, 75
 - AdminTemplate3 18, 56, 75
 - Advice 50
 - Call Recording 50
 - Alarm Conditions 71
 - Alarm Handling 71
 - Alarm Settings 73
 - All 15, 26
 - Forwarding 15
 - Allow 82
 - Select 82
 - ALT 11
 - pressing 11
 - ALT+A 11
 - Alt+F1 37
 - F12 37
 - Anne 26
 - Anne Webb 26
 - Anne's Forward on Busy 26
 - Anne's voicemail 26
 - Annotate Call 46
 - Annotating 46
 - Answer 31, 36, 39, 81
 - Call 31, 81
 - Queued Call 39
 - Selected Held 81
 - Selected Held Call 36
 - Answer Call 31
 - Answer Incoming 81
 - Answer Longest Held Call 36
 - AOCR 50
 - Appearance 58
 - Appearance Tab 58
 - Appendix 56, 68
 - Applications Installation 58
 - see 58
 - Apply Custom Skin 58
 - Arrange 15
 - Arrange BLF 78
 - Automatically Save Changes 74
 - My Profile 74
 - Avaya 37, 48
 - Avaya DS Port 48
 - Avaya IP Office 5
 - Avaya IP Office SoftConsole 11
 - B**
 - Begin Directory Search 67
 - behaviour 57
 - Black - Idle 13
 - BLF 11, 15, 17, 18, 20, 32, 34, 40, 54, 55, 59, 60, 78
 - adjust 59
 - contain 18
 - display 55
 - dropping 40
 - grouping 59
 - replaces 18
 - Select 60
 - BLF Group Members 17, 60
 - BLF Groups 17, 57, 59, 60
 - Add Members 17
 - Configuring 60
 - edit 60
 - view 17, 59
 - BLF Groups Tab 59
 - BLF icon 15, 40
 - use 15
 - BLF list 78
 - BLF Members 17
 - BLF Panel 9, 15, 17, 59, 60, 75
 - BLF Short Cuts 78
 - border 58
 - Call Details 58
 - Both Show
 - HuntGroups 35
 - Browse 6, 8, 73
 - Media File 73
 - Browse button 65, 66
 - Use 65, 66
 - Busy 26, 34
 - Busy Lamp Field 15, 59
 - Busy Lamp Field Panel 9
 - Busy/No Answer 26
 - Button
 - Forwarding 25
 - Buttons 81
- C**
 - Call 13, 15, 31, 32, 34, 35, 37, 46, 50, 57, 73, 81
 - Answer 81
 - Answering 31
 - Incoming 57
 - Make 32
 - Name 13
 - Number 13, 73
 - Parking 37
 - Reclaiming 37
 - Recording 50
 - Transfer 35
 - Transferring 34
 - Unpark 37
 - Call Behaviour 26
 - Call Control Short Cuts 78
 - Call Details 13, 31, 34, 58, 75
 - border 58
 - showing 75
 - Call Details Panel 9, 13, 31
 - Call Handling 45
 - Call History 9, 18, 46, 75
 - see 75
 - Viewing 18
 - Call History Pane 18
 - Call History Panel 18
 - Call Notes 51, 67
 - Maximum Length 67
 - Call Recording 50
 - Advice 50
 - Call Status 13, 58
 - Call Status Icon 18
 - Call Voicemail 11
 - Call Waiting 53
 - Called Number 13
 - Calling Name 13, 39
 - Calls Tab 65
 - Incoming 65
 - Cancel 82
 - Category 68
 - use 68
 - change 22, 25, 55
 - Administrator Password 55
 - Do Not Disturb 25
 - IP Office 22
 - Change Administrator Password 55
 - Clear All Tabs 18
 - clicking 40, 68
 - Invite button 40
 - Reset All 68
 - Close 74
 - Close Script button 31
 - Collecting 37
 - Parked Call 37
 - Color Preferences 71
 - Compact View 20, 81
 - Conference 9, 43, 50, 57, 62
 - Add 43
 - view 43, 62
 - Conference - Calls Being Held 81
 - Conference BLFs 40
 - Conference button 43
 - Press 43
 - Conference Description 40
 - Conference Held Calls 40, 43
 - Conference Host 40
 - Conference Room View 40
 - Conference Room window 40
 - Conference Rooms 40, 78, 81
 - Add 40
 - Using 40
 - Conferencing Tab 62
 - Configuration 13, 54

