



IP Office Using IP Office SoftConsole

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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

[What's New](#) on page 8

[Phone and computer requirements](#) on page 8

[Logging In](#) on page 9

[Changing the language](#) on page 10

What's New

The following new features are supported in this release of IP Office SoftConsole:

- *Call history retention period setting* – Details of each call in the application's call history are now automatically deleted after a set number of days. The duration is set through the application's preferences. See [General console settings](#) on page 78.

Related links

[Using IP Office SoftConsole](#) on page 8

Phone and computer requirements

Ensure you meet the following requirements before using the console.

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

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.

- **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:
 - Analog phones and most DECT/non–Avaya SIP phones do not support auto-answer.
 - Avaya telephony applications running on a PC or mobile phone.


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.

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 9
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 8

[Supported languages](#) on page 10

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 Console's Main Window](#) on page 11

[Compact View](#) on page 13

[Call history view](#) on page 13

[BLF panel](#) on page 14

[The call detail panel](#) on page 15

[Status bar](#) on page 17

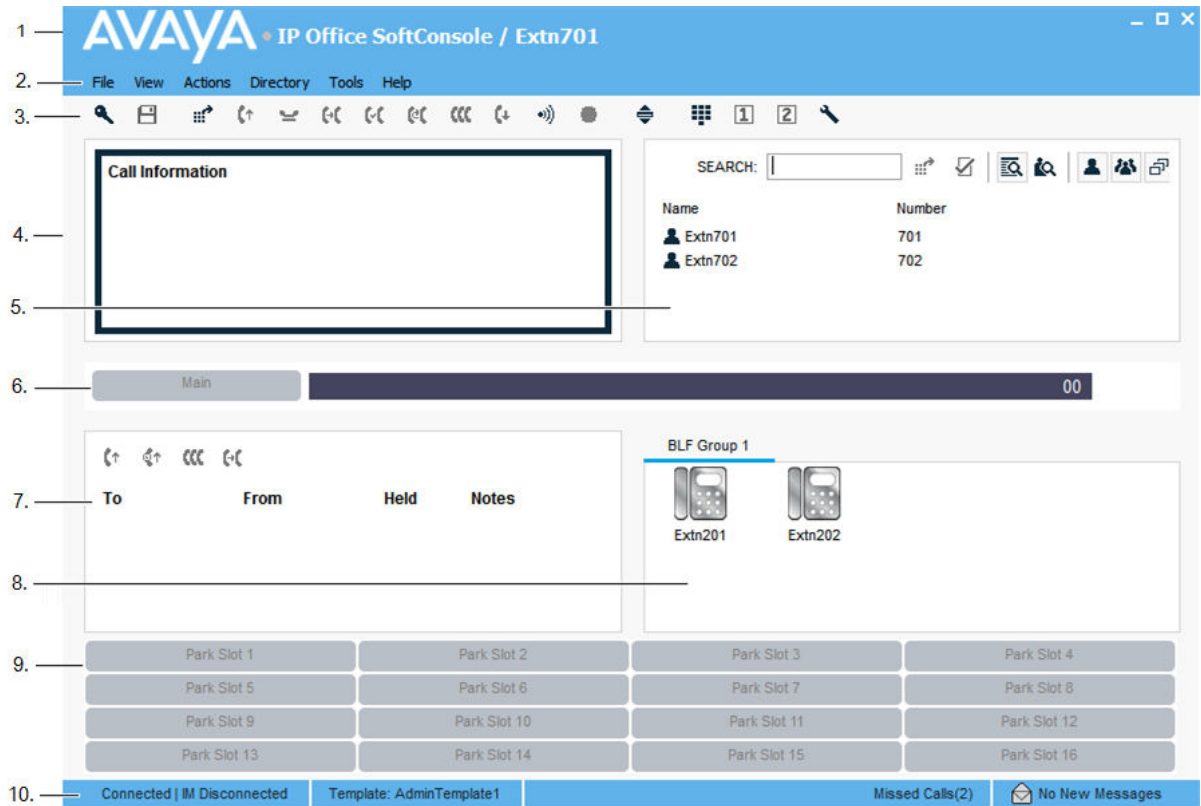
[Main menu bar](#) on page 17

[Toolbar buttons](#) on page 18

[Shortcut keys](#) on page 19

The Console's 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.



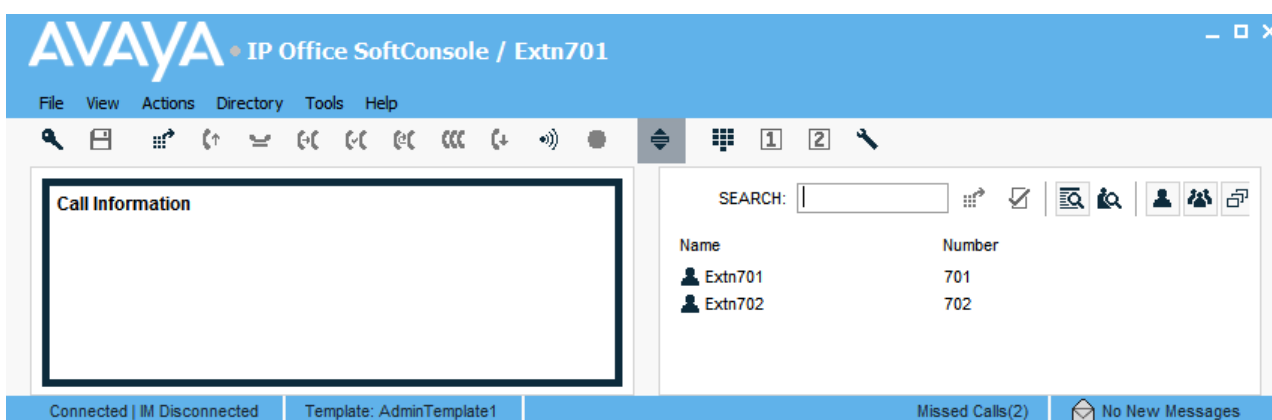
Option	Description
1. Title bar	Contains the name of the logged in person. By default, the title bar appears in the following colors: <ul style="list-style-type: none"> • Red when the console is the active program. • Grey if the console is not the active program.
2. Menu bar	Commands and actions are 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 11

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.

In(4)		Out(6)		! Missed(2)		All(12)	
	Number	From	To	Tag			
!	206	Theresa Green	Anne Webb			19/10/2006 15:12:01	
!	210	Paul Jones	Anne Webb			19/10/2006 15:12:24	
(209	Anne Webb	?Anne Webb			19/10/2006 15:12:50	
(209	Anne Webb				19/10/2006 15:14:33	
)	206	Theresa Green	Anne Webb			20/10/2006 08:53:50	

The panel is divided into the following tabs:

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

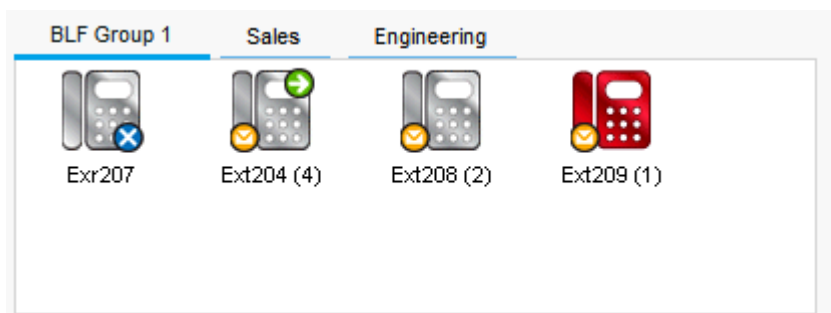
Each tab displays a maximum of 100 calls. When the maximum capacity is reached, the oldest record is deleted to add a new record. The number in brackets shows the number of calls listed.

Within each tab, there are the following call status icons and information:

Name	Description
Out (☎)	Indicates a call that was made from your extension.
In (>))	Indicates a call that was made to your extension.
Missed calls (!)	Indicates a call that was not answered.
Number	Either the incoming telephone number or the telephone number that was called.
From	The name that is associated with the number in the directory on the main system or your local console directory.
To	The name that is associated with the called number in the directory on the main system or your local console directory.
Tag	Text that was entered to identify the call.
Date	The date and time that the call occurred.
Time	

BLF panel

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



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

The icons used for users are:

Icon	Name	Description
	Unread Voice mail Messages	A yellow envelope indicates that the user has unread voice mail 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.

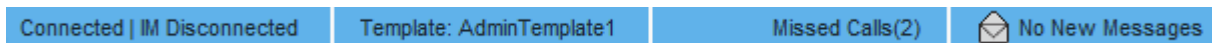
To	From	Notes
← Anne Webb (209)	Betty Edmunds (204)	
→ Anne Webb (209)	Shander Lear (207)	

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.

