



Using IP Office SoftConsole

Release 12.0
Issue 10
March 2024

Notices

© 2026 Avaya LLC. All Rights Reserved.

You may, at your own risk, assemble a MyDocs collection solely for your own internal business purposes, which constitutes a modification to the original published version of the publications. Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of publications. You agree to defend, indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, your modifications, additions or deletions to the publications.

A single topic or a collection of topics may come from multiple Avaya publications. All of the content in your collection is subject to the legal notices and disclaimers in the publications from which you assembled the collection. For information on licenses and license types, trademarks, and regulatory statements, see the original publications from which you copied the topics in your collection.

Except where expressly stated by Avaya otherwise, no use should be made of materials provided by Avaya on this site. All content on this site and the publications provided by Avaya including the selection, arrangement and design of the content is owned by Avaya and/or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. Avaya owns all right, title and interest to any modifications, additions or deletions to the content in the Avaya publications.

Notice

While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

Documentation disclaimer

"Documentation" means information published in varying media which may include product information, subscription or service descriptions, operating instructions and performance specifications that are generally made available to users of products. Documentation does not include marketing materials. Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of Documentation unless such modifications, additions, or deletions were performed by or on the express behalf of Avaya. End user agrees to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End user.

Link disclaimer

Avaya is not responsible for the contents or reliability of any linked websites referenced within this site or Documentation provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

Warranty

Avaya provides a limited warranty on Avaya hardware and software. Please refer to your agreement with Avaya to establish the terms of the limited warranty. In addition, Avaya's standard warranty language as well as information regarding support for this product while under warranty is available to Avaya customers and other parties through the Avaya Support website: <https://support.avaya.com/helpcenter/getGenericDetails?detailId=C20091120112456651010> under the link "Warranty & Product Lifecycle" or such successor site as designated by Avaya. Please note that if the product(s) was purchased from an authorized Avaya channel partner outside of the United States and Canada, the warranty is provided by said Avaya Channel Partner and not by Avaya.

"Hosted Service" means an Avaya hosted service subscription that You acquire from either Avaya or an authorized Avaya Channel Partner (as applicable) and which is described further in Hosted SAS or other service description documentation regarding the applicable hosted service. If You purchase a Hosted Service subscription, the foregoing limited warranty may not apply but You may be entitled to support services in connection with the Hosted Service as described further in your service description documents for the applicable Hosted Service. Contact Avaya or Avaya Channel Partner (as applicable) for more information.

Hosted Service

THE FOLLOWING APPLIES ONLY IF YOU PURCHASE AN AVAYA HOSTED SERVICE SUBSCRIPTION FROM AVAYA OR AN AVAYA CHANNEL PARTNER (AS APPLICABLE). THE TERMS OF USE FOR HOSTED SERVICES ARE AVAILABLE ON THE AVAYA WEBSITE, [HTTPS://SUPPORT.AVAYA.COM/LICENSEINFO](https://support.avaya.com/licenseinfo) UNDER THE LINK "Avaya Terms of Use for Hosted Services" OR SUCH SUCCESSOR SITE AS DESIGNATED BY AVAYA, AND ARE APPLICABLE TO ANYONE WHO ACCESSES OR USES THE HOSTED SERVICE. BY ACCESSING OR USING THE HOSTED SERVICE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE DOING SO (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THE TERMS OF USE. IF YOU ARE ACCEPTING THE TERMS OF USE ON BEHALF A COMPANY OR OTHER LEGAL ENTITY, YOU REPRESENT THAT YOU HAVE THE AUTHORITY TO BIND SUCH ENTITY TO THESE

TERMS OF USE. IF YOU DO NOT HAVE SUCH AUTHORITY, OR IF YOU DO NOT WISH TO ACCEPT THESE TERMS OF USE, YOU MUST NOT ACCESS OR USE THE HOSTED SERVICE OR AUTHORIZE ANYONE TO ACCESS OR USE THE HOSTED SERVICE.

Licenses

The Global Software License Terms ("Software License Terms") are available on the following website <https://www.avaya.com/en/legal-license-terms/> or any successor site as designated by Avaya. These Software License Terms are applicable to anyone who installs, downloads, and/or uses Software and/or Documentation. By installing, downloading or using the Software, or authorizing others to do so, the end user agrees that the Software License Terms create a binding contract between them and Avaya. In case the end user is accepting these Software License Terms on behalf of a company or other legal entity, the end user represents that it has the authority to bind such entity to these Software License Terms.

Copyright

Except where expressly stated otherwise, no use should be made of materials on this site, the Documentation, Software, Hosted Service, or hardware provided by Avaya. All content on this site, the documentation, Hosted Service, and the product provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software unless expressly authorized by Avaya. Unauthorized reproduction, transmission, dissemination, storage, or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

Virtualization

The following applies if the product is deployed on a virtual machine. Each product has its own ordering code and license types. Unless otherwise stated, each Instance of a product must be separately licensed and ordered. For example, if the end user customer or Avaya Channel Partner would like to install two Instances of the same type of products, then two products of that type must be ordered.

Third Party Components

The following applies only if the H.264 (AVC) codec is distributed with the product. THIS PRODUCT IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE REMUNERATION TO (i) ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD ("AVC VIDEO") AND/OR (ii) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE AVC VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE [HTTP://WWW.MPEGLA.COM](http://www.mpegla.com).

Service Provider

WITH RESPECT TO CODECS, IF THE AVAYA CHANNEL PARTNER IS HOSTING ANY PRODUCTS THAT USE OR EMBED THE H.264 CODEC OR H.265 CODEC, THE AVAYA CHANNEL PARTNER ACKNOWLEDGES AND AGREES THE AVAYA CHANNEL PARTNER IS RESPONSIBLE FOR ANY AND ALL RELATED FEES AND/OR ROYALTIES. THE H.264 (AVC) CODEC IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE REMUNERATION TO: (i) ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD ("AVC VIDEO") AND/OR (ii) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE AVC VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION FOR H.264 (AVC) AND H.265 (HEVC) CODECS MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE [HTTP://WWW.MPEGLA.COM](http://www.mpegla.com).

Compliance with Laws

You acknowledge and agree that it is Your responsibility to comply with any applicable laws and regulations, including, but not limited to laws and regulations related to call recording, data privacy, intellectual property, trade secret, fraud, and music performance rights, in the country or territory where the Avaya product is used.

Preventing Toll Fraud

“Toll Fraud” is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there can be a risk of Toll Fraud associated with your system and that, if Toll Fraud occurs, it can result in substantial additional charges for your telecommunications services.

Avaya Toll Fraud intervention

If You suspect that You are being victimized by Toll Fraud and You need technical assistance or support, please contact your Avaya Sales Representative.

Security Vulnerabilities

Information about Avaya's security support policies can be found in the Security Policies and Support section of <https://support.avaya.com/security>.

Suspected Avaya product security vulnerabilities are handled per the Avaya Product Security Support Flow (<https://support.avaya.com/css/P8/documents/100161515>).

Trademarks

The trademarks, logos and service marks (“Marks”) displayed in this site, the Documentation, Hosted Service(s), and product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, its licensors, its suppliers, or other third parties. Users are not permitted to use such Marks without prior written consent from Avaya or such third party which may own the Mark. Nothing contained in this site, the Documentation, Hosted Service(s) and product(s) should be construed as granting, by implication, estoppel, or otherwise, any license or right in and to the Marks without the express written permission of Avaya or the applicable third party.

Avaya is a registered trademark of Avaya LLC.

All non-Avaya trademarks are the property of their respective owners.

Linux® is the registered trademark of Linus Torvalds in the U.S. and other countries.

Downloading Documentation

For the most current versions of Documentation, see the Avaya Support website: <https://support.avaya.com>, or such successor site as designated by Avaya.

Contact Avaya Support

See the Avaya Support website: <https://support.avaya.com> for Product or Cloud Service notices and articles, or to report a problem with your Avaya Product or Cloud Service. For a list of support telephone numbers and contact addresses, go to the Avaya Support website: <https://support.avaya.com> (or such successor site as designated by Avaya), scroll to the bottom of the page, and select Contact Avaya Support.

Contents

Chapter 1: Using IP Office SoftConsole	7
Phone and computer requirements.....	7
Logging In.....	8
Optional Login Setting.....	8
Changing the language.....	9
Supported languages.....	9
Chapter 2: Menus and Controls	10
The Main Window.....	10
Compact View.....	12
Call history view.....	12
BLF panel.....	13
The call detail panel.....	14
Status bar.....	16
Main menu bar.....	16
Toolbar buttons.....	17
Shortcut keys.....	18
Chapter 3: Handling Calls	22
Answering incoming calls.....	22
Dialing DTMF digits.....	23
Putting calls on hold.....	24
Parking and unparking calls.....	24
Collecting parked calls.....	25
Reclaiming calls.....	25
Switching between call history and BLF/held calls panel display.....	26
Monitoring queues.....	26
Answering queued calls.....	27
Adding call tag text.....	27
Opening controlled doors.....	28
Intruding on calls.....	29
Sending text messages.....	29
Sending instant messages.....	30
Sending email.....	31
Making a page call.....	32
Recording calls.....	33
Collecting your voicemail messages.....	33
Chapter 4: Transferring calls	34
Making unsupervised transfers.....	34
Transferring a call without answering it.....	34
Making a supervised transfer.....	35

Transferring calls to voice mail.....	35
Wait for transfer to a busy extension.....	36
Chapter 5: Making calls.....	38
Making calls using the Make Call screen.....	39
Making calls using the Dial Pad.....	40
Using BLF icons for speed dialing.....	41
Chapter 6: Conferencing.....	42
Conferencing held calls.....	42
Viewing conferences.....	42
Adding users to a conference.....	43
Using the Conference Room Controls.....	43
Using a Conference Room.....	44
Changing conference room views.....	45
Changing conference room icon arrangement.....	46
Changing a user's status.....	46
Chapter 7: Using the Directory.....	47
Using the Directory.....	47
Editing directory entry properties.....	49
Adding or editing local directory entries.....	51
Changing hunt group status.....	52
Changing user status.....	53
Changing user forwarding status.....	54
Setting mobile twinning.....	55
Follow Me behavior.....	56
Forward Unconditional behavior.....	57
Forward on Busy/No Answer behavior.....	58
Chapter 8: Using the Call History.....	60
Viewing call history.....	60
Making calls from the call history view.....	60
Clearing the call history.....	61
Chapter 9: Configuring the Console Application.....	62
Console settings.....	62
Customizing the console's appearance.....	63
Working with BLF groups.....	64
Changing BLF panel view.....	65
Adding members to a BLF group.....	65
Naming conference rooms.....	66
Configuring the Directories Display.....	68
Configuring the Console's Locale Directory Entries.....	69
Entering door names.....	70
Configuring keyboard actions.....	71
Modifying keyboard shortcuts.....	72
Configuring park slots.....	73

Configuring park slots.....	74
Configuring queue monitoring for hunt groups.....	75
Alarm setting field descriptions.....	77
General console settings.....	77
Enabling instant messaging.....	79
Chapter 10: Templates and profiles.....	80
Loading and saving a profile.....	80
Editing a profile.....	81
Creating a new template.....	81
Default templates.....	81
Chapter 11: Working with Administrator mode.....	83
Logging into administrator mode.....	83
Changing the administrator mode password.....	84
Chapter 12: Troubleshooting.....	85
Cannot use the Force Extension Status or Group Service Status features.....	85
Unanswered calls are not returned to the operator.....	85
Microsoft Outlook warning screen opens at Login.....	86
Directory does not show Outlook contacts.....	86
Chapter 13: Additional Help and Documentation.....	87
Forgotten Password.....	87
Getting Help.....	87
Additional Documentation.....	88

Chapter 1: Using IP Office SoftConsole

This manual covers the use of the IP Office SoftConsole application. This Windows application is intended for receptionists and operators. It provides features to support the manual handling and distribution of incoming calls.

Related links

- [Phone and computer requirements](#) on page 7
- [Logging In](#) on page 8
- [Optional Login Setting](#) on page 8
- [Changing the language](#) on page 9
- [Supported languages](#) on page 9

Phone and computer requirements

Ensure you meet the following requirements before using the console.


	Details
Sound and media	Sound and media files can be associated with calls. If you use this functionality, you must have a sound card and speakers set up on your computer.
Telephone support	<p>You must have an extension to provide the speech path for calls. We recommend that you use the console with a phone that supports auto-answer. That applies to most Avaya desk phones.</p> <ul style="list-style-type: none">• Auto-Answer Phones – On these phones, the console is able to make calls which are immediately connected to the phone in order to hear the call progress.• Non Auto-Answer Phones – On these phones, when making a call using the console, the system first calls you and only makes the outgoing call after you answer. This typically applies to:<ul style="list-style-type: none">- Analog phones and most DECT/non-Avaya SIP phones do not support auto-answer.- Avaya telephony applications running on a PC or mobile phone. <p>The telephone system also supports users who can make and answer calls on multiple telephone devices simultaneously. This is not supported by the console. It will associate itself with one of the user's available telephone devices and only make/answer calls using that device. Where one of those devices is a desk phone on the telephone system, it will use that device.</p>

Logging In

About this task

You must log in to use the console. The **Login** window contains details that enable the console to communicate with the telephone system.

Procedure

1. Click  **SoftConsole**.
2. In the **Login** window, do the following:
 - a. Enter your case sensitive user name or extension number.
 - b. Enter your user password.
 - c. Enter the name or IP address of the telephone system.
 - If you installed the application from a download from web manager or self-administration, the name should have been automatically added.
 - d. Select the **Use secure communications** check box to enable secure communication between the console and the telephone system.
3. To set additional options before you log in, click **Expand**. See [Optional Login Setting](#) on page 8
4. To log in, click **OK**.

Optional Login Setting

The following additional settings are displayed on the login menu if you click **Expand**.

Profile settings

Whilst using the console, you can rearrange the windows displayed and other settings such as the console language. When you logout, you will be prompted to save any changes as a profile.

In addition, your system administrator can create a set of default templates.

The **Profiles** setting on the login menu allows you to select and reapply the settings of a default or previously saved profile.

Telephony options

The following describes the check boxes in the **Telephony** section.


Option	Description
Call waiting	When selected, the system provides a call waiting tone when you are on a call and another incoming call arrives. When you end the current call, the new call is immediately presented to you. This option is ignored if you have multiple call appearances on your telephone.
Off-hook station	When selected, this option enables receptions to use the hands-free features on their telephones. The console controls the operation of the telephone. You should only deselect this option if you have an analog telephone where you answer or end calls using the handset.
Show templates	When selected, the default console templates are included in the list of profiles.

Changing the language

About this task

Use the following procedure to set or change the console application language.

Procedure

1. Select **View > Languages**.
2. Select the required language.
3. Click  to save the change as part of your profile.

Related links

[Using IP Office SoftConsole](#) on page 7

Supported languages

The console supports the following languages:

- Brazilian, Chinese, Danish, Dutch, English UK, English US, Finnish, French, German, Italian, Korean, Japanese, Latin Spanish, Norwegian, Portuguese, Russian, Swedish.

Chapter 2: Menus and Controls

This section provides an overview of the menus and controls available within the application.

