Avaya Softconsole™

Release 1.0

Installation and Implementation Guide

555-233-131
Issue 1
March 2002

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About This Document

Introduction

Avaya Softconsole™ is an integrated software application that offers all of the capabilities of a hardware Attendant Console, plus the ability to share information across your organization. Attendants can now handle calls, access shared directories, and send mail from their computer using Softconsole.

This chapter provides an overview of Softconsole as well as the specific Avaya call processing (ACP) system connectivity and environments it supports. This chapter also provides an introduction to Softconsole administrative functions including configuration, directory maintenance, and database management.

Supported Connectivity and System Environments

The Softconsole application is designed to support two types of ACP connectivity: Internet Protocol (IP) or Digital Communications Protocol (DCP). During initial configuration of the application, you will specify the type of connectivity appropriate for your ACP system.

For IP configurations, the computer on which the Softconsole application resides must be able to connect to your organization's local area network (LAN). When Softconsole is started, it launches the Avaya iClarity IP Audio application automatically. Avaya iClarity IP Audio is an integrated application that enables you to log into the ACP server and handles the voice communications when you are using Softconsole in the "Road Warrior" (voice over IP) configuration. Once you are logged into the ACP server via Avaya iClarity IP Audio, an IP connection is established between Softconsole and the ACP server. Softconsole uses this IP connection to exchange call control information with the ACP server, enabling

Softconsole to handle calls. Depending on the type of IP configuration you are using (that is, Road Warrior configuration or Telecommuter configuration), both the call control information and voice may be routed over this IP connection. (See Appendix B for examples of these configurations.)

For DCP configurations, additional hardware is required to connect the computer on which the Softconsole application resides, the telephone, and the ACP. Specific physical requirements for DCP configurations are described in Chapter 1.

Softconsole can also operate in a variety of system environments, including Distributed Communications Systems (DCS) and Centralized Attendant Service (CAS) environments. In most cases, any impact that these environments may have on Softconsole features or functionality is minimal. For a list of affected features and procedures, see Appendix A.

Configuration Management

As the Softconsole administrator, you are responsible for defining and maintaining the system parameters required for efficient Softconsole operation. Using the Softconsole Configuration Manager application, you can specify ACP connectivity, create user profiles for multiple attendants, assign “hot keys” (that is, keyboard accelerators) for frequently accessed features, define directories, and customize audible alerts.

The first time you run the Configuration Manager after installing Softconsole, a configuration wizard is available to guide you through the configuration tasks. With this tool, you can configure Softconsole within minutes. After initial configuration, you can make changes to Softconsole settings using the Configuration Manager’s wizard or standard mode. Each tab within the Configuration Manager corresponds to a specific parameter (for example, user profiles) so that you can complete maintenance tasks quickly and easily. See Chapter 2 for more information.

Directory Management

Softconsole supports up to 100 directories. As Softconsole administrator, prior to configuration of the Softconsole application, you must create the directories that attendants can access via Softconsole. During the configuration process, you will identify these directories and also assign each user privileges related to the specified directories. For example, certain attendants may have access to all directories and certain attendants may have view-only permission for those directories.

Using the MasterDirectory software that is included with the Softconsole application, you can define the fields that attendants see when they access directories via Softconsole. The MasterDirectory application allows you to customize and manage the information in multiple directories with ease.

The MasterDirectory Application

The MasterDirectory application, which is included with the Softconsole product, is a powerful tool that allows you to create and manage the information contained in the directories used by Softconsole.

Using this tool, you can develop customized directories. For example, you can integrate information from multiple source files in a single database. One file might contain name and address information; another might contain service records, and yet another might contain emergency contact information. MasterDirectory makes it easy to create a complete profile of each person in your organization.

For your convenience, you can upload information from the ACP's Integrated Directory to the MasterDirectory so that you can use this information when you build multiple directories for Softconsole (see Chapter 2). The ACP's Integrated Directory feature enables an attendant to retrieve extension numbers from the system directory. The directory itself contains an alphabetical listing of names and numbers of system users. The upload feature simplifies cross-referencing and updating comprehensive database information.

MasterDirectory also enables you to automate the update process that keeps your critical database information synchronized. You can schedule update intervals in advance and identify which routines are performed at each interval. For complete information on MasterDirectory capabilities and procedures, see the *MasterDirectory 4.3 User's Guide.*

What's in This Document

This guide describes how to install and prepare to configure the Softconsole Release 1 application. This guide includes the following chapters:

- Chapter 1, "Installing Softconsole," provides the software and hardware requirements of Softconsole and describes how to install the Softconsole application.
- Chapter 2, "Configuring Softconsole," contains complete instructions that you should use in conjunction with the configuration wizard to administer the Softconsole application for the first time. This information includes directions for verifying physical connections to the Softconsole computer and a configuration checklist. It also include procedures for maintaining the Softconsole configuration.
- Chapter 3, "Troubleshooting," contains information about possible error conditions and how to respond to them when you install and configure Softconsole.
- Appendix A, "System Environments Affecting Softconsole Operation," identifies the ACP system features that, when enabled, may affect Softconsole operation.
- Appendix B, "ACP Connectivity Scenarios," provides an overview of several ACP connectivity scenarios identifying typical installations, the source of audible alerts, and voice path termination points.

Related Documentation

This document provides all the information you need to install and administer Softconsole efficiently. In addition, you can refer to the following documents:

- *Avaya Softconsole™ Release 1.0 Attendant System Features* Guide - This guide contains brief descriptions of ACP attendant features and how they appear to Softconsole users. Such features include Abbreviated Dialing, Attendant Call Waiting, Call Forwarding, Loudspeaker Paging, etc.
- *MasterDirectory 4.3 User's Guide* - This guide contains complete instructions for using MasterDirectory to create, modify, and update directories used within the Softconsole application.

In addition, this document assumes that you are familiar with ACP console administration concepts. For more information, refer to the *Administrator's Guide* that came with your ACP system.

You should also review and implement the precautions detailed in the *Avaya Security Handbook* that came with your Avaya call processing system. See "Security Issues," in the next section, for an explanation.

Security Issues

Telephone fraud is a rapidly increasing problem. Telephone toll fraud can occur in many forms, despite the numerous efforts of telephone companies and telephone equipment manufacturers to control it. Some individuals use electronic devices to prevent or falsify records of these calls. Others charge calls to someone else's number by illegally using lost or stolen calling cards, billing innocent parties, clipping onto someone else's line, or breaking into someone else's telephone equipment physically or electronically.

Today security problems are not just limited to toll fraud. There have been sharp increases in reported incidents of hackers: criminals skilled in reprogramming computer systems, accessing telecommunications systems through remote administration or maintenance ports. These ports cannot be used to place phone calls, but hackers can gain control over the setup of the system.

This is the most dangerous type of abuse because, once in your system, the hackers have control over all the administrative commands. While in your system, they have been known to:

- Turn on Remote Access or Direct Inward System Access (DISA). Hackers have been known to change the system at 8:00 p.m. to allow fraudulent calls. Then, at 3:00 a.m., they reprogram the system back to its original configuration. One company was victimized three weekends consecutively before it realized what was happening.
- Turn off Call Detail Recording (CDR) or Station Message Detail Recording (SMDR), make unauthorized use of your system all weekend, then turn it back on before Monday morning. This is especially disturbing to managers who are security conscious and check the CDR/SMDR reports every morning looking for suspicious activity. Managers will not see records of the calls because CDR/SMDR was turned off by the hackers. The administrator may notice the absence of CDR/SMDR records for evening, night, and weekend calls made by employees.

Network administrators and system administrators share the responsibility for securing their organization's networks and telecommunications systems. The specific steps you can take to protect system security are provided in the *Avaya Security Handbook* that came with your Avaya call processing system.

Avaya Fraud Intervention

If you suspect you are being victimized by toll fraud and you need technical support or assistance, call Technical Service Center Toll Fraud Intervention Hotline at 1 800 643-2353.

How To Get Help

To access software updates, the most current troubleshooting information, and other important information, go to http://avaya.com/support.

If you have questions about or problems with Softconsole that you cannot resolve after reading this document, contact Avaya Technical Support at 1 800 242-2121 (USA only) or your local authorized Avaya dealer.

Installing Softconsole

1

Before You Begin

Before you begin to install the Softconsole software, verify that your Softconsole installation package is complete, and that the computer on which the Softconsole application will reside meets both the hardware and software requirements identified in this section.

NOTE:
If you plan to install the Softconsole application that is already running the PC Console application, you must uninstall the PC Console software first. See the *DEFINITY® PC Console User's Manual* for information.

Contents of the Package

Your Softconsole package should contain one CD-ROM that includes the Softconsole installation and application software, online help, and Softconsole documentation.

Hardware and Software Requirements

This chapter provides instructions for installing the Softconsole product. To prepare for installation, you should verify that your equipment meets the requirements specific to the ACP connectivity for your configuration. For an explanation of ACP connectivity scenarios, see Appendix B.

Requirements for IP Configurations

The Softconsole software requires an ACP server running software: release 10 or later and an IBM-compatible computer that meets, or exceeds, the following basic requirements:

- Pentium®-based processor with a minimum of 400 Megahertz clock speed
- 128 MB of RAM available to the Softconsole application
- 15” color monitor (17” or larger color monitor recommended)
- CD-ROM drive
- Microsoft® Windows NT® 4.0 Server or Workstation with Service Pack 6 or later, or Microsoft Windows® 2000 Server or Professional with Service Pack 2 or later
- Microsoft Internet Explorer 5.5 or later (to view the online help)
- A sound card that supports full-duplex operation. Go to http://avaya.com/support for a list of supported sound cards.
- A headset (for the voice over IP configuration - see Appendix B). Go to http://avaya.com/support for a list of supported headsets.
- A network interface card (NIC) for local area network (LAN) connectivity and/or a modem (28.8 Kbps or faster) for dial-up networking
- Sufficient hard disk space. You will need 30 MB of hard disk space for the Softconsole software, *plus* additional space for your Softconsole directory information. The space for your Softconsole directory information depends upon the number of users you are supporting and the amount of information stored for each person.

  Refer to Table 1-1 to estimate the additional space required.

