



IP Office™ Platform 10.0

**Installing Avaya IP Office™ Platform
SoftConsole**

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Chapter 1.

Installation

1. Installation

This guide covers the installation, configuration and general administration of IP Office SoftConsole for IP Office Release 10.0. IP Office SoftConsole is intended primarily for operators and receptionists.

The IP Office SoftConsole works in parallel with a separate receptionists telephone. The telephone provides the receptionist's speech path for calls whilst they use the IP Office SoftConsole for call controls.

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 users.
- Up to 16 call parking areas.
- Keyboard shortcuts for call handling functions.

1.1 What's New

For IP Office Release 10.0, the following major changes have been made:

- **Alternate Look and Feel (Skin)**
The console is now installed with an alternate 'blue' skin. This skin is used by default for new installations of the console software. For existing upgraded installations, the previous 'metallic' skin is used. The user can select which skin they prefer through the console menus.
- **Resilience**
If the console loses connection with the IP Office system, it will now automatically attempt to reconnect. This applies to both the console application connection and to the IM connection.
- **Increased Capacity**
Server Edition Select now supports up to 75 simultaneous consoles (was 50).

1.2 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 on:

- The IP Office Applications DVD.
- Downloadable from the **App Center** tab in the web control menus of a Linux based system.
- 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](#)^[12] 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 and Preferred Edition systems, you can license up to 4 simultaneous IP Office SoftConsole users.
- For Server Edition systems, you can license up to 32 simultaneous users. For IP Office Select mode, that increases to 75 simultaneous users.
 - Up to 10 simultaneous users are supported on each Linux based server node, include expansion nodes, in the network.
 - Up to 4 simultaneous users are supported on each IP500 V2 expansion nodes in the network.
- The IP Office SoftConsole license is only consumed when the IP Office SoftConsole application is running.

Information Required

- **SoftConsole User Details**

Details of the user name and extension number for the receptionists.

- **IP Office Configuration Rights**

Service user name and password for IP Office system configuration access.

Telephone Support

- It is recommended that IP Office SoftConsole is only used with a telephone that support auto-answer.

User PC Requirements

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

Operating System Support	
Client OS:	
Windows 7	✓
Windows 8.1	✓
Windows 10	✓

Minimum PC Requirements	
RAM	1GB
Hard Disk Free Space	1GB
Processor	1GHz

- Where supported, Windows 7 support is only on Professional, Enterprise and Ultimate versions. Windows 8.1 and 10 support is only Pro and Enterprise.

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**
- **Danish**
- **Dutch**
- **English**
- **Finnish**
- **French**
- **German**
- **Italian**
- **Japanese**
- **Korean**
- **Latin Spanish**
- **Norwegian**
- **Portuguese**
- **Russian**
- **Spanish**
- **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.

1.3 Entering License Keys

IP Office SoftConsole requires **Receptionist** licenses in the IP Office system configuration. An instances of this license is required for each configured receptionist user.

- For Essential and Preferred Edition systems, you can license up to 4 simultaneous IP Office SoftConsole users.
- For Server Edition systems, you can license up to 32 simultaneous users. For IP Office Select mode, that increases to 75 simultaneous users.
 - Up to 10 simultaneous users are supported on each Linux based server node, include expansion nodes, in the network.
 - Up to 4 simultaneous users are supported on each IP500 V2 expansion nodes in the network.
- For Essential and Preferred Edition systems in a Small Community network, if the user hot desks to another system, that system requires an available license in its configuration.

1.4 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 receptionist:

a. Enable the user as a Receptionist

The role for **Receptionist** is selected on the **User | User** tab in the configuration.

b. Set a User Password

Ensure that the user has a **Password** set. If not, set a password for the user. This is used as part of the console login.

c. Enable a transfer return time

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

d. Turn off Busy on Held

Disabling the **Busy on Held** setting of the receptionist user allows them to handle multiple calls.

2. For multiple receptionists:

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

a. Create a collective hunt group

Create a group and include the receptionists as members. Use the group's extension number as the destination for incoming calls.

b. Turn off voicemail for the receptionist hunt group

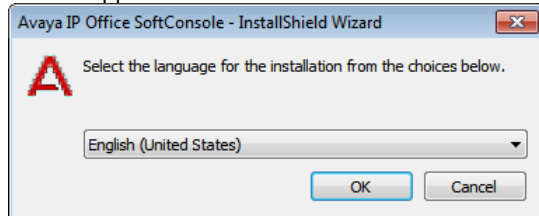
Voicemail for that group should be switched off unless specifically required. On the **Group | Voicemail** tab, disable **Voicemail On**.

