



IP Office 9.0

SoftConsole Installation Manual

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Chapter 1.

Installation

1. Installation

This guide covers the installation, configuration and general administration of IP Office SoftConsole with IP Office Release 9.0. IP Office SoftConsole is intended primarily for operators and receptionists. It is designed to work in parallel with a physical telephone. The telephone provides the operators speech path and IP Office SoftConsole provides call controls.

The key features are:

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

1.1 Pre-Installation Requirements

Check the following requirements before attempting to install IP Office SoftConsole.

Materials Required

- **IP Office SoftConsole Software**

The IP Office SoftConsole software is provided either on:

- The IP Office Applications DVD.
- Alternately the software can be downloaded from <http://support.avaya.com>.

- **AvayaFW.bat**

This file is a batch file that adds various IP Office applications and the ports that they frequently use as exceptions to the Windows in-built firewall settings. This file can be downloaded from <http://marketingtools.avaya.com/knowledgebase/tools/firewall>.

- **Licenses**

IP Office SoftConsole requires you to [enter separate licenses](#) into the telephone system configuration for each simultaneous running copy of IP Office SoftConsole. The license is only consumed when the IP Office SoftConsole application is running. The licenses must match the serial number of the Feature Key dongle present in the telephone system or the System Identification number of the telephone system.

- For Essential, Preferred and Advanced Edition IP Office system you can license up to 4 simultaneous IP Office SoftConsole users.
- For Server Edition IP Office systems you can license up to 10 simultaneous users.
- Due to license usage and validation rules, the IP Office SoftConsole application will not run when the IP Office SoftConsole user hotdesks onto another system.
- The IP Office SoftConsole license is only consumed when the IP Office SoftConsole application is running.

Information Required

- Details of the user name and extension number.
- The PC location and account name and password necessary for PC Administrator rights during installation.
- Service user name and password for IP Office system configuration access.

Telephone

- It is recommended that SoftConsole is only used with telephones that support auto-answer.

User PC Requirements

The following tables identify the minimum recommended PC specifications for IP Office SoftConsole:

Operating System Support	
Server OS:	
2003 Server	✗
2008 Server	✗
2012 Server	✗
Client OS:	
XP Professional	✓
Vista	✗
Windows 7	✓
Windows 8	✓

Minimum PC Requirements	
RAM	128MB
Hard Disk Free Space	1GB
Processor:	
- Pentium	PIII 800MHz
- Celeron	Celeron 3 800Mhz
- AMD	Athlon B 650MHz

- Where supported, Windows 7 support is only on Professional, Enterprise and Ultimate versions.

Supported Languages

IP Office SoftConsole supports the following languages. The language used can be selected by the user when running IP Office SoftConsole.

- Brazilian, Chinese (Simplified), Danish, Dutch, English, Finnish, French, German, Italian, Korean, Latin Spanish, Norwegian, Portuguese, Russian, Spanish and Swedish.

Additional Requirements

Sound and media files can be associated with calls. If this feature is to be used then the PC requires a sound card and speakers to be installed.

1.2 Entering License Keys

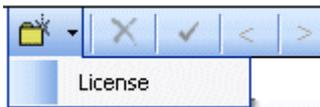
IP Office SoftConsole requires entry of at least 1 **Receptionist** license, while a maximum of 4 simultaneous **Receptionist** licenses are supported in the standard release. **Server Edition** licenses, on the other hand, offer support for up to 10 simultaneous **Receptionist** licenses. Ideally, in either case, the licenses are stored in an electronic document from which they can be cut and pasted into the configuration. This reduces the chances of errors in the license entry.

The following license is used to enable support for the IP Office SoftConsole application and can only be used by users set to **Receptionist** in the configuration:

- **Receptionist:**  IPO LIC RECEPTIONIST RFA - 171987
 - For IP Office 6.0 and 6.1, an instance of this license is consumed by each user configured as a **Receptionist**. If the user hot desks to another system in an SCN, their license entitlement is retained, ie. the remote system does not require a **Receptionist** license.
 - For IP Office 7.0 and above, instances of this license are only consumed when the user is using the IP Office SoftConsole application. If the user hot desks to another system in an SCN, that system requires an available license in its configuration.

