

IP Office

SoftConsole Administration

Issue 2e (2nd February 2005)

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Notes

Installation Requirements

- **IP Office:** The IP Office switch software needs to be level 2.0 or higher. If the IP Office switch software is below level 2.0 an error message will appear.
- **License:** The SoftConsole uses the IP Office SoftConsole license (formerly known as the eConsole license). One license is required per active SoftConsole, up to a maximum of 4 SoftConsoles.
- **Operating System:**
    - Windows 98 Second Edition.
    - Windows NT 4.0 with Service Pack 6a installed.
    - Windows 2000 with Service Pack 4 or above installed.
    - Windows XP with Service Pack 1.
- **Processor & RAM:** Pentium II 400Mhz or higher with 64MB RAM (or higher as specified by the Windows version).
- **Hard Disk:** 1GB free disk space.
- **Display:** 800 x 600 - High Color (16bit).
- **Optional:** Sound and media files can be associated with calls. These require the PC to have a soundcard and speakers installed.

Directory Paths

SoftConsole is installed by default under the directory path **Program Files\Avaya\IP Office\SoftConsole**.

There is a sub-directory call **Language** that contains a list of available translated language files (*.ini). The SoftConsole application will open all the ini files in the directory to discover what languages are available.

When SoftConsole is installed, other directories are created under **My Documents\Avaya\IP 400\SoftConsole**. These directories enable the user to save specific information when required.

- **Sound**:
  The default directory to open when browsing for a sound (*.wav) or media file. New sound files should be stored in this directory.
- **Profiles**:
  This directory contains the user profiles (*.pfs) that are available to the 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 will be available from the SoftConsole Login form.
- **Scripts**:
  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 file. New script files should be copied into this directory.
- **Data**:
  This 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.

User Configuration for SoftConsole

The IP Office can support up to 4 simultaneous SoftConsole operators. Typically the operators should be placed into a hunt group in order to allow call routing and distribution between available operators.

There are a number of recommended configuration changes for those users who will be SoftConsole operator. These changes are made via the 's extension number needs to have the following features amended within the Manager application.

Voicemail Tab

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

If voicemail is switched on, an **H*name*** entry (replacing name with the group name) should be added to the **User | Source Numbers** tab of each SoftConsole user. This will provide the users with message waiting indication for new hunt group voicemail messages.

Telephony Tab

On the **User | Telephony** tab for each SoftConsole user set the following.

- **Transfer Return Time (secs)**
  By default, when the SoftConsole operator does an unsupervised transfer, the call rings the transfer number until answered or the caller hangs up. The call does not return to the SoftConsole operator. When a transfer return time is set, unanswered calls are returned to the operator and **(NoAns)** is displayed in the Call Information window.
- **Busy on Held**
  We recommend that this is turned **Off** so that when the SoftConsole operator places a call on hold, additional incoming calls do not get busy tone.
- **System Phone**
  Select this option to let the use the SoftConsole's **Send Message** function.

Hints & Tips

Microsoft Outlook Warning Screen Appears

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 SoftConsole or using the option 'Send Email'. If the warning screen appears:

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

For more information refer to the Microsoft Support web site.

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 IP Office switch 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. Use the Show/Hide buttons to select the entries to be exported.
   -  User Entries
   -  Hunt Group Entries
   -  SoftConsole Local Directory entries including any entries from the IP Office switch and entries in the Microsoft Outlook Contacts folder.
2. From the Directory menu select Export.
3. Enter a name for the file and click OK.

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 SoftConsole uses. DO NOT overwrite with an export function.

- **Note**: The available Directories are selected from the Directories Configuration form within Options.

Delete a Profile

Profiles can be removed if they are no longer required by:

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

Command Line Options

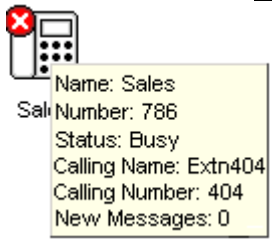
Command Line Options

The following command line option can be used with SoftConsole:

- **oncall**
  This will show the CLID (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 98 Second Edition & Windows ME

1. Right-click on the Windows taskbar and select **Properties**.
   The **Taskbar Properties** window appears.
2. Select the **Start Menu Programs** tab and click on the **Advanced** button. This will open an Explorer window.
3. Locate the shortcuts for the IP Office programs. These are normally in ***C:\Windows\Start Menu\Programs\IP Office***.
4. Right-click on the shortcut icon of the program for which you are adding a command line option and select **Properties**. View the **Shortcut** tab.
5. Edit the **Target** path to include the command line option.
    - The example below shows a **Target** path for 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**.
7. Close the Explorer window.
8. Click on **OK** in the **Taskbar Properties** window.

Windows NT

1. Right-click on the Windows taskbar and select **Properties**.
   The **Taskbar Properties** window appears.
2. Select the **Start Menu Programs** tab and click on the **Advanced** button. This will open an Explorer window.
3. Locate the shortcuts for the IP Office programs. These are normally in ***C:\Winnt\Profile\All Users\Start Menu\Programs\IP Office***.
4. Right-click on the shortcut icon of the program for which you are adding a command line option and select **Properties**. View the **Shortcut** tab.
5. Edit the **Target** path to include the command line option.
   - The example below shows a **Target** path for 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**.
7. Close the Explorer window.
8. Click on **OK** in the **Taskbar Properties** window.

Windows 2000

1. Right-click on the Windows taskbar and select **Properties**.
   The **Taskbar and Start Menu Properties** window appears.
2. Select the **Advanced** tab and click on the **Advanced** button. This will open an Explorer window.
3. Locate the shortcuts for the IP Office programs. These are normally in ***C:\Documents and Settings\ All Users\Start Menu\Programs\IP Office***.
4. Right-click on the shortcut icon of the program for which you are adding a command line option and select **Properties**.
5. Edit the **Target** path to include the command line option.
   - The example below shows a **Target** path for 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**.
7. Close the Explorer window.
8. Click on **OK** in the **Taskbar and Start Menu Properties** window.

Windows XP

1. Right-click on the Windows taskbar and select **Properties**.
   The **Taskbar and Start Menu Properties** window appears.
2. Select the **Start Menu** tab and click on the **Customize** button. From the Customize Start Menu click the Advanced button. This will open an Explorer window.
3. Locate the shortcuts for the IP Office programs. These are normally in ***C:\Document Settings\All Users\Start Menu\Programs\IP Office***.
4. Right-click on the shortcut icon of the program for which you are adding a command line option and select **Properties**. View the **Shortcut** tab.
5. Edit the **Target** path to include the command line option.
   - The example below shows a **Target** path for 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**.
7. Close the Explorer window.
8. Click on **OK** in the **Customize Start Menu** window.
9. Click on **OK** in the **Taskbar Properties** window.

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