Table 1-1. Additional Hard Disk Space Requirements

Number of Users ➔ Number of Characters per User's Record ➘	200	500	1,000	5,000	10,000	20,000
200	4 MB	4.1 MB	4.2 MB	4.5 MB	5 MB	6 MB
500	4.1 MB	4.3 MB	4.5 MB	6.5 MB	9 MB	14 MB
1,000	4.2 MB	4.5 MB	5 MB	9 MB	14 MB	24 MB
5,000	4.5 MB	6.5 MB	9 MB	29 MB	54 MB	104 MB
10,000	5 MB	9 MB	14 MB	54 MB	104 MB	204 MB
20,000	6 MB	14 MB	54 MB	104 MB	204 MB	404 MB

⚠ CAUTION:

The Softconsole application will not install on computers running an unsupported operating system or existing versions of Avaya IP Softphone or Avaya IP Agent applications. In addition, the Softconsole application is not designed to coreside on a computer with the PC Console application.

Requirements for DCP Configurations

The Softconsole software requires an ACP server running software: release 9 or later and an IBM-compatible computer that meets, or exceeds, the following basic requirements:

- Pentium-based processor with a minimum of 400 Megahertz clock speed
- 128 MB of RAM available to the Softconsole application
- 15" color monitor (17" or larger color monitor recommended)
- CD-ROM drive
- Microsoft Windows NT 4.0 Server or Workstation with Service Pack 6 or later, or Microsoft Windows 2000 Server or Professional with Service Pack 2 or later
- Microsoft Internet Explorer 5.5 or later (to view the online help)
- A COM Port dedicated to Softconsole. (No other application may use this port.)
- A sound card (to generate ringing sounds). Go to http://avaya.com/support for a list of supported sound cards.

- Sufficient hard disk space. You will need 30 MB of hard disk space for the Softconsole software, *plus* additional space for your Softconsole directory information. The space for your Softconsole directory information depends upon the number of users you are supporting and the amount of information stored for each person. See Table 1-1 to estimate the additional space required.

Additional Hardware Required for DCP Configurations

You will need the following hardware components to install and use your Softconsole application.

- One of the following DCP telephones:
  - a CallMaster® VI telephone with a 2-wire DCP cord
  - an 8411 telephone with a D8W telephone cord
  - a 6400-series DCP telephone with a D8W telephone cord, plus the PassageWay® DirectConnect Adapter with a D6AP cord.
- A headset and necessary adapter (to facilitate ease-of-use).
- An EIA-232-D Connector cord (not included with the Softconsole) for connecting the computer to the DCP telephone.

  One end of the cord connects to the COM port on your computer. The COM port typically has either a 9-pin male or a 25-pin male interface.

  The other end of the cord connects to the telephone (which has a 25-pin female interface).

  The EIA-232-D Connector cord must connect to each of the two devices in your environment. If necessary, you can purchase adapters to change one or both ends of the cord to a different number of pins or to a different gender.
- a power supply:

  For US installations, the DEFINITY Power Kit, containing: KS-22911 power supply, 400B2 adapter, and D6AP cord.

  For US or International installations, the MSP-1 Power Supply Kit, containing: MSP-1 power supply, and power cord.

  NOTE:
  The CallMaster VI is powered by the ACP, and does not require a separate power supply.

Installation

The Softconsole software includes an installation program that guides you through the process of installing the application on the attendant's computer. The following checklists summarize the installation procedure appropriate for the type of ACP connectivity used by your configuration.

NOTE:
See Appendix B for a description of sample DCP and IP connectivity scenarios.

Installation Checklist for IP Configurations

To ensure proper installation, you must perform each of the following steps for IP configurations:

1. Review backup considerations.

NOTE:
If you plan to install the Softconsole application on a computer that is already running the PC Console application, you must uninstall the PC Console software before migrating to the Softconsole application. See the *DEFINITY® PC Console User's Manual* for information.

2. Administer Softconsole, at the ACP, as an Attendant Console (302).
3. Install the Softconsole software using the installation wizard.

When installation is complete, the installation program provides a link that allows you to configure the Softconsole application. See Chapter 2 for instructions on performing initial configuration. When configuration is complete, you must also verify installation and configuration according to the procedures in this guide.

Installation Steps for DCP Configurations

To ensure proper installation, you must perform each of the following steps for DCP configurations:

1. Review backup considerations.

NOTE:
If you plan to install the Softconsole application on a computer that is already running the PC Console application, you must uninstall the PC Console software before migrating to the Softconsole application. See the *DEFINITY® PC Console User's Manual* for information.

2. Administer Softconsole, at the ACP, as an Attendant Console (302).
3. Connect the computer to the telephone.

4. Connect the computer/telephone configuration to the power source.

   NOTE:
   This step is not necessary if you are using a CallMaster VI telephone. The CallMaster VI is powered by the ACP and does not require a separate power supply.

5. Install the Softconsole software.

When installation is complete, the installation program provides a link that allows you to configure the Softconsole application. See Chapter 2 for instructions on performing initial configuration. When configuration is complete, you must also verify installation and configuration according to the procedures in this guide.

Step 1: Review Backup Considerations

The Softconsole installation program can create backup copies of all files that are replaced when you install the Softconsole application. You can use these saved files later if you uninstall the application and want to restore the system to a previous state. During installation, select this option to save a backup file in the Backup folder, which is located in the directory where Softconsole resides.

In addition, regular backup procedures are an essential element in the successful operation of your Softconsole. Consider the following measures to protect valuable data:

- Implement a regular backup procedure. Information can be backed up (stored) on a diskette, tape, or remote network drive.
- Implement a circular backup routine. Keep the three most recent backup files. Overwrite only information older than that. In the event of a disk failure, you can still access and restore information that is relatively recent.
- Keep accurate records of where backup information is stored. During installation, you must specify the directory in which Softconsole software and information is stored. If you specify a directory other than the default Softconsole directory, make a note of the name and location of that directory. Then, back up all information within the Softconsole directory.

In addition to maintaining backups of your software, it is important to recognize the importance of hardware-related issues.

- If your Softconsole computer is powered by a local electrical outlet, consider augmenting the configuration with a battery backup system. This is particularly important if your ACP is supported in a similar manner.
- For DCP installations: If you have replaced an attendant console telephone with the Softconsole application, you may wish to retain the original hardware for use in the event of a computer failure.

- For DCP installations: Consider backing up the telephone outlet to which Softconsole is connected. If an outlet (or related wiring) should fail, it is extremely helpful to have a second outlet available locally.

Step 2: Administer Softconsole as an Attendant Console

The ACP must recognize the Softconsole as a 302 Attendant Console.

To administer Softconsole at the ACP as a 302 Attendant Console:

1. Enter the following command:

   display console parameters

2. Verify that the ACP console parameters are correct. These should include (but are not limited to) Class of Service, Class of Restriction, timing, and queue priorities.
3. Do one of the following:
   - If the Softconsole application is replacing an existing 302 Attendant Console, print a copy of the associated attendant form using the following command:

     display attendant # print

   - If Softconsole application is *not* replacing an existing 302 Attendant Console, use the following command to enter the data for the Softconsole as a 302 Attendant Console:

     add attendant #

4. Select the appropriate options on the attendant form. Among these options is the type of console being defined. You must specify a 302B to achieve the greatest compatibility with the Softconsole application.
5. Make a note of these required feature button assignments, particularly those indicated in the “Default Button Number” column, below.

Default Button Number	Button Assignment
1	Split
6	Hold
19	Forced Release
23	Night Service
24	Position Busy

6. Make a note of the display button assignments, particularly those that have been moved from their default positions (indicated in the “Default Button Number” column, below). These display buttons are required.

Default Button Number	Button Assignment
1	Normal
4	Next

NOTE:
The Next button is required for DCP configurations with the Integrated Directory feature enabled. The Next feature must also be configured on display button 4 at the ACP.

7. Assign an extension to this station.
8. Print the attendant form using the following command. (You will need the information it contains when configuring the Softconsole application.)

   display attendant # print

Step 3: Connect the Computer to the Telephone (for DCP Configurations Only)

If you are using a CallMaster VI telephone (see Figure 1-1):

1. Plug the EIA-232-D Connector cord (including adapter, if necessary) into the communications (COM) port on the computer. If more than one port is available, write down the number of the port to which you physically attach the cord. Tighten all retaining screws.

   NOTE:
   Attach an adapter only if the EIA-232-D Connector cord does not conform to the COM port on the PC. You can purchase adapters to change the number of pins and/or the gender of the connector.

2. Plug the remaining end of the EIA-232-D Connector cord (including adapter, if necessary) into the 9-pin interface at the top of the telephone. Tighten all retaining screws.

   NOTE:
   Attach an adapter only if the EIA-232-D Connector cord does not conform to the 9-pin female interface on the telephone. You can purchase adapters to change the number of pins and/or the gender of the connector.

3. Connect one end of the 2-wire DCP cord to the jack at the top of the telephone.
4. Plug the remaining end of the 2-wire DCP cord into the wall jack.
5. Go to “Step 5: Install the Softconsole Software’’ on page 1-18.

   NOTE:
   The CallMaster VI is powered by the switch and does not require an independent power supply.

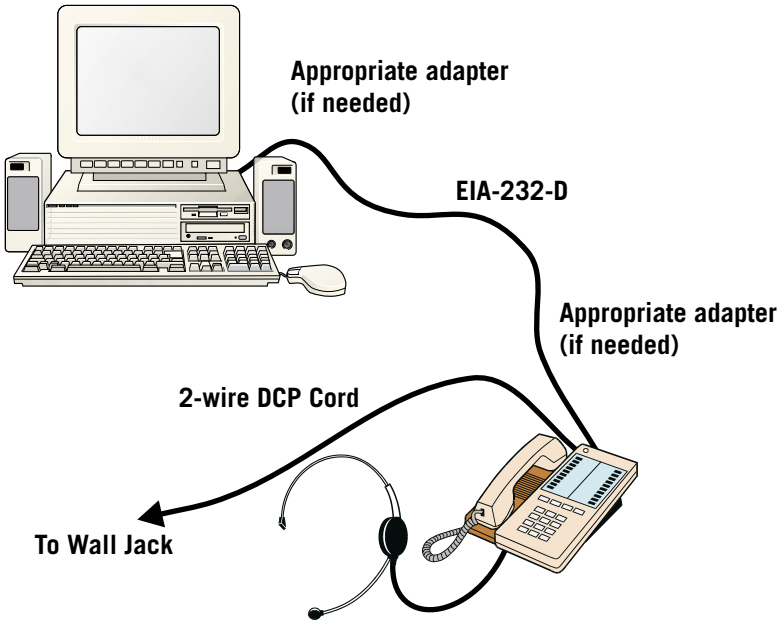

Figure 1-1. Connecting the Computer to the CallMaster VI Telephone

If you are using an 8411 telephone (see Figure 1-2):

1. Plug the EIA-232-D Connector cord (including adapter, if necessary) into the communications (COM) port on the computer. If more than one port is available, write down the number of the port to which you physically attach the cord. Tighten all retaining screws.