Entering a License Key

1. Open IP Office Manager. Click  and receive the configuration from the telephone system.
2. Click  **License**. Any existing licenses are listed.
3. Click **Create a New Record** in the **Group Pane**. Select **License**.



4. Enter the license key in the license key field. If the licenses are in an electronic format copy the license and paste in the license key field.
5. Click **OK**. The **Status** of the newly entered license is **Unknown**.
6. Repeat the above steps for any additional licenses.
7. Click  and send the configuration back to the telephone system. If the only changes made were to add license keys, this can be done using merge.
8. Click  and receive the configuration from the telephone system again.
9. Click  **License**.
10. Verify that the **Status** of the license entered has changed to **Valid**. If a license is listed as **Invalid**, check that it was entered correctly.

1.3 System & User Configuration

There are a number of recommended configuration changes that should be made to the IP Office system. These changes can all be made using IP Office Manager.

1. For each operator:

a. Enable the user as a Receptionist

The role for IP Office SoftConsole users is selected on the **User | User** tab in the configuration.

b. Enable a transfer return time

Unanswered calls transferred by an operator should preferably returned to the operator. This can be done by setting a transfer return time for each operator user that is lower than the typical voicemail answer time used on the system.

c. Turn off Busy on Hold

Disabling the Busy on Hold setting of the operator users allows them to handle multiple calls.

2. For multiple operators:

a. Create a collective hunt group

If there is more than one operator, it is recommended that you create a collective hunt group containing the operators. Call directed to that hunt group are then distributed between the available IP Office SoftConsole operators.

b. Turn off voicemail for the operator hunt group

If the IP Office SoftConsole users are members of a group, voicemail for that group should be switched off unless specifically required.

3. For the system:

a. Enable configuration changes by the operators

Through the IP Office SoftConsole directory, the operators can view various user settings. If necessary, they can be allowed to also change those settings. See [Enabling User Setting Changes](#)^[12].

1.4 Enabling User Setting Changes

Using the IP Office SoftConsole, the operator can view user and hunt group properties using the directory. That includes viewing a user's status for Do Not Disturb, Bar Outgoing Calls and Forwarding and the service setting for hunt groups.

If required, the operator can also be enabled to change those settings. However, to do that requires changes to the security settings of the IP Office system.

To enable user setting changes:

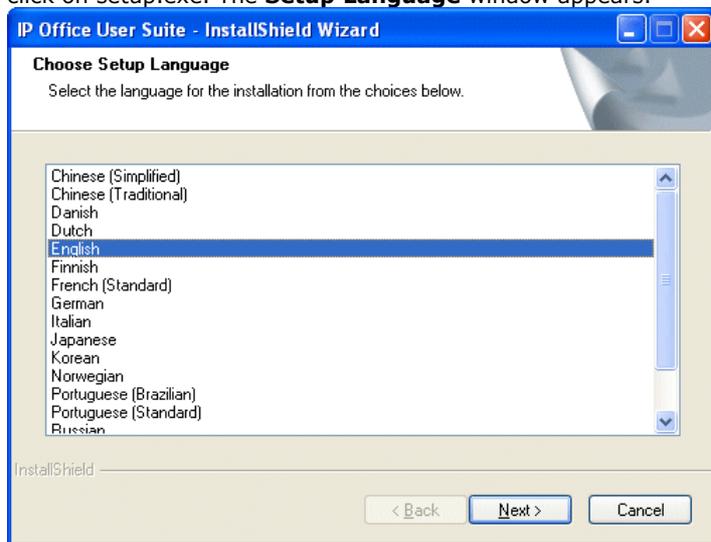
1. Using IP Office Manager, load the system's security settings by selecting **File | Advanced | Security Settings** and enter the service user name and password for security configuration.
2. Select **System**.
3. Select the **Unsecured Interfaces** tab. The **TFTP Configuration Read** and **TFTP Configuration Write** settings control the ability of legacy applications such as IP Office SoftConsole to respectively view and change IP Office settings.
4. **TFTP Configuration Write** is not enabled by default. Enable **TFTP Configuration Write** to allow IP Office SoftConsole operators to change the settings of other users.
5. Select **File | Configuration** to exit the security settings mode and return IP Office Manager to normal configuration mode.

