







AVAYA IP Office Soft Console

Quick Reference Guide



Answer a Call

- ◆ Press **ENTER** or click the Answer icon on the toolbar 
- ◆ If you are already on another call, press **F4** to put the first call on hold and press **ENTER** to answer the second call or click the Answer icon 
- ◆ To hang up a call, press **END** or click the Hang Up icon on the toolbar 
- ◆ To answer calls that are on hold you can double click the call in the Held Calls window or click the Answer the Call with the Longest Holding Time icon 




Make a Call

- ◆ Press **F12** or Click the Make Call icon on the toolbar,  enter the number you wish to dial and then click **MAKE CALL** or press **ENTER**
- ◆ Or you can search for a person in your directory. Once you find them, press **F12** or click the Make Call icon 



Put a Call on Hold

- ◆ While on the call, press **F4** or click the Hold icon on the toolbar 
- ◆ To retrieve the held call, double click the call in the Held Call window or click the Answer Held Call icon on the Held Call window 

Transfer a Call

- ◆ For an Unassisted Transfer, with the call active, press **F2** or click the Transfer icon on the toolbar 
- ◆ Call the number to whom you wish to transfer the call and press **ENTER** or click **DIAL**
- ◆ For an Assisted Transfer, with the original call active, call the number to whom you wish to transfer the call and wait for them to answer
 - ◆ To complete the transfer, press **CTRL-T**
 - ◆ If they do not wish to take the call, press **END** or click the Hang Up button  to return to the original caller
- ◆ To transfer directly to a voicemail box, press **F3**, enter the extension and press **ENTER**
- ◆ To transfer a call without answering, while the incoming call is ringing, press **F2** or click the Transfer icon 
- ◆ Enter the extension to which you wish to transfer the call and press **ENTER** or click **DIAL**
- ◆ To reclaim a call that you transferred, press **F6** (if the call has been answered or has gone to voicemail then you cannot retrieve it)

Conference

- ◆ Dial the required parties and once connected put them each on Hold by pressing **F4** or click the Hold icon 
- ◆ Once all the parties are on hold, press **F8** or click the Conference – Calls Being Held icon on the toolbar 





View Call History

- ◆ Click **VIEW**
- ◆ Click **HISTORY**
 - ◆ The History view will replace the Held Calls and BLF panels
- ◆ To return to the Held Calls and BLF panels, click **VIEW** and then click **HISTORY** again

Shortcut Keys

ANSWER	ENTER
HANG UP	END
MAKE CALL	F12
HOLD	F4
TRANSFER	F2
TRANSFER COMPLETE	CTRL-T
TRANSFER TO VM	F3
RECLAIM CALL	F6

BLF Icons

 Exr207	User has Do Not Disturb on (Blue circle)
 Ext204 (4)	All calls to user are being forwarded (Green circle)
 Ext208 (2)	User has voicemail messages (Yellow envelope – number of messages are in brackets)
 Ext209 (1)	User extension is busy (Red phone icon)

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Login to Soft Console

- Enter your username
- Enter your password
- Enter the IP Office IP address (Contact your System Administrator)

Create a BLF Group

- Click **TOOLS**
- Click **PREFERENCES – CONFIGURE**
- Click **BFL GROUPS**
- Click **NEW** to create a new BLF group
- Give the group a name
- Highlight the users on the left and click **ADD** to move them to the right window
- Click **SAVE** or **OK**

- To edit a group, click **TOOLS**
- Click **PREFERENCES – CONFIGURE**
- Click **BFL GROUPS**
- Click **EDIT**
- Add or remove users from your group