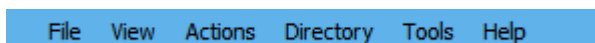


Status	Description
Connected or Disconnected	Displays whether the console application is connected to the telephone system.
IM connected or IM disconnected	Displays whether the console application is connected to the instant messaging server.
Missed calls	Displays the number of missed calls currently 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:





Image	Name
	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:

Image	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

Image	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 key	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 key	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 voice mail
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 key	Description
Pause	Restore application
Home	Switch between normal view and compact view

BLF shortcuts

Shortcut key	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 key	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 key	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 key	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 key	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 voice mail

Park slot shortcuts

Shortcut key	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 11

Chapter 3: Handling Calls

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

Related links

[Answering incoming calls](#) on page 23

[Transferring calls](#) on page 24

[Making calls](#) on page 27

[Dialing DTMF digits](#) on page 30

[Putting calls on hold](#) on page 30

[Parking and unparking calls](#) on page 31

[Collecting parked calls](#) on page 32

[Reclaiming calls](#) on page 32

[Switching between call history and BLF/held calls panel display](#) on page 32

[Monitoring queues](#) on page 33

[Adding call tag text](#) on page 34

[Opening controlled doors](#) on page 35

[Intruding on calls](#) on page 35

[Sending text messages](#) on page 36

[Sending instant messages](#) on page 37

[Sending email](#) on page 37

[Making a page call](#) on page 38

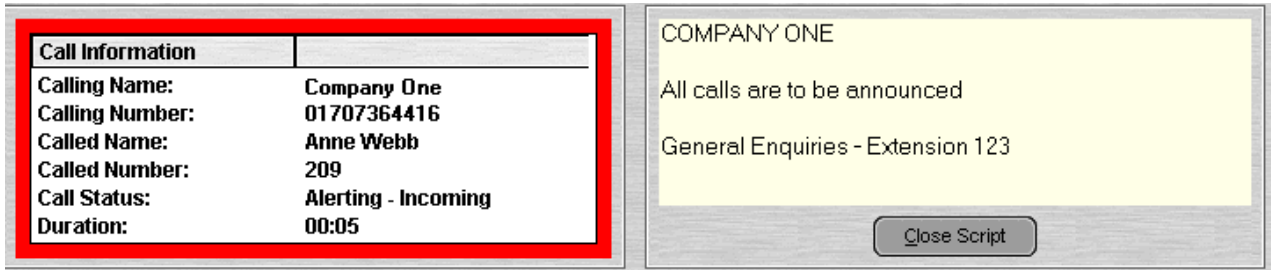
[Recording calls](#) on page 39

[Collecting your voicemail messages](#) on page 39

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.



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 23

Transferring calls

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

Related links

[Handling Calls](#) on page 23

[Transferring a call without answering it](#) on page 25

[Making a supervised transfer](#) on page 25

[Transferring calls to voice mail](#) on page 26

[Wait for transfer to a busy extension](#) on page 27

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** (**Ctrl + D**).
- Click **Actions > Transfer Call**. Select the transfer destination and click **Dial** (**Ctrl + 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 24

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

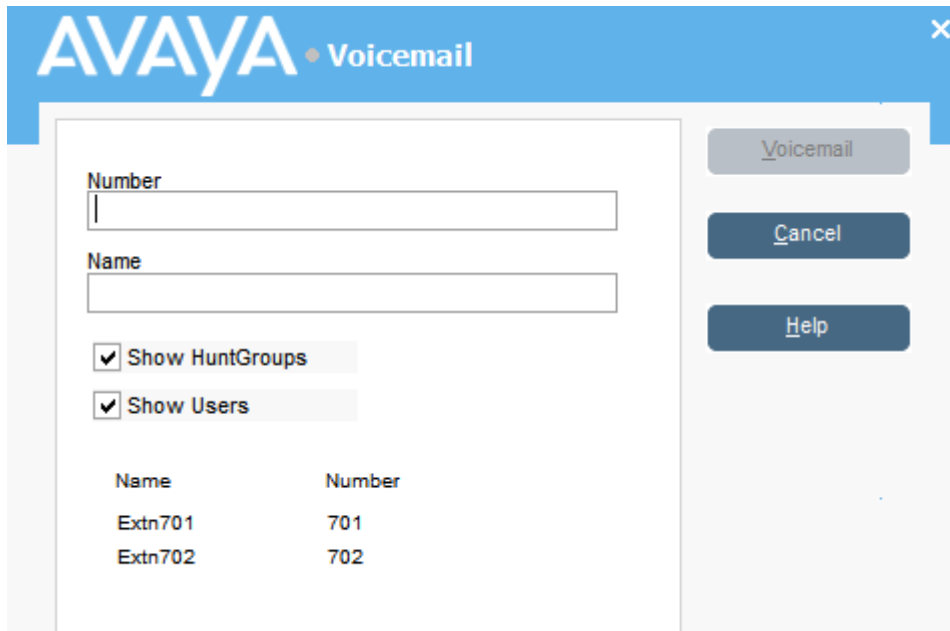
[Transferring calls](#) on page 24

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**.



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 24

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**:
 - **Timeout** – If the call waits longer than the phone system's park timeout (the default is 5 minutes), it recalls to your. Answer the call. If they still want to wait, press `Ctrl + B` 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 `Ctrl+R` to do an immediate unsupervised transfer without answering the call.



Related links

[Transferring calls](#) on page 24

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

[Handling Calls](#) on page 23

[Making calls using the Make Call screen](#) on page 28

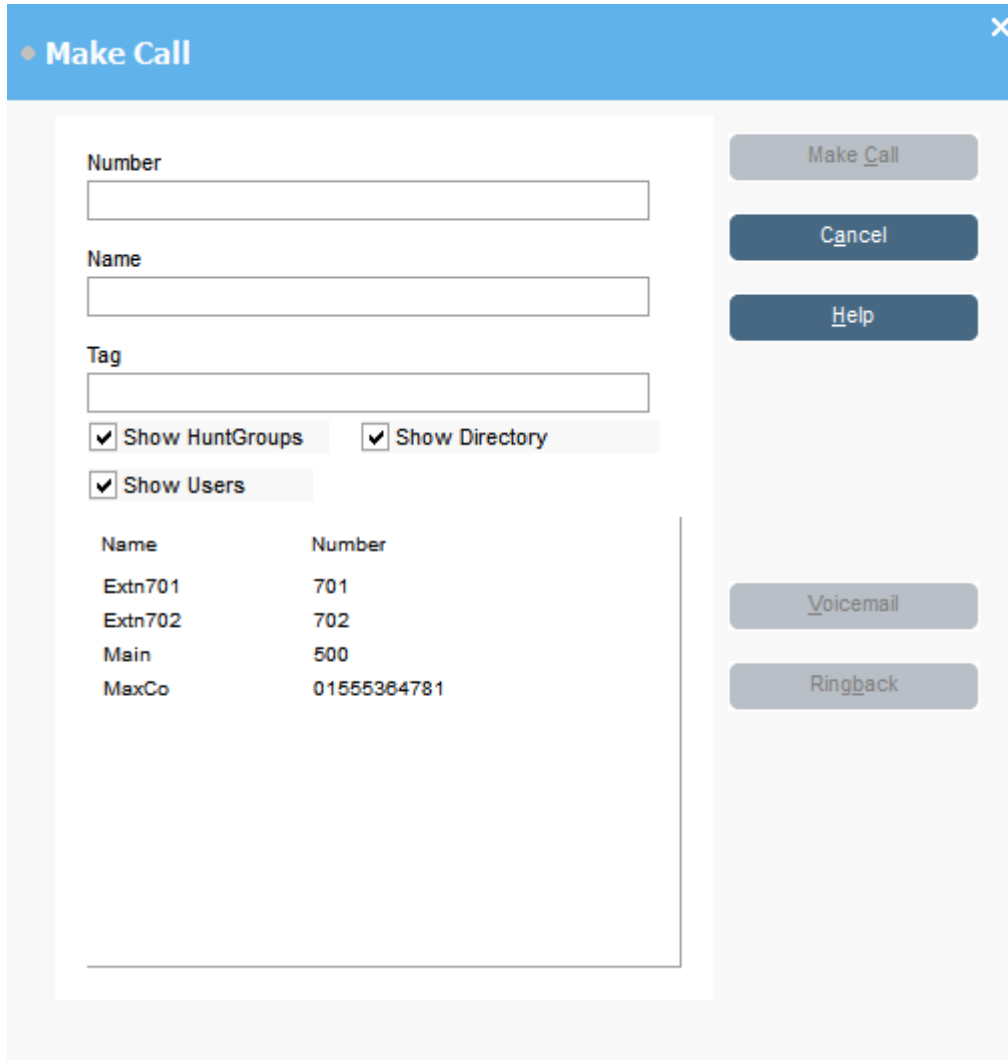
[Making calls using the Dial Pad](#) on page 29

[Using BLF icons for speed dialing](#) on page 30

Making calls using the Make Call screen

Procedure

1. Click  or press F12.



Name	Number
Extn701	701
Extn702	702
Main	500
MaxCo	01555364781

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 .