   NOTE:
   Attach an adapter only if the EIA-232-D Connector cord does not conform to the COM port on the PC. You can purchase adapters to change the number of pins and/or the gender of the connector.

2. Plug the remaining end of the EIA-232-D Connector cord (including adapter, if necessary) into the 25-pin interface on the bottom of the telephone. Tighten all retaining screws.

   NOTE:
   Attach an adapter only if the EIA-232-D Connector cord does not conform to the 25-pin female interface on the telephone. You can purchase adapters to change the number of pins and/or the gender of the connector.

3. Connect one end of a D8W cord to the jack on the bottom of the 8411 telephone.
4. Go to “Step 4: Connect the Computer/Telephone Configuration to the Power Source (for DCP Installations Only)” on page 1-14.

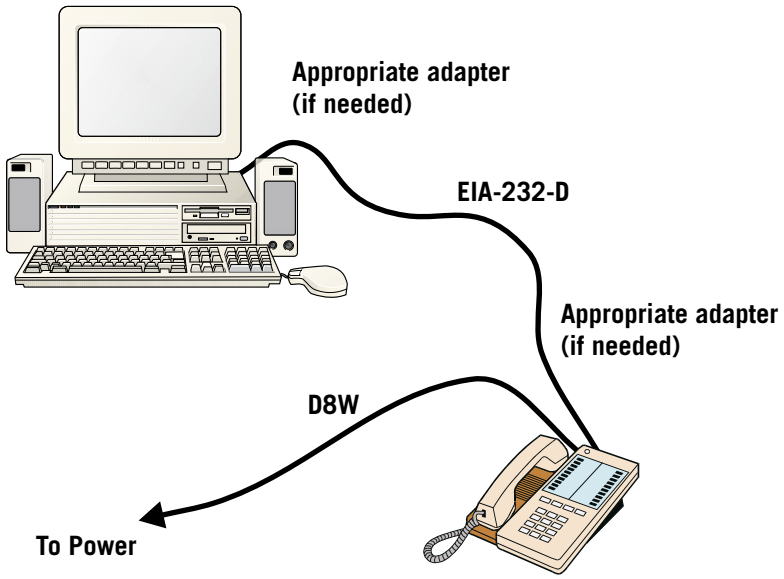

Figure 1-2. Connecting the Computer to the 8411 Telephone

If you are using a DCP telephone and PassageWay Adapter (see Figure 1-3):

1. Plug the EIA-232-D Connector cord (including adapter, if necessary) into the communications (COM) port on the computer. If more than one port is available, write down the number of the port to which you physically attach the cord. Tighten all retaining screws.

   NOTE:
   Attach an adapter only if the EIA-232-D Connector cord does not conform to the COM port on the computer. You can purchase adapters to change the number of pins and/or the gender of the connector.

2. Plug the remaining end of the EIA-232-D Connector cord (including adapter, if necessary) into the 9-pin interface on the PassageWay Adapter. Tighten all retaining screws.

   NOTE:
   Attach an adapter only if the EIA-232-D Connector cord does not conform to the 9-pin female interface on the PassageWay Adapter. You can purchase adapters to change the number of pins and/or the gender of the connector.

3. Connect one end of a D8W cord to the “Phone” jack on the PassageWay Adapter. Connect the other end to the jack on the DCP telephone.
4. Connect one end of another D8W cord to the “Line” jack on the PassageWay Adapter. You will use the remaining end of this cord to connect to the wall jack.
5. Go to “Step 4: Connect the Computer/Telephone Configuration to the Power Source (for DCP Installations Only)” on page 1-14.

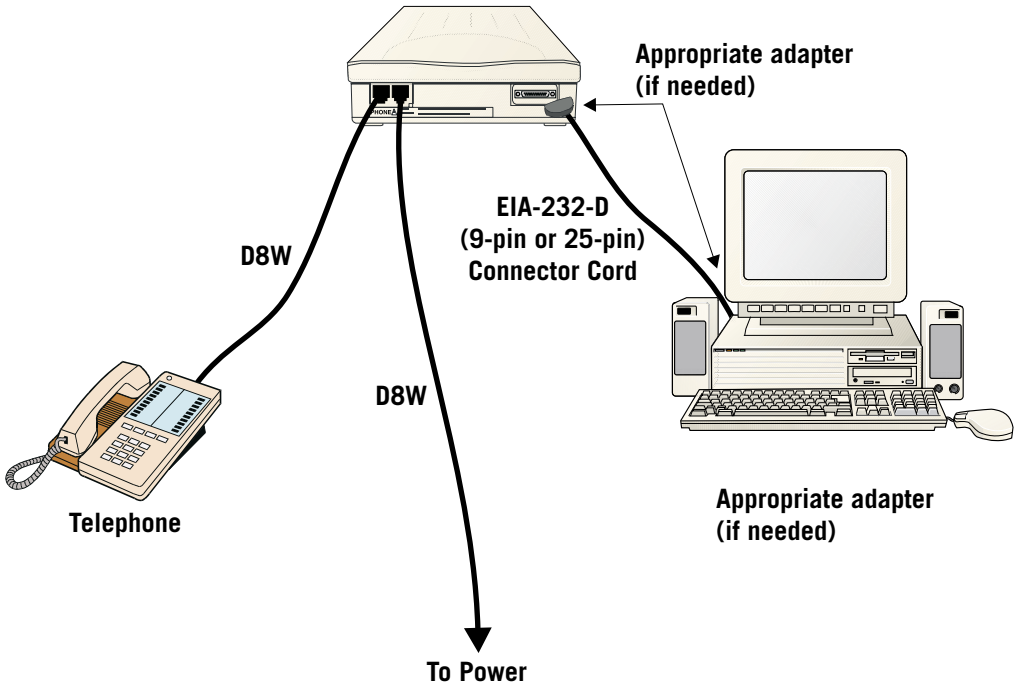

Figure 1-3. Connecting the Computer to the DCP Telephone and PassageWay Adapter

Step 4: Connect the Computer/Telephone Configuration to the Power Source (for DCP Installations Only)

If you are using an 8411 or 6400-series telephone, you must connect the computer/telephone configuration to a separate wall jack.

NOTE:
This step is not necessary if you are using a CallMaster VI telephone. The CallMaster VI is powered by the switch, and does not require a separate power supply.

If you are using a KS-22911,L2 power source (see Figure 1-4):

1. Plug the 4002B2 Adapter into the PBX wall jack.
2. Plug the remaining end of the D8W cord (from the computer/telephone configuration you assembled earlier) into the bottom connector on the 400B2 adapter.
3. Plug one end of the D6AP cord into the power supply unit.
4. Plug the other end of the D6AP cord into the top connector on the 400B2 adapter.
5. Plug the power supply unit into a 120 VAC, 60 Hz outlet.

   CAUTION:
   Make certain that the AC outlet to which you connect the power supply is not controlled by a wall switch or light dimmer.

6. Go to “Step 5: Install the Softconsole Software” on page 1-18.

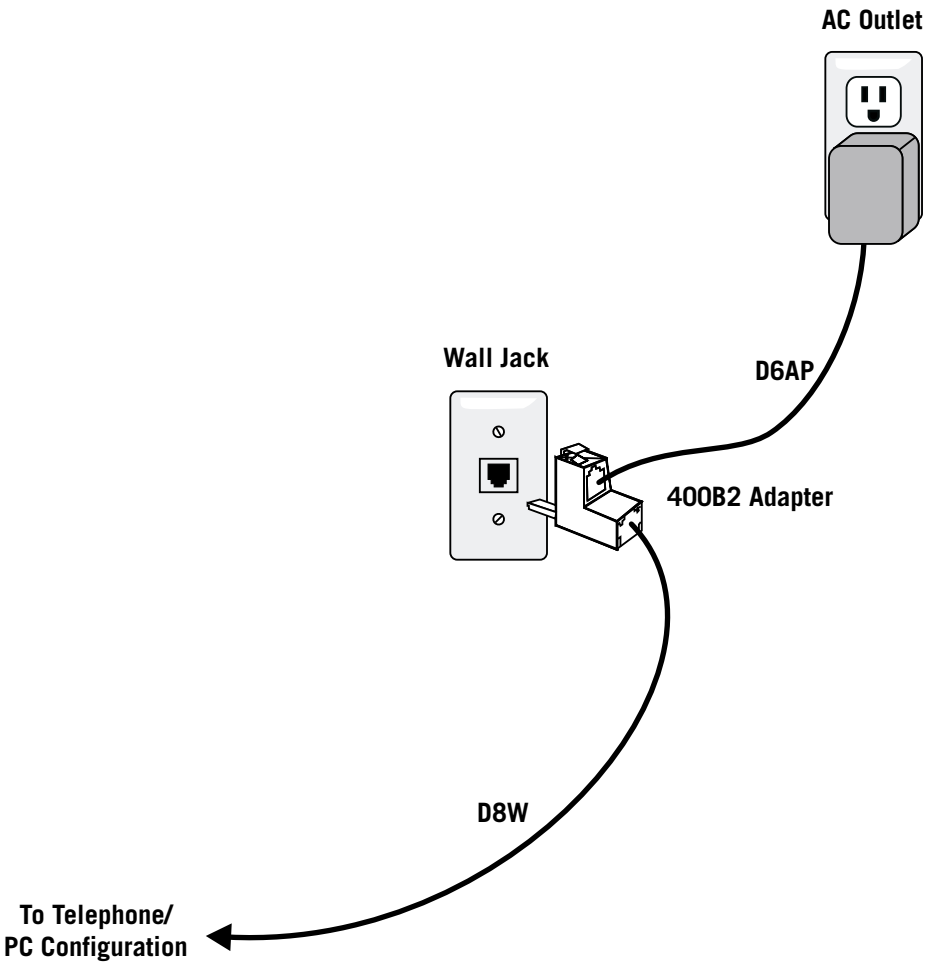

Figure 1-4. Attaching the KS-22911,L2 Power Source

If you are using an MSP-1 power source (see Figure 1-5):

1. Plug the remaining end of the D8W cord (from the computer/telephone configuration you assembled earlier) into the connector labeled “Phone” on the power supply.
2. Insert one end of the second D8W cord into the connector labeled “Line” on the power supply.
3. Insert the remaining end of the second D8W cord into the PBX wall jack.
4. Plug the power supply cord into the power supply unit.
5. Plug the other end of the power supply cord into an appropriate AC outlet. If the power supply cord provided with the MSP-1 Power Supply is not compatible with your AC outlet, you may either:
   - use an adapter to conform to local blade arrangement, or
   - use a replacement cord if an appropriate adapter is not available.

