The Avaya Soft Console Quick Reference Guide

"Hot keys" are specific key combinations that can be programmed by your Softconsole administrator for particular toolbar and menu options. For example, pressing ALT-M allows you to send email to a selected directory entry or F4 to pick up a call. If hot keys have been programmed for your Softconsole, you can substitute the appropriate hot key in any of the procedures provided in this Quck Reference Guide.

STARTING UP

- Double-click on the Softconsole icon
- Enter your login name and password (if applicable)
- Press ENTER, or click OK

To end a session click Exit from the File menu

BASIC CALL HANDLING

To Answer a call, do ONE of the following:

- If red border is around the associated call appearance, press F4
- Click on any part of the call appearance, except the information button or comment area.

To Answer subsequent calls, press F8 and repeat one of the above.

To Make a call, do one of the following:

To Dial an extension number

- Left click on the extension in the busy lamp field.
- Locate the extension in the directory and press enter.

To dial an external number

- Press F3 and use keyboard to dial number (9 for outside line).

To release a Call, press F9.

PLACING A CALLER ON HOLD

To hold the current call, press F8.

To retrieve a held call, do one of the following:

- If red border is around the associated call appearance, press F4 (Pickup)
- Click on any part of the call appearance, except the information button or comment area.

To make comments about a call:

- Click on the comments area and use keyboard to enter a comment
- The comment remains until you delete it or the call is released.

TRANSFERRING A CALL

- Answer the incoming call and press F5 (Transfer)
- Dial the extension (using keyboard, directory or busy lamp field) or external number (9 for an outside line)
- When called party answer, announce the call.
- Do one of the following:

If the called party accepts the call, press F9 (Release)

If no answer or 2nd Person doesn't want to take the call, press F10 to reconnect to the caller.

Step 5 Press F9 to release 1st caller.

MAKE A CALL

Do ONE of the following:

- Press F3 (New). Then, use the keyboard to dial the extension number or dial the appropriate trunk access code (9)
- Left click on the corresponding extension number in the Busy Lamp Field.
- Locate the extension in the appropriate Softconsole directory. Press ENTER to dial the extension for the selected entry
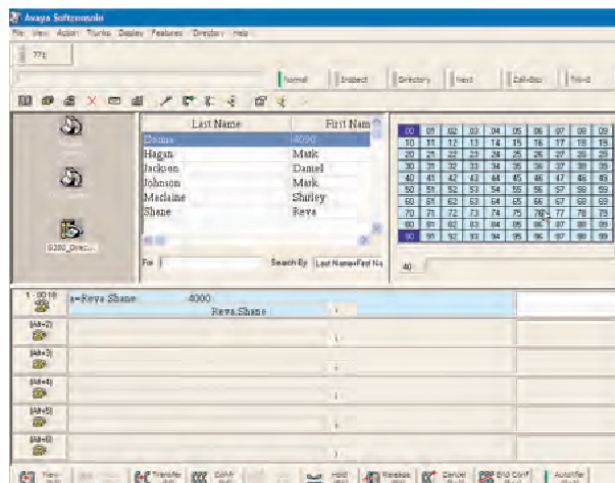
SETTING UP A CONFERENCE CALL

- Answer or place a call that will be conferenced with up to five other parties
- Press F6 (Conference)
- Dial the telephone number
- Do one of the following
- To join the called party, press F7 (Add)
- If the called party does not answer or declines to join the conference, press F10 (Cancel)
- To remove yourself from a conference call without affecting the connected parties, press F9 (Release

OR to end the conference for all parties, press F11 (End Conf) on the call appearance associated with the conference call and when prompted by the dialog box, press ENTER or click OK

FEATURE BUTTONS

GTC

This feature is used for transferring callers directly to voicemail

- Click transfer
- Dial number to transfer to
- Press the gtc key
- Click release

Don't Split / Tones

You need to use this feature to use tones on an active call ie. Accessing voicemail or booking a taxi

- Press the TONES key after dialling the number, to activate

Press the TONES key again to deactivate during a call

Position Busy

If using more than one attendant console , "position busy" will place that console into unavailable to prevent more calls arriving. All calls will then arrive at the other console

Priority

A priority will override the coverage path when Send Calls is active. This feature will not override call forward.

- Press PRIORITY after dialling extension number.

Night Service

Press Night Service when the reception is unattended. After office hours this will route to the after hours greeting. During office it will route to a message.

Hot Key	Assigned Function		Hot Key	Assigned Function
F3	Starts a new call		F9	Drops a call
F4	Picks up a call		F10	Cancels
F5	Transfers a call		F11	Ends a conference call
F6	Conferences a call		ALT-M	Opens your email application
F7	Adds a call to a conference		ALT-S	Shows the line status of a selected directory entry
F8	Holds a call		ALT-1 to ALT6	Allows direct keyboard selection of specific call appearances