The screenshot shows a 'Dial Pad' window with the following elements:

- Number to Dial:** A text input field containing '203'.
- Call Notes:** A text input field containing 'Simon on the line'.
- Keypad:** A grid of buttons for digits 1-9, *, 0, and #. Each digit button also displays its corresponding letters (e.g., 2 shows ABC).
- Buttons:** A vertical stack of buttons on the right: 'Dial', 'Clear', 'Cancel', and 'Help'.
- DTMF Dialing:** A checkbox at the bottom left, currently unchecked.

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 27

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 23

Putting calls on hold

About this task

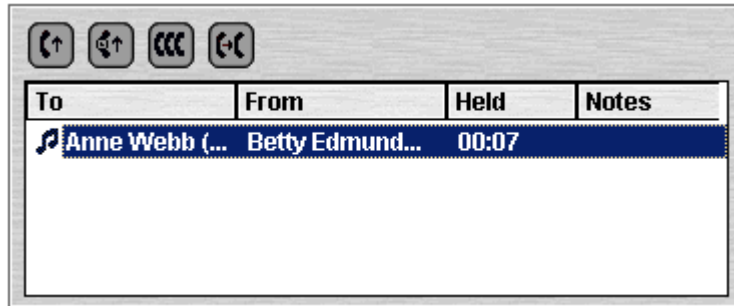
Put a call on hold so that you can perform another task.


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.



To	From	Held	Notes
 Anne Webb (...)	Betty Edmund...	00:07	

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

Related links

[Handling Calls](#) on page 23

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

- 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.
- 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 23

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#** replacing the *N* with 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 23

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 23

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

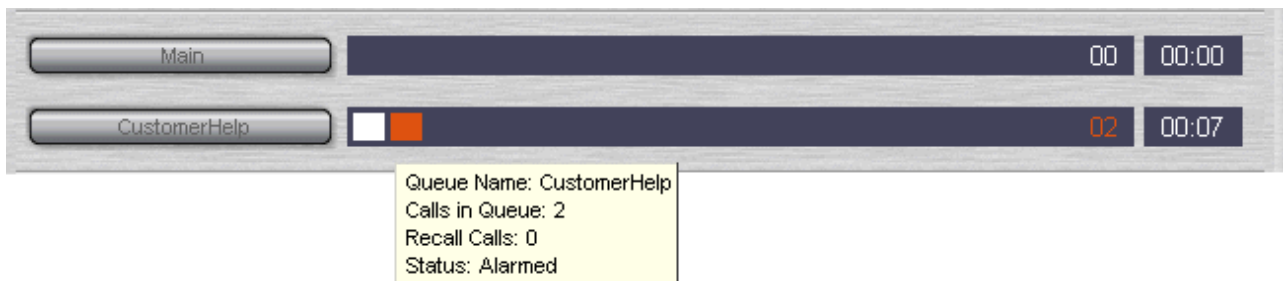
[Handling Calls](#) on page 23

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 23

[Answering queued calls](#) on page 34

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 33

Adding call tag text

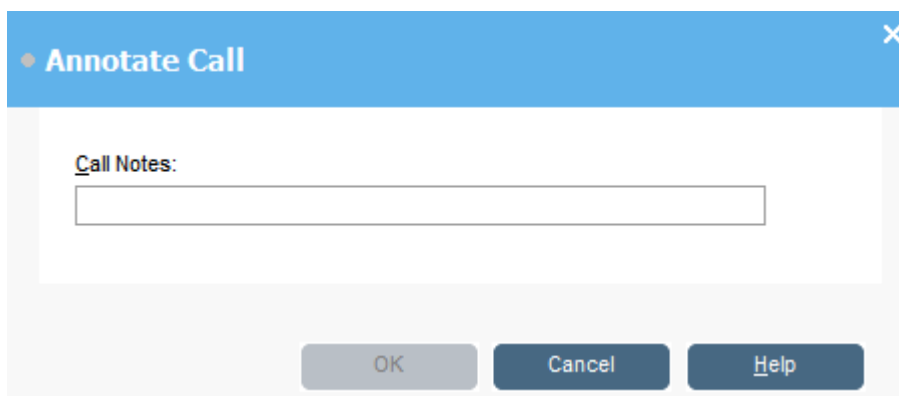
About this task

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 connected 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 23

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 23

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 23

Sending text messages

About this task

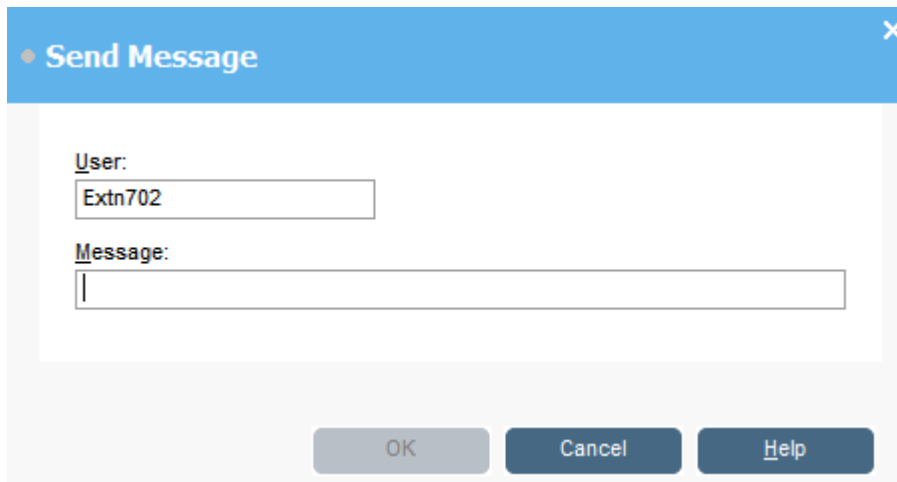
You can send a short text message to a user. The message appears on the display of most Avaya telephones. This feature is less disruptive than intruding on a call. The result sending a message depends on the user's telephone type and whether they are on a call or not.

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 the text 'Send Message' and a close button (X). The main area is white and contains two input fields. The first field is labeled 'User:' and contains the text 'Extn702'. The second field is labeled 'Message:' and is empty. 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 23

Sending instant messages

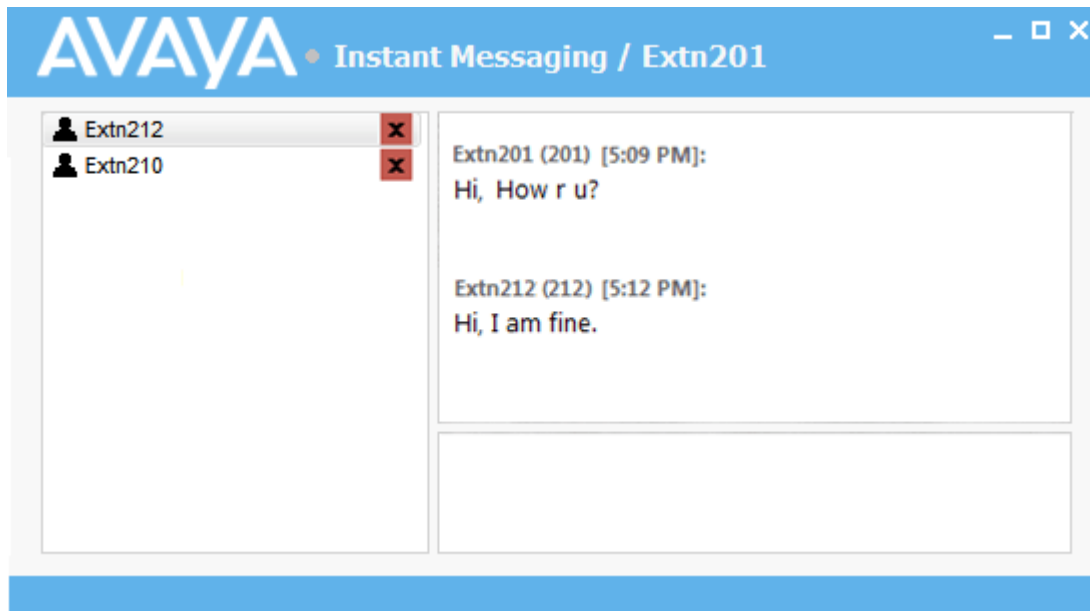
About this task

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 23

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 23

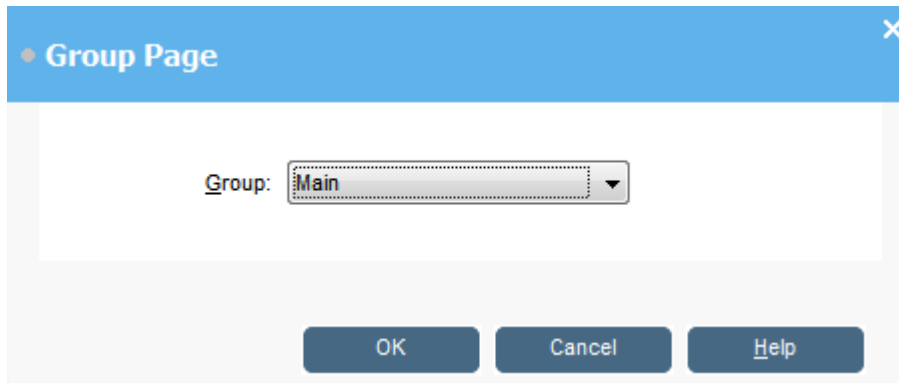
Making a page call


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 23

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 23

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 `#`.