- Configure 57, 58, 59, 60, 62, 63, 65, 66, 67, 68, 69, 70, 71, 73, 74
 - BLF Groups 60
 - Directory Lists 66
 - Park Slots 70
 - Queues 73
- Configuring SoftConsole 40, 55
- contain 18, 75
 - 16 75
 - BLF 18
- Creates 36, 73
- CSV file 82
- Ctrl key 60
- Ctrl+Alt+B 17
- Ctrl+Alt+D 15
- Ctrl+Alt+G 15
- Ctrl+Alt+H 15
- Ctrl+Alt+I 15
- Ctrl+Alt+M 15
- Ctrl+Alt+N 15
- Ctrl+Alt+S 15
- Ctrl+Alt+U 15
- Ctrl+Alt+V 15
- Ctrl+B 34
 - pressing 34
- Ctrl+E 50
- Ctrl+M 48
- Ctrl+R 34, 49
- Ctrl+T 34
 - pressing 34
- Current Call 81
- Current Call Information 37, 39, 46
- Custom Skin 58
- CustomerHelp 38
- D**
- Date & Time 18
- Declined 40
- Default Templates 75
- Delete 82
 - Profile 82
- Depending 24
 - IP Office 24
- DESCRIPTION 18
- Dial Pad 11, 45, 51, 81
 - use 51
 - Using 51
- Dial Pad window 51
- dialable 9, 15
- dialling 22, 24, 37, 51
 - Number 51
 - outgoing 22
- dialog
 - SoftConsole 74
- Directories Tab 63
- Directory 18, 34, 43, 63, 66, 82
 - view 63
- Directory Access 63
- Directory Access Section 63
- Directory Entry 22, 66
- Directory Entry Form 22
- Directory Entry Properties 21, 81, 82
 - open 21
- Directory Entry Properties window 21, 25
 - use 21
- Directory Lists 66
 - Configuring 66
- Directory Panel 43, 75, 81
 - use 43
- Directory Short Cuts 78
 - display 55
 - BLF 55
- Display Fields 63
 - Search Results 63
 - Search Results Section 63
- DND 30
 - numbers 30
- Do Not Disturb 25, 30
 - change 25
- Door 64
- Door Name 64
- Door Release 11, 45, 47, 57, 64
 - selecting 64
- Door Release Tab 64
- Door Release window 64
- dropping 40
 - BLF 40
- E**
- edit 55, 60, 73
 - BLF Group 60
 - Profile 55
- Edit BLF Group Properties window 17
- Edit BLF group/BLF 78
 - email 45, 50
 - send 50
 - End 34
 - pressing 34
 - End button 47, 49
 - press 47, 49
 - Enter 31, 32
 - Tag 32
 - Entry Code 64
- Existing Conferences 40
 - Viewing 40
- exit 11, 48
 - SoftConsole 11
- Expand 53, 56
- Export 82
- Export Directories 82
- ext 206 26
- F**
- F12
 - Alt+F1 37
 - Shift+F9 37
- F2
 - Pressing 34
- Features 13, 32
- FIELD 18
- Follow Me 26, 29, 30
- Follow Me behaviour 26
- Force Extension Status 82
- Forward Follow-me Number window 29
- Forward Hunt Group Calls 26
- Forward Internal Calls 26
- Forward On Busy 26, 29
- Forward On No Answer 26
- Forward Unconditional 26
- Forwarding 15, 25, 26, 29, 30
 - All 15
 - Button 25
 - Options Selected 26
- Forwarding Behaviour 26
- Forwarding Status Window 29
- Forwarding window 30
- Full Name 25
- G**
- Getting 6
 - Started 6
- Green - Connected 13
- Group Name 24
- Group Page window 49
- Group Service Status 82
- Group Service Status Form 24
- Group Service Status window 24
 - selected 24
- Group Status 25
- grouping 59
 - BLF 59
- Guide 5
- H**
- Hang Up 43, 47, 49
- Hangup 78
- Held 54
 - require 54
- Held Call Panel 9, 36, 75, 81
- Held Calls 9, 18, 36, 55, 81
 - return 18
- Held Calls Short Cuts 78
- Highlight New 17
- History 18
- Hold Current Call 81
- Hot Keys 78
- I**
- Icons 15
- ID 37, 69, 70
- IDs 57, 69
- In Service 24
 - includes 13
 - IP Office 13
- Incoming 57, 58, 65
 - Calls 57
 - Calls Tab 65
- Incoming Calls 65
 - view 65
- Intrude 47
- Invite button 40
 - clicking 40
- Invited 40
- IP Address 6
 - IP Office System 6
- IP Office 5, 6, 8, 13, 15, 22, 24, 37, 40, 43, 53, 55, 63, 65, 82
 - address 6
 - Changes 22
 - Depending 24
 - including 13
 - IP Office Conferencing Center 43
 - IP Office Control Units 8
 - IP Office Control Units window 8
 - IP Office Directory 63
 - IP Office Directory Number 22
 - IP Office Manager 29, 30, 82
 - IP Office SoftConsole 71
 - IP Office SoftConsole application 5