Related links

[The Main Window](#) on page 10

[Compact View](#) on page 12

[Call history view](#) on page 12

[BLF panel](#) on page 13

[The call detail panel](#) on page 14

[Status bar](#) on page 16

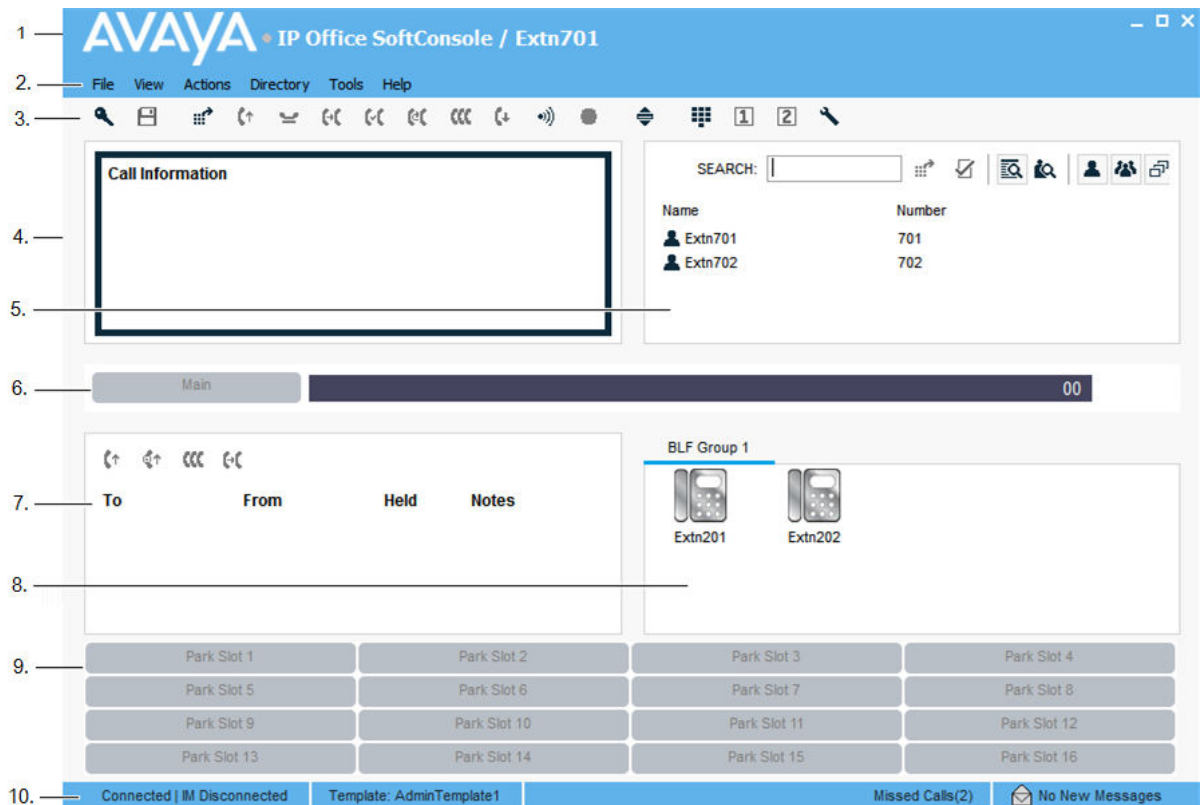
[Main menu bar](#) on page 16

[Toolbar buttons](#) on page 17

[Shortcut keys](#) on page 18

The Main Window

In normal view mode, the screen is divided into the possible areas shown in the following image. The profile or template you select when logging in sets whether held calls, BLF, and park slots are shown.



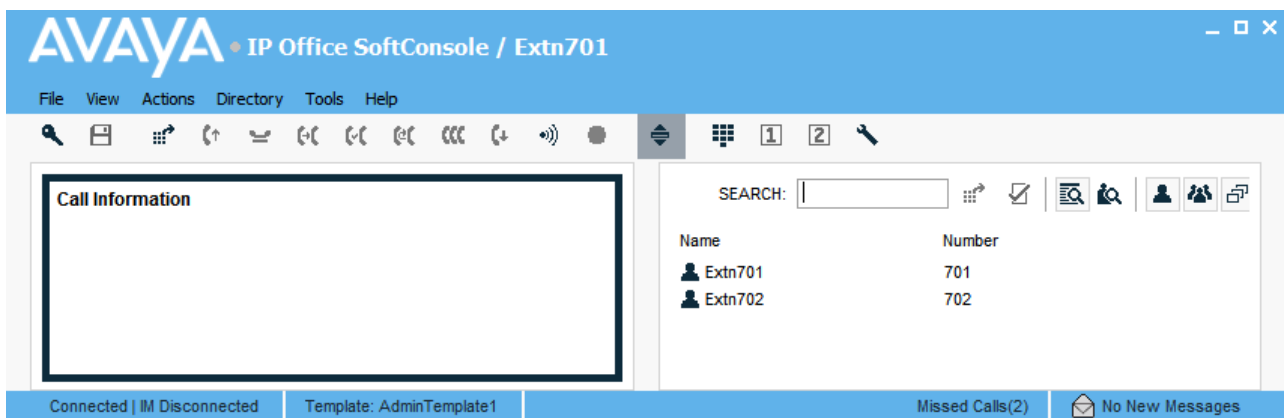
Option	Description
1. Title bar	Contains the name of the logged in person. By default, the title bar appears in the following colors: <ul style="list-style-type: none"> • Red when the console is the active program. • Grey if the console is not the active program.
2. Menu bar	Commands and actions are available through menus. Some items are only accessible when the right conditions occur, such as a ringing call.
3. Toolbar	Provides shortcuts for options that are frequently used. The toolbar can be shown or hidden using the View menu.
4. Call details panel	Contains a side-by-side display of current call information. The panel on the left contains details of the current or alerting call.
5. Directory panel	The panel on the right contains the directory and individual extension details. The panel on the right can also contain a script file or conferencing details.
6. Queue panel	Displays graphical information on the status of calls held in queues.
7. Held calls panel	Lists call that are on hold.
8. BLF panel	Displays icons that represent numbers you can dial. If the icons represent internal users, the user status is indicated.
9. Park slots panel	Contains up to 16 Park Slot buttons.

Table continues...


Option	Description
10. Status bar	Confirms that you are connected to the telephone system and the profile that you are using. The bar also displays the number of new messages and missed calls.
11. Call history panel	Shows a list of recent incoming, outgoing, and missed calls. When selected, the call history replaces the Held calls and BLF panels.

Compact View

You can run the console in normal or compact view modes. In compact mode, only call details and directory panels appear.



Procedure

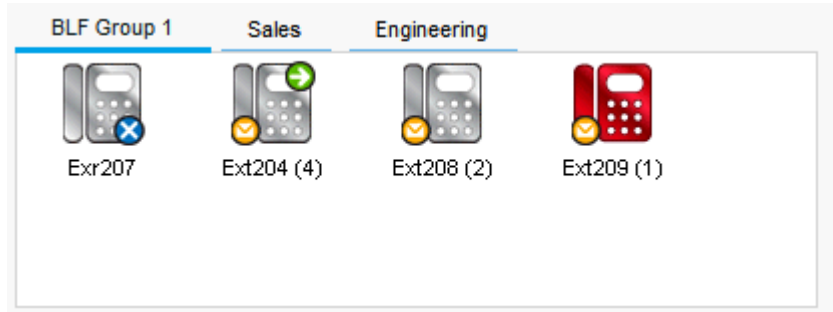
- To toggle between compact and normal view, do one of the following actions:
 - Click .
 - Click **View > Compact** or **Normal View**
- Press `Home` on your keyboard to toggle between compact and normal view.

Related links

[Menus and Controls](#) on page 10

Call history view

You can switch between displaying the call history and the BLF/held calls panels. The call history displays details of calls made and received by the console.



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

The icons used for users are:

Icon	Description
	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 a 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.

The call detail panel

The call details panel contains a side-by-side display of current call information. A slider positioned between the two panels allows you 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, the panel contains details for 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 are shown when they arrive. Clicking the separate calls has the same effect as pressing the matching call appearance buttons on the telephone: The selected call is answered, and previously connected calls are automatically put on hold.

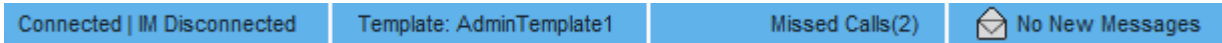
To	From	Notes
← Anne Webb (209)	Betty Edmunds (204)	
→ Anne Webb (209)	Shander Lear (207)	

The following details can be shown for a single call:

Call detail	Description
Calling name	The name associated with the calling number. For external calls, this can be a name obtained from a calling number match with the telephone system directory.
Calling number	The telephone number of the caller, if available.
Called name	The name associated with the called number.
Called number	The extension number to which the telephone system routed the incoming call.
Call status	The progress of the call. The border around the panel changes color to indicate the status of a call. The following default colors are associated with call status: <ul style="list-style-type: none"> • Red: Alerting incoming or outgoing call. • Green: Connected call, or call still being dialed. • Yellow: Returned or timed out call. For example, a held call that has timed out from hold. • Black: Idle state.
Duration	The length of time that the call is in its current state. Examples of states include ringing, connected, or held.
Notes	Displays notes or information about the call, including any annotations that are added. For example, when a call returns, the reason for the return is shown.

Status bar

The status bar confirms that you are connected to the telephone system and the profile that you are using. An indicator also displays the number of new messages and missed calls that you have.

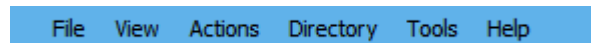


Status	Description
Connected Disconnected	Displays whether the console application is connected to the telephone system.
IM connected IM disconnected	Displays whether the console application is connected to the instant messaging server.
Missed calls	Displays the number of missed calls currently in the call history.
New messages	Displays the number of new messages in your mailbox.

Main menu bar

The main menu bar is at the top of the screen. You can open each menu using the following methods:

- Clicking the **Menu** button.
- Pressing **Alt** and the underlined letter for the required menu on your keyboard. For example, press **Alt + A** to open the menu.



Menu option	Description
File	You can do the following: <ul style="list-style-type: none"> • Save the current application setup as a personal profile. • Log in with a different profile. • Exit the application.
View	You can run the application in normal or compact mode, and you can choose to view call history. You can also select the display language and whether to show or hide the toolbar. If you are in Administrator mode, you can also choose to show or hide the BLF, held calls, and park slot panels.
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 in this menu.


















Table continues...

Menu option	Description
Directory	You can view, search, export, and set up the directory.
Tools	You can use this menu to access other menus for various functions.
Help	This menu provides access to the help system and details about the console.

Toolbar buttons








Main toolbar

You can show or hide the main toolbar by selecting **View > Toolbar**. The main toolbar contains the following buttons:





Icon	Description
	Login
	Save Profile
	Make call
	Answer
	Hold
	Transfer
	Transfer complete
	Reattempt transfer
	Conference
	Hang up
	Page
	Record Call
	Compact View
	Dial pad
	Conference room 2
	Conference room 2
	Preferences

Directory buttons

The buttons across the top of the directory are used as follows:

Icon	Description
	Make a call to the selected directory entry.
	Edit the properties of the selected directory entry.
	Use the directory panel to view directory entries.
	Use the directory panel to view conferences being hosted by the telephone system.
	Show or hide telephone system users in the directory panel.
	Show or hide telephone system hunt groups in the directory panel.
	Show or hide telephone numbers from the telephone system directory, local console directory, and Outlook. You can: <ul style="list-style-type: none"> • Select which directories are included with the Directoriestab. • Edit the local console directory with the Incoming Calls tab.

Held calls panel buttons

Icon	Description
	Answer the selected held call.
	Answer the longest held call.
	Conference the held calls.
	Transfer the selected held call.

Shortcut keys

The following tables list the default shortcut keys. You can adjust these assignments through the console configuration menus.

Call control shortcuts

Shortcut	Description
Ctrl + A	Alternate calls
F11	Annotate call
Enter	Answer call
F12	Make new call
End	Hang up
F4	Hold call
F7	Hold the current call and auto answer next call
Ctrl + B	Hold the current call against a busy extension

Table continues...

Shortcut	Description
F9	Intrude
F10	Page
F6	Reclaim call
F5	Record call
F2	Transfer call
Ctrl + T	Transfer complete
Ctrl + R	Reattempt the transfer of a returned call
F3	Transfer to voicemail
Shift + Ctrl + F10	Add to conference
Shift + Ctrl + F11	Add to conference room 1
Shift + Ctrl + F12	Add to conference room 2

Application hot keys

Shortcut	Description
Pause	Restore application
Home	Switch between normal view and compact view

BLF shortcuts

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

Directory shortcuts

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

Held calls shortcuts

Shortcut	Description
Ctrl + Alt + A	Answer held call
Ctrl + Alt + L	Answer longest held call
F8	Conference with held calls
Ctrl + Alt + T	Transfer held call
Ctrl + Alt + P	Edit BLF group/member properties

Queue mode shortcuts

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

Tool shortcuts

Shortcut	Description
Shift + Ctrl + F4	Conference room 1
Shift + Ctrl + F5	Conference room 2
Shift + Ctrl + F1	Release door 1
Shift + Ctrl + F2	Release door 2
Shift + Ctrl + F3	Dial pad
Ctrl + V	Call voicemail

Park slot shortcuts

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

Related links

[Menus and Controls](#) on page 10

Chapter 3: Handling Calls

This section covers the main call handling controls provided by the application.

Related links

[Answering incoming calls](#) on page 22

[Dialing DTMF digits](#) on page 23

[Putting calls on hold](#) on page 24

[Parking and unparking calls](#) on page 24

[Collecting parked calls](#) on page 25

[Reclaiming calls](#) on page 25

[Switching between call history and BLF/held calls panel display](#) on page 26

[Monitoring queues](#) on page 26

[Adding call tag text](#) on page 27

[Opening controlled doors](#) on page 28

[Intruding on calls](#) on page 29

[Sending text messages](#) on page 29

[Sending instant messages](#) on page 30

[Sending email](#) on page 31

[Making a page call](#) on page 32

[Recording calls](#) on page 33

[Collecting your voicemail messages](#) on page 33

Answering incoming calls

About this task

When an incoming call is received, the **Call** panel is outlined in red and displays information about the caller. If 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](#)

Procedure

1. To answer a call, do one of the following:

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

When a call is answered, the caller information is outlined in green.

2. If a script is showing, to remove it, click **Close Script** or press `Enter` again.

Related links

[Handling Calls](#) on page 22

Dialing DTMF digits

About this task

You can use the console's dial pad to dial DTMF digits during a call.

Procedure

1. During the call, click **Tools > Dial pad**. Alternatively, click .
2. Select **DTMF Dialing**.

Any digits you now dial are sent to the currently connected call as DTMF digits.

Related links

[Handling Calls](#) on page 22

Putting calls on hold

About this task

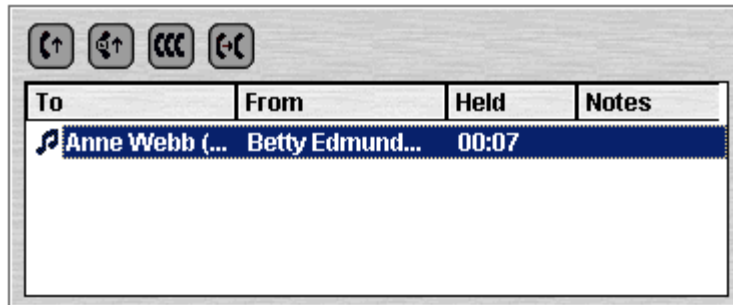
Put a call on hold so that you can perform another task.

Procedure

1. Click  or press F4.

To put the current call on hold and answer the next call in one action, press F7.

The Held Calls Panel contains a list of all the held calls.



2. Sort the list by clicking the corresponding column header.
3. Click a row in the list to select the call to answer or transfer.
4. Use the icons at the top of the panel as required.

Related links

[Handling Calls](#) on page 22

Parking and unparking calls

About this task

You can park a call to handle other tasks. For example, an incoming caller needs to speak to someone urgently but that person is not available. You can park the call in slot 1 and page the person you want to speak to and tell them to pick up the call on slot 1.

Calls remain parked for a specific length of time before returning to the operator. For more information on park time, contact your system administrator.

There are 16 park slots available. When a call is parked in one of the slots, the button label provides information about the call. When a park slot is vacant, the button label shows the park slot number. All operators can see when the call is picked up or ended. Anyone can answer a parked call.

Procedure

1. To park a call, while connected to the call, click on a vacant **Park Slot** button to park the call in that slot.

The parked call displays information regarding the call, for example, the source number of the call.

2. To unpark a call, when a call is parked in a park slot, click the relevant **Park Slot** button to unpark the call.

Related links

[Handling Calls](#) on page 22

Collecting parked calls

About this task

When you park a call, anyone who knows the slot number can pick up the call.