1.5 Installing the Software

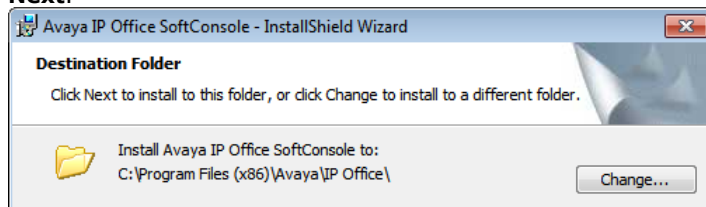
This process assumes that the PC is connected to the LAN and can communicate with the IP Office system.

To install console software:

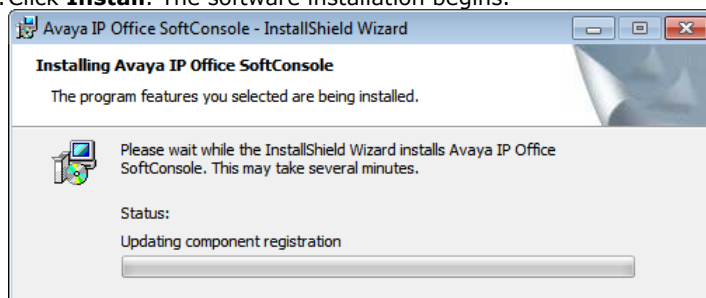
1. Ensure that you have met the [pre-installation requirements](#)^[10].
2. Check whether IP Office SoftConsole is already installed or not. If already installed and the version is pre-9.1, it must be removed before proceeding any further. See [Removing Software](#)^[14].
3. Start the console installer by right-clicking on it and selecting **Run as administrator**. The **Setup Language** window appears.



4. Select the language for the installation and click **Next**. The **Preparing Setup** screen appears for a moment.
5. The welcome window appears. Click **Next**.
6. The license agreement window appears. Select to accept the terms of the license and click **Next**.
7. The **Destination Folder** window appears. Leave the directory setting at default unless absolutely necessary. Click **Next**.



8. Click **Install**. The software installation begins.



9. When software installation has completed, click **Finish**.

1.6 Removing the Software

If there is any pre-9.1 version of IP Office SoftConsole, it must be removed before installing the new version of software.

-  **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 pre-9.1 console software:

1. 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**.
3. Do not select the individual SoftConsole component listed, this cannot be used for software removal.
4. When asked '*Do you want to completely remove the selected application and all of its features?*'. Click **Yes**.
5. Once the suite has been removed, click **Finish** and close the control panel.

To remove 9.1 console software:

1. Select **Start | Control Panel**. Select **Programs and Features**.
2. From the list of **Currently installed programs**, select and double-click on **Avaya IP Office SoftConsole**.
3. Click **Next**. Select **Remove** and click **Next**.
4. Click **Remove**.
5. Close the control panel.

1.7 Upgrading the Software

If the existing console software is 9.1 or higher, you can upgrade the software without having to removing the existing version. Otherwise, [remove the existing software](#)^[14] first.

To upgrade the console:

1. Follow the same process as for [installing the software](#)^[13].
2. When prompted with the options to **Upgrade**, **Repair** or **Remove**, select **Upgrade**.

Chapter 2.

Administration

2. Administration

2.1 Exporting Directories

The directory entries shown in the console directory panel can be exported in a .csv file format.

To export a directory:

1. Using the buttons at the top of the Directories panel, select what types of directory entries should be displayed in the console directory.
2. From the **Directory** menu, select **Export**.
 - **! Warning**
Do not overwrite the **LocalDir.csv** file. That file is used by the console application.
3. Browse to the location that you want the file saved. Enter a name for the file and click **Save**.

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**. to confirm the deletion.
5. Click **Cancel**.

2.3 Directory Paths

IP Office SoftConsole is installed by default under the directory path **C:\Program Files (x86)\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 console application. When using the **File | Save Profile As** command, profiles or templates are saved in this directory. Only profiles and templates saved in this directory are available from the console login window.
- **Script**
The directory contains the script files (*.txt or *.rtf) the console should open when a DDI/DID match occurs. 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

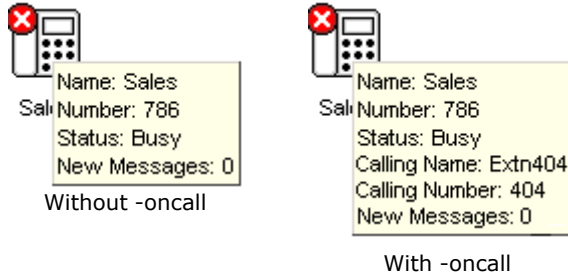
The following command line option can be used with console application:

- **-debug**


Starts logging the operation of the console to a text file when the console is started. See [Using the Debug Tool](#) ^[24].

