



Installing IP Office SoftConsole

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Chapter 1: Overview

IP Office SoftConsole works in parallel with a separate receptionist telephone. The telephone provides the speech path for calls and IP Office SoftConsole provides call control functionality.

Key IP Office SoftConsole features are:

- Large display for incoming call information.
- Searchable directory with 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.

Material requirements

The requirements are as follows:

Software	The console software is provided on: <ul style="list-style-type: none">• The IP Office Applications DVD.• Downloadable from the App Center tab in the web control menus of a Linux based system.• Alternatively, the software can be downloaded from support.avaya.com.
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Table continues...

<p>Licenses</p>	<p>Console usage requires licenses or subscriptions in the system configuration. These are used as follows:</p> <ul style="list-style-type: none"> • For subscription systems, the number of subscriptions sets the number of users who can be configured as console users. • For licensed systems, the number of licenses sets the number of users who can simultaneously be using console. <p>The number of licences or subscriptions are limited as follows:</p> <ul style="list-style-type: none"> • For standalone IP500 V2 systems, you can have up to 4 licenses or subscriptions. • For Server Edition systems, you can have up to 32 licenses or subscriptions. For IP Office Select mode, that increases to 50. <ul style="list-style-type: none"> - Up to 10 users are supported on each Linux-based server node in the network, include expansion nodes. - Up to 4 users are supported on each IP500 V2 expansion nodes in the network.
<p>Telephone</p>	<p>The console is used with an IP Office telephone. The phone provides the speech path for calls. It is recommended that the console is only used with a phone that supports auto-answer.</p>

Credential requirements

The requirements are as follows:

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

Computer requirements

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

<p>Operating System Support</p>	
<p>Windows 10</p>	<p>✓</p>
<p>Windows 11</p>	<p>✓</p>

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

Supported languages

The console supports the following languages:

- Brazilian, Chinese, Danish, Dutch, English UK, English US, Finnish, French, German, Italian, Korean, Japanese, Latin Spanish, Norwegian, Portuguese, Russian, Swedish.

Additional requirements

Sound and media files can be associated with calls. To use this functionality, you must install a sound card and speakers.

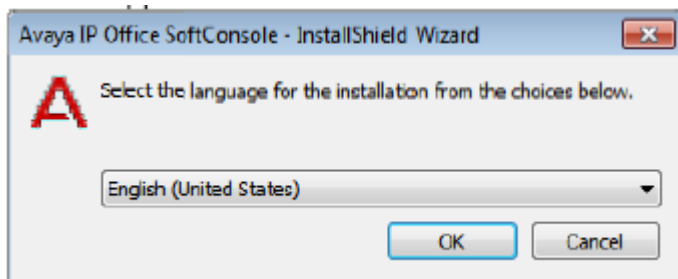
Installing console software

Before you begin

- Ensure that you have met the prerequisites.
- Log on using an account with administrator rights and check whether IP Office SoftConsole is already installed. If already installed and the version is pre-9.1, it must be removed before proceeding any further.

Procedure

1. Start the console installer by right-clicking on it and selecting **Run as administrator**.



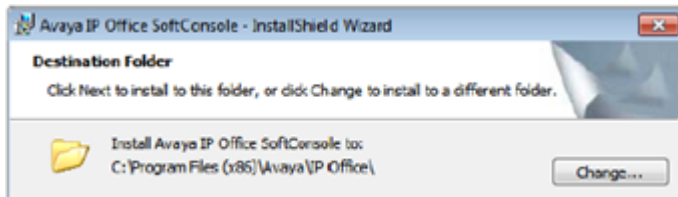
2. On the setup language window, select the language for the installation and click **OK**.

The Preparing Setup screen appears for a moment and then the Welcome window appears.

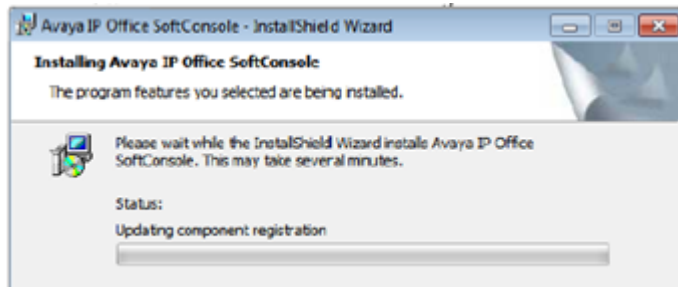
3. On the Welcome window, click **Next**.
4. Accept the terms of the license and click **Next**.

The Destination Folder window appears.

5. Leave the directory setting at default unless absolutely necessary.



6. Click **Next**.
7. Click **Install**.



The software installation begins.

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

Next steps

Set the software to run with administrator privileges.

