IP Office SoftConsole
User Guide
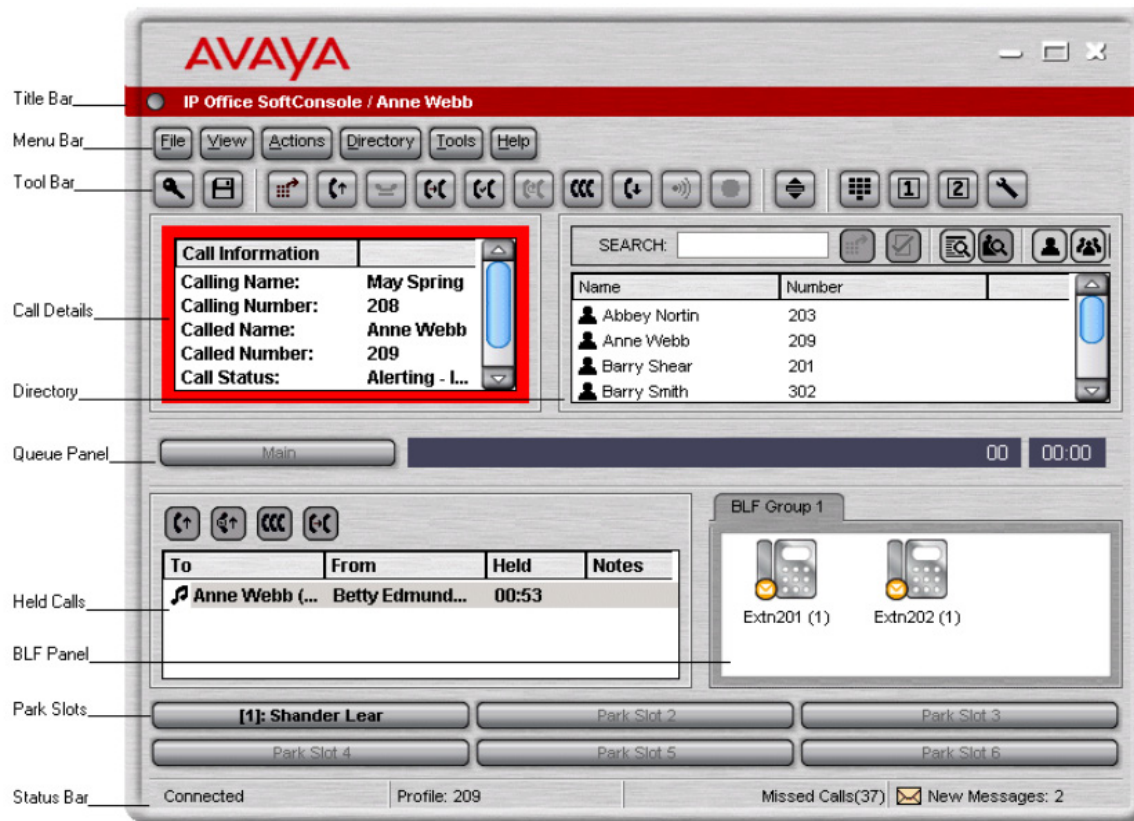
Northland
COMMUNICATIONS

SOFTCONSOLE MAIN SCREEN

The SoftConsole main screen is divided into the following areas:

Title Bar: The Title Bar contains the name of the person who is logged in to SoftConsole. When SoftConsole is the active program, the title bar is shown in red. If SoftConsole is not the active program, the title bar is purple. Screencolors are different if an alternative skin is applied.

Menu Bar: Commands & actions are available through menus. Some items are only accessible when the right conditions occur, for example, when a call is received.

Toolbar: The toolbars provide short cuts for options that are frequently used.

Call Details Panel: The panel contains a side-by-side display of current call information. The panel on the left contains details of the current call. The panel on the right contains the directory and individual extension details. It can also contain a script file and conferencing information.

Queue Panel: The Queue panel displays graphical information on the status of calls held in queues.

Held Calls Panel: Any calls that are being held are listed in the Held Calls panel.

BLF Panel (Busy Lamp Field Panel): The icons represent dialable numbers. If the icons represent internal users, the user's status is indicated.

Park Slot Panel: The park slot panel can contain up to 16 park slot buttons.

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

This guide covers the basic call processing tools of the SoftConsole.
For a more detailed guide please refer to the SoftConsole User Guide at avaya.com.

STARTING SOFTCONSOLE

You must login to SoftConsole before you can use the application. The Login window contains details so that SoftConsole can communicate with the telephone system.