   CAUTION:
   Make certain that the AC outlet to which you connect the power supply is unswitched (for example, not controlled by a wall switch or light dimmer).

6. Go to “Step 5: Install the Softconsole Software” on page 1-18.

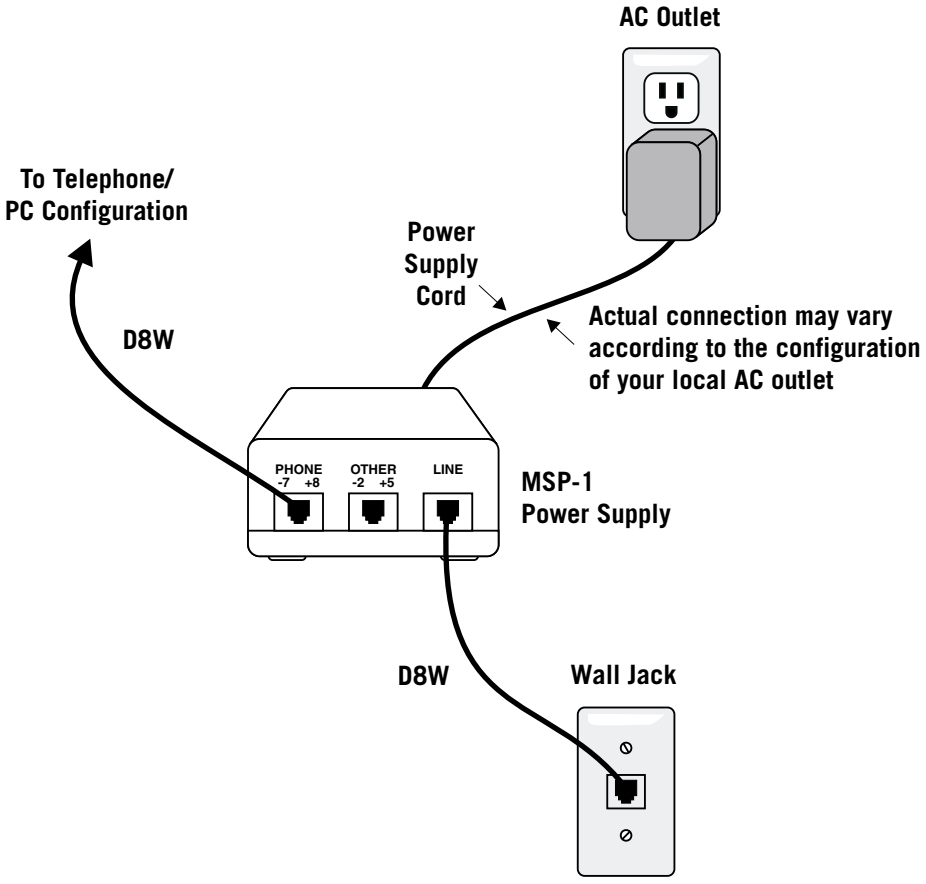

Figure 1-5. Attaching the MSP-1 Power Source

Step 5: Install the Softconsole Software

NOTE:
If you plan to install the Softconsole application on a computer that is already running the PC Console application, you must uninstall the PC Console software first. See the *DEFINITY® PC Console User's Manual* for information.

To install the Softconsole software:

1. Exit all Windows programs before running the Softconsole setup program.
2. Insert the Softconsole CD into the CD-ROM drive.

   If the Autorun feature is enabled on your computer, the Softconsole Setup dialog box appears. Go to Step 5.
3. Double-click on the My Computer icon on your desktop.
4. Double-click on the CD-ROM icon, and then double-click on **setup.exe**.

   The Softconsole Setup dialog box appears.
5. Click **Next**.

   The Welcome screen is displayed.
6. Click **Next**.

   The Choose Destination Location dialog box is displayed.
7. If you want to install the Softconsole software to a directory other than the indicated default, click **Browse** to select that location now.

   NOTE:
   The MasterDirectory files can be installed on your network to allow file sharing with other console operators. If you select this type of installation, also install and maintain a local copy of the database information on the hard drive of each computer that may require access to this information. In the event of a LAN failure, the user can manually switch to the local copy of the database information that allows it to place and receive phone calls.

   Under no circumstances should you try to install or run the Softconsole executable files off the LAN. The executable files are specifically designed for a single user and must reside on your local hard drive.
8. Click **Next**.

   The Backup Replaced Files dialog box is displayed.

9. Do one of the following:
   - To retain a copy of all files currently installed, click **Yes**. If you want to retain file copies in a directory other than the indicated default, click **Browse** to select that location now.
   - To continue without retaining a copy of all currently installed files, click **No**.
10. Click **Next**.

    The Select Program Manager Group dialog box is displayed.
11. If you want your Softconsole icons to reside in a program group other than the indicated default, select that program group now.
12. Click **Next**.

    The Start Installation dialog box is displayed.
13. Do one of the following:
    - To re-enter any installation information, click **Back**. Follow steps 8 through 13 to enter new information.
    - To begin installation, click **Next**.

      When the installation process is complete, the Installation Complete dialog box is displayed.
14. Do one of the following:
    - If you want to begin initial configuration of the Softconsole application now, select the **Run Configuration Manager** checkbox, and then click **Finish**. See Chapter 2 for information on performing initial configuration.
    - If you do not want to begin initial configuration of the Softconsole application now, click **Finish**.

The Softconsole application is now installed on your computer. You must configure the application before you can use the Softconsole for call handling.

Configuring Softconsole

2

Introduction

This chapter provides an overview of the steps you will complete during initial configuration, as well as procedures for maintaining the Softconsole configuration.

Getting Started

After you have completed installation of the Softconsole software, you must configure the application. (If you attempt to run the Softconsole application before you complete initial configuration, you will receive an error message.) A configuration wizard is provided with the Softconsole application to guide you through the process of defining Softconsole settings.

NOTE:
To speed the configuration process, be sure that you have administered the Attendant position at your call processing system (see Chapter 1) and that you have printed copies of ACP Attendant administration pages available for reference. You should also verify that all hardware connections are secure (see Chapter 1).

You can update configuration information by accessing the Configuration Manager and choosing wizard mode or standard mode. In standard mode, you can select an option from the tabs displayed along the top of the Configuration Manager window to make changes to specific aspects of the Softconsole configuration.

Initial Configuration

During configuration of the Softconsole application, you will specify the directories that the attendant can access via the Softconsole, and you will also indicate whether the attendant has permission to add, edit, or delete information contained in these directories. However, before you can configure Softconsole to access directories, you must create these directories.

Directory Administration

You will use the MasterDirectory application that was installed with the Softconsole software to build the various directories that contain information about the people at your location, at remote sites, and about your business contacts. Using the MasterDirectory application, you can also configure Softconsole to allow attendants to access the ACP Integrated Directory. These types of directories are described in the following section.

Directory Types

You should specify one directory as the *default directory* within Softconsole. This is the directory that you specify first in the Directory Configuration window. The default directory is used to populate the directory display area of the Softconsole window until the user selects another directory.

Default Directory

Unlike any other directories that you create for Softconsole, the default directory:

- is used to identify the called or calling parties and to display that information in the Second Party Display area of the Softconsole window
- is used to identify the user name associated with each Busy Lamp Field on the Softconsole window

ACP Integrated Directory

Using the MasterDirectory Import function, you can upload information from the ACP's Integrated Directory to build multiple directories for Softconsole. The Integrated Directory feature enables an attendant to retrieve extension numbers from the ACP system directory. The directory itself contains an alphabetical listing of the names and numbers of ACP system users.

Sample Directory

A sample directory named sample.md is installed with Softconsole. This database file contains fields such as:

- Name
- Phone
- Cell Phone
- Email Address
- Notes

You can use this sample database structure as the foundation for all of your Softconsole directories. If you prefer you can develop customized database structures using the MasterDirectory application.

Create Directories Using the MasterDirectory Application

Refer to the *MasterDirectory User's Guide* for the step-by-step instructions to build your directories, to upload the ACP Integrated Directory, and to customize the database structure for these directories.

To create a directory that contains the information from the ACP system:

1. Start MasterDirectory, and create a new directory.

   When you create this directory, it is recommended that you select the **Copy an existing directory's schema** option. Then use the schema of the sample directory (sample.md).

2. Create an import for your configuration (that is, ACP system via IP connection or ACP system via a DCP connection).
3. Import the data from the ACP system. (See "Importing a Source File" in the MasterDirectory online help.)
4. Configure the fields in MDAccess. (See "Seeting the Fields in MDAccess" in the MasterDirectory online help.)

Initial Configuration Tasks Checklist

Initial configuration consists of the following tasks:

NOTE:
If you are migrating from the DEFINITY PC Console application, you must administer the capabilities of the Softconsole just as you would for a new installation. Programmed information that was used for PC Console was not saved when you uninstalled that application and replaced it with the Softconsole software.

1. Launch the configuration wizard.
2. Specify ACP connectivity (IP or DCP).
3. Download the ACP configuration.
4. Verify trunk configuration.
5. Verify feature button assignments.
6. Configure Hundreds Groups.
7. Configure directories.
8. Specify attendant users and the directories they can access.
9. Configure Softconsole display settings and audible alerts.
10. Verify the completed configuration.

Keep in mind that while you are downloading the ACP configuration information to Softconsole, the console cannot accept calls.

NOTE:
Be sure you have created the necessary directories before you begin configuration. See “Initial Configuration” for more information.