Handling Calls

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 23

Chapter 4: Conferencing

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

Related links

[Conferencing held calls](#) on page 41

[Viewing conferences](#) on page 41

[Adding users to a conference](#) on page 42



[Using the Conference Room Controls](#) on page 42

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 41

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 41

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 41

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 65.

Conference participants are represented by the following icons:

Not invited	Invited	Joined	Declined	Unavailable
				

Related links

[Conferencing](#) on page 41

[Using a Conference Room](#) on page 43

[Changing conference room views](#) on page 44

[Changing conference room icon arrangement](#) on page 45

[Changing a user's status](#) on page 45

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 65.

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.

The screenshot shows a window titled "Conference Rooms" with a close button (X) in the top right corner. Below the title bar are two tabs: "Conference Room 1 / Sales" and "Conference Room 2 / Team". The "Sales" tab is selected. The main area contains the following fields and controls:

- Conference Description:** A text input field containing "Conference Room 1".
- Conference Host:** An empty text input field.
- Conference Participants:** A list area showing two phone icons, each labeled "Extn701" and "Extn702".
- Stay On Top:** A checkbox that is currently unchecked.
- Buttons:** At the bottom, there are four buttons: "Invite Users", "Add Users...", "Close", and "Help".

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 42

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 42

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 42

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 42

Chapter 5: Using the Directory

The directory is used to display contacts for making calls.

Related links

[Using the Directory](#) on page 46

[Editing directory entry properties](#) on page 48

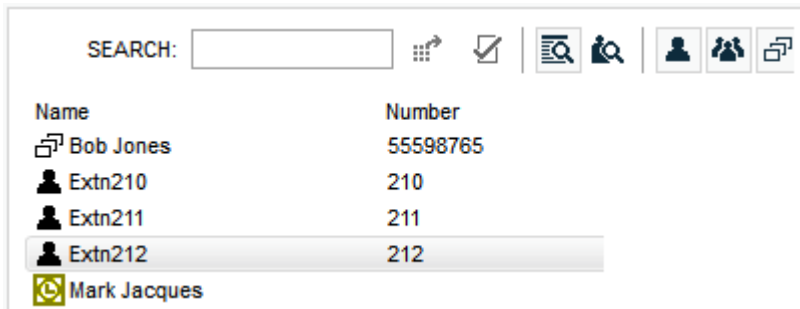
[Adding or editing local directory entries](#) on page 50

[Changing hunt group status](#) on page 51

[Changing user status](#) on page 52

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 46

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

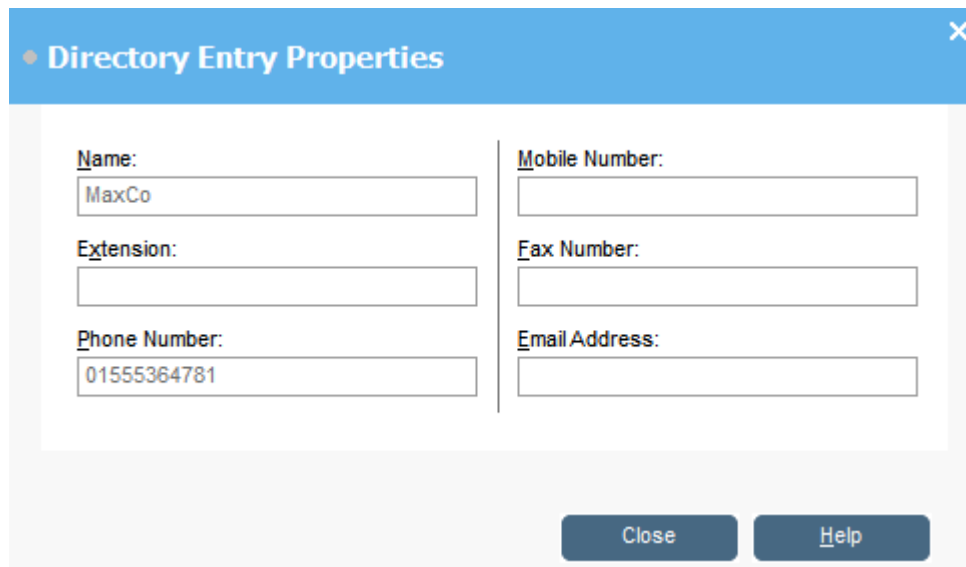
Note:

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.



Directory Entry Properties

Name: <input type="text" value="MaxCo"/>	Mobile Number: <input type="text"/>
Extension: <input type="text"/>	Fax Number: <input type="text"/>
Phone Number: <input type="text" value="01555364781"/>	Email Address: <input type="text"/>

- 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: Tallboy

Number: 0155567879

Script File:

Media File:

Related links


[Using the Directory](#) on page 46

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.

- 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 46

Changing hunt group status



About this task

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

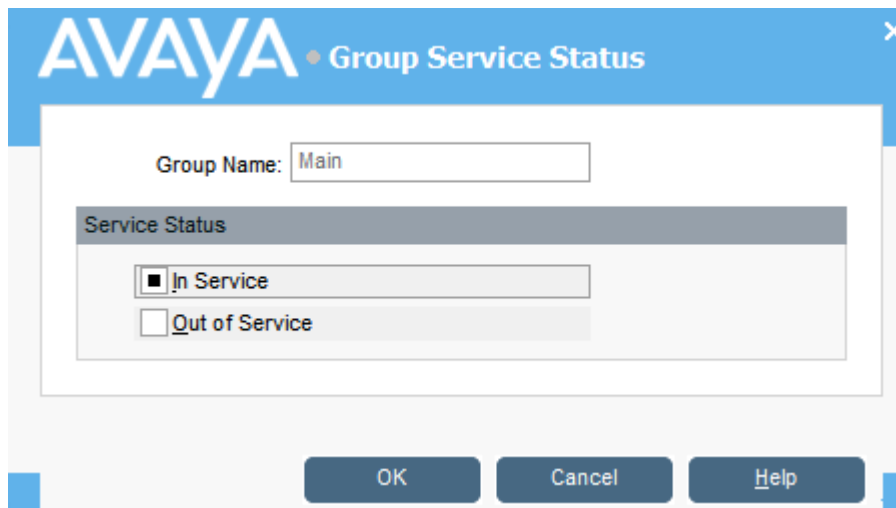
* Note:

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

- Click  in the Directory panel.
- 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 46

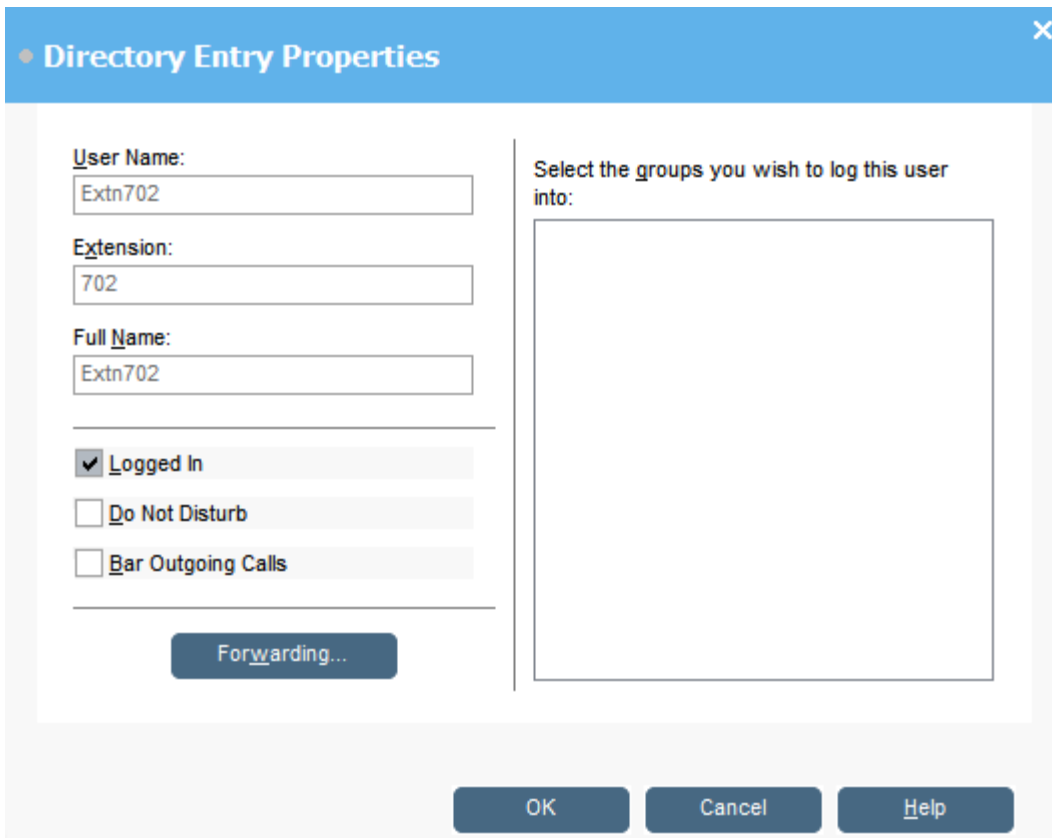
Changing user status

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.