Procedure

To pick up a parked call, do one of the following:

- Dial the default short code *38*N# where *N* is the park slot number.
- If console 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, users can program buttons 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.

Related links

[Handling Calls](#) on page 22

Reclaiming calls

About this task

You can attempt to reclaim the last incoming call presented to the console including calls that rang but were then answered elsewhere. Reclaim calls if you suspect a call was transferred to the wrong number or is still ringing unanswered.

When working in a group of console users, the reclaim function may reclaim a call that was presented to you but then answered by one of the other users.

Procedure

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

Related links

[Handling Calls](#) on page 22

Switching between call history and BLF/held calls panel display

About this task

You may be able to switch between displaying either the console’s call history or its BLF and held calls panels.

Procedure

Click **View > Call History**.

Related links

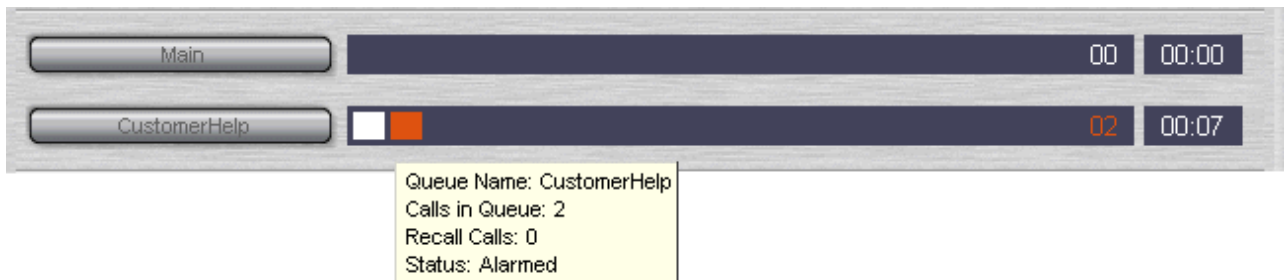
[Handling Calls](#) on page 22

Monitoring queues

About this task

Hunt groups can be configured with queuing. When there are more calls waiting to be answered than agents available to answer, the additional calls are put into a queue. You can configure your console to monitor up to 8 hunt group 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.

Procedure

Move the mouse pointer over an active **Queue Call** bar to show information about the queue.

The following information appears:

- **Queue Name**
- **Calls in Queue**
- **Recall Calls**
- **Status**

Related links

[Handling Calls](#) on page 22

[Answering queued calls](#) on page 27

Answering queued calls

About this task

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

Procedure

1. Click the **Queue Name** button or press `Shift + F1` to `Shift + F8`.

The first call in the queue is presented to you.

2. Answer the call in the normal way.

Related links

[Monitoring queues](#) on page 26

Adding call tag text

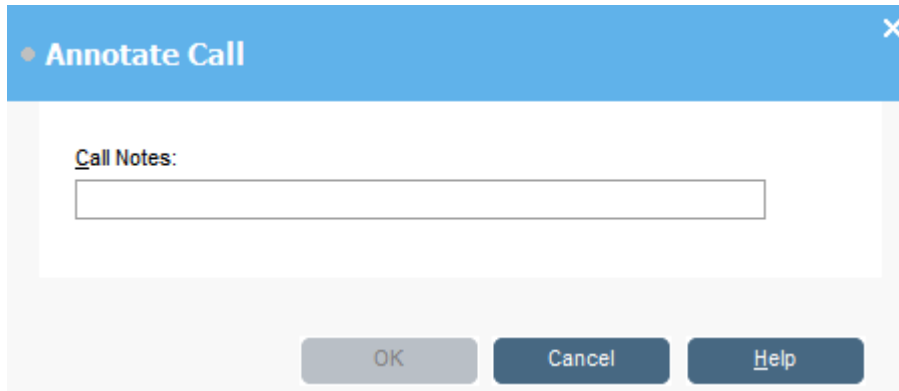
About this task

A short text string can be added to any call. This feature is called call tagging. The text remains with the call when it is transferred and appears on the display of internal phones receiving the call. The text is also recorded within the call history.

Using the console, you can add a call tag when making or transferring a call. In addition, using the process below, you can add a call tag while connecting to the call.

Procedure

1. When making or transferring a call, click **Actions > Annotate Call** or press F11.



2. Enter notes in the **Call Notes** field.
Use alphanumeric characters excluding commas.
By default the text length is up to 16 characters, however, the system administrator can change the length.
3. Click **OK**.

Related links

[Handling Calls](#) on page 22

Opening controlled doors

About this task

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.

Note that this option is not available until you configure a door name.

You can control up to 2 doors. The doors are released for 5 seconds by default.

Procedure

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

Related links

[Handling Calls](#) on page 22

Intruding on calls


About this task

Call intrusion is only available if you have permission to intrude and the other internal parties have given permission to intrude. Contact your system administrator configure intrusion.

Procedure

1. Locate the user in the directory panel.
2. Click **Actions** > **Intrude** or press F9.
3. Speak to the user.

Both parties on the call can hear you.

4. When you want to finish the call do one of the following:
 - Click 
 - Click **Actions** > **Hang up**.
 - Press End.

Related links

[Handling Calls](#) on page 22

Sending text messages

About this task

You can send a short text message to a user. The message appears on the display of most Avaya telephones. This feature is less disruptive than intruding on a call. The result sending a message depends on the user's telephone type and whether they are on a call or not.

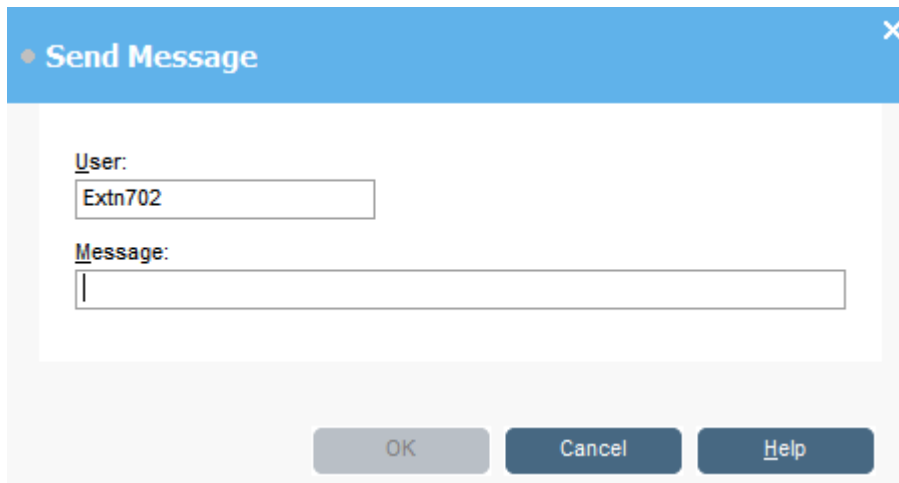
By default, the maximum length of a message is 16 characters, however, the length can be configured by the system administrator.

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 it is on a call, the text appears after the user completes the call.

Procedure

1. Locate the user you want to send a message to in the directory.

2. Click **Actions > Send Message** or press **Ctrl + M**.



The screenshot shows a 'Send Message' dialog box. The title bar is blue with a close button (X) on the right. Below the title bar, there is a 'User:' label followed by a text input field containing 'Extn702'. Below that is a 'Message:' label followed by a larger text input field. At the bottom of the dialog, there are three buttons: 'OK', 'Cancel', and 'Help'.

The users extension number field is populated with the information from the directory.

3. Enter the text in the **Message** field.
4. Click **OK**.

Related links

[Handling Calls](#) on page 22

Sending instant messages

About this task

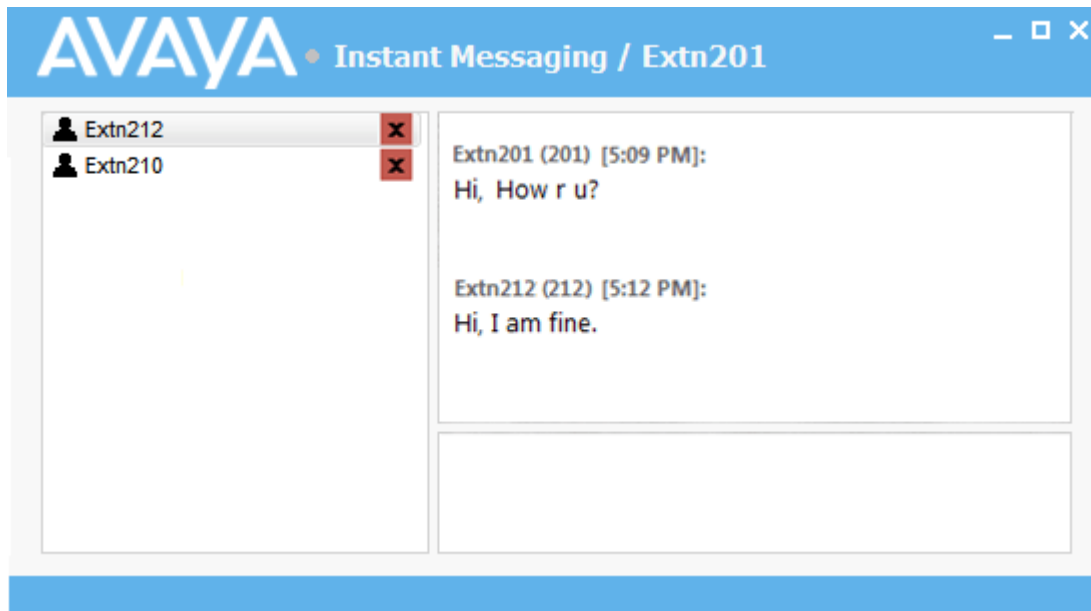
The console can be configured to support instant messaging. When enabled, you can use the directory to select and send instant messages to other users.

The other users must be using an Avaya application that also supports instant messaging.

Procedure

1. In the **Directory** pane, locate the required user.

2. Right-click on the user and select **Send Instant Message** or press `Ctrl + I`.



3. Enter the message in the box at the base of the window and click **Send**.
4. Switch between the instant messaging window and the console without interrupting the operation of either.

If you close the instant messaging window, the current chat session ends.

Related links

[Handling Calls](#) on page 22

Sending email

If you have Microsoft Outlook installed on the same PC, you can use the console to send emails to users in the directory.

Procedure

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

Related links


[Handling Calls](#) on page 22

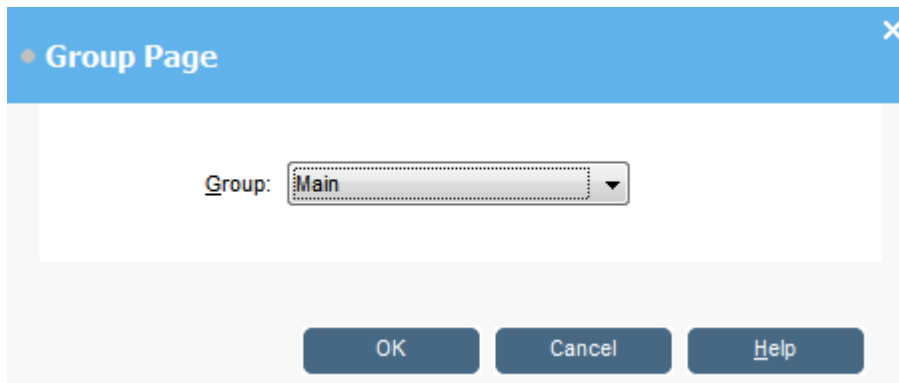
Making a page call


About this task

You can broadcast message to a group of people using the Page feature. For example, an incoming caller needs to speak to someone urgently but they cannot 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.

Procedure

1. To send a broadcast message, do one of the following:
 - Click .
 - Click **Actions > Page**.
 - Press F10.



2. Select the group to broadcast the message to.
3. Click **OK**.
4. Speak the message.
5. When you are done with the message, do one of the following:
 - Click .
 - Click **Actions > Hang up**
 - Press End.

Related links

[Handling Calls](#) on page 22

Recording calls


About this task

You can record a complete call or part of a call.

- Recording is only supported on system with Voicemail Pro installed.
- Recording pause when a call is put on hold or parked. When you connect to the call again the recording resumes.
- When you record conference calls, the recording continues when callers are added to the conference.

Procedure

1. To record a call, do one of the following:

- Click .
- Click **Actions > Record call**.
- Press F5.

By default, the conversation is recorded into the user's voice mailbox.

2. To finish the recording, repeat any of the steps above.

Related links

[Handling Calls](#) on page 22

Collecting your voicemail messages

About this task

The console status bar indicates when you have new messages in your mailbox.

Procedure

1. Double-click the area that shows the number of new messages or press `Ctrl + V`.

You are connected to the voicemail server.

2. If you are using your own extension, press #, otherwise, enter your extension number and press #.
3. Enter your voicemail password and press #.

When you have successfully logged into your mail box, you hear an announcement describing your messages.

Related links

[Handling Calls](#) on page 22

Chapter 4: Transferring calls

One of the main roles of the console is transferring callers to their required destination.

Related links

[Transferring a call without answering it](#) on page 34

[Making a supervised transfer](#) on page 35

[Transferring calls to voice mail](#) on page 35

[Wait for transfer to a busy extension](#) on page 36

Making unsupervised transfers

An unsupervised transfer is one where you transfer the call without speaking to the transfer destination or wait to see if they answer.

Procedure

Use one of the following methods for transferring a call:



- Press **F2**. Select the transfer destination and click **Dial** (**Alt+D**).
- Click **Actions > Transfer Call**. Select the transfer destination and click **Dial** (**Alt+D**).
- Drag and drop the call onto the extension within the directory panel.
- Drag and drop the call onto the required BLF.

Transferring a call without answering it

If you recognize a caller's name or number, you can transfer the call without answering it first. Transferring a call in this way is called an unsupervised transfer. Your configuration can be set to have unanswered calls returned. When a call is returned, **(NoAns)** is shown in the call details panel.

Procedure

1. Enter the destination extension number in the **Search** field.

2. Click on the match required and then click . Alternatively, when down to a single search match, click on .

The incoming call is transferred to the destination extension and cleared from the screen.




Related links

[Transferring calls](#) on page 34

Making a supervised transfer

A supervised transfer is one where you consult with the transfer destination to check that they answer and that they will accept the call before transferring the caller.

Procedure

1. Enter the extension number or user name in the directory **Search** field.
2. If the target 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.
 - If the incoming call is accepted for transfer, click  or press **Ctrl + T** to complete the transfer.
 - If the user does not want to receive the incoming call, click  or press **End** to end the consultation call. You can return to the original caller by taken them off of hold.
3. If the target extension is busy, you can ask the caller if they want to wait. See [Wait for a transfer to busy](#).

Related links

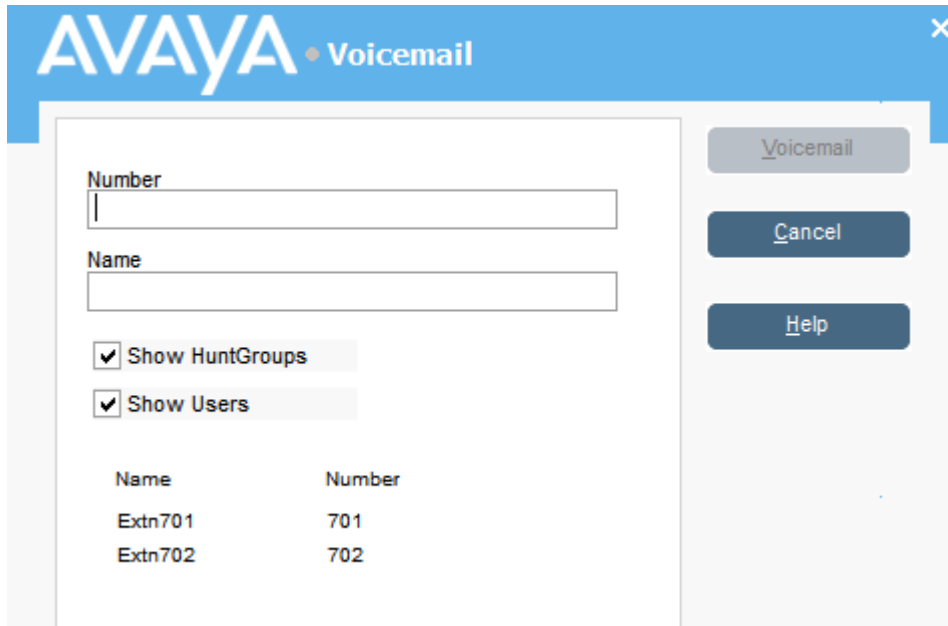
[Transferring calls](#) on page 34

Transferring calls to voice mail

If the caller wants to leave a message, you can transfer the them direct to a user or group's voice mail.

