



Console Outline

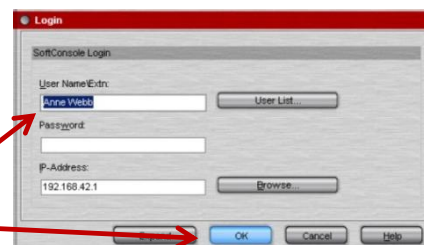


Button Enquiry:


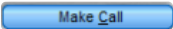

Menu Bar	Gives you access to making changes to the appearance of your console, different screen viewing options AVAYA user guides etc..
Toolbar	The toolbars provides short cuts for options that are frequently used such as transferring a call, placing a call on hold, etc..
Call Details Panel	Display caller information such as Name, Phone Number, etc..Also allows you to call handle directly from the information panel.
Queue Panel	If Applicable, will show the amount of calls placed in queue and the amount of time they've been waiting
Held Calls Panel	Shows callers you've placed on hold and information on how long the call has been held for. Also allows functions such as transferring calls, making conference calls, etc..
BLF Panel	(Busy Lamp Field Panel)- This panel can be self administered with different hunt groups, extensions or external phone numbers. Creates a shortcut for internal/external calling and transferring(if programmed) etc..
Park Slot Panel	The park slot panel can contain up to 16 park slot buttons for placing calls on hold for internal staff to retrieve calls. Please note: typically Parks 1 - 3 and used company wide, the remaining are extras for reception only
Status Bar	The status bar confirms that you are connected to the telephone system and the profile that you are using. There is also an indication to the number of new messages and missed calls that you have had.
Directory Panel	The directory panel is used for searching extension number for quick calling, transferring and conferencing

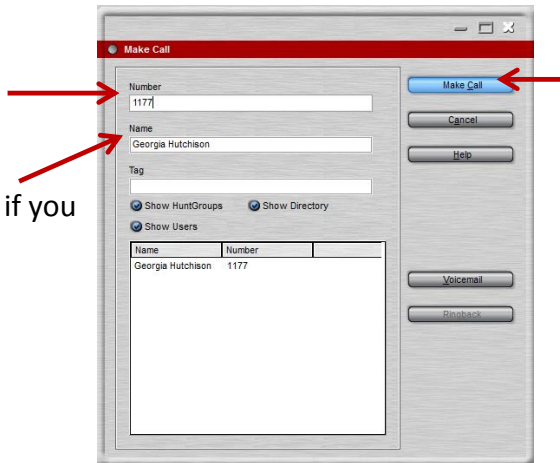
Starting Soft Console:

- Open Start Menu 
- Click  SoftConsole
- Enter your **User Name or Extension number**
- Click **Ok**




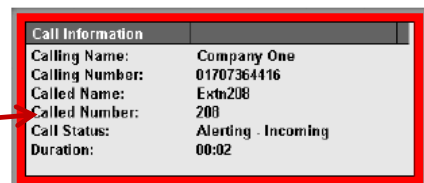
Making a Call

- In your **Toolbar**, click 
- To **Make a Call**, use **ANY** of the following methods:
 - Enter **Extension Number**
 - Enter **9 + Phone Number**
 - Enter the **Name** of the contact (only applicable if you have the contact stored in your directory)
 - Choose from **the Directory List**
- To **Complete** call:
 - Click  **OR**
 - Press **Enter Key** (on keyboard)
- Click  to **Hang Up**



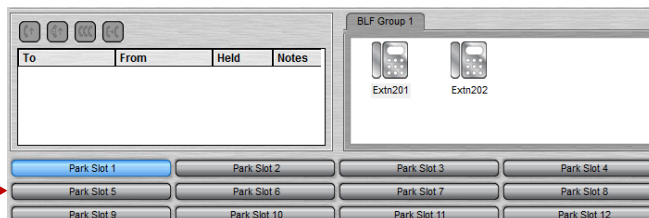
Call Handling

- To **Answer an Incoming Call**, use **ANY** of the following methods:
 - Click 
 - Press **Enter** key (on keyboard)
 - **Double-click** the incoming Call Information Panel


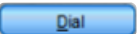



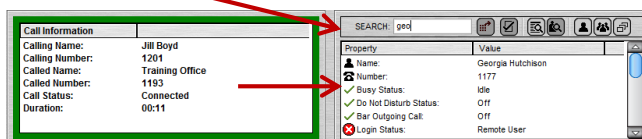
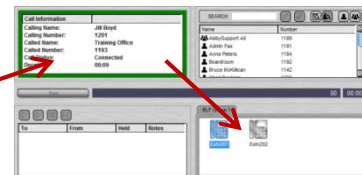
Parking a Call for Another Employee

- To **Park a Call**:
 - With the active call, click an unlit park key
 - Call/Page employee to Pick up “Park 1”
- To **Retrieve a Parked Call**:
 - Click the lit park key



Transferring a call






- To **Transfer** a call, use **ANY** of the following methods:
 - With the **active call**, press 
 - Enter the **Extension Number OR 9 + Phone Number** (using keyboard or dial pad)
 - **Announce Call** (optional)
 - Press **Enter Key OR Click** 
 - With an active call, **Drag** the call from the **Information Panel** to the user/group in the **BLF Panel**, then **Drop**
 - In the **SEARCH:** field, **Enter the Contact's Name**
 - Click  to **Complete Transfer OR**
 - **Drag** the call from the **Information Panel** to the **Search Panel**, then **Drop**