- use 5
- IP Office
- SoftConsole Local Directory 63
- IP Office
- SoftConsole Login window 6, 8, 53
- IP Office System 6, 71
 - IP Address 6
- J**
- Joined 40
- K**
- Keyboard Actions 57, 67
 - view 67
- Keyboard Actions Tab 67
- Keyboard Actions window 48
- Keyboard Mapping 57, 68
 - view 68
- Keyboard Mapping menu 78
- Keyboard Mapping Tab 68
- L**
- Large Icons 15
- Loading Bay 64
- Local Directory 18, 82
- Logged In 25
- login 6, 9, 11, 53, 54, 55, 81, 82
 - SoftConsole 6, 54
- Login window 6, 7, 53
 - view 53
- Longest Holding Time 81
- Longest Waiting Time 73
- M**
- Main 82
- Main Menu Bar 11
- Main Toolbar 81
- Main Window 17, 75
- Make Call 32, 81
 - use 32
- Make Call Screen 32
- Making 32
 - Call 32
 - Outgoing Call 32
- Map ID 17, 29, 32, 46, 51, 53, 66
- Map ID 10 7
- Map ID 11 70
- Map ID 1100 65
- Map ID 12 73
- Map ID 13 48
- Map ID 1300 71
- Map ID 14 60
- Map ID 1400 69
- Map ID 1500 59
- Map ID 16 25
- Map ID 1600 47
- Map ID 1700 63
- Map ID 18 49
- Map ID 1800 62
- Map ID 19 35
- Map ID 1900 68
- Map ID 2000 67
- Map ID 21 24
- Map ID 2100 58
- Map ID 22 8
- Map ID 2200 74
- Map ID 23 43
- Map ID 24 40
- matches 13
 - SoftConsole 13
- Maximum Length 67
 - Call Notes 67
- Media File 22, 65, 66, 73
 - Browse 73
- Members 60
- MENU 48
- MENU key 48
- Messages 12
- Microsoft Outlook 6, 50, 82
 - access 6, 82
- Microsoft Outlook Contacts Folder 63
- Microsoft Outlook Warning Screen 82
- Microsoft Support 82
 - refer 82
- minimised 57
- Mobile Twinning 5, 30
- Monitoring 38
 - Queues 38
- Move Down 59, 69
- Move Up 59, 69
- Move Up/Move Down 71
- Msgs 48
- My Profile 74
 - Automatically Save Changes 74
 - Save Changes 74
- N**
- Name 7, 13, 22, 32, 35, 66
 - Calling 13
- Name Order 15
- New 60
- New BLF Group
- Member dialog 17
- New BLF Group
- Member window 17
- New BLF Group window 60
- New Messages
- Order 15
- Night Service 24
- No Answer 26
- NoAns 34
- Normal Conditions 71
 - adjust 71
- Normal View 20
- Not Disturb 15, 25
- Not Returned 82
 - Operator 82
- Number 7, 13, 18, 30, 32, 35, 38, 51, 65, 66, 73
 - Calling 13
 - Calls 73
 - Dial 51
 - DND 30
 - Recall 38
- Number Order 15
- Numeric 46
- O**
- Off-hook Station 53
 - selected 53
- OK 6, 7, 8, 17, 29, 30, 46, 48, 49, 54, 55, 56, 60, 64, 82
- open 7, 21, 25, 82
 - Directory Entry Properties 21
 - SoftConsole 82
 - User List window 7
 - Users 25
- Open Call
- Annotation Window 67
- Open Directory File 65
- Open Pop-up Dial Pad 67
- Operator 82
 - Not Returned 82
- Operators Local Directory 82
- Options Selected 26
 - Forwarding 26
- Orange 9
- Out
 - Service 24
- outgoing 22, 58
 - dialling 22
- Outgoing Calls 25, 32
 - Making 32
- Outlook 6, 63, 82
- Overview 9, 21, 38, 40, 45, 55, 57
- P**
- Page 49
- Park / unpark 78
- Park ID 37
- Park Slot Button 37
 - unpark 37
- Park Slot ID 70
- Park Slot Panel 9
- Park Slot Short Cuts 78
- Park Slots 37, 55, 57, 69, 70, 75
 - Configuring 70
 - view 69
- Park Slots Tab 69
- Parked Call 37
 - Collecting 37
- Parking 37
 - Call 37
- Password 6, 53
- PC 5, 63, 65, 66
 - support 5
- Phone Manager 22, 37, 45, 70
- Phone Manager User Guide 26
- Phone Number 22
- Play Media File 73
- Pop SoftConsole 74
- Pops 74
- Preferences 57, 58, 59, 60, 62, 63, 65, 67, 68, 69, 71, 74
- Preferences - Configure 81
- Preferences-Configure 57, 58, 59, 60, 62, 63, 65, 67, 68, 69, 71, 74, 78
- Press Delete button 82
- Press Enter 31
- Press F3 35
- Press F6 37
- Press Home 20
- Press MENU 48
- pressing 11, 34, 37, 43, 47, 49
 - ALT 11
 - Conference button 43
 - Ctrl+B 34
 - Ctrl+T 34
 - End 34
 - End button 47, 49
 - F2 34
 - unpark 37
- Profile 53, 54, 55, 82
 - Delete 82
 - Editing 55
- Profile list 53
- Programs 6, 53
- Q**
- Queue Call bar 38
- Queue Mode 57
- Queue Mode Panel 38