Procedure

1. Press F3 or click **Actions > Voicemail Transfer**.



The screenshot shows the AVAYA Voicemail interface. It features a blue header with the AVAYA logo and the word 'Voicemail'. Below the header is a search form with two input fields: 'Number' and 'Name'. There are two checked checkboxes: 'Show HuntGroups' and 'Show Users'. To the right of the form are three buttons: 'Voicemail', 'Cancel', and 'Help'. Below the form is a table with two columns: 'Name' and 'Number'.

Name	Number
Extn701	701
Extn702	702

2. Select the directory required.
You can also select the **Show Hunt Groups** and **Show Users** radio buttons.
3. Start entering the name into the **Name** field.
4. Click **Voicemail** when the extension number appears in the **Number** field.
You can also select the extension number from the directory panel and then press F3.

Related links

[Transferring calls](#) on page 34

Wait for transfer to a busy extension

About this task

If the extension to which you want to transfer a call is shown as busy by the console, you can queue the call to wait for transfer when the extension becomes free. This avoids the transfer call being sent to voicemail or following the target's forward on busy setting.

This process parks the call on the system using the park ID of the target extension, that is, its extension number plus a single digit between 0 to 9.

Procedure

1. If you haven't already, answer the incoming call.

2. Ask if they would like to wait until the transfer target is no longer busy.
3. If they agree, press `Ctrl + B`. Their call is queued to wait until the transfer extension is free.
4. When the transfer extension becomes free, the call returns to the console with a yellow border. The text indicates why the call has returned. In the call details, scroll down to **Reason**:

Reason	Description
Timeout	If the call waits longer than the phone system's park timeout (the default is 5 minutes), it recalls to you. Answer the call. If they still want to wait, press <code>Ctrl + B</code> to park the call again.
Free	The transfer target is now able to take another call. Answer the call to do a normal supervised or unsupervised transfer or you can use <code>Ctrl+R</code> to do an immediate unsupervised transfer without answering the call.



Related links

[Transferring calls](#) on page 34

Chapter 5: Making calls

Procedure

Use one of the following methods to make a call:

- 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 display the Make Call screen.

Related links

[Making calls using the Make Call screen](#) on page 39

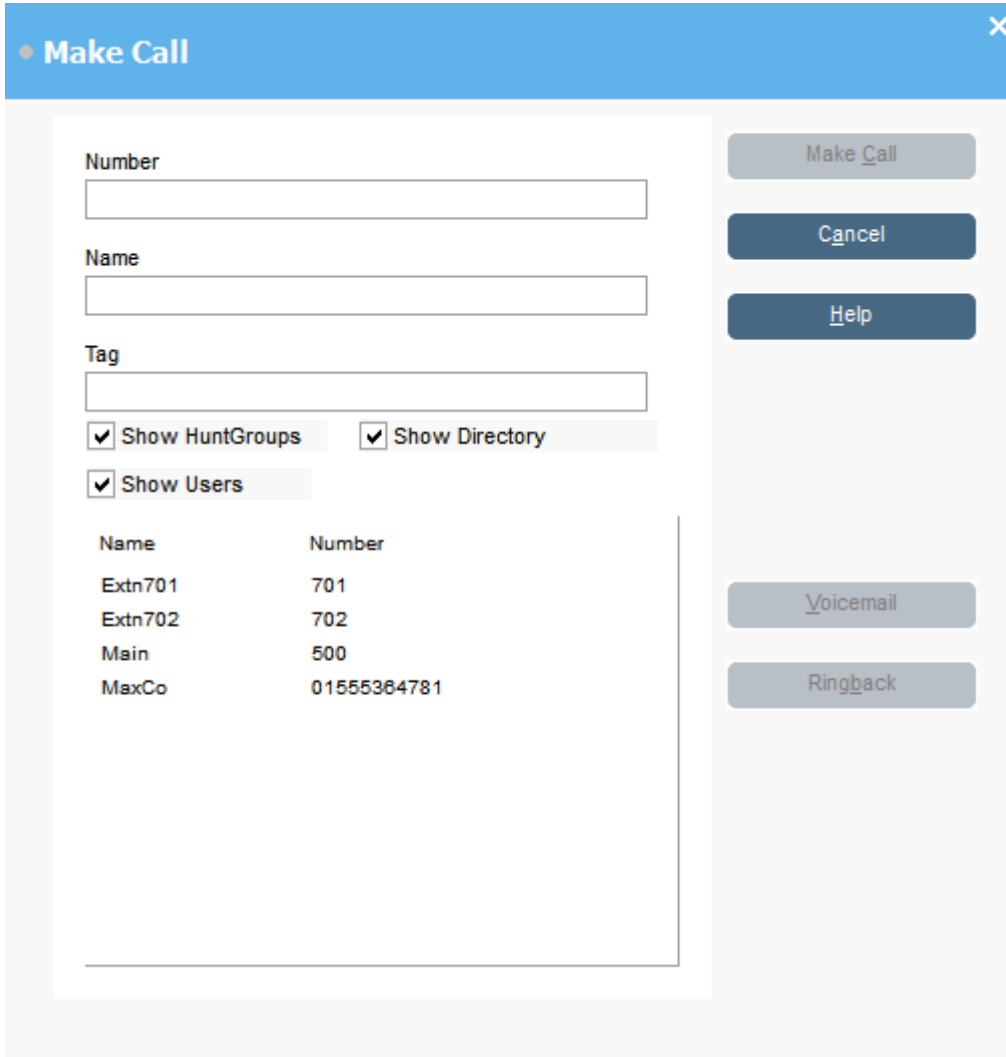
[Making calls using the Dial Pad](#) on page 40

[Using BLF icons for speed dialing](#) on page 41

Making calls using the Make Call screen

Procedure

1. Click  or press F12.



Make Call [X]

Number

Name

Tag

Show HuntGroups Show Directory

Show Users

Name	Number
Extn701	701
Extn702	702
Main	500
MaxCo	01555364781

Make Call

Cancel

Help

Voicemail

Ringback

2. Select the directory that you want to search. You can select more than one directory.
3. Start typing the name in the **Name** field.

The entries that match the text you entered are displayed. When the required number appears in the list, 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.

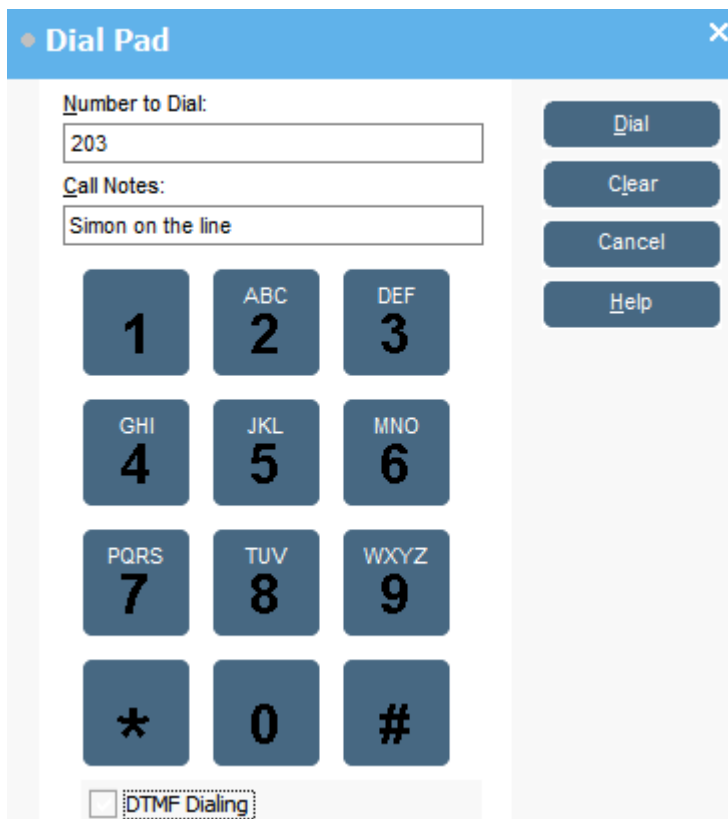
4. Enter a tag message if required.
5. Select the required action:

Option	Description
Make 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.

Making calls using the Dial Pad

Procedure

1. Click **Tools > Dial pad** or 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. Enter any notes for the call in the **Call Notes** area.
Use call notes to add call tag text.
4. Click **Dial** to start the call.

Using BLF icons for speed dialing

Procedure

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

Related links

[Making calls](#) on page 38

Chapter 6: Conferencing

This section covers some of the different method for starting and controlling conferences..

Related links

[Conferencing held calls](#) on page 42

[Viewing conferences](#) on page 42

[Adding users to a conference](#) on page 43



[Using the Conference Room Controls](#) on page 43

Conferencing held calls

About this task

You can put multiple calls on hold and then start a conference with the held calls. This is useful for small ad-hoc conferences between three or four participants. Set up larger conferences using conference rooms.

Procedure

1. Call and then place each call on hold.
2. Press the  button.
3. Click  when you are done with the conference to end the call.

Related links

[Conferencing](#) on page 42

Viewing conferences

About this task

Use the Directory panel to view any current conferences on the telephone system. The conferences listed include ad-hoc conferences started by other users and any console conferences.

Procedure

Click  in the **Directory** panel.

The conference name and host is listed for console conferences. For other conferences, just the conference number is shown.

Related links


[Conferencing](#) on page 42

Adding users to a conference

About this task

You can add a call to any conference running on the telephone system.

Procedure

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

Related links

[Conferencing](#) on page 42

Using the Conference Room Controls

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 participants.

Note: The buttons are not available until the conference room names have been created. See [Naming conference rooms](#) on page 66.

Conference participants are represented by the following icons:

Not invited



Invited



Joined



Declined



Unavailable



Related links

[Conferencing](#) on page 42

[Using a Conference Room](#) on page 44

[Changing conference room views](#) on page 45

[Changing conference room icon arrangement](#) on page 46

[Changing a user's status](#) on page 46

Using a Conference Room

About this task

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 participants.

If the conference buttons are available, you can create a conference. If the buttons are unavailable, the conference room names have not been created. See [Naming conference rooms](#) on page 66.

Procedure

1. Click either **1** or **2**.

If a conference room is in use, the BLFs in the window show the delegate's status. If the conference room is not currently in use, the window is blank.

2. To create a new conference, in the **Conference Description** field, type the subject of the conference.

The subject only shows in the field.

3. In the **Conference Host** field, type the name of the person who has requested the conference.

The name is shown when viewing current system conferences in the Directory panel.

4. Enter the users for the conference.
 - a. Click **Add Users**.
 - b. Select the users from the directory list.
 - c. If you add a user by mistake, right-click the user BLF and select **Remove**.
5. Invite the users to the conference using one of the following methods:
 - **Automatic Invitation:** To use the voicemail system to automatically invite users, click **Invite Users**. The BLF icons show with a yellow outline. Each user is rung and invited to the conference. The voicemail server invites users in batches of up to 5 depending on available connections. When the user answers, they are invited to join the conference. The conference icons change automatically to indicate the user's response. The user can respond in the following ways:

This option is only available on systems with Voicemail Pro.

 - Press **1** to accept the invitation.
 - Press **2** to decline the invitation.
 - Press **3** to indicate that they are unavailable.
 - **Manual Invitation:** To invite users manually, right-click on each user and select **Call**.
 - If they accept, click either **Add to conference 1** or **Add to conference 2** from the **Actions** menu.
 - If the user is unavailable or has declined the invitation, and the call, and right-click on the BLF to change the status accordingly to record the delegate's response.
6. Once a conference is in progress, you can add additional users using **Add to conference 1** or **Add to conference 2**.

You can add users to a conference room by dragging and dropping BLFs into the conference window. You can use BLFs representing both internal and external numbers.

Related links

[Using the Conference Room Controls](#) on page 43

Changing conference room views

Procedure

1. Right-click in the Conference Room windows.
2. Select **View** from the pop-up menu.

The view types available are:

- Large icons
- Small icons
- List of icons

- Details

Related links

[Using the Conference Room Controls](#) on page 43

Changing conference room icon arrangement

Procedure

1. Right-click in the Conference Room window.
2. Select **Arrange** from the pop-up menu.

The arrangement options are:

- Name
- Number
- Status

Related links

[Using the Conference Room Controls](#) on page 43

Changing a user's status

Procedure

1. Right-click on the user's BLF.
2. Select **Change Status**.
3. Select the status required.

Related links

[Using the Conference Room Controls](#) on page 43

Chapter 7: Using the Directory

The directory is used to display contacts for making calls.

Related links

[Using the Directory](#) on page 47

[Editing directory entry properties](#) on page 49

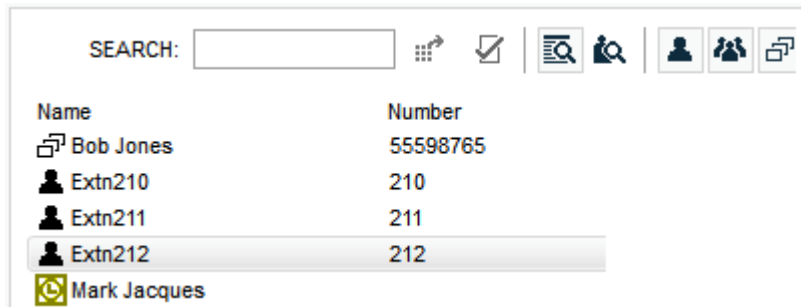
[Adding or editing local directory entries](#) on page 51

[Changing hunt group status](#) on page 52

[Changing user status](#) on page 53

Using the Directory

The console panel on the right usually displays the directory of telephone names and numbers. It can include the directory entries from the telephone system, the console's own local directory and contacts from Outlook.



Changes to the telephone system directory are updated automatically every 30 minutes. They are also updated when make a manual search using the directory (up to a maximum of every 5 minutes).

Directory Controls

You can use these controls to select what information is displayed in the directory panel.












	Call the selected entry: Make a call to the selected directory entry.
---	--

Table continues...

	Edit the selected entry: Edit the properties of the directory entry. The settings menu displayed depends on the type of entry.
	View directory items: Switch between viewing details of a selected contact/conferences/other information and viewing the directory.
	View active conferences: Use the directory panel to view conferences being hosted by the telephone system.
	Show/hide users: Show or hide telephone system users in the displayed list of directory contacts.
	Show/hide groups: Show or hide telephone system groups in the displayed list of directory contacts.
	Show/hide directory contacts: Show or hide other contacts in the displayed list of directory contacts.










Directory Icons

These icons indicate the type each contact shown in the directory.

	User: A user on the telephone system.
	Hunt Group: A hunt group on the telephone system.
	Directory: A directory entry from the telephone system directory or the console's local directory.
	Outlook Contact: A contact from Microsoft Outlook running on the same PC as the console.

Directory Entry Details

When the search has only one remaining match or when you double-click on a particular entry, the directory changes to show details for that entry. The information to display can be configured through the console settings.

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

To return to the full directory listing, remove the text from the search box. Alternatively, select **Directory > New Search** (Ctrl + S).

Related links




[Using the Directory](#) on page 47

Editing directory entry properties

About this task

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.

-  indicates user
-  indicates a directory entry
-  indicates a hunt group

Note:

The settings shown in console are those that were current when the user or group was selected. If the settings are then updated by another method, for example from a user's phone, those changes are not shown until the existing settings are closed and then reopened.