ToStart SoftConsole: Click **START > PROGRAMS > IP OFFICE > SOFTCONSOLE**. The IP Office SoftConsole Login window opens.
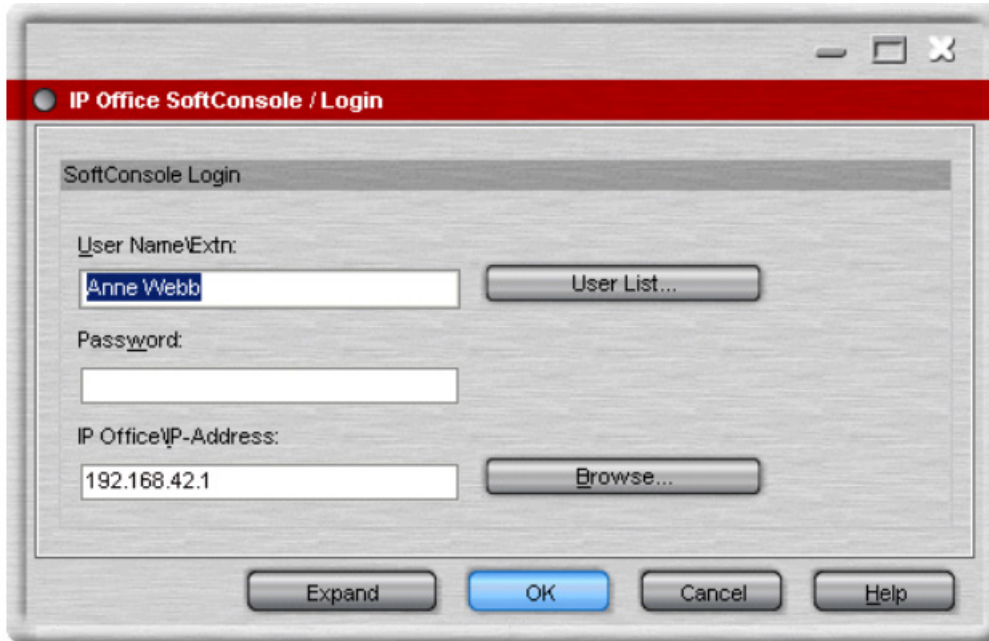
In the **USER NAME** field, enter your extension number or user name as it is programmed in the telephone system. The user name is case sensitive.

Alternatively, select the details from the **USER LIST** window.

+ Click **USER LIST T**o open the User List window.

 In the **PASSWORD** field, type your password. This is given to you by your system administrator and is case sensitive.

+ Click **OK**. The SoftConsole main window opens.

CALL PROCESSING

ANSWERING CALLS

When an incoming call is received, the Call Details panel is outlined in red and displays information about the caller.

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

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

+ Press **ENTER.**

+ Click the **ANSWER** Key.

+ Click **ACTIONS > ANSWER CALL.**

+ Lift the handset if using your telephone. (A headset is recommended).

+ Double-click in the **CALL DETAILS PANEL.**

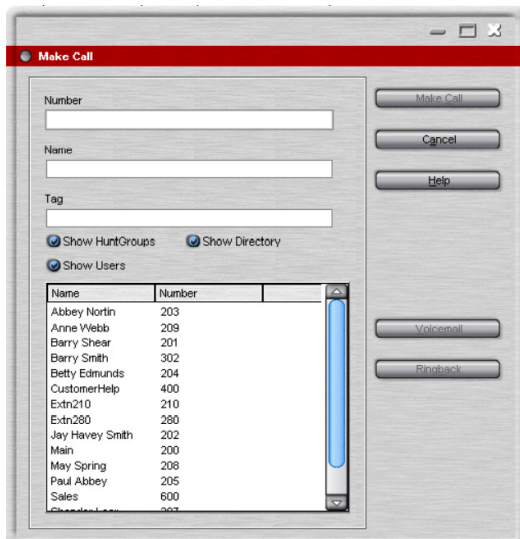When a call is answered the caller information is outlined in green.

MAKING CALLS

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

+ Dial from your telephone.

+ Double-click on a specific **BLF** to speed dial the associated number.

+ Select a directory entry and click the **MAKE CALL** Key   or press **F12.**

+ Click the **MAKE CALL** Key   or Press **F12** to access the **MAKE CALL** screen.

MAKE CALL SCREEN

+ Start entering the name in the **NAME** field.

+ Click the appropriate number from the listing. The number is transferred to the **NUMBER** field.

+ (Optional) Enter a tag message. For more information, see **ADDING TEXT TO A CALL** on .

+ Select the required action:
   + **MAKE A CALL:** Places a call to the selected number.
   + **VOICEMAIL:** Leave a message for the user.
   + **RINGBACK:** When an extension is busy, click **RINGBACK.** When the extension becomes free, you will receive a ringback tone.