- **-oncall**

This option 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.



To apply a command line option:

1. Right-click on the  **SoftConsole** icon and select **Properties**.
2. Select the **Shortcut** tab.
3. Edit the **Target** path to include the command line option. For example:
 - `C:\Program Files (x86)\Avaya\IP Office\SoftConsole\SoftConsole.exe" -oncall`
4. 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.

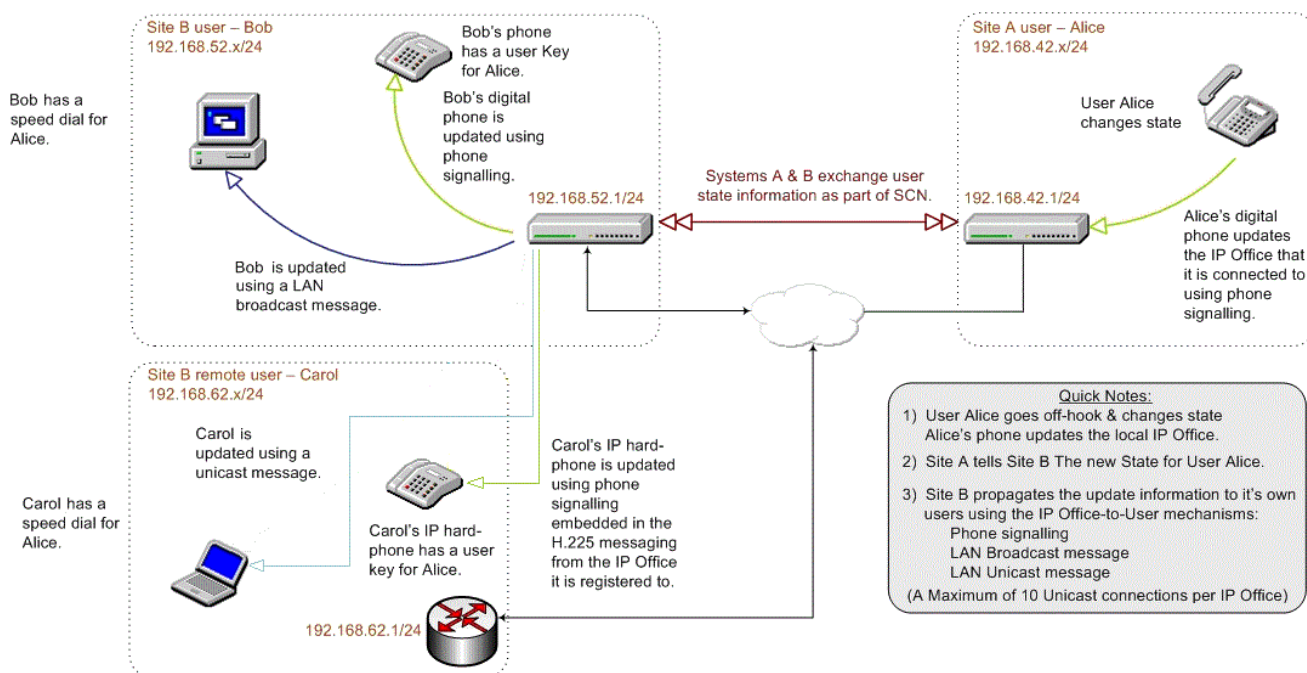
The only limitations of broadcast message BLF updates is the size of subnet:

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 tables 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.
systemenubutton	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.
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. Details are logged to the file **SoftConsole.log** in the application directory (by default **C:\Users*<username>*\Documents\Avaya\IP 400\SoftConsole\Log** where *<username>* is the logged in Windows user).

Debug logging is enabled by adding the option `-debug` to the program shortcut properties. See [Command Line Options](#) [19]. A new log file is created each time the console is started. Ensure that logging is disabled if no longer required to avoid using excessive disk space.

3.2 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 receptionist 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
25th May 2016	09a	Updates for IP Office Release 10.0.
9th June 2016	09b	First issue for Release 10.0.
10th January 2017	09c	WebLM Receptionists licenses consumed by configured Receptionist users.
8th May 2017	09d	The application no longer requires installation/operation with Windows Administrator rights.

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