Procedure

1. Click an entry in the directory.

2. Click .
3. Double-click a directory entry to see the properties in the panel.
4. Double-click on the properties to show the details. The form that opens depends on whether the number is from the telephone system directory or from the local console directory.
 - The Directory Entry Properties form displays names and numbers from the telephone system. These are used both for outward dialing and to match names to incoming caller numbers. Entries in the telephone system directory are available to all users through directory functions on their telephones. The only fields used for a telephone system directory number are **Name** and **Phone Number**. These cannot be changed through the console.

The screenshot shows a dialog box titled "Directory Entry Properties" with a close button (X) in the top right corner. The dialog contains two columns of text input fields. The left column has three fields: "Name:" with the value "MaxCo", "Extension:" which is empty, and "Phone Number:" with the value "01555364781". The right column has three fields: "Mobile Number:" which is empty, "Fax Number:" which is empty, and "Email Address:" which is empty. At the bottom of the dialog are two buttons: "Close" and "Help".

- The Edit IP Office SoftConsole Local Directory Entry window displays the local console directory for outgoing dialing and to match a name to an incoming call. When a name match exists in both the telephone system directory and the console directory, the name in the console directory is used.

Edit IP Office SoftConsole Local Directory Entry

Name:

Number:

Script File:

Media File:

Related links


[Using the Directory](#) on page 47

Adding or editing local directory entries

About this task

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

Procedure

1. Click .
2. Select the **Incoming Calls** tab or select **Tools > Preferences > Incoming Calls..**
3. To add a new entry, click **Add**.
4. To edit an existing entry, select an entry and click **Edit**.
5. In the **Name** field, enter or edit the name you want associated with the entry.
6. In the **Number** field, enter the telephone number to dial when you select the directory entry. The number is also used for matching against incoming calls.
7. In the **Script File** field, enter or browse for a script file name (.txt or .rtf file) to associate with the directory entry. When an incoming call matches the directory entry number, the script appears in the directory panel.

8. In the **Media File** field, enter or browse for a media file name (.wav file) to associate with the directory entry. When an incoming call matches the directory entry number, the file is played by the console PC.

Related links

[Using the Directory](#) on page 47

Changing hunt group status



About this task

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

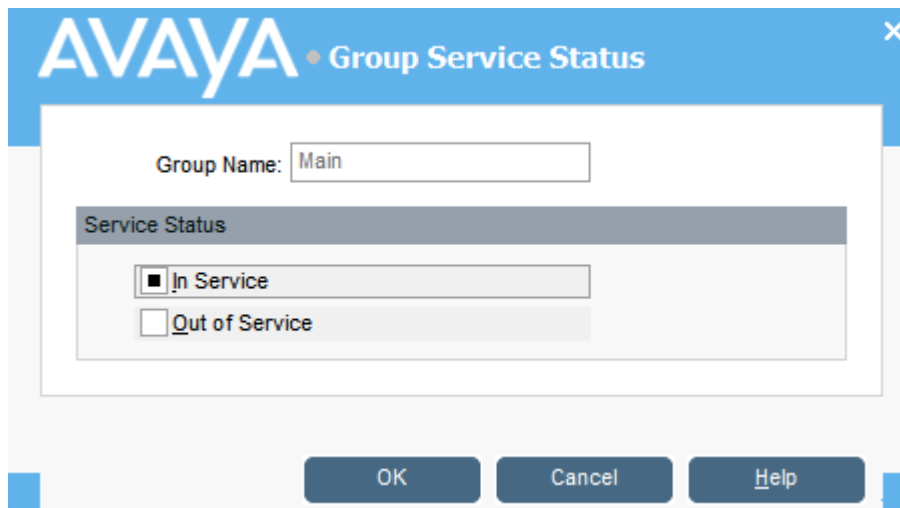
* Note:

The settings shown in console are those that were current when the user or group was selected. If the settings are then updated by another method, for example from a user's phone, those changes are not shown until the existing settings are closed and then reopened.

Procedure

1. Click  in the Directory panel.
2. Click .

You can change a hunt group's status depending on the telephone system configuration. **Out of Service** calls go either to another destination or to voicemail. The ability to use this feature is not enabled by default. A third status setting, **Night Service**, is set either automatically by time settings or by the use of special dialling





Related links

[Using the Directory](#) on page 47

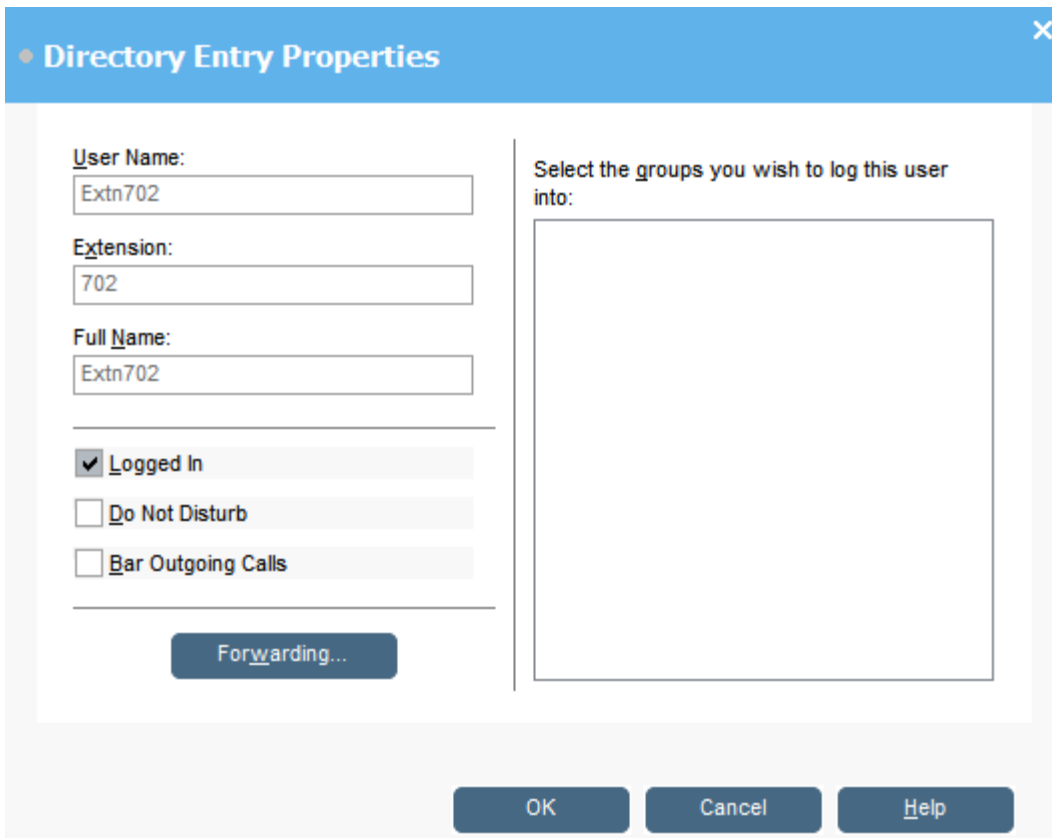
Changing user status

You can change a user's status from the directory.

Procedure

1. Click  in the **Directory** panel.
2. Click .
3. You can change the following options for the user:

Option	Description
Do Not Disturb	Shows whether the user is on do not disturb status.
Bar Outgoing Calls	The user cannot make outgoing calls.
Forwarding	Click to display forwarding settings.
Group Service Status	A list of the hunt groups that the user belongs to. If the group is checked, the user is in the group.



Directory Entry Properties

User Name: Extn702

Extension: 702

Full Name: Extn702

Logged In

Do Not Disturb

Bar Outgoing Calls

Forwarding...

Select the groups you wish to log this user into:

OK Cancel Help

Related links

[Using the Directory](#) on page 47

[Changing user forwarding status](#) on page 54

[Setting mobile twinning](#) on page 55

[Follow Me behavior](#) on page 56

[Forward Unconditional behavior](#) on page 57

[Forward on Busy/No Answer behavior](#) on page 58

Changing user forwarding status

About this task

You can view and change the forwarding status of a user. You can divert incoming calls to an internal or external telephone number. You can enter the destination telephone number and select whether all calls are redirected or only external calls.

There are four types of forwarding:

- Follow Me
- Forwarding unconditional
- Forward on busy
- Forward on no answer


For call appearance users, Forward on Busy is only used when all their call appearance buttons are busy.

You can enter the destination telephone number and select whether all calls are redirected or only external calls.

Note:

The settings shown in console are those that were current when the user or group was selected. If the settings are then updated by another method, for example from a user's phone, those changes are not shown until the existing settings are closed and then reopened.

Procedure

1. Click  in the **Directory** panel.
2. Click .

3. Click **Forwarding**.

4. Type the destination telephone numbers in the appropriate fields.

You can also select numbers from your directory list. You must enter an internal extension number as the Follow Me destination. Some forwarding options required telephone system configuration. For example, a user might be barred from making outgoing calls. See your system administration for more information.

5. Right-click in a number field.
6. Select the telephone number required from the listing.
7. Click **Add**.

Related links

[Changing user status](#) on page 53

Setting mobile twinning

If twinning is enabled on the system, any incoming calls ring the extension number and the external twinned number. For example, a users extension number rings as well as their mobile telephone. The call can be answered from either the extension or mobile telephone. See your system administrator. Mobile twinning is a licensed feature.

About this task

If any forward options are selected, both the external telephone and the extension where the calls are forwarded to will ring.


If account codes are used, the user cannot enter an account code when they answer a call at the external telephone.

If the feature Do Not Disturb is selected, any callers to the internal extension will hear the busy tone. The users external telephone will not ring. If a caller is entered into the DND exception list, only the internal telephone rings. Users cannot add numbers to the DND exceptions list. See your system administrator.

If the Follow Me option is selected, only the extension that the calls are forwarded to will ring. The external telephone number will not ring.

If the settings are updated by another method, for example, using another application or through the users telephone, the values shown in the console are not automatically updated if already being displayed. The values displayed in the console directory are those current when the user/group was selected.

Procedure

1. Click  in the **Directory** panel.
2. Click .
3. Click **Forwarding**.
4. Select **Mobile Twinning**.
5. In the **Mobile Twinning** field, enter the telephone number that you want to twin to the user's extension. Enter telephone numbers with no spaces.
6. Click **OK** to save your changes.

Related links

[Changing user status](#) on page 53

Follow Me behavior

When you select Follow Me forwarding, the system forwards all calls to the designated extension number. Use this feature to temporarily redirect calls when you are away from your extension but available at another extension. You must enter an internal extension number as the destination.

Follow Me works in the following ways:

- You can make calls 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 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 because your absent message takes priority.

Forwarding settings affect Follow Me behavior

The following Forwarding options affect how Follow Me works:

Forward Unconditional	Setting is ignored.
Forward on Busy	If the destination extension is busy, the call is forwarded to your Forward on Busy destination. If there is no answer at the extension, the call is transferred to your voicemail, if available.
Forward on No Answer	If there is no answer at the destination extension, the Forward on No Answer setting is ignored and the call is transferred to your voicemail, if available.

Scenarios

Anne Webb (extension 206) diverts all her calls to extension 207 using Follow Me. There is an incoming call for Anne. Depending on what happens at extension 207, the following behavior will occur:

Scenario	Forward on Busy/No Answer	No Forward
Extension 207 is busy.	Call is transferred to Anne's Forward on Busy extension number.	Call is transferred to Anne's voicemail.
No answer at extension 207.	Call is transferred to Anne's voicemail.	Call is transferred to Anne's voicemail.

Related links

[Changing user status](#) on page 53

Forward Unconditional behavior

When you select Forward Unconditional and enter a destination number entered, the system redirects all your calls to an extension number or, if enabled, an external number. See your system administrator to determine if you can forward to an external number.

Forward Unconditional works in the following ways:

- You can make outgoing calls from your extension. The only calls that you can receive when all your calls are forwarded are calls made from the destination number.
- If you have set an absent message, the text is displayed to caller. If absent text is active at the destination extension it will not be displayed because your absent message takes priority.

Forwarding settings affect Forward Unconditional behavior

The following Forwarding options affect how Forward Unconditional works:

Follow Me	Overrides Forward Unconditional setting.
Forward Hunt Group Calls	Only applies to hunt groups that are configured for sequential or rotary ringing mode. See your system administrator. It includes internal calls to the hunt group regardless of the Forward Internal Calls setting.
Forward on Busy	Not available.

Table continues...

Forward on No Answer	Not available.
-----------------------------	----------------

Scenarios

Forward Unconditional	Forward Hunt Group Calls	Forward Incoming Calls	Behavior
Yes	Yes	Yes	All calls redirected to the Forward Unconditional destination number.
Yes	Yes	No	External calls and hunt group calls received by your extension are redirected to the Forward Unconditional destination number.
Yes	No	No	External calls are redirected to the destination number. Internal calls, including any hunt group calls, are presented to your extension.

Related links

[Changing user status](#) on page 53

Forward on Busy/No Answer behavior

When you select Forward on Busy/No Answer, 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.

Forward on Busy/No Answer works in the following ways:

- The first time you select Forward on No Answer, 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 Busy/No Answer forwarding option is selected. If absent text is active at the destination extension it will not be displayed because your absent text takes priority.

Scenarios

Forward on Busy	Forward on No Answer	Forward Internal Calls	Behavior
Yes	–	–	External calls are forwarded to the specified number when your extension is busy. Internal calls are transferred to your voicemail, if available.
Yes	–	Yes	All calls are forwarded to the specified number when your extension is busy.
–	Yes	–	External calls are forwarded to the specified number when your extension is not answered. Internal calls are transferred to your voicemail, if available.

Table continues...

Forward on Busy	Forward on No Answer	Forward Internal Calls	Behavior
–	Yes	Yes	All calls are forwarded to the specified number when your extension is not answered.
Yes	Yes	–	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.
Yes	Yes	Yes	All calls are forwarded to the specified number when your extension is not answered or is busy.

Related links

[Changing user status](#) on page 53

Chapter 8: Using the Call History

This section covers the use of the console's call history display. The call history is stored locally on the PC running the application. Therefore it differs from the separate call log stored on whichever phone you are using with the console.

Note that details of a call are automatically deleted from the call history after a number of days, see [General console settings](#) on page 77.

Related links

[Viewing call history](#) on page 60

[Making calls from the call history view](#) on page 60

[Clearing the call history](#) on page 61

Viewing call history

Procedure

Click **View > History**.

The **Call History** details replace the BLF and held calls panels.

Related links

[Using the Call History](#) on page 60

Making calls from the call history view

Procedure

Double-click on the telephone number shown in the call history.

Related links

[Using the Call History](#) on page 60

Clearing the call history

About this task

The details of a call are automatically removed from the call history after a number of days. That duration is set by the console's **Call history retention period (in days)** setting, see [General console settings](#) on page 77.

However, if required, you can manually delete all calls on a particular tab or on all tabs as follows.

Procedure

1. Right-click on the call history.
2. To remove all calls from the current tab, select **Clear**.
3. To remove all calls from all tabs, select **Clear All Tabs**.

Related links

[Using the Call History](#) on page 60

Chapter 9: Configuring the Console Application

This section covers the various controls that can be used to configure the application's appearance and operation.