- Queue Mode Short Cuts 78
- Queue Mode Tab 71
- Queue Name 38, 73
- Queue Name button 39
- Queue Panel 9, 75
- Queue Properties 73
- Queued Call 39
- Answering 39
- Queues 9, 38, 71, 73
- 1.15 38
- Configuring 73
- Monitoring 38
- R**
- reattempt 49, 78
- Reattempt Transfer 45, 49, 81
- Re-attempt Transfer 49
- Recall 38, 71
- number 38
- Recall Queue 71
- Reclaim Call 37
- Reclaiming 37
- Call 37
- Record Call 45, 50, 81
- Recording 50
- Call 50
- Recvs 48
- Red - Alerting 13
- refer 50, 82
- Microsoft Support 82
- Release Door 78
- Remove 40
- replaces 18
- BLF 18
- require 54
- Held 54
- Reset All 68
- clicking 68
- Restore SoftConsole application 78
- return 18
- Held Calls 18
- Return Call 58
- Ringback 32
- Room 40
- rtf 22
- RTF file 65, 66
- running 67
- SoftConsole 67
- S**
- Save Changes 74
- My Profile 74
- Save Profile 54, 55, 81, 82
- Save Profile As 54
- Save Template 56
- Screen colours 9
- Script File 22, 65, 66
- SEARCH 34
- Search Results 63
- Display Fields 63
- Search Results Section 63
- Display Fields 63
- see 58, 75
- Applications Installation 58
- Call History 75
- Select 8, 24, 53, 57, 60, 64, 82
- Allow 82
- BLF 60
- Door Release 64
- Group Service Status window 24
- Off-hook Station 53
- Unit 8
- Select Allow 6
- Select Arrange 40
- Select Change Status 40
- Select Mobile Twining 30
- Select View 40
- Selected Held 81
- Answer 81
- Selected Held Call 36
- Answer 36
- Send Email 11, 45, 50, 78, 82
- Send Message 45, 48, 67
- Sending 48, 50
- email 50
- Text Message 48
- Service 24
- Out 24
- Service Status 24
- setting 26
- Absent Message 26
- Shift + Ctrl 78
- Shift + Enter 78
- Shift + F1 78
- Shift + F10 78
- Shift + F11 78
- Shift + F12 78
- Shift + F2 78
- Shift + F3 78
- Shift + F4 78
- Shift + F5 78
- Shift + F6 78
- Shift + F7 78
- Shift + F8 78
- Shift + F9 78
- Shift+F9 37
- F12 37
- Short Cut 70, 78
- Short Cut Keys 78
- Show Templates 53
- Show Users 35
- Show Users Entries button 82
- Show/hide 78, 81
- showing 75
- Call Details 75
- Small Icons 15
- Soft Console 74
- SoftConsole 5, 6, 9, 11, 13, 20, 22, 24, 25, 29, 30, 31, 32, 37, 38, 39, 40, 43, 46, 47, 48, 49, 50, 53, 54, 55, 56, 57, 58, 62, 63, 64, 65, 67, 68, 74, 78, 82
- dialog 74
- exit 11
- login 6, 54
- matches 13
- opening 82
- running 67
- storing 65
- System Tray 74
- view 74
- SoftConsole application 75
- SoftConsole Directory Number 22
- SoftConsole login 55
- SoftConsole Tab 74
- softphone 5
- Speak 47
- User 47
- Speed Dial 26
- Start SoftConsole 55
- Started 6, 53
- Getting 6
- Status Bar 12
- Status Order 15
- storing 65
- SoftConsole 65
- Supervised 34
- support 5
- PC 5
- System Phone 82
- User 82
- System Tray 74
- SoftConsole 74
- T**
- Tag 32, 46
- Enter 32
- Telephony 82
- Templates 53
- Text 46
- Adding 46
- Text Message 48
- Sending 48
- timeout 34
- Title Bar 9
- toolbars 9
- Tools 47, 50, 51, 57, 58, 59, 60, 62, 63, 65, 67, 68, 69, 71, 74, 78
- Tools Menu 45, 64
- Transfer Call 34
- Transfer Complete 81
- Transfer Held Call 36, 81
- Transfer Return Time 82
- Transferring 34, 35, 36, 78
- Call 34, 35
- Voicemail 78
- Trouble Shooting 82
- Twining 30
- txt 22, 65, 66
- U**
- Unanswered Calls 82
- Unavailable 40
- Unit 8
- select 8
- Unit Name/IP Address 6
- Unit Name/IP-Address 6
- unpark 37, 70
- Call 37
- Park Slot Button 37
- pressed 37
- unparked 37, 70
- Unread Voicemail Messages 15
- Unsupervised 34
- use 5, 15, 21, 32, 43, 51, 65, 66, 68
- BLF Icon 15
- Browse button 65, 66
- Category 68
- Dial Pad 51
- Directory Entry Properties window 21
- Directory Panel 43
- IP Office SoftConsole application 5
- Make Call 32
- Use Conference Rooms 40
- User Busy 15
- User Directory Entry Form 25
- User List 6, 7
- User List Window 6, 7
- open 7
- User Name 6, 7, 25, 53
- User Name/Extn 7