Related links

[Using the Directory](#) on page 46

[Changing user forwarding status](#) on page 53

[Setting mobile twinning](#) on page 54

[Follow Me behavior](#) on page 55

[Forward Unconditional behavior](#) on page 56

[Forward on Busy/No Answer behavior](#) on page 57

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**.

The screenshot shows the AVAYA Forwarding Status dialog box. It features a blue header with the AVAYA logo and the title "Forwarding Status". The dialog is divided into several sections for configuring call forwarding options:

- Follow Me To Number:** An unchecked checkbox and an empty text input field.
- Forward Unconditional:** An unchecked checkbox and an empty text input field. Below this are two checked options: "Forward Hunt Group Calls" and "Forward Internal Calls".
- Forward On Busy:** A checked checkbox and a text input field containing the number "204". Below this is an unchecked checkbox for "Forward On No Answer" and a checked option for "Forward Internal Calls".
- Mobile Twinning:** A checked checkbox and an empty text input field.

At the bottom of the dialog are three buttons: "OK", "Cancel", and "Help".

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 52

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 twining 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 52

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 52

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.

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 52

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	No	No	External calls are forwarded to the specified number when your extension is busy. Internal calls are transferred to your voicemail, if available.
Yes	No	Yes	All calls are forwarded to the specified number when your extension is busy.
No	Yes	No	External calls are forwarded to the specified number when your extension is not answered. Internal calls are transferred to your voicemail, if available.
No	Yes	Yes	All calls are forwarded to the specified number when your extension is not answered.
Yes	Yes	No	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 52

Chapter 6: 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 78.

Related links

[Viewing call history](#) on page 59

[Making calls from the call history view](#) on page 59

[Clearing the call history](#) on page 60

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 59

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 59

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 78.

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 59

Chapter 7: Configuring the Console Application

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

Console settings

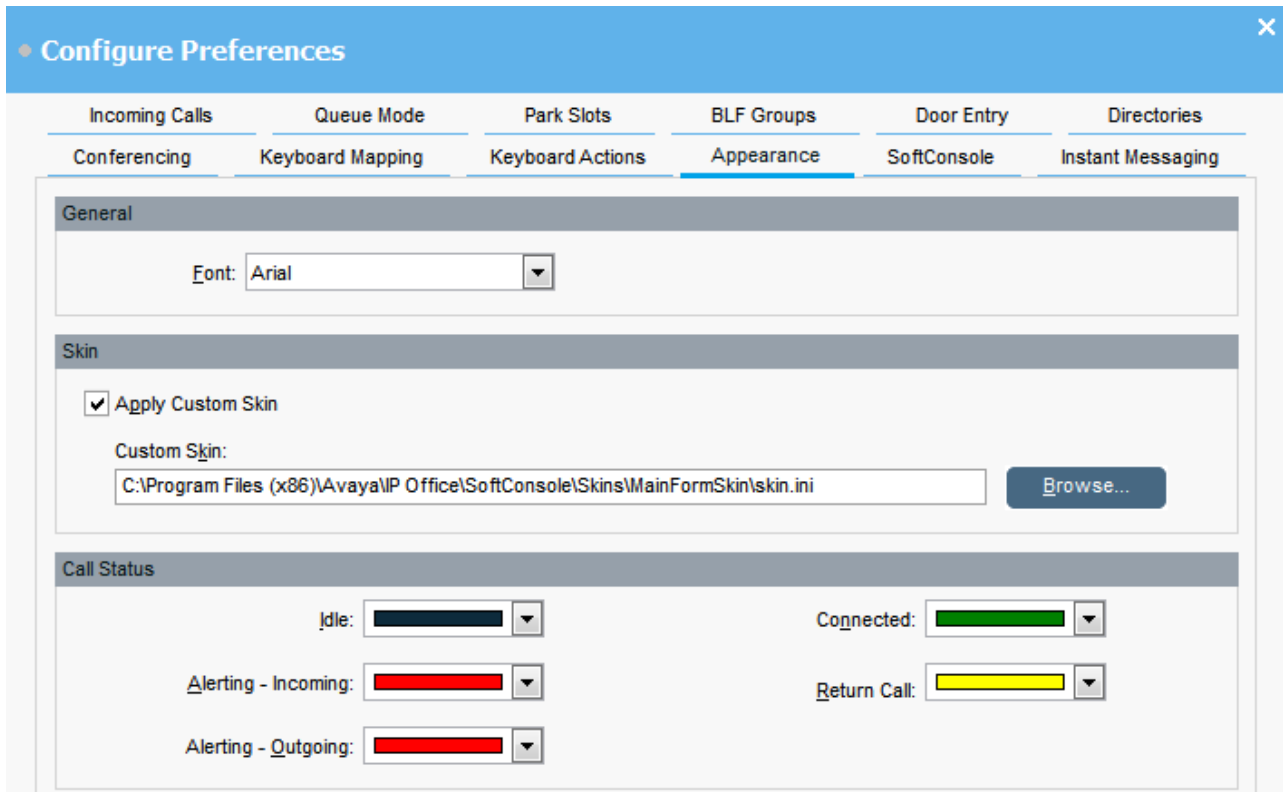
You can configure or edit console settings by clicking **Preferences** and then selecting the appropriate tabs.

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.

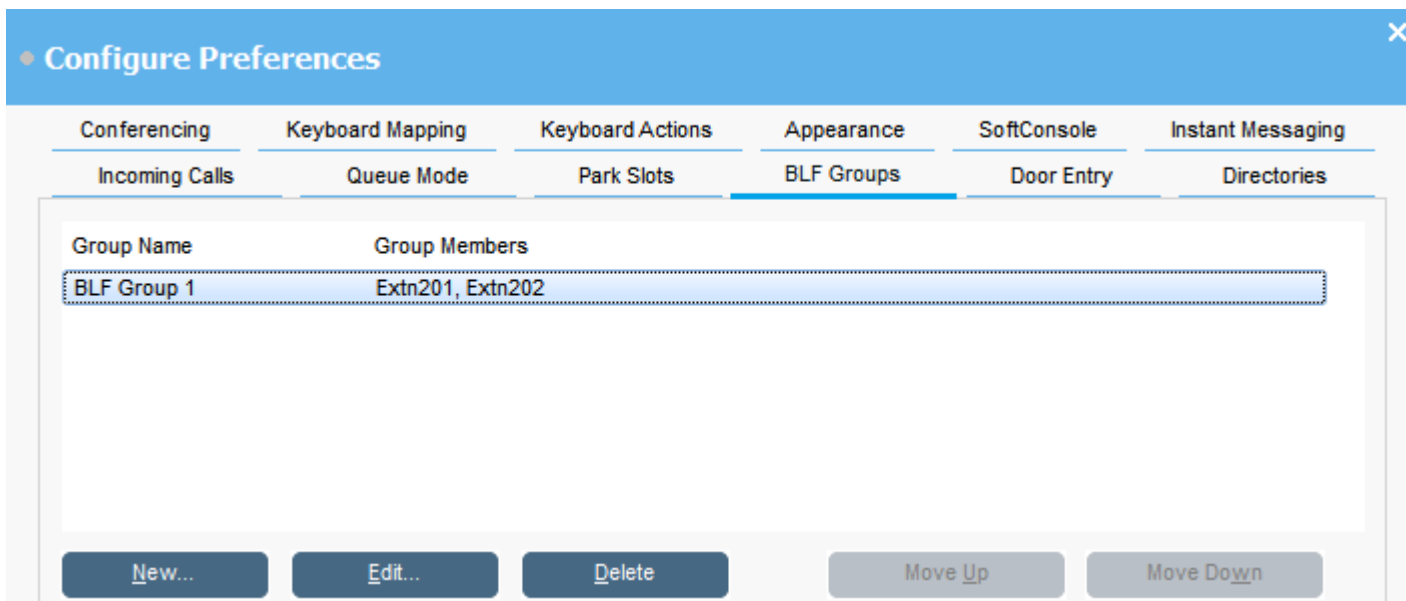
You can select a different color for each call status. These colors appear in the border of the call details panel. The available call status options are:

- 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
<code>Ctrl + Alt + G</code>	Large icons
<code>Ctrl + Alt + S</code>	Small icons
<code>Ctrl + Alt + I</code>	List icons
<code>Ctrl + Alt + D</code>	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
<code>Ctrl + Alt + N</code>	Name order
<code>Ctrl + Alt + M</code>	Number order
<code>Ctrl + Alt + U</code>	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`.