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TRANSFER A CALL

UNSUPERVISED (BLIND) TRANSFER

To complete an unsupervised transfer, use one of the following methods:

+ Press **F2**.

+ Click **ACTIONS > TRANSFER CALL**.

+ Drag & drop the call on to the extension within the **DIRECTORY PANEL**.

+ Drag & drop the call on to the required **BLF**.

SUPERVISED (ANNOUNCED) TRANSFER

When you need to speak to a user before completing the transfer, a consultation call is needed. Making a transfer in this way is referred to as a supervised or announced transfer.

To make a consultation call:

+ Enter the extension number or user name in the directory **SEARCH** field.

+ If the extension is free, either click the **MAKE CALL** Key or press **F12**. The original call automatically held.

+ Once the call is answered:

　+ To complete the transfer, click the **COMPLETE TRANSFER** Key or press **Ctrl+T**.

　+ To return to the original caller, end the consultation call by clicking the **END CALL** Key or press **END**. Return to the original caller by taking them off hold.

TRANSFER A CALL TO VOICEMAIL

To transfer a call to voicemail:

+ Press **F3** or click **ACTIONS > VOICEMAIL TRANSFER**. The Voicemail window opens.

+ Select the directory (**SHOW HUNT GROUPS** or **SHOW USERS**).

+ Start entering the name into the **NAME** field.

+ Click Voicemail when the extension number appears in the Number field.

OR

+ Select the extension number in the **DIRECTORY PANEL** and press **F3**.

HOLD CALLS

The **HELD CALL PANEL** contains a list of all held calls. You can sort the list by clicking the corresponding column header. Clicking a row in the list selects the call so you can answer or transfer it.

To place a connected call on hold:

+ Click the **HOLD** Key or press **F4**.

+ To hold and answer the next call in one action, press **F7**.

+ Held calls are shown in the **HELD CALL PANEL**. The panel shows all calls place on hold on the SoftConsole including any call notes and the amount of time the call has been on hold.

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

ANSWER THE SELECTED HELD CALL: Any held call can be answered when the call is in the Held Calls Panel. Select the relevant call and then click this button.

ANSWER LONGEST HELD CALL: Answers the call that has been held the longest.

CONFERENCE WITH HELD CALLS : Creates a conference with the current call and all the held calls.

TRANSFER HELD CALL: Transfers the selected held call (unsupervised transfer). PARKING CALLS

CALL PARK

Call Park places an active call on a "system" hold, so that it can be retrieved from any telephone on the system.

To park a call:

+ With an active call in the **CURRENT CALL INFORMATION PANEL**, click an available **PARK SLOT** within the **PARK SLOT PANEL**. The key displays information regarding the parked call, for example the source number of call.

To unpark a call:

+ When a call is parked on a **PARK SLOT** Key, click the applicable **PARK SLOT** Key to unpark the call.

RECLAIMING A CALL

You can attempt to reclaim the last incoming call presented to the SoftConsole. This includes calls that rang but were then answered elsewhere. The reclaim feature is useful if you suspect a call was transferred to the wrong number or is still ringing unanswered.

To reclaim the last call handled: Press **F6** or click **ACTIONS > RECLAIM CALL**.

ADDING TEXT TO CALLS

Text can be associated with a call that will be displayed on the called party's telephone display.   (internal only)   This feature is known as 'Tagging' or 'Annotating' a call. Alpha and Numeric characters can be used but not commas. By default, the length of a message is up to 16 characters.

ADD TEXT TO A NEW CALL

To Add text to a new call:

+ Click **ACTIONS > MAKE CALL**.

+ Enter a name or a number or use the directory.

+ In the **TAG** field, enter the message.

+ Click **MAKE CALL**.

ADD TEXT TO AN ACTIVE CALL

To Add text to a call:

+ Click **ACTIONS > ANNOTATE CALL** or press **F11**.

+ Type the required details and click **OK**.

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

CREATE BUSY LAMP GROUPS

You can create busy lamp field groups based on departments, frequent phone users, etc. A busy lamp field display provides the status of a user's phone.

TO CREATE A BUSY LAMP FIELD GROUP

+ the toolbar select **PREFERENCES**.

+ Click the **BLF GROUP** tab.

+ Click **NEW**.

+ Name the Group (for example: Sales, Executive Team, Marketing, etc.)

+ Highlight the new group and click **EDIT**.

+ Select users from the directory.

+ Click **ADD**.