Console settings

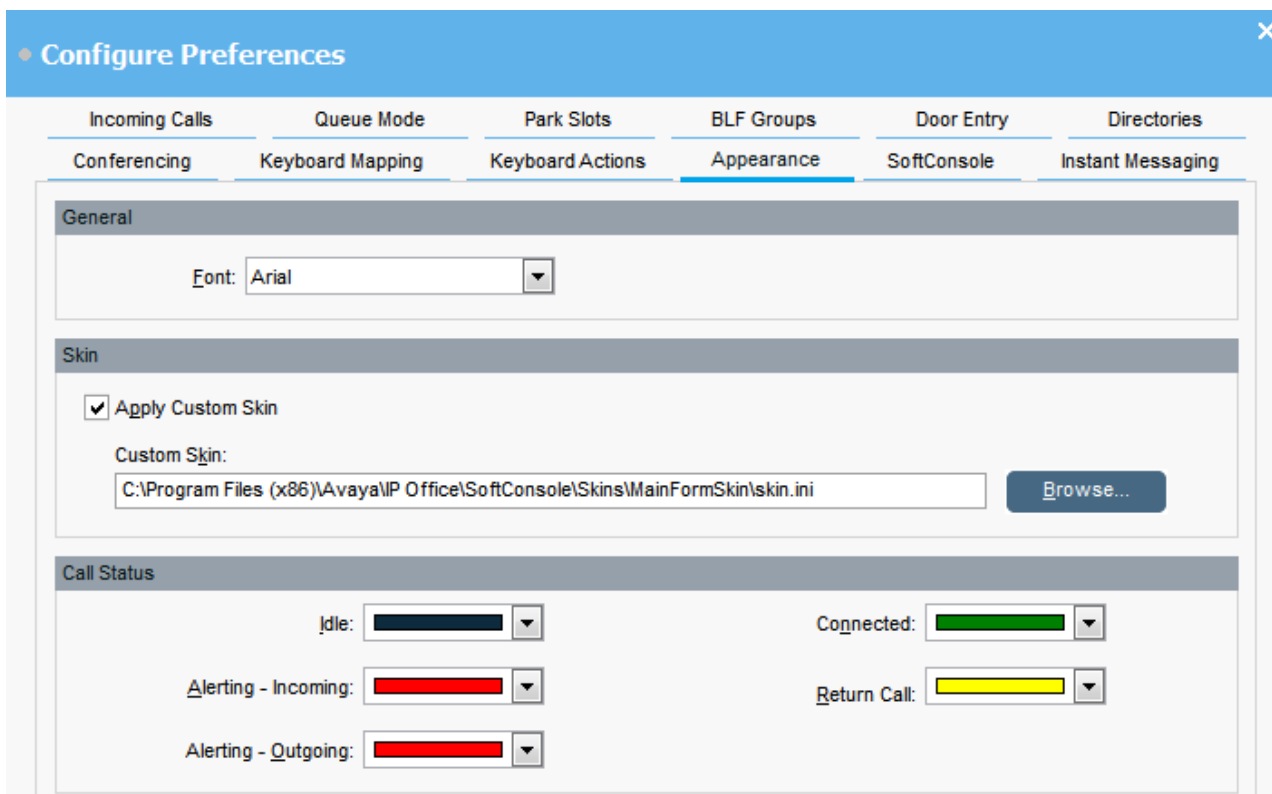
You can configure or edit console settings by clicking **Preferences** and then selecting the appropriate tabs.

Tab	Description
Appearance	Change the general appearance of the console application. For example, you can change font and colors used to indicate call status.
BLF groups	Create, edit, and delete Busy Lamp Field (BLF) groups. You can also rearrange the order of the groups.
Conferencing	Specify the names of conference rooms.
Directories	Specify whether directory information is included in the directory display or in the properties of individual entries.
Door Entry	Specify door names. You cannot control doors in console until you enter door names.
Incoming Calls	Optionally, provide a name match against an incoming call. You can use matching numbers to play a specific script or media file on calls.
Keyboard actions	Customize the default actions performed when you start typing text or a number.
Keyboard mapping	View and change keyboard shortcuts.
Park Slot	Specify the available slot buttons and the IDs associated with each button.
Queue mode	Configure and monitor up to eight hunt group queues.
SoftConsole	Configure how the console saves changes you make to the screen layout. You can also specify the console behavior when you close its window.
Instant Messaging	Configure support for instant messaging.

Customizing the console's appearance

About this task

You can change the general appearance of the console application. For example, you can change font and colors used to indicate call status.



Before you begin

If you want to use a custom skin, you must have a skin definition file.

Procedure

1. Click **Preferences**.
2. Select **Appearance**.
3. **(Optional)** Select a new font from the **Font** drop-down menu.
4. **(Optional)** If you want to select and use a custom skin, select the **Apply Custom Skin** check box.

A skin is a set of files defining the whole appearance of the application. By default, no additional skins are supplied.

Click **Browse** and upload your skin definition file.

5. **(Optional)** Change the call status colors.

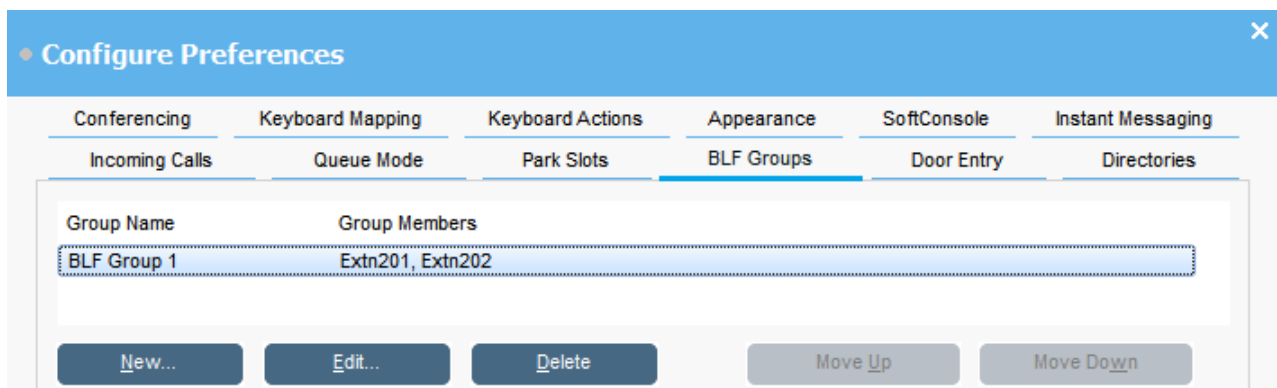
You can select a different color for each call status. These colors appear in the border of the call details panel. The available call status options are:

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

Working with BLF groups

About this task

Busy Lamp Field (BLF) icons provide user status and speed dials at a glance. You can add icons for other numbers, which act as speed dials. You can also group BLF icons to appear on different named tabs.



Procedure

1. Click **Preferences**.
2. Select **BLF groups**.

The menu displays the name of each group and the members within the group.

3. To create a new BLF group:

- a. Click **New**.

You can also right-click on a blank area of the BLF panel and then select **New > BLF groups**.

- b. Enter a unique name in **BLF Group Name**.
- c. Select the required members from the **Members not in BLF Group** list.

You can press **Ctrl** on your keyboard to select multiple members at a time.

- d. Click **Add** to add the selected members.
- e. Click **OK** to save your change.

The new BLF group appears at the end of the list.

4. To edit the selected BLF group:
 - a. Click **Edit**.
 - b. Add or remove group members as required.
 - c. Click **OK** to save your change.
5. To delete the selected BLF group, click **Delete**.
6. To change the position of BLF groups in the list:
 - a. Select the group you want to move.
 - b. Click **Move Up** and **Move Down** as required.

Changing BLF panel view

Procedure

1. Right-click the BLF panel and select **View**.
2. Choose a view.

Choice	Description
Ctrl + Alt + G	Large icons
Ctrl + Alt + S	Small icons
Ctrl + Alt + I	List icons
Ctrl + Alt + D	Details

3. To change the icon arrangement, right-click the BLF panel and select **Arrange**.
4. Select the way you want to arrange the icons.

Choice	Description
Ctrl + Alt + N	Name order
Ctrl + Alt + M	Number order
Ctrl + Alt + U	Status order

5. To change small or large icon message view to horizontal, press **Ctrl + Alt + H**.
6. To change small or large icon message view to vertical, press **Ctrl + Alt + V**.

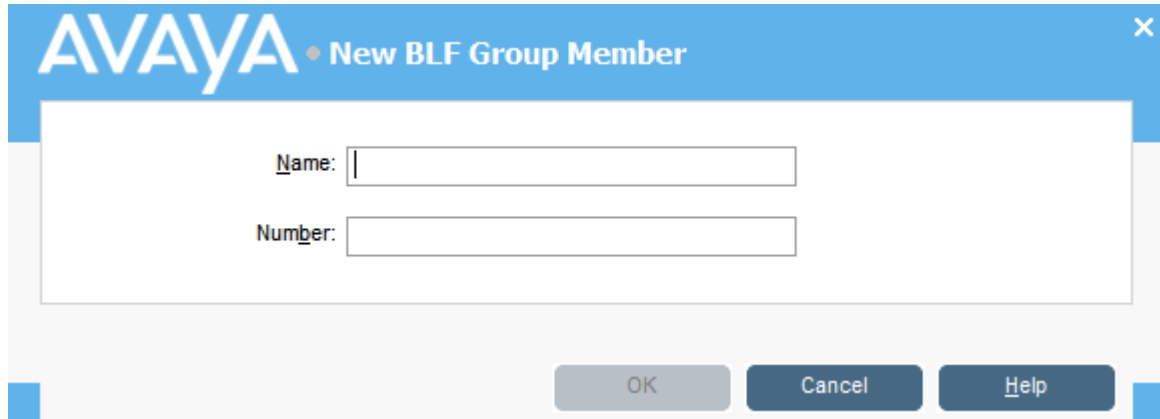
Adding members to a BLF group

About this task

You can add members to a BLF group from the BLF panel in the main window.

Procedure

1. To add new members to a BLF group, do one of the following actions:
 - Right-click within the BLF panel, highlight **New** and click **BLF Group Member**.
 - Press `Ctrl + Alt + B`.
 - Double-click within the BLF panel.



The screenshot shows a dialog box titled "AVAYA • New BLF Group Member". It features two text input fields: "Name:" and "Number:". Below the fields are three buttons: "OK", "Cancel", and "Help".

2. Enter the **Name** and **Number** for the new member.
3. Click **OK** to return to the BLF panel.

Naming conference rooms

About this task

Name the two conference rooms that console supports. The names appear on the telephone displays of internal users in the conference room.

! **Important:**

The conference room features cannot be used until the rooms are given names.

Configure Preferences [X]

Incoming Calls Queue Mode Park Slots BLF Groups Door Entry Directories

Conferencing Keyboard Mapping Keyboard Actions Appearance SoftConsole Instant Messaging

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.

Conference Room 1

Name:

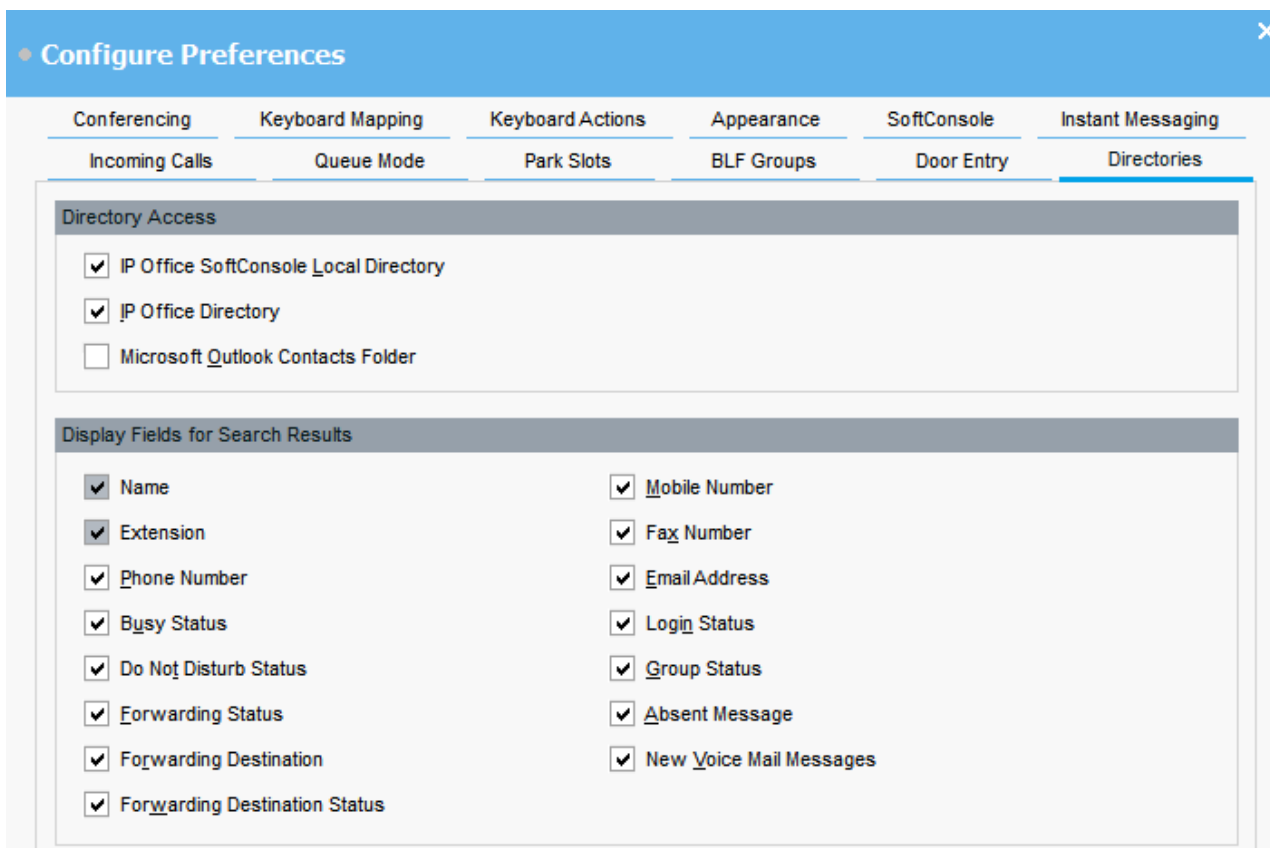
Conference Room 2

Name:

Procedure

1. Click **Preferences**.
2. Select **Conferencing**
3. Enter unique names for each conference room.
Each name can contain up to 10 characters.

Configuring the Directories Display



Directory access

The options that appear in this section show where directory numbers, other than users and groups, are obtained.

Name of option	Description
IP Office SoftConsole Local Directory	Show directory entries stored locally by the console application.
IP Office Directory	Show system directory entries stored on the telephone system.
Microsoft Outlook Contacts Folder	This options allows address book entries from Outlook to be included in the directory. <ul style="list-style-type: none"> • Outlook must be running on the same computer. • You must run Outlook with administrator privileges.

Directory fields for search results

When a directory search matches an individual directory entry, the directory panel displays information about the entry.

Configuring the Console's Locale Directory Entries

On the **Incoming Calls** tab, you can setup directory names and numbers shown in the Directory panel as the console's local directory. The directory numbers can be used to make outgoing calls and provide a name match for incoming calls.

You can associate a specific script to display or a media file to be played when the console receives a call from a matching number. For default call handling, you can set a default script or default sound file. These settings apply when the incoming call does not match a specific number that has its own script or sound file assigned.

Configure Preferences

Conferencing | Keyboard Mapping | Keyboard Actions | Appearance | SoftConsole | Instant Messaging

Incoming Calls | Queue Mode | Park Slots | BLF Groups | Door Entry | Directories

IP Office SoftConsole Local Directory

Name	Number	Script File	Media File
Tallboy	0155567879		

New... Edit... Delete Open Directory File...

Default Call Handling

Script File: Browse for Script File...

Media File: Browse for Media File...

IP Office SoftConsole Local Directory:

This table displays the local directory of contacts stored by the console application.

Field name	Description
Name	The contact name.
Number	The telephone number that is dialed when the directory entry is selected. This number is also used for matching against incoming calls.
Script File	A script can be associated with the directory entry. When an incoming call matches the directory number, the script is displayed in the directory panel. The script can be a .TXT or .RTF file.
Media File	A sound file can be associated with the directory entry. When an incoming call matches the directory number, the file is played by the console PC. The file is a .WAV file.

Button	Description
New	Add a new directory entry.
Edit	Edit the selected entry.
Delete	Delete the selected entry.
Open Directory File	Change the file used for storing the console's local directory entries. The entries in the selected file are then listed in the window.