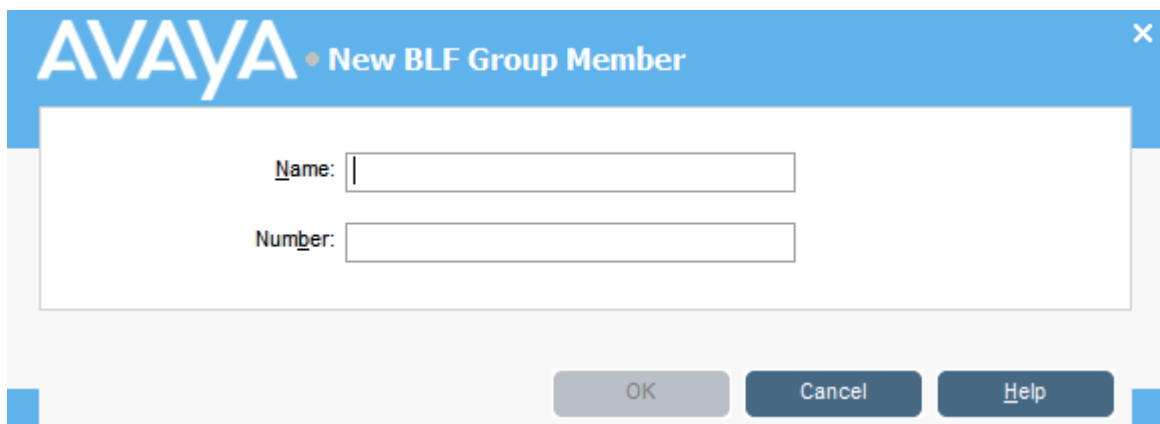
Adding members to a BLF group

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

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

Configure Preferences

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

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

Directory Access


- IP Office SoftConsole Local Directory
- IP Office Directory
- Microsoft Outlook Contacts Folder

Display Fields for Search Results

- Name
- Extension
- Phone Number
- Busy Status
- Do Not Disturb Status
- Forwarding Status
- Forwarding Destination
- Forwarding Destination Status
- Mobile Number
- Fax Number
- Email Address
- Login Status
- Group Status
- Absent Message
- New Voice Mail Messages

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.  Note: <ul style="list-style-type: none"> • Outlook must be running on the same computer. • You must run Outlook with administrator privileges.

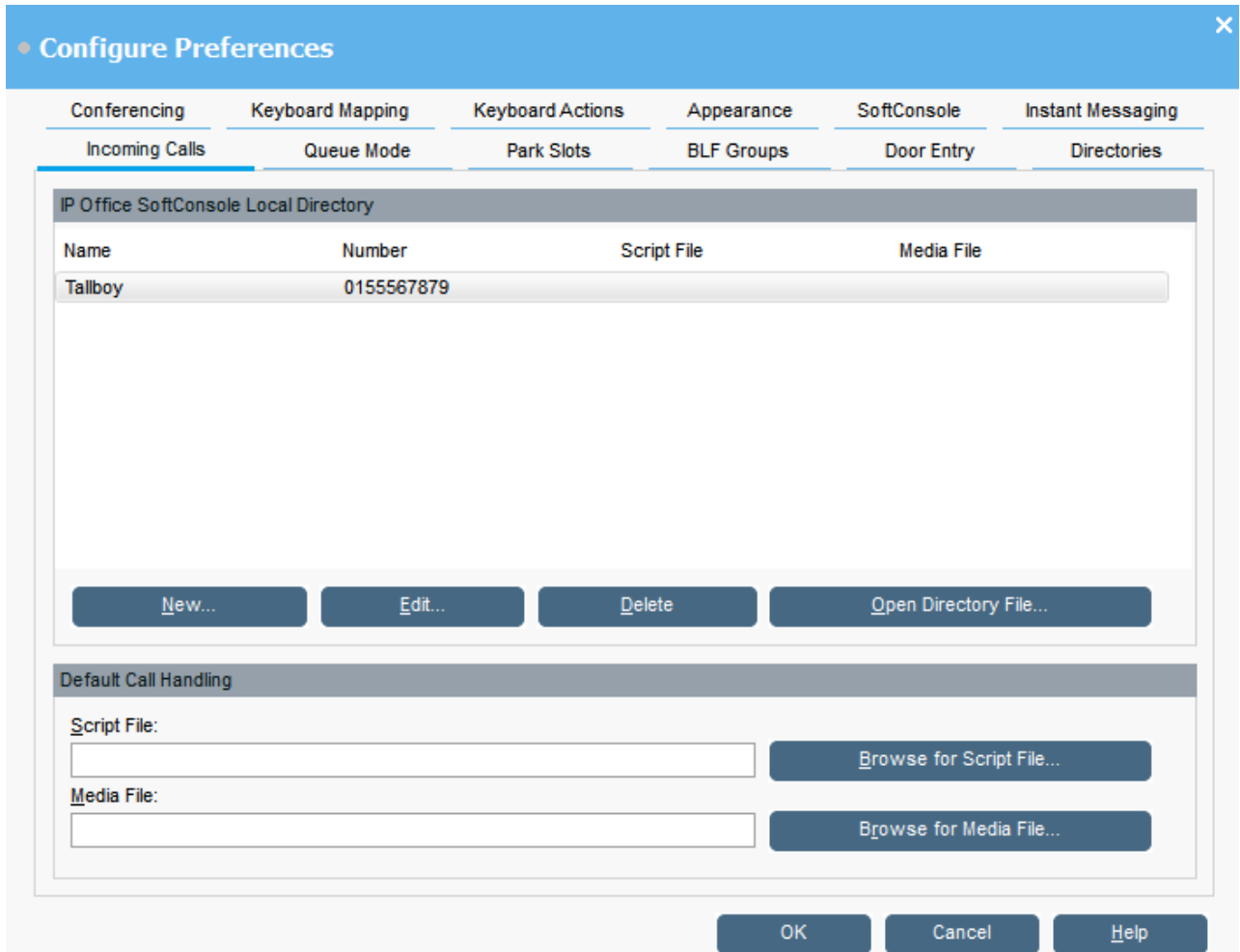
Directory fields for search results

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.



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.

Table continues...

Field name	Description
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:

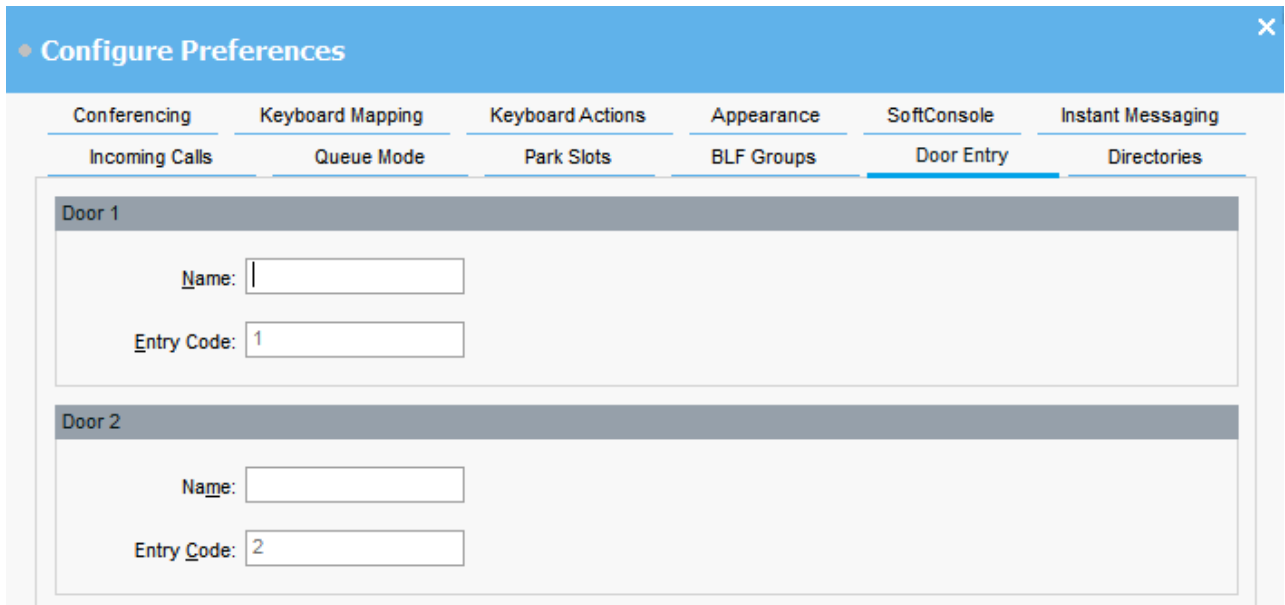
These fields can be used to associate a script file and or media file with any calls that do not have its own script and or media file specified in the directory.