Step 1: Launch the Configuration Wizard

1. Launch the configuration wizard in one of the following ways:
   - At the Desktop window, select **Run Configuration Manager** from the Start menu. The wizard starts automatically at initial configuration, and the Welcome window displays.
   - At the Desktop window, double-click on the **Configuration Manager** icon. The wizard starts automatically at initial configuration, and the Welcome window displays.
2. Click **Next**.
3. At the Softconsole Configuration Manager - Password window, enter your Softconsole administrator password in the **Password** box.
4. In the **Confirm password** box, re-enter your Softconsole administrator password.

   You will need to know the password that you are assigning now whenever you make administrative changes to Softconsole. You can also use this password to launch the Softconsole Operations application.
5. Click **Next** and proceed to "Step 2: Specify ACP Connectivity."

Step 2: Specify ACP Connectivity

The ACP Connection window allows you to specify whether Softconsole uses a DCP or IP connection to the ACP. These connectivity types are described in Appendix B.

If your installation uses an IP connection:

1. At the ACP Connection window, click **IP Connection**.
2. Click **Next** and proceed to "Step 3: Download the ACP Configuration."

If your installation uses a DCP connection:

1. At the ACP Connection window, click DCP connection.
2. In the **Phone Settings** area, select the appropriate option:
   - **μ-law** (default) - permits the system to digitize voice signals according to accepted Mu-Law standards.
   - **A-law** - permits the system to digitize voice signals according to A-Law standards.
3. Verify that the EIA-232-D connector cable is connected to the computer and the DCP telephone.

4. Do one of the following:
   - If you know the number of the COM port to which the DCP telephone is connected, select that port number (for example, COM 1) from the pull-down list in the **Auto Detect Com Port** area. The COM port is the port on the back of the Softconsole computer to which the DCP telephone is physically connected.
   - If you do not know the COM port number, click **Start Detection** to have Softconsole identify the port number automatically.
5. Click **Next** and proceed to "Step 3: Download the ACP Configuration."

Step 3: Download the ACP Configuration

The Download ACP Configuration window allows you to import the feature button information programmed for your ACP. Importing this information to Softconsole speeds the configuration process. Follow the steps appropriate for your ACP connection.

If your configuration uses an IP connection:

1. At the Download ACP Configuration window, click **Start Download**.
2. When prompted to do so, enter your sound card configuration and IP login information.

   After you have successfully logged in, the download process begins. The status of this process is displayed in the Download Status box.
3. When the download is complete, click **Next** and proceed to "Step 4: Verify Trunk Configuration."

If your configuration uses a DCP connection:

1. Verify that the Softconsole computer is connected to the DCP telephone via a serial cable, and that the telephone receiving power.
2. From the pull-down list in the **View Button Number** box, select the number of the feature button to which Button View is assigned on the ACP.
3. Click **Start Download** to begin downloading the ACP configuration. The status of this process is displayed in the Download Status box.
4. When the download is complete, click **Next** and proceed to "Step 4: Verify Trunk Configuration."

NOTE:
Trunk and Hundreds Group information for this station is not automatically downloaded by this procedure. Instructions for entering this information manually are provided in the following sections. It is recommended that you have the ACP Attendant Administration Form available for reference for the following steps.

Step 4: Verify Trunk Configuration

The Trunk Configuration window displays the information imported from the ACP download. You can add, edit, or delete trunk buttons, as well as define “hot keys” (that is, keyboard accelerators) for the configured trunk buttons.

These buttons perform the same function as Trunk Group button on a non-computer based console. Specifically, they allow the attendant to select an outgoing trunk group. They can also be used to select a code-calling or loudspeaker paging zone.

Refer to the Attendant Administration Form, Page 2 as you verify the Trunk Configuration window. The ACP buttons must be configured in Softconsole as they appear on the Attendant Administration page.

To add an ACP button:

1. Click **Add**, and enter the ACP button number, label, and description.

NOTE:
You must provide the ACP button number, description text, and label text. Labels typically reflect the location associated with a Trunk Group (for example, “Dallas,” “Paris,” “NYC”) and can be a maximum of six characters.

2. To specify that this Trunk Group appears on the Softconsole window as a button as well as an option on the Trunk Group menu, enter “No” in the Menu Only column.

   NOTE:
   You change the order of administered Trunk Group buttons on a toolbar and move buttons from one toolbar to another. To do so, select the Trunk Group button and click on the appropriate arrow button.

3. To specify a keyboard accelerator to access this Trunk Group button, enter that information in the Hotkey column.
4. When you are finished entering information about the button, click **OK**.

To change the information for one of the administered trunk buttons, select the button and click **Change**. Then, enter your changes.

To delete one of the administered trunk buttons, select the button and click **Delete**.

When you are finished configuring trunk buttons, click **Next** and proceed to “Step 5: Verify Feature Configuration.”

Step 5: Verify Feature and Display Button Configuration

The Feature Configuration window displays the administered feature and display buttons imported from the ACP download. You can add, edit, and delete buttons, as well as define “hot keys” (that is, keyboard accelerators) for these buttons, using this window.

Feature buttons are displayed on a toolbar on the attendant’s Softconsole window and perform the same function as feature buttons on an attendant console telephone. For example, an Integrated Directory feature button accesses the Integrated Directory feature on the ACP.

NOTE:
The feature buttons required on every Softconsole are Split, Hold, Forced Release, Night Service, and Position Busy. You cannot delete these administered buttons.

Display buttons access a specific display function. The attendant clicks the button to perform the associated task. For example, the Next display button cycles to the next entry in a displayed list.

NOTE:
The Normal display button is required on every Softconsole. The Next display button is also required for DCP configurations with the Integrated Directory feature enabled. See “Step 9: Define Softconsole Display Settings and Audible Alerts.”

Each button is assigned a label (an 8-character name that appears on the attendant’s Softconsole window), a description of its function (which is displayed as the button’s Help Tip and in menus).

To add a feature/display button, click **Add** and enter the information for the new button.

NOTE:
You must provide the button type, button number, feature name, label text (up to eight characters), and description for each button. In the Hotkey column, you can also define a keyboard accelerator for a button.

You change the order of administered feature/display buttons on a toolbar and move buttons from one toolbar to another.

- If you want to rearrange the buttons on a toolbar (or move a button to another toolbar), select the feature/display button and click on the appropriate arrow button.
- If you do not want a button to appear on any toolbar, specify “Yes” in the Menu Only column.

To change the information for one of the administered feature/display buttons, select the button and click **Change.** Then, enter your changes.

To delete one of the administered feature/display buttons, select the button and click **Delete**.

When you are finished configuring these buttons, click **Next** and proceed to "Step 6: Configure Hundreds Groups."

Step 6: Configure Hundreds Groups

Refer to the Attendant Administration Form, Page 2 as you complete the Hundreds Group window. You must enter the Hundreds Groups in the boxes provided as they appear on the Attendant Administration Form.

Each administered Hundreds Group button corresponds to the 100 Busy Lamp Fields on the Softconsole attendant window. The label you assign to each Hundreds Group button should reflect the first digit (or group of digits) for the associated extensions. Each label can have a maximum of three characters.

- If your dialing plan has three-digit extensions, you could conceivably have 1000 extensions — 000 through 999. You would therefore assign up to 10 Hundreds Group buttons at the switch and duplicate their assignments here. The first Hundreds Group button would handle extensions 000 through 099. The second would handle extensions 100 through 199, and so forth. The extensions themselves would automatically be labeled within the grid that is displayed to the attendant (000 through 099, and 100 through 199), and the corresponding Hundreds Group button would be labeled with the group's prefix — in this example, 0 and 1.
- If your dialing plan has five-digit extensions, and you have 500 extensions — for example 10000 through 10499, you would assign five Hundreds Group buttons. The first Hundreds Group button would handle extensions 10000 through 10099. The second would handle extensions 10100 through 10199, and so forth. The extensions themselves would automatically be labeled within the grid that is displayed to the attendant, and the corresponding Hundreds Group button would be labeled with the group's prefix — in this example, 100 or 101.

When you are finished entering and labeling Hundreds Groups, click **Next** and proceed to "Step 7: Specifying the Directories Available to the Softconsole Application."

Step 7: Specifying the Available Directories

As the Softconsole administrator, you must define and maintain the directories that attendants can access via Softconsole. Be sure you have created the necessary directories before you begin this procedure. See “Before You Begin” for more information.

1. At the Directory Configuration window, click **Add**.
2. In the Add Directory dialog box, click **Browse** to locate the directory you want to make accessible to Softconsole.
3. Select a directory from the list shown in the Directory Search dialog box.
4. In the **Directory Name** box, enter a unique name for this directory.
5. In the **Hotkey** box, define a keyboard accelerator than can be used to access this directory. This step is optional.
6. To identify the specified directory as the default directory, mark the **Default Directory** checkbox, and do one of the following:
   - If you want to edit any of the information, click **Change** and make your changes to the information displayed for a particular directory.
   - If you want to change the order in which directories will be displayed on the Softconsole window, use the up and down arrow keys.
7. When you are finished working in the Directory Configuration window, click **Next** and proceed to “Step 8: Specify Attendant Users and Directory Access.”

Step 8: Specify Attendant Users and Directory Access

The Attendant Users window allows you to specify who is authorized to access Softconsole. In addition, you can specify the directories that each user can access to add, edit, and delete information.

NOTE:
If you do not assign a user permission to add, edit, and delete information in directories, the user is allowed view-only access to directory information.

1. In the Attendant User Login Settings area of the Attendant Users window, indicate whether attendants must log into Softconsole, and if so, whether they must enter a password.
   - Multiple attendant users login required - Select this option to require attendants to identify themselves to Softconsole.
   - Attendant user password required - If users are required to log into Softconsole, you can select this option if attendants must enter a password.
2. Click **Add User**.

3. Enter a user's name in the Attendant User List box.
4. In the Directories Permitted to Modify box, do one of the following:
   - If the information displayed is acceptable, click **Next**.
   - If you want to add or delete directories, make changes to the list and click on the appropriate button (for example, **Add Directories**).
   - If you want to add another user, repeat steps 2 and 3.
5. When you have finished adding users and assigning them permission to access directories, click **Next** and proceed to "Step 9: Define Softconsole Display Settings and Audible Alerts."

Step 9: Define Softconsole Display Settings and Audible Alerts

The Softconsole Configuration window allows you to define the audible alerts, display features, and call handling behavior that the Softconsole computer will use during operation.