1.5 Installing the Software

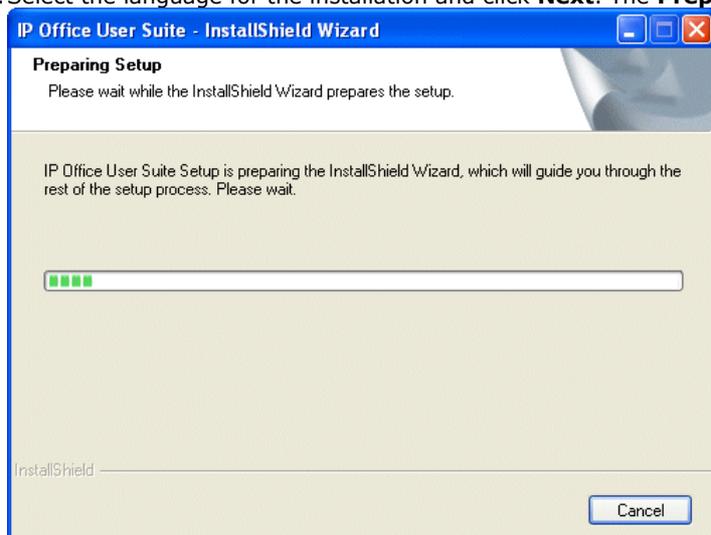
This process assumes that the PC is connected to the LAN and can communicate with the IP Office system.

To install IP Office SoftConsole software:

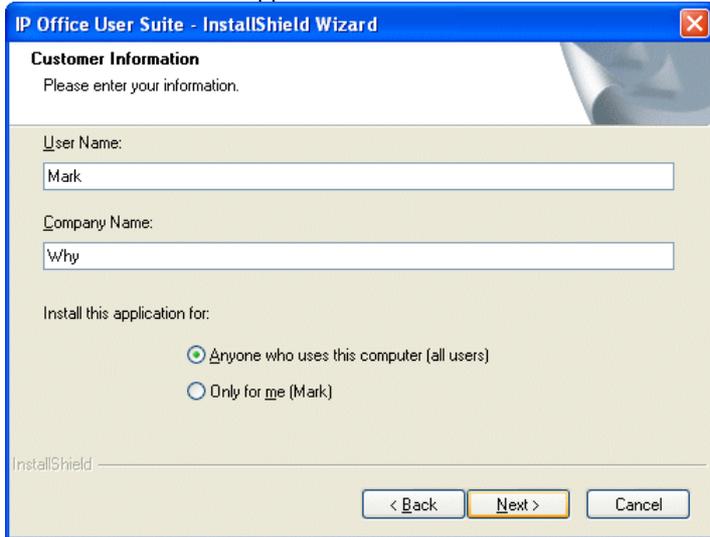
1. Ensure that you have:
 - The operator user name and password.
 - IP Office SoftConsole software.
 - AvayaFW.bat file or path to that file on the network.
2. Log on using an account with administrator rights for the PC.
3. Check whether IP Office SoftConsole is already installed or not. If already installed:
 - If the version is pre-SoftConsole version 3.2, it must be removed before proceeding any further. See [Removing Old SoftConsole Software](#)^[16].
 - If the version is SoftConsole 3.2 or higher, it can be upgraded. See [Upgrade Procedure](#)^[16].
4. Inserts the media containing the SoftConsole software or browse to the network location where the software has been placed. If installing from the User Applications CD, the CD should auto-start. If not, open the CD and double click on setup.exe. The **Setup Language** window appears.