- Users 25, 43, 47, 82
 - Adding 43
 - open 25
 - Speak 47
 - System Phone 82
 - Using 40, 51
 - Conference
 - Rooms 40
 - Dial Pad 51
 - Using Hold 36
 - Using Page 49
 - Using SoftConsole 43
 - Using Templates 56
- V**
- View Active 81
 - View Conference Rooms 11
 - View Directory Items 81
 - Viewing 15, 17, 18, 20, 40, 43, 53, 59, 62, 63, 65, 67, 68, 69, 74
 - BLF Group 17
 - BLF Groups 59
 - Call History 18
 - Conferences 43
 - Conferencing 62
 - Directories 63
 - Existing
 - Conferences 40
 - Incoming Calls 65
 - Keyboard Actions 67
 - Keyboard Mapping 68
 - login window 53
 - Park Slots 69
 - SoftConsole 74
 - voicemail 12, 15, 24, 26, 32, 35, 48, 49, 78
 - Transfer 78
 - VoiceMail Pro 40, 50
 - Voicemail Transfer 35
 - Voicemail window 35
- W**
- Waiting Call 81
 - wav 22, 65, 66
 - WAV file 65, 66
 - Windows Taskbar 74
- Y**
- Yellow - Returned 13
 - Yes 6, 53, 82

Performance figures and data quoted in this document are typical, and must be specifically confirmed in writing by Avaya before they become applicable to any particular order or contract.

The company reserves the right to make alterations or amendments to the detailed specifications at its discretion. The publication of information in this document does not imply freedom from patent or other protective rights of Avaya or others.

Intellectual property related to this product (including trademarks) and registered to Lucent Technologies have been transferred or licensed to Avaya.

All trademarks identified by the ® or ™ are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners.

This document contains proprietary information of Avaya and is not to be disclosed or used except in accordance with applicable agreements.

Any comments or suggestions regarding this document should be sent to "wgctechpubs@avaya.com".

© 2007 Avaya Inc. All rights reserved.

Avaya
Unit 1, Sterling Court
15 - 21 Mundells
Welwyn Garden City
Hertfordshire
AL7 1LZ
United Kingdom

Tel: +44 (0) 1707 392200
Fax: +44 (0) 1707 376933

Web: <http://www.avaya.com/ipoffice/knowledgebase>