1. At the Softconsole Configuration window, specify the audible alerts related to various call types listed in the Call Sound Files area. Use the Browse and Play buttons to listen to the available WAV files associated with each call type, which include:
   - Incoming calls
   - Held calls
   - Emergency calls
   - Calls waiting
2. In the Second Party Display Handling area, select which information will be displayed in the Second Party Display area of the Softconsole window.
   - Originator (Default) - Information for the calling party is displayed.
   - Coverage Point - Information for the called party is displayed.
3. In the Auto Transfer area, indicate whether the Auto Transfer feature is enabled ("On" - Default).

   When this feature is enabled, the attendant can transfer an incoming call to an extension by pressing the Transfer button and dialing the extension. The call is automatically placed on hold during the transfer. The attendant can temporarily disable the Auto Transfer feature to announce calls (see the *Avaya Softconsole™ Release 1.0 Attendant's Guide* for details.)

4. In the Attendant Queue Feature Access area, indicate whether you want to use this feature and how you want it displayed.

   When this feature is enabled, a display in the status bar indicates the number of calls in the attendant queue and how long the oldest call in the queue has been waiting. The number of calls is shown as an advancing bar within the Calls in queue box for the status bar.

   If you do not enable this feature, a simple display in the status bar indicates the current status of the attendant queue. See the *Avaya Softconsole™ Release 1.0 Attendant's Guide* for sample displays.

   - Use Attendant Queue Feature - Mark this checkbox to enable the Attendant Queue feature.
   - Full Scale Value- If you are enabling this feature, select the appropriate value from the pull-down list in this box. This value represents the number of calls in the queue that will cause the advancing bar to fill the status bar.
   - ACP Feature Button Number - If you are enabling this feature, select the ACP Feature button number associated with this feature.

5. In the Group Select Feature area, indicate whether you want the Group Select feature enabled.

   - Use Group Select Feature - Mark this checkbox to enable the Group Select feature.
   - ACP Feature Button Number - If you are enabling this feature, select the associated ACP Feature button number from the pull-down list in this box.

6. In the Directory Feature area, indicate whether you want the Integrated Directory feature enabled.

   - Use Directory Feature - Mark this checkbox to enable this feature.
   - Feature/Display - If you are enabling this feature, select the appropriate option. The Integrated Directory feature can be administered on a feature or display button.
   - ACP Button Number - If you are enabling this feature, select the associated ACP Feature or Display button number from the pull-down list in this box.

7. In the New Incoming Call Behavior area, indicate how you want Softconsole to reflect incoming calls when the application is minimized or hidden behind other application windows.

   - Only Flash task bar icon - Select this option to have the new call button on the Action toolbar flash.
   - Bring to front - Select this option to have Softconsole window move to the foreground immediately.

8. When you have finished entering Softconsole configuration information, click **Next**.

9. At the Finish window, click **Finish** to accept the configuration information that you have entered.
10. When the configuration is saved, proceed to "Step 10: Verify the Completed Configuration."

Step 10: Verify the Completed Configuration

Before attendants begin handling calls, you should test the configuration.

If you are using an IP configuration:

At the Desktop window, double-click on the **Softconsole** operations icon, log into the ACP, and try a test call.

If you are using a DCP configuration with an 8411 or CallMaster VI telephone:

1. Press the **Speaker** button on the telephone.

NOTE:
If you are using a CallMaster VI, make sure that the indicator lamp on the headset is *not* lighted (which indicates that the headset is turned off).

2. Verify that the red LED associated with this button is lighted, and that you do *not* hear dial tone. (This is an indication that the Softconsole is correctly administered as a 302 Attendant Console.)

NOTE:
The analog jack on the back of the 8411 telephone is inoperable when used with Softconsole.

3. At the Desktop window, double-click on the **Softconsole** operations icon, and try a test call.

If you are using a DCP telephone and PassageWay Adapter:

1. Verify that the red light is glowing steadily on top of the PassageWay Adapter.
2. Press the **Speaker** button on the telephone.
3. Verify that the red LED associated with this button is lighted, and that you do *not* hear dial tone. (This is an indication that Softconsole is correctly administered as a 302 Attendant Console.)
4. At the Desktop window, double-click on the **Softconsole** operations icon, and try a test call.

This completes the initial configuration process for Softconsole.

Maintaining the Softconsole Configuration

You can update configuration information by accessing the Configuration Manager and choosing wizard mode or standard mode. In standard mode, you can select an option from the tabs displayed along the top of the Configuration Manager window. Then, follow the corresponding procedures provided in the previous sections of this chapter to reconfigure a specific area.

NOTE:
If you need to change the ACP connectivity choice that was specified during initial configuration (for example, you are migrating from a DCP installation to an IP installation), log into the Configuration Manager according to the instructions earlier in this chapter. At the Welcome window, select **Wizard Mode** and reconfigure Softconsole for the new ACP connectivity type.

In addition, you can perform these maintenance activities according to the procedures in the following sections:

- Change the Softconsole administrator password.
- Uninstall Softconsole.

Maintenance Guidelines

To ensure that Softconsole operates efficiently, it is essential that the application recognizes:

- Authorized users - If new users need to access Softconsole or users leave your organization, be sure to change the information stored in the Attendant User List.
- Current ACP configuration - If you reconfigure button functions at the ACP, for example, be sure to reconfigure the corresponding buttons in Softconsole. *Remember to update the ACP Attendant Administration Form and keep the form available for reference during Softconsole configuration maintenance.*
- Administered directories - If you add or delete directories that are accessible to Softconsole, be sure to identify new directories in the Softconsole Directory Configuration window. See “Initial Configuration” for information about directory database structure and management.

Log Into the Configuration Manager

1. At the Desktop window, double-click on the **Configuration Manager** icon.
2. In the Softconsole Administration Login window, enter the Configuration Manager password.
3. Do one of the following:
   - To launch the configuration wizard, click Wizard Mode.
   - To work in standard mode, click **OK**.

   The Welcome window is displayed.

Change Softconsole Administrator Password

The password restricts access to the Softconsole Configuration Manager. If you specified a password during initial configuration, you can change that password.

1. Log into the Configuration Manager according to the instructions above.
2. Select the **Configurator Password** option.
3. In the Password box, enter the new password.
4. In the Confirm password box, re-enter the password.
5. Do one of the following:
   - Click **Apply** to save the new password. You can now select another tab to make changes to another aspect of the configuration.
   - Click **OK** to save the new password and exit the Configuration Manager.

Removing the Software

To remove Softconsole, perform the following steps:

1. Close Softconsole.
2. From the Start menu, select **Programs**.
3. Select the application folder that contains Softconsole. (The default application folder is **Avaya**>**Softconsole**.)
4. Select **Uninstaller for Softconsole**.

   The Select Uninstall Method dialog box appears.
5. Perform one of the following steps:
   - If you to remove all of the Softconsole files automatically, select the **Automatic** option button.
   - If you want remove specific Softconsole files, select the **Custom** option button.
6. Click the **Next** button and follow the prompts to remove the software.

Troubleshooting

3

Overview

This chapter provides procedures and recommendations that will assist you in resolving problems.

Refer to the appropriate section in this chapter, according to the type of problem you are attempting to identify and correct.

This chapter includes the following information in the order listed below:

- Troubleshooting IP configuration-specific problems
- Troubleshooting DCP configuration-specific problems
- Troubleshooting Softconsole operation problems
- Recovering from a power failure
- Recovering from a computer failure

NOTE:
For information about troubleshooting ACP problems, see the *Avaya Softconsole™ Release 1.0 Attendant's Guide*.

Troubleshooting IP Configuration-specific Problems

If you encounter difficulties installing Softconsole specific to IP configurations, refer to the troubleshooting information provided by the integrated iClarity Audio online help.

Potential problems include:

- The caller or called party cannot hear the attendant.
- The attendant cannot hear the caller or called party.
- The attendant cannot hear the caller or called party clearly.
- The caller or called party indicates that your words are not being transmitted clearly (that is, the beginning or ending sounds of words are not transmitted).

Troubleshooting DCP Configuration-specific Problems

If you encounter difficulties installing Softconsole, consult the following tables to isolate and resolve the problem.

Troubleshooting Problems with the Telephone or PassageWay Adapter

Symptom	Recommended Solution
The Position Busy lamp is not lit and the Position Available indicator is not updated after initial installation.	This is not a problem. Click the **Position Busy** button. Then, click it again to reset these indicators.
You cannot use the DCP telephone in the usual manner.	This is not a problem. The Softconsole environment disables the standard functionality of the telephone.
Pressing the **Speakerphone** button on the DCP telephone produces a dial tone.	At the ACP, re-administer the port to indicate that an attendant console is in use.

Symptom	Recommended Solution
Pressing the **Speakerphone** button on the DCP telephone does not cause the **SPKR** lamp to light.	1. Verify that your system is actually receiving power. 2. Double-check your installation configuration, and verify that all required connections are correctly made. (Refer to the configuration instructions and options detailed in Chapter 1.) 3. If the problem persists, replace the DCP telephone.
You can hear the incoming caller through the speaker, but the caller cannot hear you.	1. Use the handset on the telephone, instead of using the speaker. 2. Add a 500A adapter and headset to your installation. (Refer to the configuration instructions and options detailed in Chapter 1.) 3. Replace the DCP telephone with one that includes a full-duplex speaker.
The lights on the PassageWay Adapter, or the 8411 or CallMaster VI telephone do not light.	1. Verify that your system is actually receiving power. 2. Double-check your installation configuration, and verify that all required connections are correctly made. (Refer to the configuration instructions and options detailed in Chapter 1.) 3. If the problem persists, replace the PassageWay Adapter, 8411, or CallMaster VI telephone.

Symptom	Recommended Solution
The red and green lights on the PassageWay Adapter, or in the tenth Call Appearance position on the 8411 telephone, are flashing in an alternating pattern.	1. Double-check your installation configuration, and verify that all required connections are correctly made. (Refer to the configuration instructions and options detailed in Chapter 1.) 2. If the problem persists, replace the DCP telephone.
The red light on the PassageWay Adapter or in the tenth Call Appearance position on the 8411 telephone remains steadily lighted when Softconsole is running.	1. Verify that the COM port to which the PassageWay Adapter or 8411 telephone is physically connected is consistent with the port identified in the System Parameters folder of the System Administration window. If it is not, either reconfigure the hardware or change the software settings to point to the serial port physically connected to the PassageWay Adapter or 8411 telephone. Exit, then relaunch Softconsole to make this change. 2. Verify that the port on the ACP is properly administered as an attendant console.

