

Configure the SoftConsole

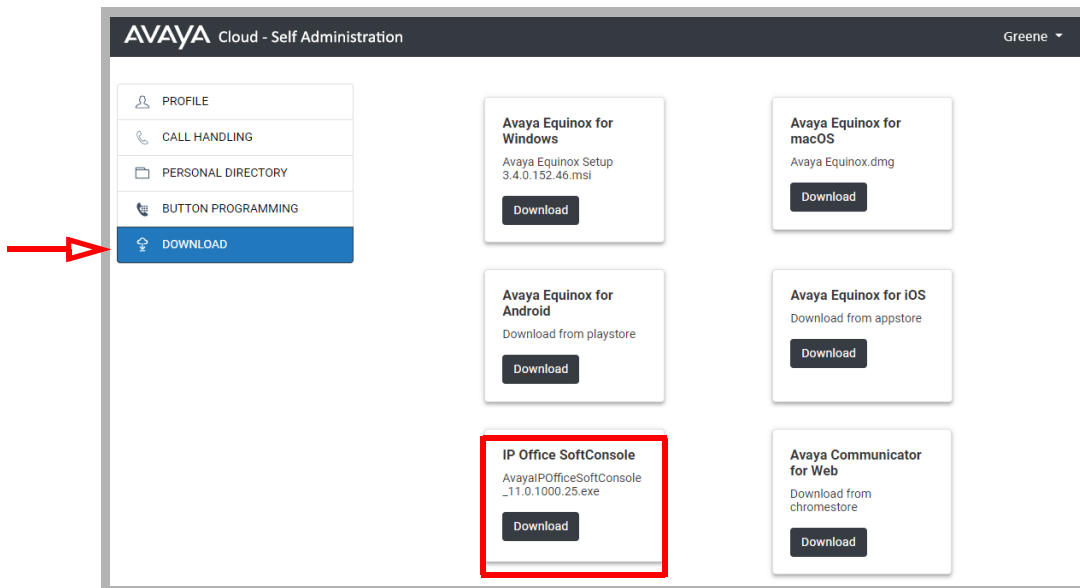
I WOULD LIKE TO...

SoftConsole is a computer based operator console that allows your receptionist or operator to receive and route calls. It displays all call information and call handling, and allows back-up operators to manage the system whenever necessary. Operators can simultaneously view caller and directory information, held calls and the current telephone status of all users.

Download the software through the Self Administration console, then install and configure it according to the instructions below.

DOWNLOAD THE SOFTWARE

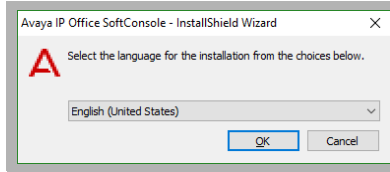
- Launch Web Manager and login using your Self Administration credentials.
- On the personal account details page, go to the **Download** tab.



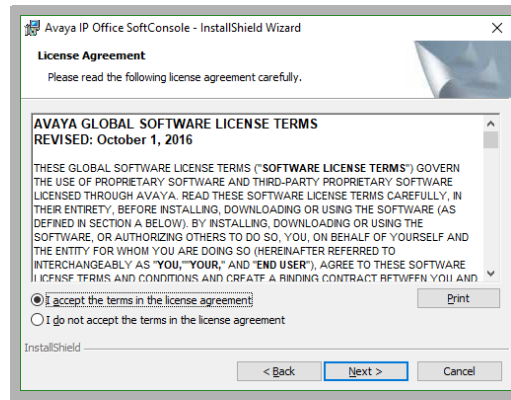
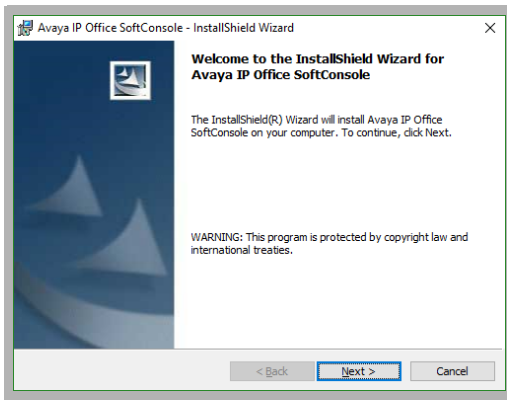
- Click the **Download** button beside **IP Office SoftConsole** and choose where to save it on your computer.

INSTALL THE SOFTCONSOLE

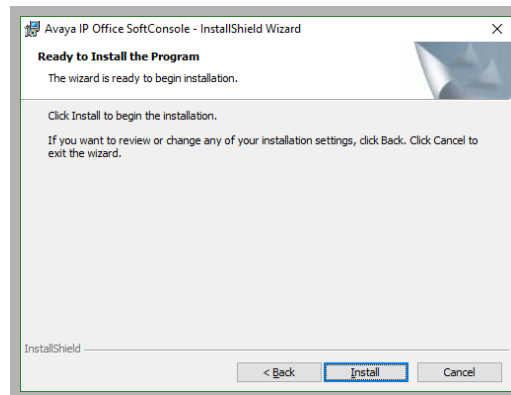
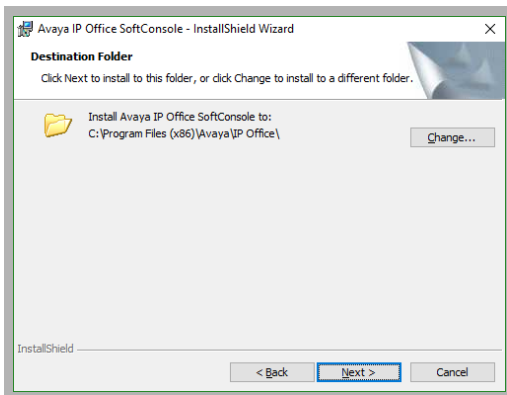
- Run the downloaded file to launch the installer.
- Select the language for the installation from the dropdown list.