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.

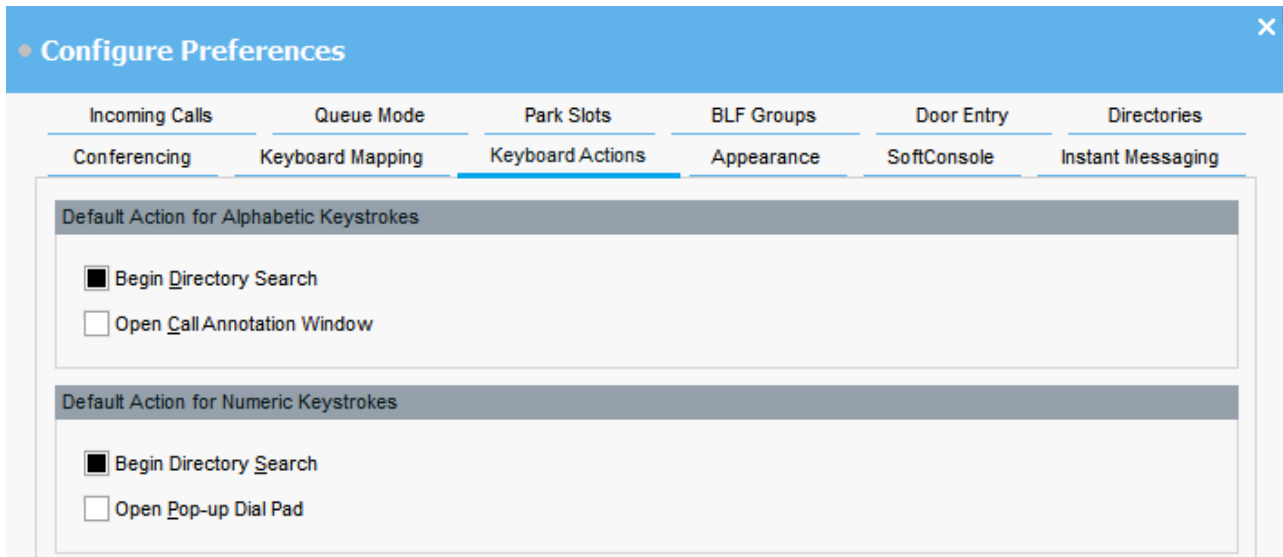
Result

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

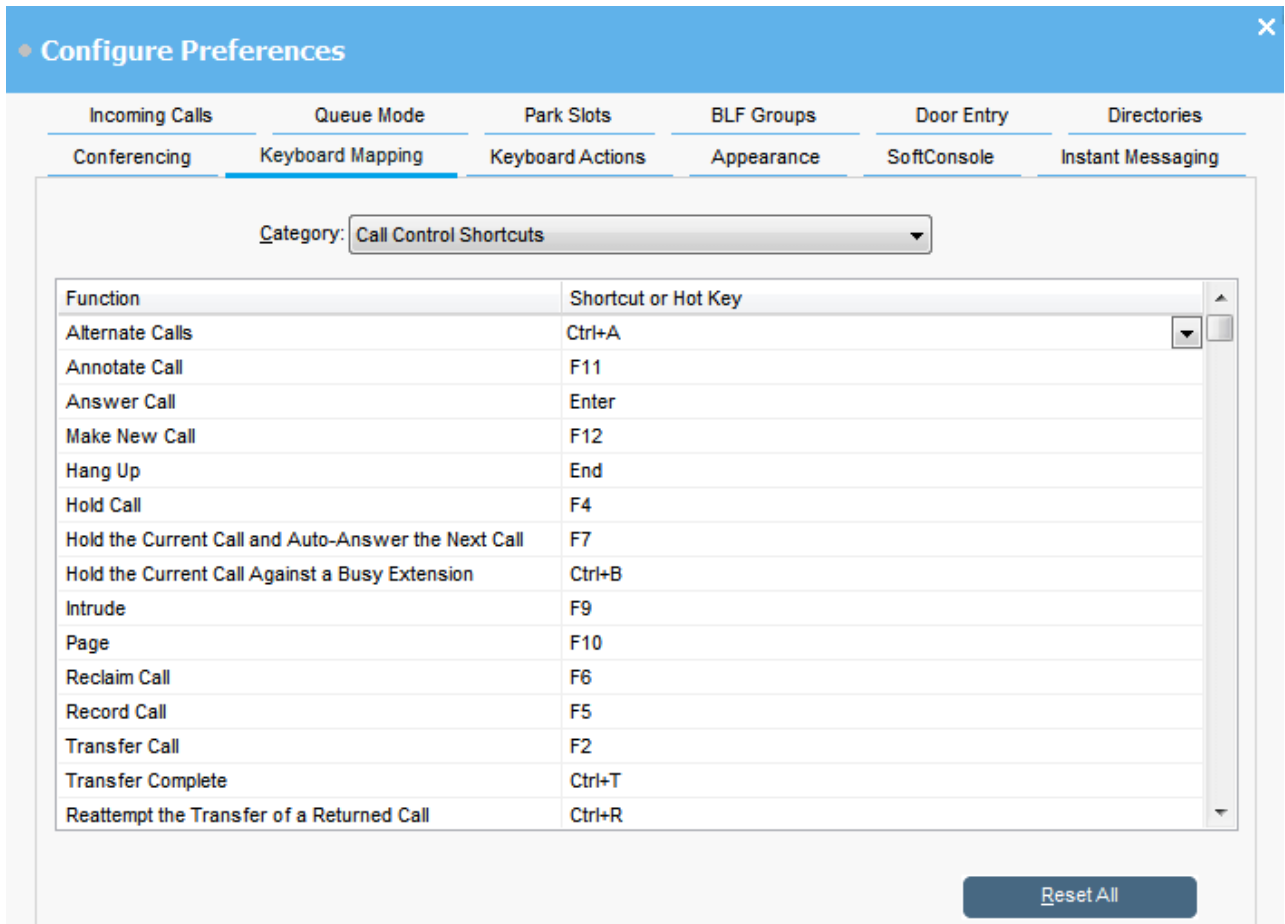
1. Click **Preferences**.
2. Select **Keyboard actions**.
3. Select the appropriate default action for alphabetic keystrokes. The options are:
 - **Begin Directory Search**
 - **Open Call Annotation Window**
4. Select the appropriate default action numeric keystrokes. The options are:
 - **Begin Directory 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.
An example of a category is call control shortcuts.
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.

Configure Preferences

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

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

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
11	Alt+F11
12	Alt+F12
13	Shift+F9
14	Shift+F10
15	Shift+F11
16	Shift+F12

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

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.

The screenshot shows a dialog box titled "Edit Park Slot Properties / 1". It contains two input fields: "Park Slot ID:" with a text box containing the character "I", and "Shortcut:" with a dropdown menu currently set to "Alt+F1". At the bottom right of the dialog, there are three buttons: "OK", "Cancel", and "Help".