5. Select the language for the installation and click **Next**. The **Preparing Setup** screen appears for a moment.

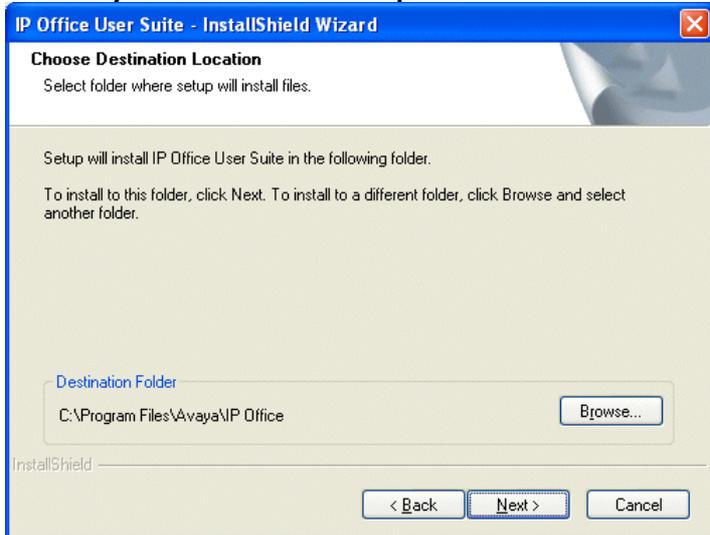


6. The welcome window appears. Click **Next**. The **Customer Information** window appears.

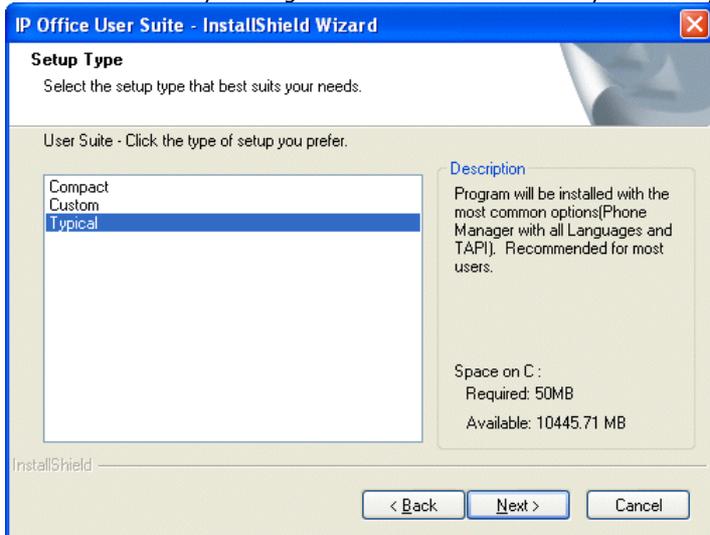


7. Type the user and customer name.

8. Select **Anyone who uses the computer** and click **Next**. The **Choose Destination Location** window appears.



9. Leave the directory setting at default unless absolutely necessary. Click **Next**. The **Setup Type** window appears.



10. Select **Custom** and click **Next**. The **Select Features** window appears.

11. Select the **SoftConsole** option and the required languages for the application. Ensure any other applications not required are deselected. Click **Next**.

12. If the installation software detects any IP Office systems on the network, it displays menus to select the required system and user.

- a. To skip this part of the process, select **Manual Setup** and click **Next**. Otherwise, follow the steps below.
 - b. From the list of detected systems, select the required system and click **Next**. The **Select a User Name** menu appears.
 - c. From the **User Name** drop-down list select the operator user.
 - d. Enter the operator's application password in the User Password field and click **Next**.
 - e. Click **Next**.
13. The **Start Copying Files** window appears. To review or change any settings, click **Back**. Otherwise, click **Next** to begin copying the files.
 14. The **Setup Status** window appears. The IP Office SoftConsole files may take a few minutes to install.
 15. When the installation is complete, select to restart the PC and click **Finish**.