+ Click **OK**.
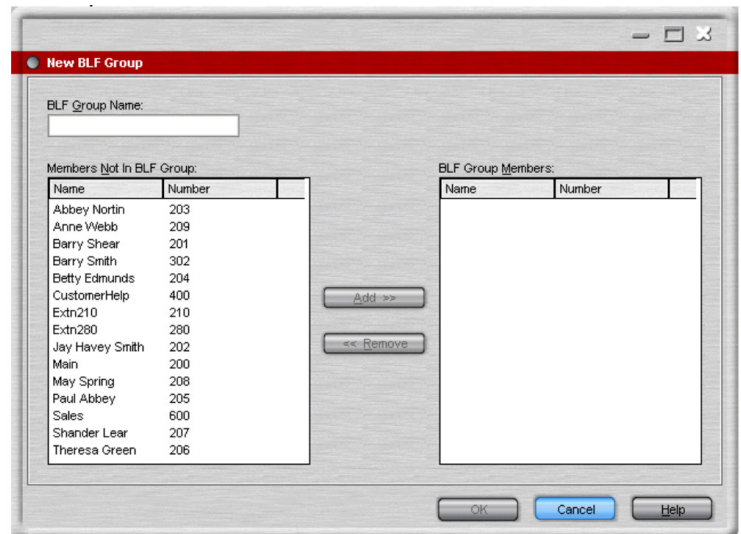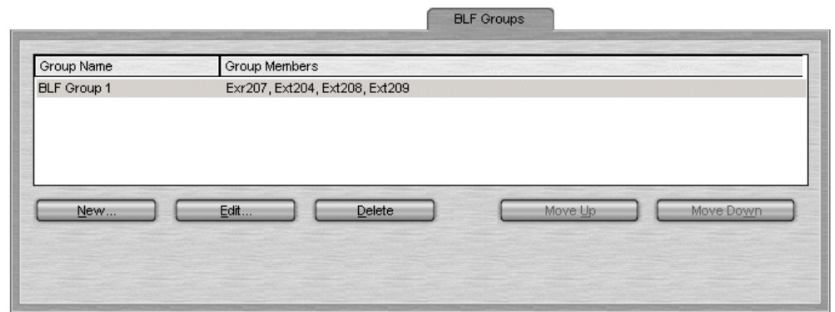
The user groups you built will appear in the **BLF** Window. Go the appropriate user group tab to see the busy lamp fields of the users.
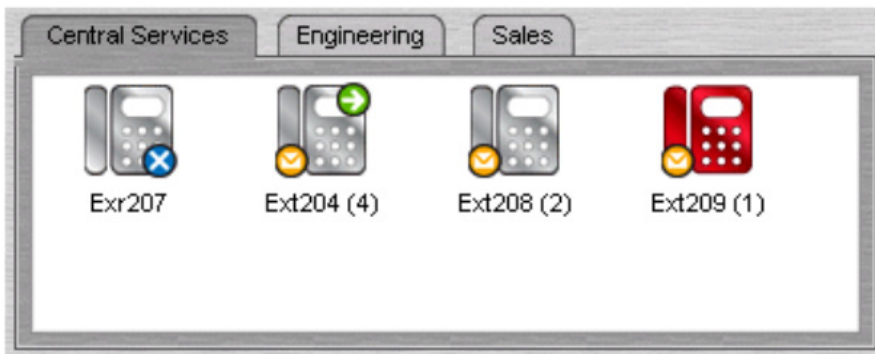
+ The red icon indicates the user is on a call.

+ The blue X indicates the user is on DO NOT DISTURB.

+ The yellow envelope indicates the user has new voicemail messages. The number in parenthesis indicates how many.

+ The green arrow indicates the extension is forwarded to another phone. Hover over the arrow to view where it is forwarded to.

To use a BLF Icon as a speed dial: Double-click on the required icon or right-click and select **CALL**.

To change the icon view: Right-click the BLF Panel and select View. Select the view type required: Large Icons **(Ctrl+Alt+G),** Small Icons **(Ctrl+Alt+S),** List Icons **(Ctrl+Alt+I),** or Details **(Ctrl+Alt+D).**

To change the icon arrangement: Right-click the **BLF** Panel and select **ARRANGE**. Select the way you want to arrange the icons: Name Order **(Ctrl+Alt+N),** Number Order **(Ctrl+Alt+M),** Status Order **(Ctrl+Alt+U),** New Messages Order Horizontally **(Ctrl+Alt+H).**

SAVE YOUR PROFILE

The changes that you make can be saved to your profile so that the next time you login to SoftConsole the changes are still active.

To save your current profile:

+ Click **FILE > SAVE PROFILE**.

To save your profile with a new name:

+ Click **FILE > SAVE PROFILE AS**. The **SAVE PROFILE AS** window opens.

+ Enter a new file name.

+ Click **OK**. The profile is saved. The status bar will show the new profile name.

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