Default Call Handling:

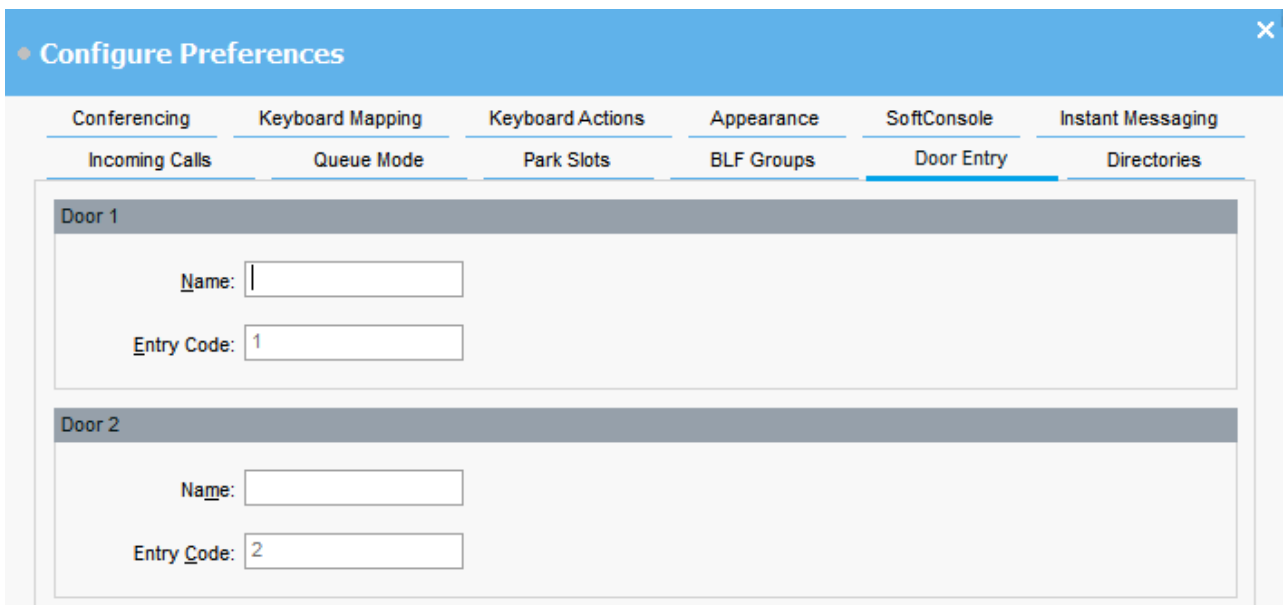
These fields can be used to associate a script file and or media file with any calls that do not have its own script and or media file specified in the directory.

Field name	Description
Script File	A script can be associated with the directory entry. When an incoming call matches the directory number, the script is displayed in the directory panel. The script can be a .TXT or .RTF file.
Media File	A sound file can be associated with the directory entry. When an incoming call matches the directory number, the file is played by the console PC. The file is a .WAV file.

Entering door names

About this task

You must enter door names before you can use the console to control a door attached to the telephone system.



Procedure

1. Click **Preferences**.
2. Select **Door Entry**.
3. In **Name**, type the name that you want to use for the door.

For example, you might enter the name `Loading Bay` for a door to a loading bay.

The **Entry Code** for each door name is pre-populated with 1 or 2. The number indicates the door relay to activate. You cannot change entry codes.

4. Click **OK** to save your change.

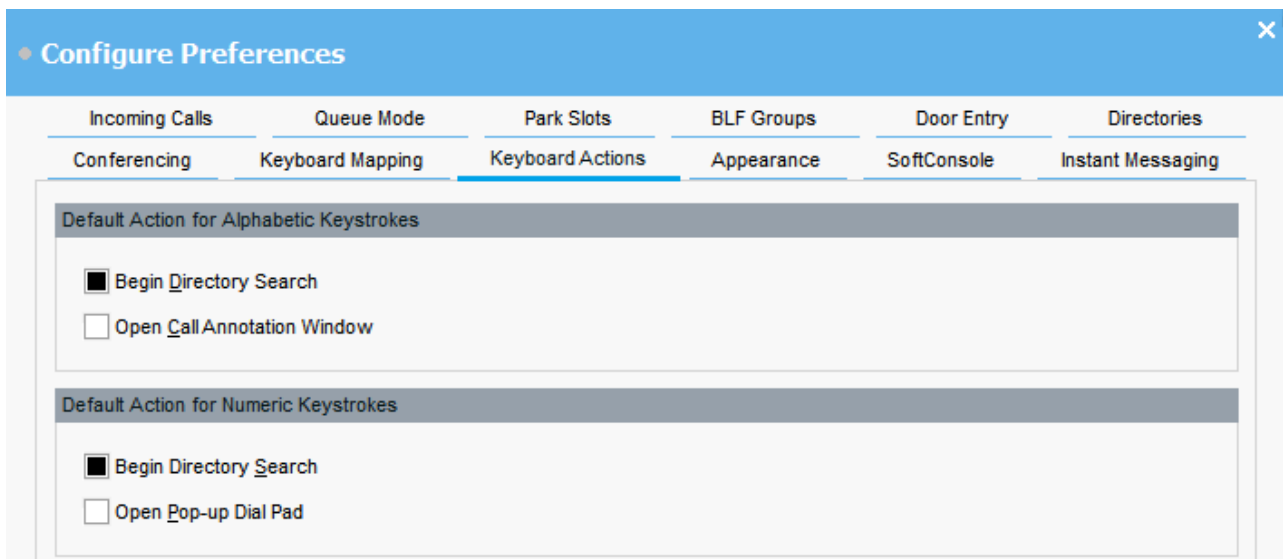
Result

You can now open a door from **Tools > Door Entry**. You can then select the appropriate door name from the menu.

Configuring keyboard actions

About this task

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



Before you begin

If you want to modify the **Maximum length for call notes** field, you must log in to the console in Administrator mode.

Procedure

1. Click **Preferences**.

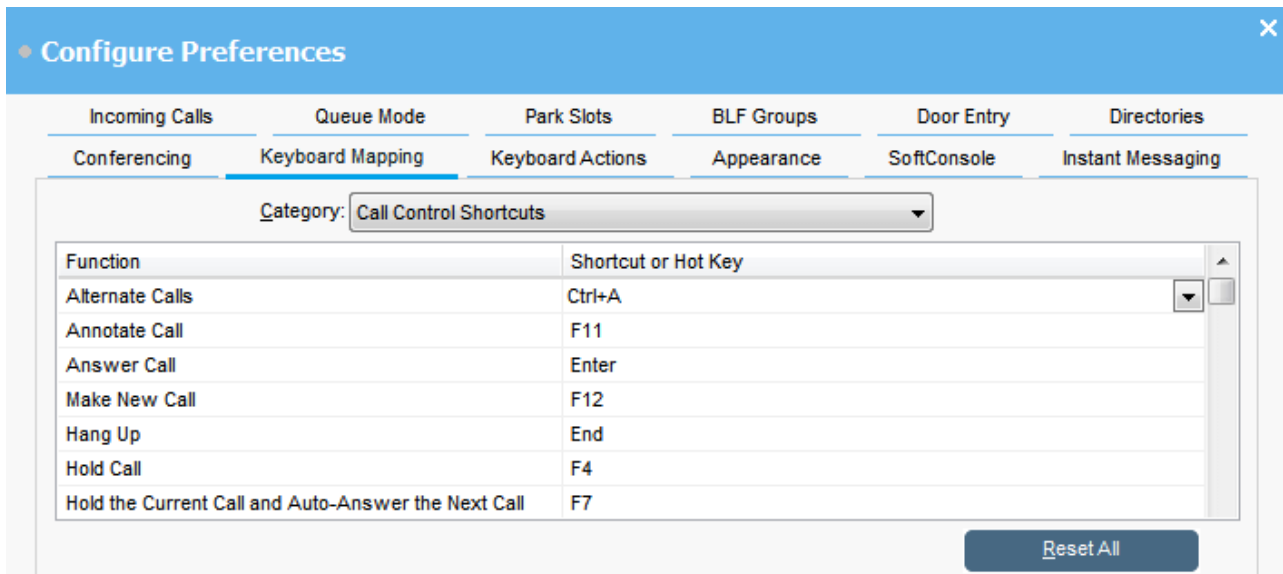
2. Select **Keyboard actions**.
3. Select the appropriate default action for alphabetic keystrokes. The options are:
 - **Begin Directory Search**
 - **Open Call Annotation Window**
4. Select the appropriate default action numeric keystrokes. The options are:
 - **Begin Directory Search**
 - **Open Pop-up Dial Pad**
5. **(Optional)** If you are in Administrator mode, modify **Maximum length for call notes** if required.

The default length is 16 characters. If you increase this value, the note might not be fully visible on all telephones and applications. The length specified in this field also applies to text messages that you send to other users' phones.

Modifying keyboard shortcuts

About this task

You can view and modify the console keyboard shortcuts.



Procedure

1. Click **Preferences**.
2. Select **Keyboard mapping**.
3. From the **Category** drop-down menu, select the set of shortcuts that you want to view.

4. To modify a specific shortcut key:
 - a. Select the current shortcut key.
 - b. Use the drop-down menu to select a new shortcut key.

A warning displays if the new shortcut key you select is already in use.
5. To reset all shortcut keys back to their default settings, click **Reset all**.

Configuring park slots

About this task

You can set the number of available **Park Slot** buttons and the IDs associated with each button.

The screenshot shows the 'Configure Preferences' dialog box with the 'Park Slots' tab selected. The dialog has a blue header with a close button (X) and a title 'Configure Preferences'. Below the header are several tabs: Conferencing, Keyboard Mapping, Keyboard Actions, Appearance, SoftConsole, and Instant Messaging. Under 'Keyboard Mapping', there are sub-tabs: Incoming Calls, Queue Mode, Park Slots (selected), BLF Groups, Door Entry, and Directories. The main content area contains a table with two columns: 'Park Slot ID' and 'Shortcut'. The table lists 10 slots with shortcuts from Alt+F1 to Alt+F10. Below the table are five buttons: 'New...', 'Edit...', 'Delete', 'Move Up', and 'Move Down'.

Park Slot ID	Shortcut
1	Alt+F1
2	Alt+F2
3	Alt+F3
4	Alt+F4
5	Alt+F5
6	Alt+F6
7	Alt+F7
8	Alt+F8
9	Alt+F9
10	Alt+F10

Procedure

1. Click **Preferences**.
2. Select **Park slots**.
3. To add or edit a park slot:
 - a. Click **New** to add a new park slot.
 - b. Click **Edit** to modify the selected park slot.
 - c. Enter or modify the alphanumeric park slot ID, which can contain letters and numbers, but not spaces.

*** Note:**

If you need a secure parking slot, configure the park slot ID with text. You will not be able to unpark the call using normal telephone dialing. Instead, you will need to use an application **Park Slot** button set to the same text.

- d. Enter a keyboard shortcut to park or unpark a call into a specific park slot. You can also use the **Keyboard mapping** tab to edit shortcuts.
- 4. To remove the selected park slot from the list, click **Delete**.
- 5. To change the order of configured park slots:
 - a. Select the park slot you want to move.
 - b. Click **Move Up** and **Move Down** as required.

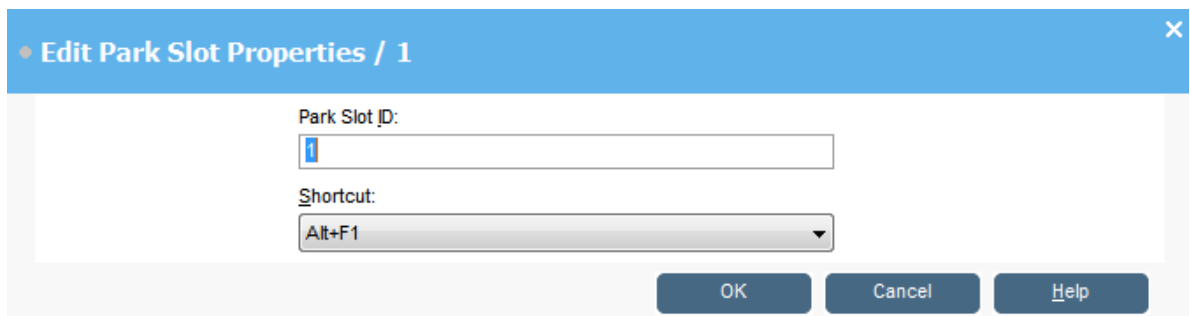
Configuring park slots

About this task

You can set the number of available **Park Slot** buttons and the IDs associated with each button.

Procedure

- 1. Click **Preferences**.
- 2. Select **Park slots**.
 - a. Click **New** to add a new park slot.
 - b. Click **Edit** to modify the selected park slot.



- 3. Configure the park slot as required:

Choice Option	Choice Description
Park Slot ID	Each ID can be alphanumeric, containing both numbers and letters. The ID should not include spaces. <p>* Note:</p> If you need a secure parking slot, configure the park slot ID with text. You will not be able to unpark the call using normal telephone dialing. Instead, you will need to use an application Park Slot button set to the same text.

Choice Option	Choice Description
Shortcut	A keyboard short cut that enables the operator to park or unpark a call into a specific park slot. The short cuts can also be edited through the Keyboard Mappings menu

4. Click **OK**.

Configuring queue monitoring for hunt groups

About this task

You can configure queue monitoring for a specific hunt group. You can configure and monitor up to eight queues. One of the queues is configured as a recall queue. The recall queue shows calls that have been queued, answered, and then transferred. In this case, the transferred call was not answered. Instead of being returned to the original queue, these types of calls are placed into a new queue called "Recall".

Configure Preferences

Conferencing | Keyboard Mapping | Keyboard Actions | Appearance | SoftConsole | Instant Messaging

Incoming Calls | **Queue Mode** | Park Slots | BLF Groups | Door Entry | Directories

Name	Number	Alarm Thresholds	Shortcut
Main	500	Calls in Queue: 2; Longest Waiting Time: 30 seconds	Shift+F1

New... Edit... Delete Move Up Move Down

Colour Preferences

Normal Conditions: [] Alarm Conditions: []

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

Before you begin

An administrator must configure a hunt group on the telephone system with queuing enabled.

Procedure

1. Click **Preferences**.
2. Select **Queue mode**.

Details of queues being monitored display on the screen. You can see the alarm thresholds for each queue. The alarm thresholds are the number of calls and the longest waiting call.

3. To add or edit a queue:

- a. Click **New** to add a new queue to monitor.
- b. Click **Edit** to modify the settings of the selected queue.
- c. Select the appropriate queue type from the **Queue Name** drop-down menu.
- d. Select the shortcut key combination for the queue from the **Shortcut** drop-down menu.
- e. Select the appropriate alarm settings for the queue.

For more information about alarm settings, see [Alarm setting field descriptions](#) on page 77.

4. To delete the selected queue, click **Delete**.

5. To adjust the order of queues in the display:

- a. Select the queue you want to move.
- b. Click **Move Up** and **Move Down** as required.

6. **(Optional)** In the Color preferences section, change the colors that the queue uses for normal conditions and alarm conditions.

7. **(Optional)** Configure alarm handling to define what happens when a queue goes over the alarm threshold.