1.6 Removing the Software

If there is a version of IP Office SoftConsole below 3.2 installed, this must be removed before installing the new version of software. If the IP Office SoftConsole version is 3.2 or higher you can upgrade the software. For more information, see [Upgrade Procedure](#)^[16].



WARNING

This process will remove all installed components of the IP Office User suite. If any components in addition to IP Office SoftConsole were installed they will need to be reinstalled.

To remove existing IP Office SoftConsole software:

1. Depending on the version of Windows, either:

1. Select **Start | Settings | Control Panel**. Select **Add/Remove Programs**.
2. Select **Start | Control Panel**. Select **Programs and Features**.

2. From the list of **Currently installed programs**, select and double-click on **IP Office User Suite**.

- Do not select the individual SoftConsole component listed, this cannot be used for software removal.

3. When asked *'Do you want to completely remove the selected application and all of its features?'*. Click **Yes**.

4. Once the suite has been removed, click **Finish** and close **Add/Remove Programs**.

5. You can now install the new version of IP Office SoftConsole. For more information, see [Installing SoftConsole](#)^[13].

1.7 Upgrade Procedure

If the application software is 3.2 or higher, you can upgrade the software, without having to removing the existing version.

To upgrade your applications:

1. Insert the User Applications CD. The CD will auto-start the InstallShield Wizard.

2. Click **Next**. The **Upgrade Features** window opens. A list of features that can be upgraded is listed.

3. Select the options you want to upgrade and de-select the options you do not want to upgrade.

4. Click **Next**. The **'Setup Status'** window opens and the selected features are upgraded. This may take several minutes. When the upgrade is finished, the **'Update Complete'** window opens.

5. Click **Finish** to exit the InstallShield Wizard.

Chapter 2.

Administration

2. Administration

2.1 Exporting Directories

Directory entries can be exported in a .csv file format. User, hunt group and directory entries can all be exported as well as the directory entries from the telephone system and entries in the Microsoft Outlook Contacts folder.

To export a directory:

1. Select the directory to export. The directories shown in the **Directories** panel will be exported. To select the entries to be exported, use the **Show/Hide** buttons. IP Office SoftConsole Local Directory entries including any entries from the telephone system and entries in the Microsoft Outlook Contacts folder.
2. From the **Directory** menu, select **Export**.
 - The exported directory will be, by default, created in the Data directory of the program. If an existing file name is selected the original file contents are overwritten. This folder location contains the LocalDir.csv files that IP Office SoftConsole uses. DO NOT overwrite with an export function.
3. Enter a name for the file and click **OK**.

2.2 Deleting a Profile

Profiles can be removed if they are no longer required.

To delete a profile:

1. Click **File > Save Profile As**.
2. Select the profile to be deleted.
3. On your keyboard, press **Delete**. The message '*Are you sure that you want to send 'profile name.pfs' to the Recycle Bin?*' is shown.
4. Click **Yes**.
5. To return to the IP Office SoftConsole main window, click **Save**.

2.3 Directory Paths

IP Office SoftConsole is installed by default under the directory path **C:\Program Files\Avaya\IP Office\SoftConsole**. Sub-directories are created enabling the user to save specific information when required.

- **Data**
The directory contains data files for the local directory. This is the default directory when browsing for a data file, or when exporting a directory to file.
- **Langs**
The directory contains language specific files, including Help and Tutorials.
- **Profiles**
The directory contains the user profiles (*.pfs) that are available to the IP Office SoftConsole application. Initially this directory contains only the default templates. When using the 'Save As' command, profiles or templates are saved in this directory. Only profiles and templates saved in this directory are available from the IP Office SoftConsole login window.
- **Script**
The directory contains the script file (*.txt or *.rtf) to open on DDI/DID matching. This is the default directory to open when browsing for a script. New script files should be copied into this directory.
- **Skin**
The directory is the default location for any custom skins that have been created.