Troubleshooting Softconsole Operation Problems

Symptom	Recommended Solution
Double-clicking on the Softconsole icon has no effect.	Switch to the running Softconsole application by doing one of the following: ■ Hold down **ALT** and press **TAB** until you locate the Softconsole application. Then, release **ALT**. ■ Hold down **CTRL** and press **ESC** to open a Task List on the screen. Highlight the Softconsole application on this list, and click **Switch To**.
The Configuration Manager password is unavailable, lost, or forgotten; and the Softconsole application is not running.	Contact Avaya Technical Support at 1 800 242-2121 (USA only) or your local authorized Avaya dealer.
The user password is unavailable, lost, or forgotten.	You must assign a new password for the user.
The Softconsole application is slow in responding to the attendant's commands.	1. Exit Softconsole. **NOTE:** If the debug feature is enabled, disable it before exiting Softconsole. See "Using the Debug Feature" later in this chapter for information. 2. Close all other applications, and exit Windows to free up all memory resources. 3. If possible, correct any problems that exist on the computer hard drive, including locating and fixing any bad sectors or lost clusters. Depending upon your computer's configuration, you may be able to use the following DOS commands to clean up your hard drive: **defrag**, **optimize**, **scandisk**, and **chkdsk /f**. For additional information, refer to the Microsoft MS-DOS User's guide. 4. When you are finished, relaunch Windows, relaunch Softconsole, and run only those applications that are necessary.

Symptom	Recommended Solution
Clicking the Group Select feature button and entering a valid Hundreds Group number changes the BLF status information (background color) but not the text on the associated tab and cells.	1. Access the Configuration Manager according to the instructions in Chapter 3. 2. Select the **Softconsole Configuration** tab. 3. In the Group Select Feature area, verify the following information: ■ The checkbox is marked to enable this feature. ■ The correct ACP Feature Button Number is specified.
A Softconsole directory was populated, but now appears empty.	1. Restore a backup copy of the missing Softconsole Directory database. 2. If a backup copy is not available, recreate the missing database. 3. Copy all other database files from the backup directory into the new Softconsole directory (overwriting the newly created database files) to restore your previously saved database information.

Symptom	Recommended Solution
Softconsole does not respond to any ACP-related activity. For example, call handling and feature buttons are not functioning. **For DCP configurations only**	1. Verify that the COM port connection to the PassageWay Adapter, 8411 telephone, or CallMaster VI telephone is consistent with the port identified in the System Parameters folder of the System Administration window. 2. If it is not, reconfigure the hardware or change the software settings to point to the serial port physically connected to the PassageWay Adapter, 8411 telephone, or CallMaster VI telephone. Then, exit and relaunch Softconsole to make this change. 3. Verify that the application is communicating with the PassageWay Adapter, 8411 telephone, or CallMaster VI telephone. ■ If you are using a PassageWay Adapter, its green LED should be steadily lighted. ■ If you are using an 8411 telephone, button 10 on the telephone should be steadily lighted. ■ If this is not the case, refer to the product's troubleshooting documentation. 4. Verify that the port on the ACP is properly administered as an attendant console. 5. Enter hyperterminal and reset the COM port. Then, launch the Configuration Manager and initiate redetection of the COM port.
Softconsole intermittently ignores incoming calls or loses messages from the PassageWay Adapter, 8411 telephone, or CallMaster VI telephone. **For DCP configurations only**	1. Verify that the computer meets the minimum configuration requirements detailed in Chapter 1. If it does not, upgrade or replace the computer. 2. Verify that the COM port to which the PassageWay Adapter. 8411 telephone, or CallMaster VI telephone is physically connected is consistent with the port identified during configuration. If it is not, reconfigure the hardware or change the software settings to point to the serial port connected to the PassageWay Adapter, 8411 telephone, or CallMaster VI telephone. Then, exit and relaunch Softconsole to make this change. 3. Verify that no other application uses the COM port used by Softconsole. A competing application could include any modem or fax application, TAPI software, secondary PassageWay application, etc. 4. Run Hyperterminal and reset the COM port by connecting to the COM port and typing **AT<cr>**. Re-enter this command until the system responds "OK." Then, launch the Configuration Manager and initiate redetection of the COM port.

Symptom	Recommended Solution
Softconsole consistently ignores incoming calls.	1. Verify that Softconsole is in the appropriate Day or Night setting for your environment. 2. Verify that the Position Busy feature is not activated.
The feature buttons, Trunk Group buttons, and/or Hundreds Group buttons do not work or activate the wrong features.	1. Re-administer the ACP and/or Softconsole. 2. Replace the button labels so that all elements of the administration process are consistent.
Softconsole cannot make outgoing calls (except through the Integrated Directory, if administered). **For DCP configurations only**	1. Restart the computer. 2. While the computer is restarting, disconnect and immediately reconnect either end of the cable between the computer and the PassageWay Adapter, 8411 telephone, or CallMaster VI telephone. This reconnection will force the two components to resynchronize their signals.
Status lamps that are not connected to any stations are lighted.	1. At the ACP, determine whether the status lamps are associated with stations administered without hardware (AWOH) translations. 2. Contact your system administrator.

Using the Debug Feature

Softconsole can maintain a log containing detailed information about Softconsole user activity that may be useful for understanding problems encountered while using application. For example, the debug feature can record user activities, such as lamps being turned on and off, buttons being pressed, and display text being entered. Each event is saved along with a date and time stamp in the log.

This debug log, which is saved to files in the installation directory, allows technical support personnel to determine the specific sequence of events that lead up to a problem.

You can enable this feature from the System Settings option of the Softconsole View menu.

NOTE:
Before enabling this feature, contact Avaya Technical Support at 1 800 242-2121 (USA only) or your local authorized Avaya dealer for specific instructions.

Recovering from a Power Failure

When a power failure occurs, any calls that were active or on hold are automatically terminated. The console itself will also lose power and need to be restored. In addition, some ACP features may need to be administered again.

To recover from a power failure:

1. Bring the computer and Softconsole online. If you experience difficulty doing so, follow the instructions in the next section, “Emergency Recovery Information.”
2. If your environment requires them, check and/or administer the following features. You will find complete information in the *Avaya Softconsole™ Release 1.0 Attendant System Features Guide*.

   Locate each feature that is relevant to your environment, then follow the procedures provided in the *Avaya Softconsole™ Release 1.0 Attendant System Features Guide* to restore standard operating values. These features include:

   - **Attendant Control of Trunk Group Access**
     For each trunk group, loudspeaker paging zone, or code calling zone to which Softconsole must have access, follow the procedure to activate attendant control of trunk group access.
   - **Call Forwarding All Calls**
     For each extension whose calls are to be forwarded to another extension in the ACP system, follow the procedure to activate Call Forwarding All Calls for a particular extension.

- **Controlled Restrictions**
  For each telephone or group of telephones that were individually restricted (either outward, total, station-to-station, or termination), re-establish the appropriate restriction level. Refer to the procedure to activate restriction.
- **Night Service**
  If your ACP system was set up to direct attendant group calls to a special console at night (or during other off-hours), you will need to reactivate this feature. Refer to the procedure to active Night Service.

Recovering from a Computer Failure

If a power failure or hard drive crash should occur at the Softconsole computer, or if the computer itself should become inoperable, you will need to bring the Softconsole computer back online. You may also need to re-administer certain ACP features. (Refer to the section entitled “Using the Debug Feature’’ for a list of those features.)

If you are unable to bring the Softconsole computer back online, read through the following information; then determine and follow the best course of action.

NOTE:
It is important to note that the Softconsole computer controls both the telephone to which it is attached and the PassageWay Adapter (if applicable). If the Softconsole computer itself is inoperable, all attached peripherals likewise become inoperable and will remain so until the console is either restored or replaced.

Emergency Recovery Information

- The Softconsole position will continue to receive calls, despite its current condition. At the ACP, you must “busy-out” the port that is associated with Softconsole computer. If this is not possible, turn the attached telephone upside down and unplug the connector from the connection labeled “LINE” on the bottom of the telephone. This action will redirect calls intended for the Softconsole attendant according to the system administration coverage path.
- If a 302 Attendant Console (either 2- or 4-wire) is available, you can reconnect this console as a temporary measure. To do so, locate the wire that connects the Softconsole computer to the jack on the wall. Unplug this wire from the wall receptacle. Next, locate the wire on the 302 Attendant Console that connects the console to a wall jack, and plug that wire into the now-available receptacle. This action will restore all normal console functionality, including the Direct Extension Selection display, if one is installed.
- If you want to restore the use of the telephone connected to the Softconsole computer, you can do so provided that two jacks are available in the immediate vicinity, and that the second is already administered as a generic DCP port. Plug the telephone (usually attached to the console) into the second jack. It will now operate as a normal DCP telephone.

System Environments Affecting Softconsole Operation

A

Overview

Softconsole is designed to operate in several ACP system environments, including Distributed Communications Systems (DCS) and Centralized Attendant Service (CAS) configurations. If your organization uses a DCS or CAS configuration, eConsole operation may be affected. In most cases, the impact is minimal. For example, a display color may vary from the standard color or a tone may be delayed. Any procedures specific to a DCS or CAS system environment are included in the *Avaya Softconsole™ Release 1.0 Attendant's Guide*.

The DCS Environment

A DCS configuration consists of 2 to 20 private ACP systems that are interconnected. These systems may reside in different geographical locations. In certain situations, however, the DCS configuration appears as a single system to Softconsole. These situations occur when the following ACP attendant features are enabled:

- Attendant Call Waiting
- Attendant Control of Trunk Group Access
- Attendant Display
- Automatic Circuit Assurance
- Busy Verification of Telephones and Trunks
- Call Forwarding All Calls
- Direct Trunk Group Selection
- Trunk Group Busy/Warning Indicators

Refer to the *Avaya Softconsole™ Release 1.0 Attendant System Features Guide* for a description of each of these features and the impact that your system environment may have on them.

The CAS Environment

In the CAS environment, system users served by separate ACP systems at two or more locations can concentrate the attendant positions at one location. This location is called the CAS main. The other locations, typically without attendants, are called CAS branches. All locations within the CAS environment have separate LDNs.

