



Cisco CallManager Attendant Console User Guide

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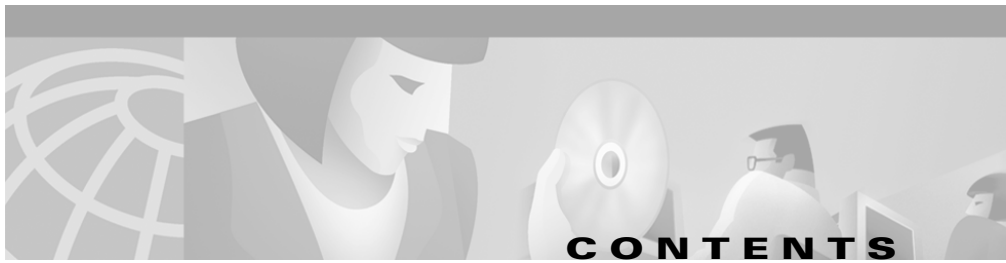
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Cisco CallManager Attendant Console User Guide

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Preface vii

Purpose viii

Audience viii

Organization ix

Related Documentation ix

Conventions x

Obtaining Documentation x

World Wide Web x

Documentation CD-ROM xi

Ordering Documentation xi

Documentation Feedback xi

Obtaining Technical Assistance xii

Cisco.com xii

Technical Assistance Center xiii

Cisco TAC Web Site xiii

Cisco TAC Escalation Center xiv

CHAPTER 1

Getting Started 1-1

Cisco CallManager Attendant Console Interface 1-2

Cisco CallManager Attendant Console Settings Dialog Box 1-4

Cisco CallManager Attendant Console Log In Dialog Box 1-4

Cisco CallManager Attendant Console Window 1-4

Call Control Window 1-4

Speed Dial Window 1-6

Directory Window 1-7

- Menu Bar 1-7
- Call Control Toolbar 1-8
- Context-Sensitive Menus 1-11
- Status Bar 1-12
- Starting the Cisco CallManager Attendant Console for the First Time 1-13
- Logging In and Going Online 1-14
- Going Offline, Logging Out, and Exiting 1-16

CHAPTER 2

Handling Calls 2-1

- Answering a Call 2-2
- Placing a Call 2-3
- Ending a Call 2-3
- Placing a Call on Hold 2-4
- Retrieving a Call from Hold (Unhold) 2-5
- Transferring a Call 2-6
 - Performing an Unsupervised Transfer 2-6
 - Performing a Consult (Supervised) Transfer 2-7
- Initiating a Conference Call 2-8
- Parking a Call 2-9
- Using Default Keyboard Shortcuts 2-10

CHAPTER 3

Using the Menu Bar 3-1

- Using the File Menu 3-1
- Using the Edit Menu 3-2
 - Creating and Editing Keyboard Shortcuts 3-2
 - Creating, Editing, and Deleting Speed-Dial Groups and Entries 3-3
 - Viewing and Editing Settings 3-3

- Using the View Menu 3-4
 - Changing the Text Size 3-5
 - Changing the Color Scheme 3-6
 - Choosing the Default Window Layout 3-7
- Using the Actions Menu 3-7
- Using the Help Menu 3-8

CHAPTER 4**Using the Call Control Window 4-1**

- Placing Calls from the Call Control Window 4-2
- Performing Call-Control Tasks in the Call Control Window 4-2

CHAPTER 5**Using the Speed Dial Window 5-1**

- Adding a Speed-Dial Group 5-2
- Renaming a Speed-Dial Group 5-3
- Deleting a Speed-Dial Group 5-4
- Adding a Speed-Dial Entry 5-5
- Editing a Speed-Dial Entry 5-6
- Deleting a Speed-Dial Entry 5-7
- Sorting Entries in a Speed-Dial Group 5-7
- Using Speed-Dial Entries to Perform Call-Control Tasks 5-8