2.4 Command Line Options

The following command line option can be used with IP Office SoftConsole:

oncall

This will show the Caller ID (if available) of the calling/called party a user is talking to when that user is busy. Use and support of this feature may be subject to local restrictions in some countries.

Information shown without the -oncall option.



Information shown with the -oncall option.



Applying Command Line Options

The following methods apply to programs started via the Windows Start menu. For programs started from a desktop icon, the Target path can be edited by right-clicking on the desktop icon and selecting Properties.

Windows XP

1. Right-click on the Windows taskbar and select **Properties**. The Taskbar and Start Menu Properties window opens.
2. Select **Start Menu** and click **Customize**. From the **Customize Start Menu**, click **Advanced** to open an Explorer window.
3. Locate the shortcuts for the program. Right-click on the shortcut icon for IP Office SoftConsole and select **Properties**.
4. View the **Shortcut** tab.
5. Edit the **Target** path to include the command line option. The example below shows a Target path for IP Office SoftConsole set to oncall. Enter the quote marks as shown though they may be automatically removed if they are not required by the system:
 - `C:\Program Files\Avaya\IP Office\SoftConsole\SoftConsole.exe" "-oncall"`
6. Click **OK** and close the Explorer window.
7. In the **Customize Start Menu** window, click **OK**.
8. In the **Taskbar Properties** window, click **OK**.

2.5 BLF Operation

This section describes the BLF operation used for the SoftConsole application in a Small Community Network.

There are several, separate mechanisms for delivering user state information updates. There is one mechanism for the IP Office-to-IP Office information flow and three mechanisms for the IP Office-to-User information flow.

While each of these mechanisms share information with each other, they are completely separate and have no direct impact on each other.

- IP Office systems in a Small Community Network exchange user state information with each other.
- IP Office hard-phones exchange user state information with the IP Office to which they are registered using the phone signalling messages embedded in their H.225 stream.
- The SoftConsole application receives user state information from the IP Office to which the current application user is logged on, using messages sent out over the data network. The type of message sent depend on whether the application is on the same (local) subnet as the IP Office it is logged on to, or whether it resides in a different (remote) subnet (as in the case with remote users).

Local Network Functionality

Application BLF update notifications are broadcast on to the same subnet as that of the IP Office. In the case of IP Office Control Units that have two local subnets (such as the IP Office 412 and the IP Office Small Office Edition), the messages are broadcast to both subnets.

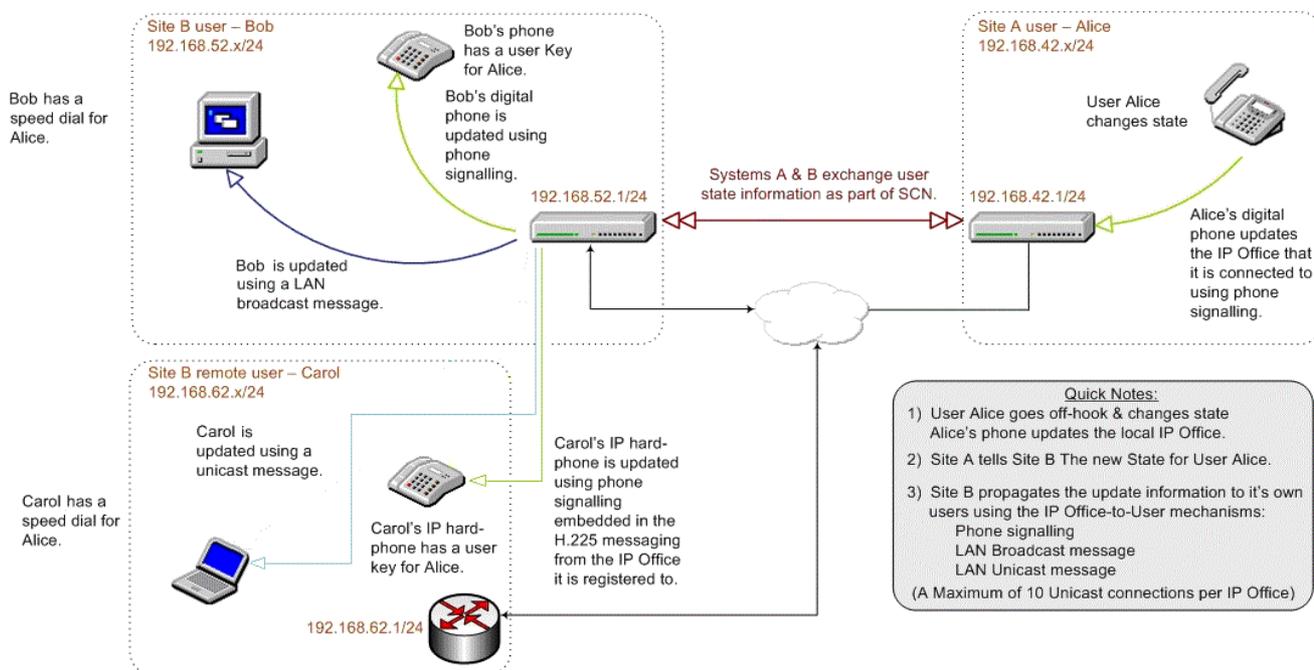
The only limitations of broadcast message BLF updates is the size of subnet:

A 24 bit Class C subnet allows up to 254 host IP addresses. 1 of those will be the IP Office, so there is the potential to have up to 253 other PCs on that network.

Remote Network Functionality

When an application is logged on to an IP Office system (but does not reside in the same local subnet as the IP Office), IP Office will send BLF update notification messages directly to the PC that the application is running on. This is a Unicast message. Each IP Office only supports BLF update notifications for 10 remote applications, provided on a first come, first served basis. Upon system start-up, the first 10 connections from a different subnet will all receive BLF update notifications. Subsequent connections will not be provided with BLF update notifications but all other features will operate as per normal.

An example of user state information updates is shown below:



2.6 Loading a Skin

A custom skin can be loaded into the application.

To load a new skin in IP Office SoftConsole:

1. Click **Tools > Preferences - Configure > Appearance**.
2. Enable the **Apply Custom Skin** checkbox.
3. Enter the file path of the skin file or click **Browse**, select the skin.ini file that represents your chosen skin, and click **Open**.
4. Click **OK**.

To create a skin:

You can create a skin using skin development software such as the Almediadev Business Skin Form. Trial software and a number of samples are available from www.almdev.com. The **SkinBuilder.exe** application allows you to manipulate your skin visually and has a built-in tester to test your skin definition.

To create a new skin, make a copy of the Avaya skin definition folder in the skin directory (C:\Program Files\Avaya\IP Office\SoftConsole\Skin\), and rename. Make the necessary changes required by your design, modify the bitmaps, the skin objects and the skin controls.

There are a number of sections in the Avaya skin definition .ini file. The following table describes the various sections in the .ini file:

Version	Version information and comments.
Pictures	Bitmap files used by the skin definition.
FormInfo	Bitmaps for the main window.
PopupWindow	Bitmaps for any pop up windows (menu etc).
HintWindow	Bitmaps for tool tip.
SkinObjects	Windows elements pertaining to the main window; caption bar, menu bar, maximize, minimize and close buttons.

The following SkinObjects need to be defined.

caption	Bitmap for the form's title bar.
closebutton	Bitmaps for the Close button in the form's title bar.
minimizebutton	Bitmaps for the Minimize button in the form's title bar.
maximizebutton	Bitmaps for the Maximize button in the form's title bar.
mainmenubaritem	Bitmaps for the menu items on the form's main menu.
systembutton	Bitmaps for the System Menu button in the form's title bar.
menuitem	Bitmaps for the drop down menus of the form's main menu.