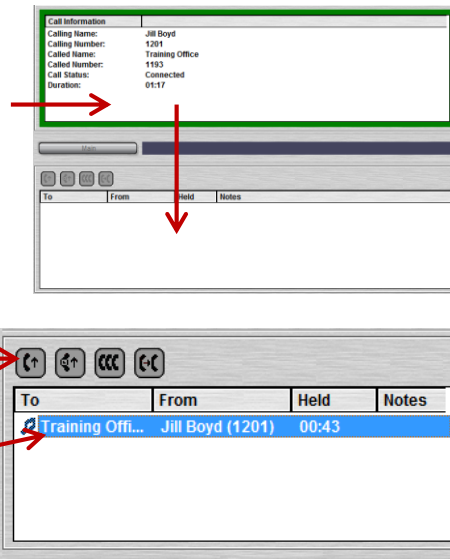


Transfer a call to Voicemail



- With the active call, press **F3**
- Enter **Extension Number** or **Name** of Employee or Hunt group, then Click 

Exclusive Hold

- To **Place** a Call on **Hold**:
 - With an **Active Call**, press  or **Drag and Drop** call into the **Held Call Panel**
 - To **Place** your **current Call** on **Hold** and **Answer** the **Next Call** in One Action, press **F7**.
- To **Retrieve** a **Held Call**, use ANY of the following methods:
 - Select the desired **Call**, then Click 
 - Click  to the **Retrieve** the **Longest Held Call**
 - Click  to **Transfer** the Selected Held Call
 - Click  to **Conference** Current Call with Held Calls
 - Double Click** the **Call** you'd like to **retrieve**






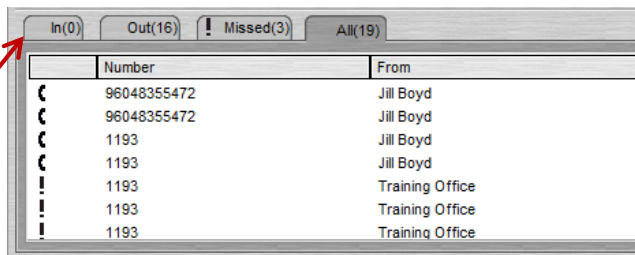
Paging

- Click 
- Choose the **Page Zone** you'd like to page
- Click **ok** or **Press Enter Key**
- Announce Call**
- Click  to **Hang Up**






Redial/Call History

- To **View Call History**:
 - Click 
 - Click **History**
 - Choose the **List** you'd like to **Review** (**In, Out, Missed, All**)
- To **Call Out** from **History**:
 - Double Click** the **Number** you would like **To Call** OR
 - Highlight** the **Number**, then Click 
- To **Clear History**, **Right Click** the **Call** you would like **To Clear**, then **Click Clear** OR **Clear All Tab** to **Clear All** calls
- Click  **Hang Up**




Conference Calling

- **Make or Receive First Call** (internal or external), **Place Call on Hold** 
- **Make or Receive Second Call**, **Place Call on Hold** 
- **Make or Receive third call** (optional), **press Conference key**  to **join all calls**

Note: The phone system will assign an extension number to the conference (ex. 100). Other employees can call that extension or transfer calls to it

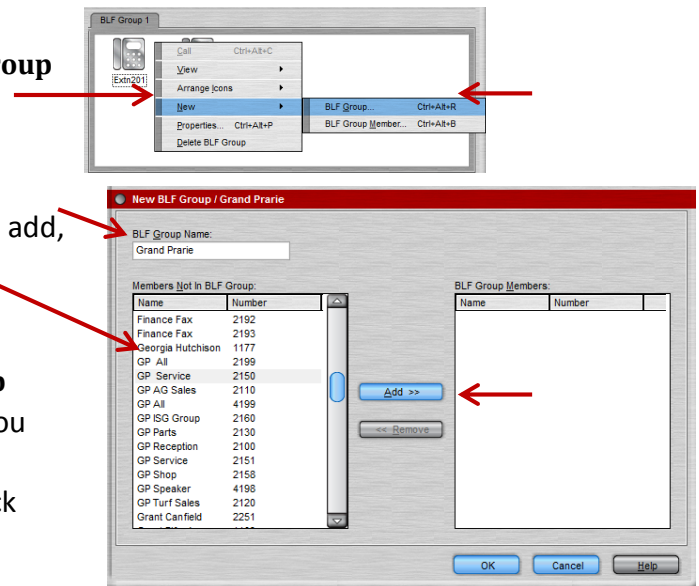
Call Recording

- With the active call, press the **Record Key** 

Note: Calls will record directly into your personal mailbox as a new message





Programming BLF Groups

- To Create a New Group
 - **Right click** in the **blank area** of the **BLF Group**
 - Click **New**
 - Click **BLF Group**
 - Enter **New Name** the group ex. "Sales"
 - **Choose the Extension(s)** you would like to add, then Click **Add**
 - Click **OK** when finished
- **Editing/Adding** extensions to an **existing Group**
 - **Double Click** the blank are or the **Group** you would like to **change**
 - **Click the User to Add or Remove**, then click **Add/Remove**
 - **Click Ok** when finished



Busy Lamp Field (BLF)

- The presence of a user will update depending on what they are doing.
Example: If they are busy on another call, set to call forward, DND etc..

	Unread Voicemail Messages A yellow envelope indicates the user has unread messages. The number of unread messages will appear in brackets.
	User Busy A red circle with white cross indicates the user is busy.
	Forwarding All A green circle indicates that the user has their extension call forwarded
	Do Not Disturb A blue circle with indicates the user is on do not disturb