Incoming calls to the CAS main are handled as if the ACP were a standalone system. Any attendant-seeking calls at a CAS branch are routed to the attendant consoles at the CAS main over Release Line Trunks (RLTs). The RLTs are special trunks that are used only for attendant-seeking calls from the CAS branches. The CAS attendant cannot originate a call over an RLT.

CAS calls are any calls that would usually go to the local attendant console. The CAS attendant answers these calls and then transfers them (over the same RLT) to the requested extension or external telephone number at the branch. When the attendant releases the call, the RLT is free to accept another call. The transferred call will return to a CAS console if it is not answered within a predetermined time. Similarly, any CAS calls placed on Hold or Remote Hold also return to a CAS console if they are not answered within a predetermined time.

The following features and procedures are affected by the CAS environment:

- Attendant displays and audible alerts (tones)
- Answering calls
- Placing calls (dialing methods)
- Placing calls on Hold and Remote Hold
- Transferring calls to the originating branch and to other branches

These differences in feature operation and procedures are discussed throughout the *Avaya Softconsole™ Release 1.0 Attendant's Guide*. In addition, refer to the *Avaya Softconsole™ Release 1.0 Attendant System Features Guide* for more information about the impact that your system environment may have on Softconsole operation.

ACP Connectivity Scenarios

B

Overview

This appendix provides examples of the different connectivity configurations (that is, IP and DCP) in which you can use Softconsole.

IP Configurations

Figure B-1 shows Softconsole in the “Road Warrior” (voice over IP) configuration. In this configuration, the voice and call control information use the same IP connection.

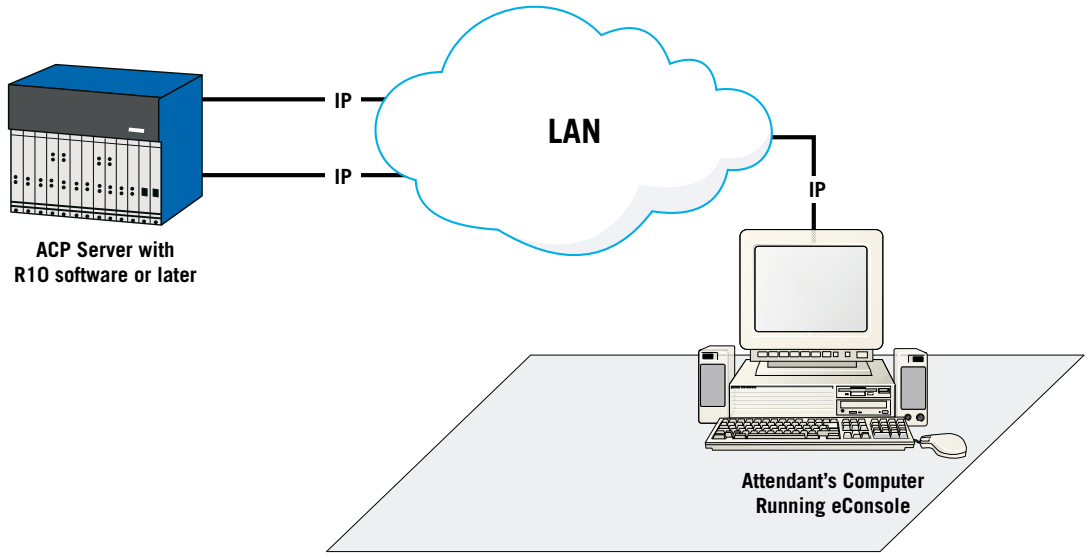

Figure B-1. Road Warrior (Voice over IP) Configuration

Figure B-2 shows Softconsole in the Telecommuter configuration. In this configuration, the call control information is routed over the IP connection from your computer to your company's ACP server, and the voice is routed over a separate telephone line (IP, DCP, or public-switched) from the ACP server to the telephone number you specify. To use the Telecommuter configuration, you must have a separate telephone line available at your location.

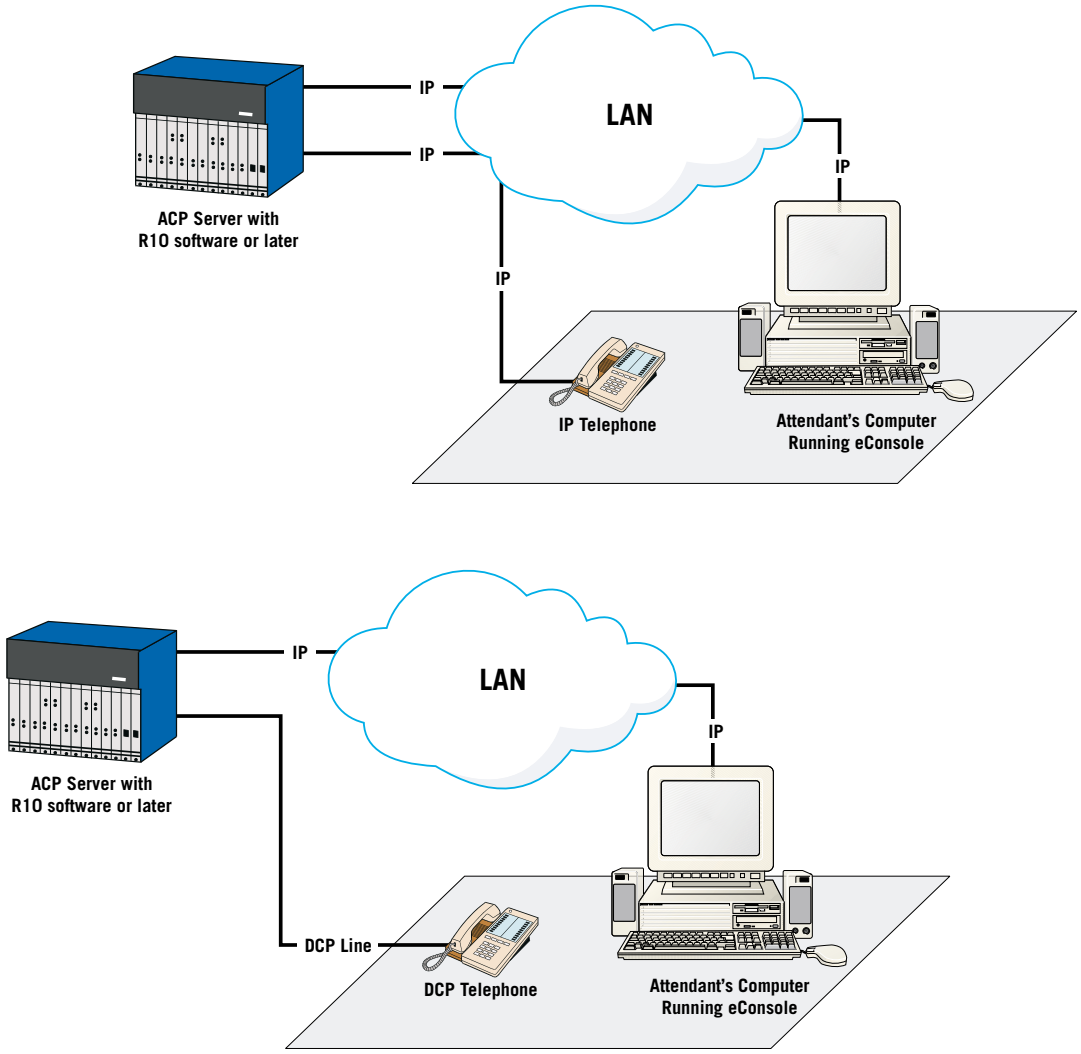

Figure B-2. Telecommuter Configuration

DCP Configurations

Figure B-3 shows the possible DCP configurations for Softconsole.

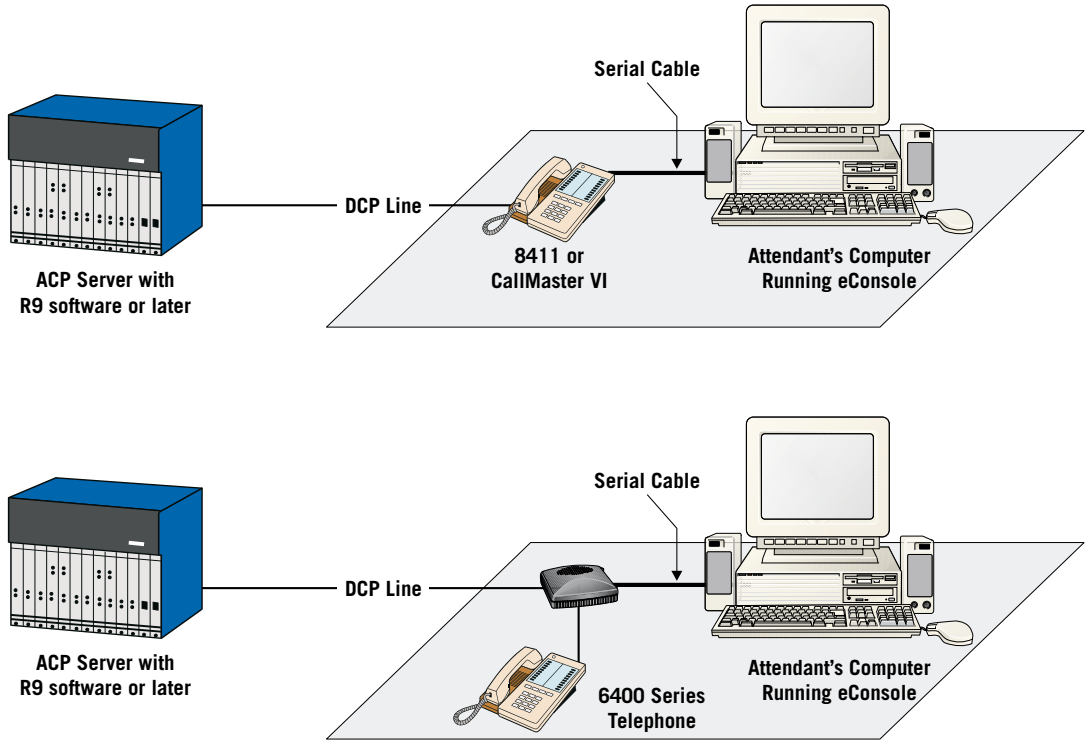

Figure B-3. DCP Configurations

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