The following SkinControls need to be defined.

panel	Background bitmap for dialog boxes and for various panels on the main form.
button	Bitmaps for standard button controls.
toolpanel	Background bitmap for the Directory and Held Calls toolbars on the main form.
toolbutton	Bitmaps for button controls on the Directory and Held Calls toolbars on the main form.
bigtoolpanel	Background bitmap for the main tool bar on the main form.
bigtoolbutton	Bitmaps for button controls on the main tool bar of the main form.
resizebutton	Bitmaps for list view column headings.
mainmenubar	Background bitmap for the main menu bar on the main form.
statusbar	Background bitmap for the status bar controls.
statuspanel	Background bitmap for panels within a status bar control.
stdlabel	Attributes of label controls.
listview	Bitmap for list view controls.
hscrollbar	Bitmaps for horizontal scroll bar controls.
vscrollbar	Bitmaps for vertical scroll bar controls.
bothhscrollbar	Bitmaps for displaying vertical and horizontal scroll bar controls simultaneously.
vsplitter	Bitmap for vertical splitter controls on the main form.

panel	Background bitmap for dialog boxes and for various panels on the main form.
hsplitter	Bitmap for horizontal splitter controls on the main form.
tab	Bitmaps for tab sheet controls.
hupdown	Bitmaps for left/right arrow controls used for navigating through tab sheets when all of the tabs cannot be displayed)
vupdown	Bitmaps for up/down arrow controls used for navigating through tab sheets when all of the tabs cannot be displayed)
bevel	Bitmap for bevel controls.
checkbox	Bitmaps for check box controls.
radiobox	Bitmaps for radio controls.
groupbox	Bitmaps for group box controls.

Chapter 3.

Troubleshooting

3. Troubleshooting

3.1 Using the Debug Tool

IP Office SoftConsole has an integrated debug tool that can be used to assist in diagnosing problems with the program. Details are logged in the file called **SoftConsole.log** in the IP Office SoftConsole application directory (by default **C:\Program Files\Avaya\IP Office\SoftConsole**).

The log file is overwritten each time SoftConsole restarts. If the log results need to be kept, copy the log file to another directory before restarting SoftConsole.

To start the debug tool:

1. Click **Start > Programs > IP Office**.
2. Highlight **SoftConsole**, then right mouse click and select **Properties** from the menu.
3. On the **Short Cut** tab there is a field titled **Target**.
4. Place the cursor at the end of the row after the quote mark, press the spacebar once and type **-debug**.
5. Click **OK** and restart IP Office SoftConsole.

3.2 Changing User Settings

Using the IP Office SoftConsole, the operator can view user and hunt group properties using the directory. That includes viewing a user's status for Do Not Disturb, Bar Outgoing Calls and Forwarding and the service setting for hunt groups.

If required, the operator can also be enabled to change those settings. However, to do that requires changes to the security settings of the IP Office system.

To enable user setting changes:

1. Using IP Office Manager, load the system's security settings by selecting **File | Advanced | Security Settings** and enter the service user name and password for security configuration.
2. Select **System**.
3. Select the **Unsecured Interfaces** tab. The **TFTP Configuration Read** and **TFTP Configuration Write** settings control the ability of legacy applications such as IP Office SoftConsole to respectively view and change IP Office settings.
4. **TFTP Configuration Write** is not enabled by default. Enable **TFTP Configuration Write** to allow IP Office SoftConsole operators to change the settings of other users.
5. Select **File | Configuration** to exit the security settings mode and return IP Office Manager to normal configuration mode.

3.3 Outlook Warning

If directory access to Microsoft Outlook Contacts folder has been selected in the directories configuration form, a Microsoft Outlook warning screen might appear when an operator is opening IP Office SoftConsole or using the option '**Send Email**'. For more information, refer to the Microsoft Support web site.

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

Chapter 4.

Document History

4. Document History

Date	Issue	Changes
21st January 2014	07c	<ul style="list-style-type: none">• Correct supported operating systems to include Windows 8.
12th August 2014	07d	<ul style="list-style-type: none">• Incorrect restriction on use with softphones removed.

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