Chapter 2: Administration

This section covers general administration of the application.

Related links

[Exporting a directory](#) on page 10

[Deleting a profile](#) on page 10

[Applying a command line option](#) on page 11

Exporting a directory

About this task

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

Procedure

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 IP Office SoftConsole.

3. Browse to the location where you want the file to be saved.
4. Enter a name for the file and click **Save**.

Related links

[Administration](#) on page 10

Deleting a profile

About this task

Profiles can be removed if they are no longer required.

Procedure

1. Click **File > Save Profile As**.
2. Select the profile to be deleted.
3. On your keyboard, press `Delete`.
4. To confirm the deletion, click **Yes**.
5. Click **Cancel**.

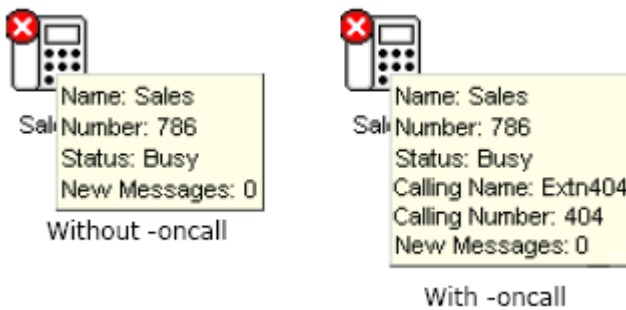
Related links

[Administration](#) on page 10

Applying a command line option

You can use the following command line options:

- `-debug` - Start detailed logging the operation of the console to a text file when the console is started. See [Debug tool](#) on page 19.
- `-oncall` - Show the Caller ID (if available) of the other party a user is talking to when that user is busy. Support of this feature may be subject to local restrictions in some countries.



Procedure

1. Create a shortcut on the desktop for the application
2. Right-click on the shortcut icon and select **Properties**.
3. Select the **Shortcut** tab.
4. Edit the target path to include the required command line option.
 - For example: `"C:\Program Files (x86)\Avaya\IP Office\SoftConsole\SoftConsole.exe" -oncall`
5. Click **OK**.

Related links

[Administration](#) on page 10

Creating a skin

About this task

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.

Procedure

1. Make a copy of the Avaya skin definition folder in the following skin directory and rename:
`C:\Program Files (x86)\Avaya\IP Office\SoftConsole\Skin\`
2. Make the necessary changes required by your design.
3. Modify the bitmaps, the skin objects, and the skin controls.

Skin definitions, objects, and controls

The following tables describes the various sections in the `.ini` file:

Section	Description
Version	Version information and comments.
Pictures	Bitmap files used by the skin definition.
FormInfo	Bitmaps for the main window.
PupupWindow	Bitmaps for any pop up windows such as menus.
HintWindow	Bitmaps for tool tips.
SkinObjects	Windows elements pertaining to the main window; Caption bar, Menu bar, Maximize , Minimize and Close buttons.

The following SkinObjects need to be defined.

SkinObject	Description
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.

SkinControl	Description
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.
bothscrollbar	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 or right arrow controls used for navigating through tab sheets when all of the tabs cannot be displayed.
vupdown	Bitmaps for up or 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.

Uploading a new skin

About this task

A custom skin can be loaded into the application.

Procedure

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**.
4. Select the `skin.ini` file that represents your chosen skin, and click **Open**.
5. Click **OK**.

Directory paths

IP Office SoftConsole is installed by default under the directory path `C:\Program Files (x86)\Avaya\IP Office\SoftConsole`. Sub-directories are also created, enabling the user to save specific information when required.

Directory	Description
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 a 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. By using File > Save Profile As , 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 *.txt or *.rtf script files. These files are opened when a DDI or 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.

Small community network operations

This section describes the Busy Lamp Field (BLF) operation used for the IP Office 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 the H.225 stream.

- IP Office SoftConsole receives user state information from the IP Office where the current application user is logged on, using messages sent out over the data network. The type of message sent depends on one of the following:
 - Whether IP Office SoftConsole is on the same local subnet as the IP Office it is logged on to.
 - Whether IP Office SoftConsole resides in a remote subnet similar to the remote users.

