



# **IP Office**

## **SoftConsole Administration**

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# SoftConsole Notes

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## Installation Requirements

- 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.
- SoftConsole is supported on the following operating systems:
  - Windows 98 Second Edition
  - Windows ME
  - Windows NT 4.0 with Service Pack 6a installed
  - Windows 2000 with Service Pack 4 or above installed
  - Windows XP or Windows XP with Service Pack 1

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## 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.

## Changes within Manager Application.

SoftConsole will support up to 4 operator's. The operator should be a member of a Hunt group, even if there is only one operator. Calls will then be delivered to the operator in the proper order. This will allow the operator/s to make informed decisions about how to handle incoming calls, based on the number of calls in the queue.

The operator's extension number needs to have the following features amended within the Manager application.

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### Voicemail Tab

On the Voicemail tab make sure that the following is set.

- **VoiceMail** is switched **Off** for the **group** so that when the operator is on a call, any other caller will not be sent to voicemail, but wait until answered.
  - **VoiceMail** can be switched **On** for the **individual** operator if they are a member of an Operator Hunt Group.
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### Telephony Tab

On the Telephony tab make sure that the following are set.

- **Transfer Return Time (secs)** should be completed. 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 Hold** needs to be turned **Off** so that when the SoftConsole operator has a held call, any other caller will not get the busy tone.
- **System Phone** is selected. This enables the operator to send messages from SoftConsole.

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## Hints & Tips

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### Microsoft Outlook Warning Screen appear.

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.

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### 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.

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### Delete a Profile

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

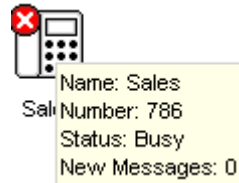
1. From the **File** menu select **Save Profile as**.
2. Select the Profile to be deleted.
3. Press **Delete** button.
4. When all profiles to be deleted have been removed, click **Cancel** to return to the Main screen.

## Command Line Options

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.

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## 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**.

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### 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\WindowsOperatorConsole.exe" "-oncall"

6. Click **OK**.
7. Close the Explorer window.
8. Click on **OK** in the **Taskbar Properties** window.

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## 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\WindowsOperatorConsole.exe "-oncall"
6. Click **OK**.
7. Close the Explorer window.
8. Click on **OK** in the **Taskbar Properties** window.

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## 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\WindowsOperatorConsole.exe "-oncall"
6. Click **OK**.
7. Close the Explorer window.
8. Click on **OK** in the **Taskbar and Start Menu Properties** window.

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## 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\WindowsOperatorConsole.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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