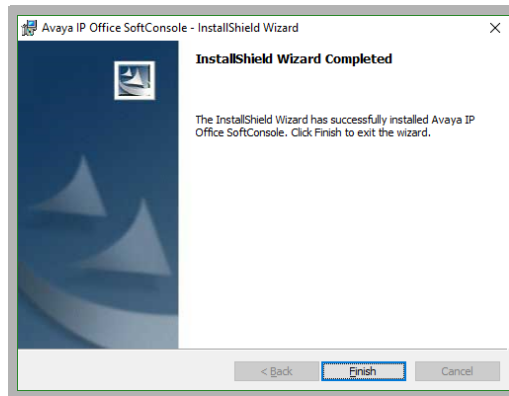
- Click **Next**.
Accept the **License Agreement** and click **Next**.



- Select the destination folder for the installation files, then click **Next**.
Click **Install** to begin the installation.



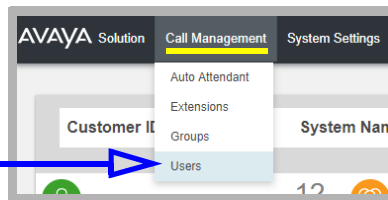
- Click **Finish**.















CONFIGURING SOFTCONSOLE

Before the operator can login, the administrator must first configure the operator's account to enable their status as a receptionist.

- Launch Web Manager and login using administrator credentials.
- Open the **Call Management** tab and click **Users**. All of the currently configured users are shown.



- Click the **Edit** icon  to the right of the user who will be the receptionist.

Users											Actions	+ Add User	
Search on 'Name', 'Extension'											Edit Multiple	Delete	
Name	Full Name	Extension	Hunt Groups	Voicemail	Email Address	Password	Voicemail C...	Login Code					
<input type="checkbox"/>	GwennA	Gwenn Arge...	209	default	On	*****	*****	*****					
<input type="checkbox"/>	KBarnes	Kathryn Bar...	212	default	On								
<input type="checkbox"/>	JohnC	John Carter	205	default	On	johnc@er...	*****	*****	*****				
<input type="checkbox"/>	SammyD	Samuel Des...	210	default	On	*****	*****	*****					
<input type="checkbox"/>	AlF	Al Falpha	200	default,Test ...	On	*****	*****	*****					
<input type="checkbox"/>	TGreene	Tracey Gre...	201	default	On	hango@zang	*****	*****	*****				

Note: The user chosen to be configured as the receptionist must have an active telephone attached to their account. If they do not have a telephone, they will not be able to login to SoftConsole.

Note: The account for the receptionist must be assigned a **Power User** or **Business User** profile. An Essential User account cannot be configured as a receptionist.

- In the user details panel, open the **User** tab. Select either Power User or Business User for the client profile.

User | NeilK (205)
yourcompany

User

Name: NeilK | Full Name: Neil Kendrick | Password: [masked]

Unique Identity: [empty]

Extension: 205 | Account Status: Enabled | Profile: Business User

Locale: Select... | Priority: 5

Login Code: [masked] | Confirm Login Code: [masked]

Audio Conference PIN: [empty] | Confirm Audio Conference PIN: [empty] | System Phone Rights: None

Device Type: Unknown SIP device

APPLICATIONS

Enable Desktop/Tablet VoIP client | Enable Remote Worker | Enable Mobile VoIP Client

Update | Save As Template | Cancel

- Scroll down until you see the button for **Receptionist** under the **Applications** section. Click the button to enable this feature (**YES**), then click **Update** to save the changes to the user account.

User | NeilK (205)
yourcompany

User

Device Type: Unknown IP handset

APPLICATIONS

Receptionist: YES

Enable Desktop/Tablet VoIP client: YES | Enable Remote Worker: YES

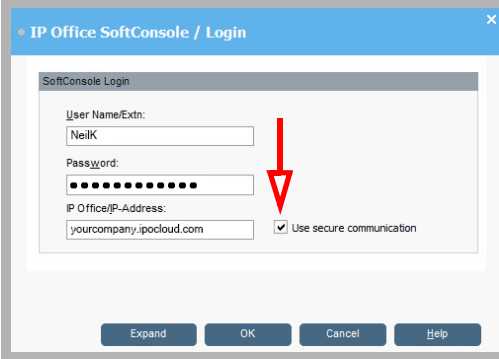
Enable Mobile VoIP Client: YES | Exclude From Directory: NO

Hunt Group Membership: default | Incoming Number: [empty]

USER RIGHTS

User Rights View: User Data | Working Hours Time Profile: None | Working hours User Rights: Select...

- Launch the SoftConsole and login using the credentials for the account setup as Receptionist.
The **IP Office/IP-Address** field will be automatically populated for you. If it is not, enter the Fully Qualified Domain Name (FQDN) for your company IP Office server (e.g. yourcompany.ipocloud.com).



The screenshot shows a dialog box titled "IP Office SoftConsole / Login". Inside the dialog, there is a section titled "SoftConsole Login" with the following fields and controls:

- User Name/Extn: NeilK
- Password: [Masked]
- IP Office/IP-Address: yourcompany.ipocloud.com
- Use secure communication

A red arrow points to the "Use secure communication" checkbox. At the bottom of the dialog are buttons for "Expand", "OK", "Cancel", and "Help".

Make sure that the **Use secure communication** checkbox is enabled, and click **OK** to login.