CHAPTER 6

Using the Directory Window 6-1

Locating a Specific Name in the Directory 6-2

Sorting the Directory 6-3

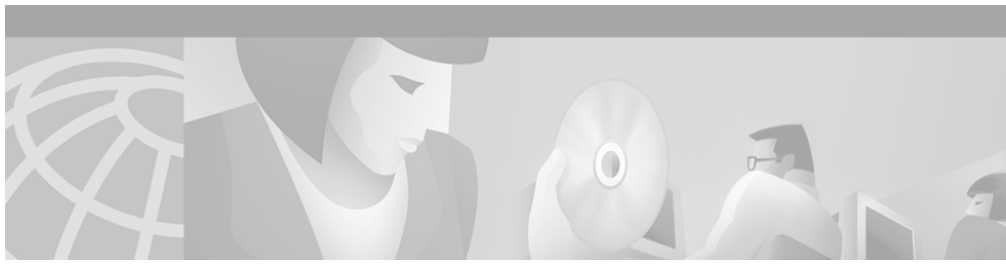
Reordering the Columns 6-3

Using Directory Entries to Perform Call-Control Tasks 6-3

CHAPTER 7

Troubleshooting 7

INDEX



Preface

This preface describes the purpose, audience, organization, and conventions of this guide and provides information on how to obtain related documentation.

The preface covers these topics:

- [Purpose, page viii](#)
- [Audience, page viii](#)
- [Organization, page ix](#)
- [Related Documentation, page ix](#)
- [Conventions, page x](#)
- [Obtaining Documentation, page x](#)
- [Obtaining Technical Assistance, page xii](#)

Purpose

The *Cisco CallManager Attendant Console User Guide* helps attendants perform the following tasks:

- Understand the Cisco CallManager Attendant Console interface and features
- Start Cisco CallManager Attendant Console and log in
- Go online to handle calls directed to the attendant
- Use Cisco CallManager Attendant Console to answer, place, and direct calls
- Configure and use speed-dial buttons
- Use the directory to look up directory numbers, to direct calls, and to view line status

Audience

This guide provides a reference and procedural guide for users of Cisco CallManager Attendant Console. The system administrator can find installation and configuration information in the *Cisco CallManager Attendant Console Installation and Administration Guide*.

Organization

Table 1 lists the major sections of this guide:

Table 1 **Guide Overview**

Chapter	Description
Chapter 1, “Getting Started”	Provides an overview of Cisco CallManager Attendant Console plus instructions for setting up your environment, starting the attendant console, logging in, and going online to handle calls.
Chapter 2, “Handling Calls”	Describes how to place, answer, and direct calls using the Call Control buttons, the menu bar, keyboard shortcuts, and the mouse.
Chapter 3, “Using the Menu Bar”	Describes how to go online/offline, log out, edit keyboard shortcuts, change text size and the color scheme of the console, perform call-control tasks, and receive online help.
Chapter 4, “Using the Call Control Window”	Describes how to perform call-control tasks in the Call Control window.
Chapter 5, “Using the Speed Dial Window”	Describes how to configure speed-dial groups and entries and how to use these entries to perform call-control tasks.
Chapter 6, “Using the Directory Window”	Describes how to use the directory to look up directory numbers configured in the Cisco CallManager database.
Chapter 7, “Troubleshooting”	Describes some common scenarios and provides an explanation or resolution for each scenario.

Related Documentation

Refer to the following documents for further information about related Cisco IP telephony applications and products:

- *Cisco IP Phone Models 7960 and 7940 User Guide*
- *Cisco IP Phone 7960/7940 Quick Reference Card*

- *Cisco IP Phone 7960 and 7940 Series at a Glance*
- *Installing the Wall Mount Kit for the Cisco IP Phone*

Conventions

Notes use the following conventions:



Note

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the publication.

Tips use the following conventions:



Tip

Means *the following are useful tips*.

Cautions use the following conventions:



Caution

Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

Obtaining Documentation

The following sections explain how to obtain documentation from Cisco Systems.