3. Configure the park slot as required:

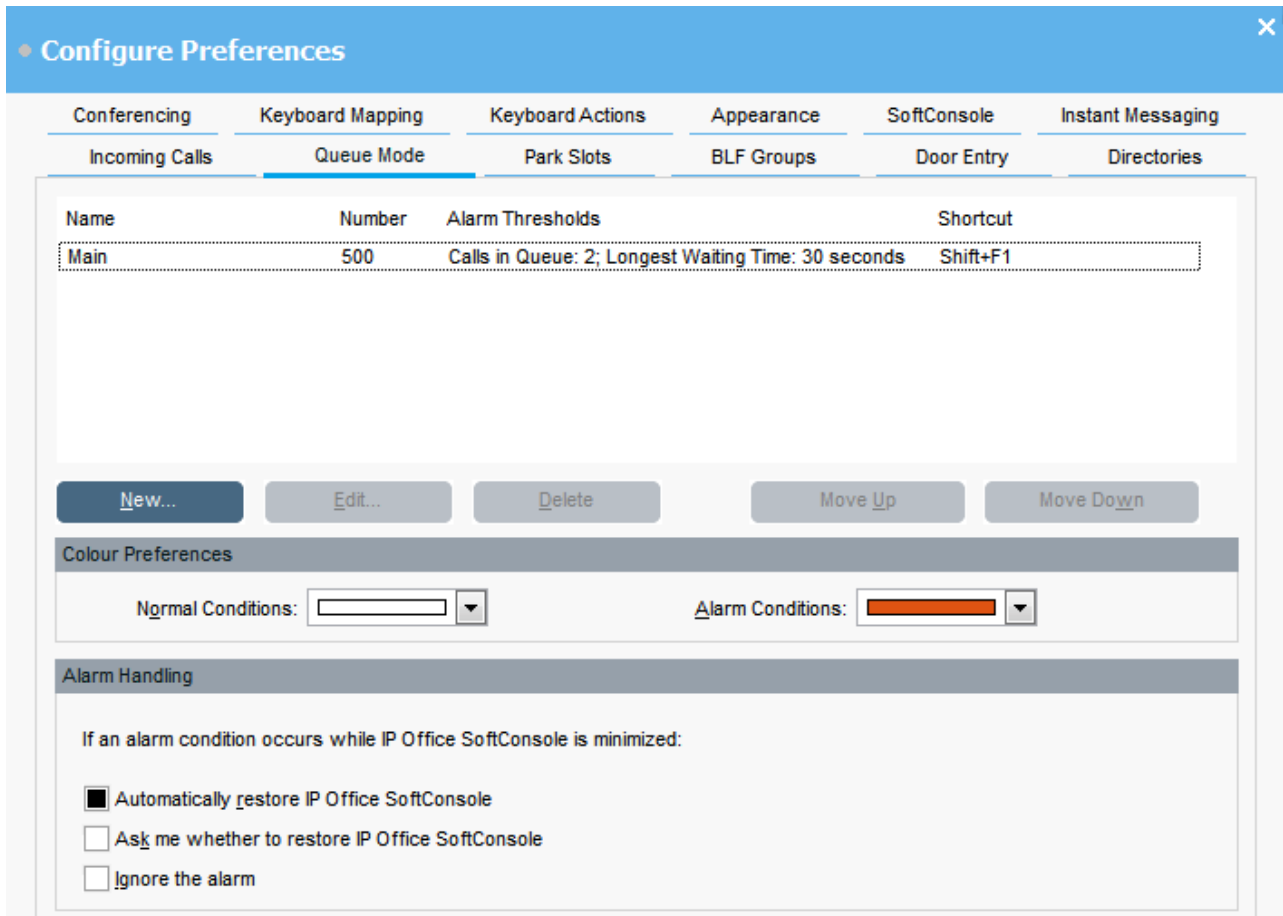
Choice Option	Choice Description
Park Slot ID	<p>Each ID can be alphanumeric, containing both numbers and letters. The ID should not include spaces.</p> <p> Note:</p> <p>If you need a secure parking slot, configure the park slot ID with text. You will not be able to unpark the call using normal telephone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



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

The screenshot shows a dialog box titled "Edit Queue Properties / Main". At the top, there is a blue header bar with a close button (X). Below the header, the "Queue Name" is set to "Main" and the "Shortcut" is set to "Shift+F1". The "Alarm Settings" section is expanded, showing two checked options: "Number of Calls In Queue" set to 2 calls, and "Longest Waiting Time" set to 30 seconds. There is a "Play Media File:" field with a "Browse for Media File..." button. At the bottom, there are "OK", "Cancel", and "Help" buttons.

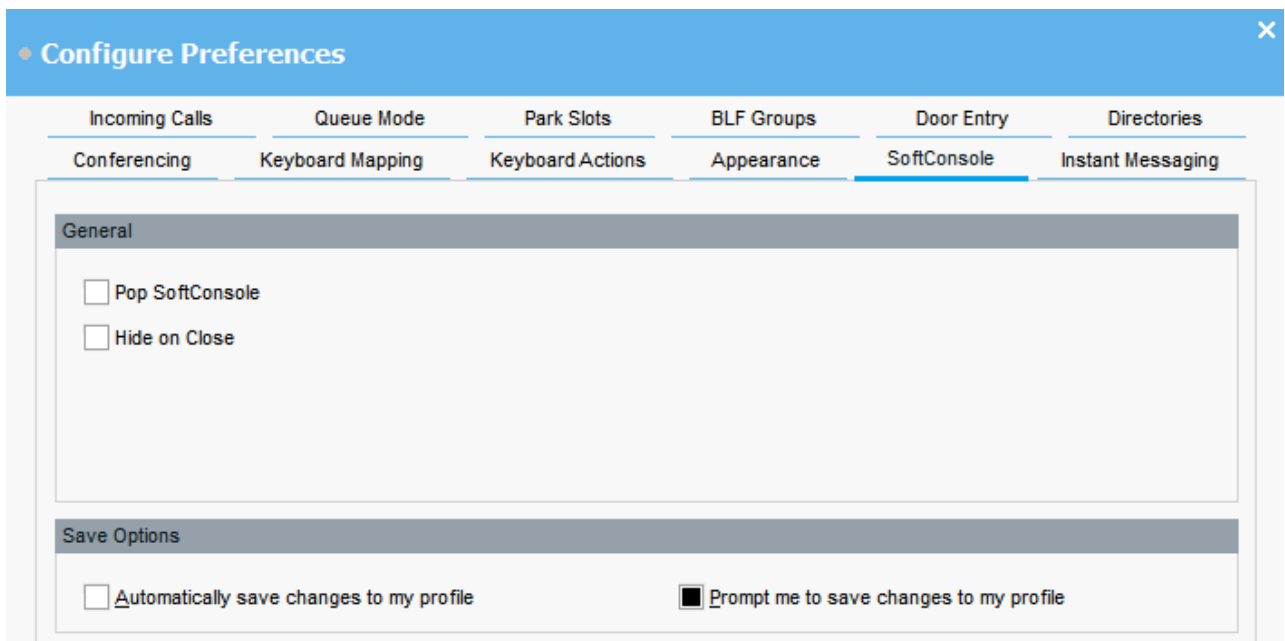
When creating or editing a queue, you can configure the alarm settings described in the following table.

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**.

Choice Option	Choice Description
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.
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 period (in days)	This value sets how long details of a call remain in the console's call history before being automatically deleted.

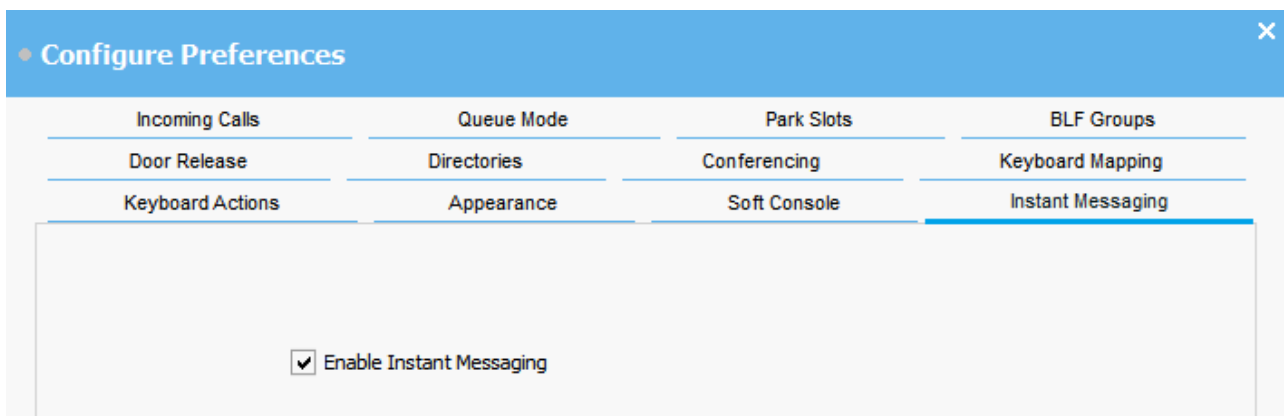
3. Click **OK** to save your change.

Enabling instant messaging

About this task

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

- For non-cloud systems, IM functionality is provided by either Avaya Spaces or Avaya one-X[®] Portal for IP Office.
- For cloud systems, IM functionality is provided by Avaya Spaces.



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 8: 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.

Procedure

1. In the **Login** window, enter your administrator credentials to log in to Administrator mode.

The default user name is `Administrator`, and the default password is `password`.

When you log in, the status bar indicates that you are in Administrator mode and not connected to the telephone system.

2. To change your Administrator password, do the following:
 - a. When you are logged in with Administrator mode, click **File > Change Administrator Password**.
 - b. Enter your old password.
 - c. Enter and confirm your new password.

Note:

The password is case sensitive.

- d. Click **OK** to save your changes.

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.
- 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.

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:

	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 9: 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 84

[Unanswered calls are not returned to the operator](#) on page 84

[Microsoft Outlook warning screen opens at Login](#) on page 85

[Directory does not show Outlook contacts](#) on page 85

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 84

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 84

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 84

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 84

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