Related links

[Administration](#) on page 10

Local network functionality

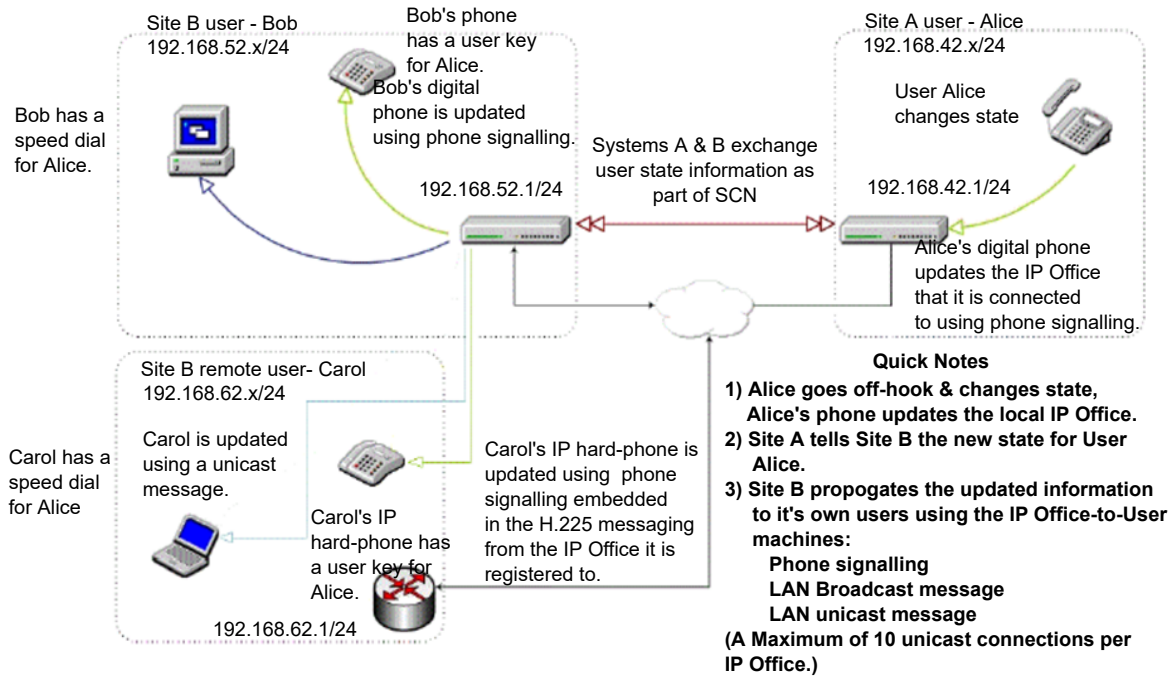
Application BLF update notifications are broadcasted on to the same subnet as the IP Office. In the case of IP Office Control Units that have two local subnets, the messages are broadcasted to both subnets.

The only limitations of broadcast message BLF updates is the size of the subnet. A 24 bit Class C subnet allows up to 254 host IP addresses. One of those will be the IP Office, so there is the potential to have up to 253 other computers on that network.

Remote Network Functionality

When an application is logged on to an IP Office system but does not stay in the same local subnet, IP Office sends 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. When the system starts, the first 10 connections from a different subnet receives BLF update notifications. The system does not provide BLF update notifications to subsequent connections. All other features operate normally.

An example of user state information updates is shown below:



Chapter 3: Maintenance

This section covers general maintenance of the application.

Related links

[Removing IP Office SoftConsole software](#) on page 17

[Upgrading the IP Office SoftConsole software](#) on page 18

Removing IP Office SoftConsole 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 suite. If any components in addition to IP Office SoftConsole were installed, they will need to be reinstalled.

Related links

[Maintenance](#) on page 17

[Removing existing pre 9.1 console software](#) on page 17

[Removing 9.1 console software](#) on page 18

Removing existing pre 9.1 console software

Procedure

1. Navigate to **Start > Control Panel** and select **Programs and Features**.
2. From the list of currently installed programs, select and double-click on **IP Office User Suite**.

Note:

Do not select the individual IP Office SoftConsole component listed. These cannot be used for software removal.

The system displays the message `Do you want to completely remove the selected application and all of its features?`.

3. Click **Yes**.

4. Once the suite has been removed, click **Finish** and close the control panel.

Related links

[Removing IP Office SoftConsole software](#) on page 17

Removing 9.1 console software

Procedure

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

Related links

[Removing IP Office SoftConsole software](#) on page 17

Upgrading the IP Office SoftConsole software

Before you begin

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 first.

Procedure

1. Follow the same process as for installing the software.
2. When prompted with the options to upgrade, repair, or remove, select **Upgrade**.

Related links

[Maintenance](#) on page 17

[Installing console software](#) on page 8

[Removing IP Office SoftConsole software](#) on page 17

Chapter 4: Troubleshooting

This section covers general troubleshooting for the application.

Related links

[Debug tool](#) on page 19

[Warning when retrieving Outlook contacts](#) on page 19

Debug tool

The IP Office SoftConsole has an integrated debug tool that can be used to assist in diagnosing problems.