You can select one of the following alarm handling options:

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

Alarm setting field descriptions

Edit Queue Properties / Main

Queue Name:

Shortcut:

Alarm Settings

Number of Calls In Queue calls

Longest Waiting Time seconds

Play **M**edia File:

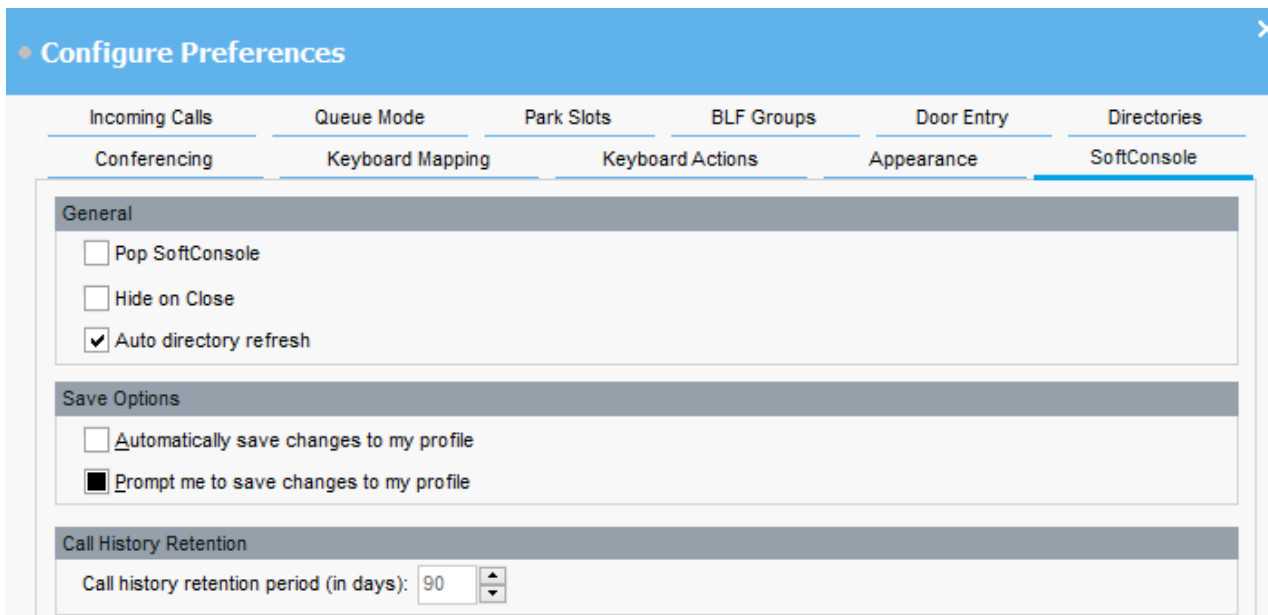
When creating or editing a queue, you can configure the alarm settings described in the following table.

Name	Description
Number of Calls In Queue	When this check box is selected, an alarm occurs when the number of calls within the queue reaches the number specified. You can modify the number of calls within the queue before an alarm occurs.
Longest Waiting Time	When this check box is selected, an alarm occurs when the call wait time in seconds reaches the time specified. You can modify the call wait within the queue in seconds before an alarm occurs.
Play Media File	You can upload an audio file that defines how the alarm sounds. The alarm goes off when a defined alarm state is reached.

General console settings


About this task

You can define how profile changes are saved. You can also set how the console behaves for incoming calls and when its window is closed.



Procedure

1. Click **Preferences**.
2. Select **SoftConsole**.

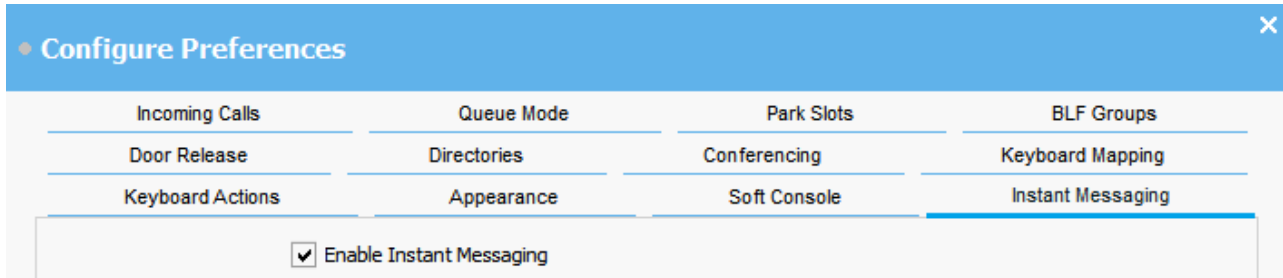
Option	Description
General	
Pop SoftConsole	If selected, the console is brought to the front of all applications running on the PC running when you receive a new incoming call.
Hide on Close	If selected, closing the console minimizes it to the system tray in your Windows task bar. You can exit the application by selecting  in the system tray and then clicking Exit .
Auto directory refresh	If selected, the console updates the directory contacts from the telephone system every 30 minutes and every time a directory search is performed. If not selected, the contacts are only updated each time the console is started.
Save Options	
Automatically save changes to my profile	If selected, when you close the console, any changes to your console settings are automatically saved to the profile that was selected when logging in.
Prompt me to save changes to my profile	If selected, when you close the console, you are prompted whether to save changes to your console settings to the profile that was selected when logging in.
Call History Retention	
Call history retention period (in days)	This value sets how long details of a call remain in the console's call history before being automatically deleted.

3. Click **OK** to save your change.

Enabling instant messaging

About this task

Before you complete this configuration, the console status bar displays `IM disconnected`.



Procedure

1. Click **Preferences**.
2. Select **Instant Messaging**.
3. Select **Enable instant messaging** if you want to use IM with the console.
4. Click **OK** to save your change.

Chapter 10: Templates and profiles

When you first log in, you select one of the default console templates. While using the console, you can change various settings and also change the appearance of the screen. You can save those changes as a personal profile. The current profile or template that you are using is shown in the console status bar.

 **Note:**

To change if the Held calls and BLF panels are hidden or shown, you must be logged in to the console as an Administrator.

Loading and saving a profile

About this task

You can load a new profile when logging in. You can save changes to your profile manually, or you can configure console to automatically save every change.

- To load a profile, do the following when logging in:
 1. Click **Expand**.
 2. Select the required profile.
- To manually save your current profile changes, select **File > Save Profile**.
- To manually save your changes as a new profile, do the following:
 1. Select **File > Save Profile As**.
 2. Enter a new file name.
 3. Click **OK** to save your change.

The status bar displays the new profile name.

- To configure the console to automatically save changes, go to **\ Preferences > SoftConsole**.

Editing a profile

Before you begin

- You must be in Administrator mode. See [Logging into administrator mode](#) on page 83.
- Ensure you select the profile you want to edit when you are logging in.

Procedure

1. Make the required changes in the profile.
 - In **View**, you can hide or show the Busy Lamp Fields (BLF), Held calls, and Park slots panels. You can also access the normal view options.
2. Click **File > Save Profile** to save your changes.

Creating a new template

About this task

You can use templates to create a user profile.

Before you begin

- You must be in Administrator mode. See [Logging into administrator mode](#) on page 83.

Procedure

1. While logging in to Administrator mode, do the following:
 - a. Click **Expand**.
 - b. Select the appropriate template.
2. Change the layout as required.

You can change the following:

 - Display size of panels
 - Number of park slots
 - Panels that are visible
3. Click **File > Save Template**.
4. Enter a name for the template and then click **OK**.

Default templates

The following three default templates are installed:

Display Option	Admin Template 1	Admin Template 2	Admin Template 3
Menu bar	Yes	Yes	Yes
Tool bar	Yes	Yes	Yes
Call details	Yes	Yes	Yes
Directory panel	Yes	Yes	Yes
Queue panel	Yes	Yes	Yes
Held calls panel	Yes	Yes	–
BLF panel	Yes	–	–
Park slots panel	Yes	Yes	–

If a profile is created using Admin Template 3, you cannot see the Call History panel.

Chapter 11: Working with Administrator mode

About this task

You can start the console in Administrator mode. In this mode, you can do the following:

- Create and edit user profiles.
- Amend the length of the call notes.
- Create and edit templates.
- Remove or display the BLF, Held calls, and Park slots panels.

Important:

You cannot access telephony functions in Administrator mode.

Logging into administrator mode

About this task

Use the following process to login to the console in administrator mode.

Important:

You cannot access telephony functions in administrator mode.

Procedure

1. In the **Login** window, enter the administrator login details. The user name is `Administrator`. The default password is `password`. The password can be changed when logged into administrator mode.
2. If intending to edit a profile, click **Expand** and ensure that the required profile is selected.
3. Click **OK**.
4. Once logged in, the status bar indicates that you are in administrator mode and not connected to the telephone system.

Changing the administrator mode password

About this task

You can start the console in administrator mode. In this mode, you can do the following:

Before you begin

- Login to the console in administrator mode. See [Logging into administrator mode](#) on page 83.

Procedure

1. Click **File > Change Administrator Password**.
2. Enter the current Administrator mode password.
3. Enter and confirm the new password.
4. Click **OK** to save your changes.

Chapter 12: Troubleshooting

This section provides notes on known issues that may occur and how to resolve them.

Related links

[Cannot use the Force Extension Status or Group Service Status features](#) on page 85

[Unanswered calls are not returned to the operator](#) on page 85

[Microsoft Outlook warning screen opens at Login](#) on page 86

[Directory does not show Outlook contacts](#) on page 86

Cannot use the Force Extension Status or Group Service Status features

Cause

There is an interval of several seconds after the console has been started that the operator cannot use these features. During this interval, the Directory Entry Properties and Group Service Status forms will display a **Close** button, rather than the **OK** and **Cancel** buttons.

Solution

Close the form, wait several seconds and then reopen the form to try again.

Related links

[Troubleshooting](#) on page 85

Unanswered calls are not returned to the operator

Cause

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 in the telephone system's configuration.

Solution

Contact your system administrator.

Related links

[Troubleshooting](#) on page 85

Microsoft Outlook warning screen opens at Login

Cause

If directory access to Microsoft Outlook contacts folder has been selected in the Directories tab, an Outlook warning screen might appear when you login to the console or use the **Send Email** option.

Solution

1. Select **Allow access for check box**, then click an amount of time in the list.
2. Click **Yes**.

Related links

[Troubleshooting](#) on page 85

Directory does not show Outlook contacts

Cause

Outlook needs to be running with administrator privileges.

Solution

Contact your computer support team.

Related links

[Troubleshooting](#) on page 85

Chapter 13: Additional Help and Documentation

The following pages provide sources for additional help.

Related links

[Forgotten Password](#) on page 87

[Getting Help](#) on page 87

[Additional Documentation](#) on page 88

Forgotten Password

Some IP Office features require you to enter information such as your username, password, login code (security PIN), voicemail code (mailbox password).

Avaya cannot or reset the values for your passwords and codes. However, your system administrator can reset the values if necessary, either doing it themselves or through a request to your Avaya business partner.

Your system administrator also sets the rules your IP Office system uses for allowable passwords and codes. The same rules are applied to all users.

Related links

[Additional Help and Documentation](#) on page 87

Getting Help

Avaya sells IP Office through accredited business partners. Those business partners provide direct support to their customers and escalate issues to Avaya if necessary.

If you require further support, you should first contact your own system administrator. They are able to access the full configuration of the IP Office system, either themselves or through a request to your system's Avaya business partner.

Whilst your system administrator/reseller cannot see your existing passwords, they can reset them in order to allow you to login again and then change the value.

Related links

[Additional Help and Documentation](#) on page 87

Additional Documentation

The [Avaya Documentation Center](#) website contains user guides and manuals for Avaya products. The links below cover user guides that you may find useful.

Phone User Guides

- [IP Office J100 Series Phone User Guide](#) | [IP Office J100 Series Quick Reference](#)
- [IP Office 9600 Series Phone User Guide](#) | [IP Office 9600 Series Quick Reference](#)
- [IP Office Analog Phone User Guide](#)

Application Guides

- [Using Avaya Workplace Client for IP Office](#)
- [Using the IP Office User Portal](#)
- [Using one-X Portal for IP Office](#)
- [Using IP Office SoftConsole](#)

Voicemail Mailbox User Guides

- [Using a Voicemail Pro IP Office Mode Mailbox](#)
- [Using a Voicemail Pro Intuity Mode Mailbox](#)
- [Using IP Office Embedded Voicemail Intuity Mode](#)
- [Using IP Office Embedded Voicemail IP Office Mode](#)

Related links

[Additional Help and Documentation](#) on page 87

Index

A

actions	
keyboard	71
adding	
local directory entries	51
adding members to a BLF group	65
adding users to conferences	43
Administrator	87
Administrator mode	83
Login	83
Password	84
AdminTemplate1	81
AdminTemplate2	81
AdminTemplate3	81
answering calls	22
answering queued calls	27
appearance	
change	63
customize	63

B

bar	
menu	16
status	16
behavior	
close	77
incoming call	77
save	77
BLF	64
BLF icons	41
BLF panel	13, 26, 65
Business Partners	87
Busy	36
busy lamp fields	64
buttons	
toolbar	17

C

call details	14
call history	60, 61
retention period	77
Call History	60
call history pane	12, 60
call recording	33
call tagging	27
calling	38
calls in queue	77
change	
language	9
changing	

changing (<i>continued</i>)	
hunt group status	52
user status	53
changing conference room views	45
clearing call history	61
collecting parked calls	25
compact view	12
conference	
name	66
rooms	66
Conference Room	43
conferences	
adding users	43
changing room views	45
changing user status	46
creating	44
room icon arrangement	46
viewing	42
conferencing	66
held calls	42
Conferencing	42
configure	
IM	79
keyboard actions	71
keyboard shortcuts	72
one-X Portal server	79
park slot	73, 74
consultation calls	35
contacts don't show	86
controlled doors	28
creating conferences	44

D

details	
call	14
Dial Pad	40
directories	68
directory	
local	69
Directory	47
auto refresh	77
directory access	68
Directory Entry Properties windows	49
display	
normal	10
display fields	68
Documentation	88
door	
control	70
door name	70
door release	28
DTMF digits	23

E		L	
editing		language	9
local directory entries	51	languages	
F		support	9
fields		local directory	69
alarm	77	local directory entries	51
directories tab	68	log in	8
Follow Me	56	login code	87
Follow Me status	54	login window	
Force Extension Status	85	settings	8
forgotten password	87	longest wait time	
Forward on Busy	58	seconds	77
Forward Unconditional	57	look-and-feel	63
Forwarding status	54	M	
G		main menu	16
get started	62	main window	10
group		Make Call screen	39
hunt	75	making calls	38, 60
Group Service Status	85	Manuals	88
groups		media files	51
BLF	64	menu bar	16
H		mobile twinning	55
Help	87	mode	
hide on close	77	Administrator	83
history		monitor	
call	12	queues	75
hold	24	N	
hot keys	18	name	
hunt groups		door	70
queue monitor	75	No Answer	58
I		normal view	12
icon arrangement	46	O	
IM	79	opening controlled doors	28
incoming calls	22	P	
instant messages	30	paging	32
instant messaging	79	panel	
intruding on calls	29	call	14
K		details	14
keyboard		park slot	73, 74
alphabetic	71	parking calls	24, 25
mapping	72	password	87
numeric	71	play media file	77
shortcuts	72	pop	77
		preferences	62
		profile	
		edit	81
		load	80

profile (<i>continued</i>)		SoftConsole	
save	77, 80	overview	62
profiles	80	setup	62
Q		sound file	69
queues	26, 27	speed dialing	41
		status bar	16
R		System Administrator	87
reclaiming calls	25	T	
recording calls	33	tagging calls	27
requirements		telephone support	7
computer	7	template	
PC	7	create	81
setup	7	new	81
telephony	7	templates	80
Reseller	87	default	81
returning to held calls	26	text messages	29
room		toggling between views	12
conference	66	toolbar	17
		Transfer	34
S		transferring calls	34
save		supervised transfers	35
as new profile	80	to voice mail	35
automatic	77	unanswered calls	34
automatic save	80	Troubleshooting	85
current profile changes	80	twinning	55
prompt	77		
screen		U	
login	8	unanswered calls	34, 85
script file	69	unparking calls	24
script files	51	unsupervised transfers	34
search results		User Guides	88
display fields	68	user profile	81
security PIN	87		
sending email	31	V	
sending instant messages	30	view	
sending text messages	29	normal	10
setting		viewing	
alarm	77	call history	12, 60
language	9	viewing conferences	42
mobile twinning	55	voicemail code	87
settings		voicemail messages	33
login	8		
SoftConsole	62	W	
setup	62	warning screen	86
shortcut keys		window	
BLF	18	login	8
call control	18		
shortcuts			
keyboard	72		
sign in	8		
slot			
park	73, 74		