- Details are logged to files in the folder `Documents\Avaya\IP 400\SoftConsole\Logs`.
- A new file, including the date and time in the file name, is created each time the IP Office SoftConsole is started.
- By default, the log file only contains basic information. Full debug logging is enabled by adding the option `-debug` to the program shortcut. For example:
 - `"C:\Program Files (x86)\Avaya\IP Office\SoftConsole\SoftConsole.exe" -debug`
 - Note that this significantly increases the size of the log file and so should only be enabled whilst investigating IP Office SoftConsole issues.

Related links

[Troubleshooting](#) on page 19

Warning when retrieving Outlook contacts

If directory access to Microsoft Outlook Contacts folder has been selected in the directories configuration form, a Microsoft Outlook warning screen might appear when a receptionist is opening IP Office SoftConsole or using the option **Send Email**. For more information, see the [Microsoft Support](#) web site.

Solution

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

Related links

[Troubleshooting](#) on page 19

Chapter 5: Additional Help and Documentation

The following pages provide sources for additional help.

Related links

[Additional Manuals and User Guides](#) on page 21

[Getting Help](#) on page 21

[Finding an Avaya Business Partner](#) on page 22

[Additional IP Office resources](#) on page 22

[Training](#) on page 23

Additional Manuals and User Guides

The [Avaya Documentation Center](#) website contains user guides and manuals for Avaya products including IP Office.

- For a listing of the current IP Office manuals and user guides, look at the [Avaya IP Office™ Platform Manuals and User Guides](#) document.
- The [Avaya IP Office Knowledgebase](#) and [Avaya Support](#) websites also provide access to the IP Office technical manuals and users guides.
 - Note that where possible these sites redirect users to the version of the document hosted by the [Avaya Documentation Center](#).

For other types of documents and other resources, visit the various Avaya websites (see [Additional IP Office resources](#) on page 22).

Related links

[Additional Help and Documentation](#) on page 21

Getting Help

Avaya sells IP Office through accredited business partners. Those business partners provide direct support to their customers and can escalate issues to Avaya when necessary.

If your IP Office system currently does not have an Avaya business partner providing support and maintenance for it, you can use the Avaya Partner Locator tool to find a business partner. See [Finding an Avaya Business Partner](#) on page 22.

Related links

[Additional Help and Documentation](#) on page 21

Finding an Avaya Business Partner

If your IP Office system currently does not have an Avaya business partner providing support and maintenance for it, you can use the Avaya Partner Locator tool to find a business partner.

Procedure

1. Using a browser, go to the [Avaya Website](#) at <https://www.avaya.com>
2. Select **Partners** and then **Find a Partner**.
3. Enter your location information.
4. For IP Office business partners, using the **Filter**, select **Small/Medium Business**.

Related links

[Additional Help and Documentation](#) on page 21

Additional IP Office resources

In addition to the documentation website (see [Additional Manuals and User Guides](#) on page 21), there are a range of website that provide information about Avaya products and services including IP Office.

- [Avaya Website](#) (<https://www.avaya.com>)

This is the official Avaya website. The front page also provides access to individual Avaya websites for different regions and countries.

- [Avaya Sales & Partner Portal](#) (<https://sales.avaya.com>)

This is the official website for all Avaya business partners. The site requires registration for a user name and password. Once accessed, the portal can be customized for specific products and information types that you wish to see and be notified about by email.

- [Avaya IP Office Knowledgebase](#) (<https://ipofficekb.avaya.com>)

This site provides access to an online, regularly updated version of IP Office user guides and technical manual.

- [Avaya Support](#) (<https://support.avaya.com>)

This site provide access to Avaya product software, documentation and other services for Avaya product installers and maintainers.

- [Avaya Support Forums](https://support.avaya.com/forums/index.php) (<https://support.avaya.com/forums/index.php>)

This site provides a number of forums for discussing issues.

- [International Avaya User Group](https://www.iuag.org) (<https://www.iuag.org>)

This is the organization for Avaya customers. It provides discussion groups and forums.

- [Avaya DevConnect](https://www.devconnectprogram.com/) (<https://www.devconnectprogram.com/>)

This site provides details on APIs and SDKs for Avaya products, including IP Office. The site also provides application notes for 3rd-party non-Avaya products that interoperate with IP Office using those APIs and SDKs.

- [Avaya Learning](https://www.avaya-learning.com/) (<https://www.avaya-learning.com/>)

This site provides access to training courses and accreditation programs for Avaya products.

Related links

[Additional Help and Documentation](#) on page 21

Training

Avaya training and credentials are designed to ensure our Business Partners have the capabilities and skills to successfully sell, implement, and support Avaya solutions and exceed customer expectations. The following credentials are available:

- Avaya Certified Sales Specialist (APSS)
- Avaya Implementation Professional Specialist (AIPS)
- Avaya Certified Support Specialist (ACSS)

Credential maps are available on the [Avaya Learning](#) website.

Related links

[Additional Help and Documentation](#) on page 21

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