World Wide Web

You can access the most current Cisco documentation on the World Wide Web at the following URL:

<http://www.cisco.com>

Translated documentation is available at the following URL:

http://www.cisco.com/public/countries_languages.shtml

Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which is shipped with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual subscription.

Ordering Documentation

Cisco documentation is available in the following ways:

- Registered Cisco Direct Customers can order Cisco product documentation from the Networking Products MarketPlace:
http://www.cisco.com/cgi-bin/order/order_root.pl
- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:
<http://www.cisco.com/go/subscription>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco corporate headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

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You can e-mail your comments to bug-doc@cisco.com.

To submit your comments by mail, use the response card behind the front cover of your document, or write to the following address:

Cisco Systems, Inc.
Attn: Document Resource Connection
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain documentation, troubleshooting tips, and sample configurations from online tools by using the Cisco Technical Assistance Center (TAC) Web Site. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC Web Site.

Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com is a highly integrated Internet application and a powerful, easy-to-use tool that provides a broad range of features and services to help you to

- Streamline business processes and improve productivity
- Resolve technical issues with online support
- Download and test software packages
- Order Cisco learning materials and merchandise
- Register for online skill assessment, training, and certification programs

You can self-register on Cisco.com to obtain customized information and service. To access Cisco.com, go to the following URL:

<http://www.cisco.com>

Technical Assistance Center

The Cisco TAC is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two types of support are available through the Cisco TAC: the Cisco TAC Web Site and the Cisco TAC Escalation Center.

Inquiries to Cisco TAC are categorized according to the urgency of the issue:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.
- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.
- Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

Which Cisco TAC resource you choose is based on the priority of the problem and the conditions of service contracts, when applicable.

Cisco TAC Web Site

The Cisco TAC Web Site allows you to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC Web Site, go to the following URL:

<http://www.cisco.com/tac>

All customers, partners, and resellers who have a valid Cisco services contract have complete access to the technical support resources on the Cisco TAC Web Site. The Cisco TAC Web Site requires a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to the following URL to register:

<http://www.cisco.com/register/>

If you cannot resolve your technical issues by using the Cisco TAC Web Site, and you are a Cisco.com registered user, you can open a case online by using the TAC Case Open tool at the following URL:

<http://www.cisco.com/tac/caseopen>

If you have Internet access, it is recommended that you open P3 and P4 cases through the Cisco TAC Web Site.

Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses issues that are classified as priority level 1 or priority level 2; these classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer will automatically open a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to the following URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

Before calling, please check with your network operations center to determine the level of Cisco support services to which your company is entitled; for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). In addition, please have available your service agreement number and your product serial number.



Getting Started

Cisco CallManager Attendant Console allows you to set up Cisco IP phones as attendant consoles. Employing a graphical user interface (GUI), the Cisco CallManager Attendant Console uses speed-dial entries and quick directory access to look up phone numbers, monitor line status, and handle calls. A receptionist or administrative assistant uses Cisco CallManager Attendant Console to handle calls for a department or company, or another employee can use it to manage his own telephone calls.

The Cisco CallManager Attendant Console installs on a PC with IP connectivity to the Cisco CallManager system. The attendant console works with a Cisco IP phone that is registered to a Cisco CallManager system (one console for each phone that will be used as an attendant console). Multiple consoles can connect to a single Cisco CallManager system.

This section contains the following topics:

- [Cisco CallManager Attendant Console Interface, page 1-2](#)
- [Starting the Cisco CallManager Attendant Console for the First Time, page 1-13](#)
- [Logging In and Going Online, page 1-14](#)
- [Going Offline, Logging Out, and Exiting, page 1-16](#)

Cisco CallManager Attendant Console Interface

On startup, the Settings dialog box opens and prompts you for the Cisco CallManager server name and the directory number of the phone that you are using with the attendant console. The Cisco CallManager Attendant Console login dialog box opens and prompts you for your username and password. After you log in to the server, the Cisco CallManager Attendant Console interface displays three windows, as described in the following sections.

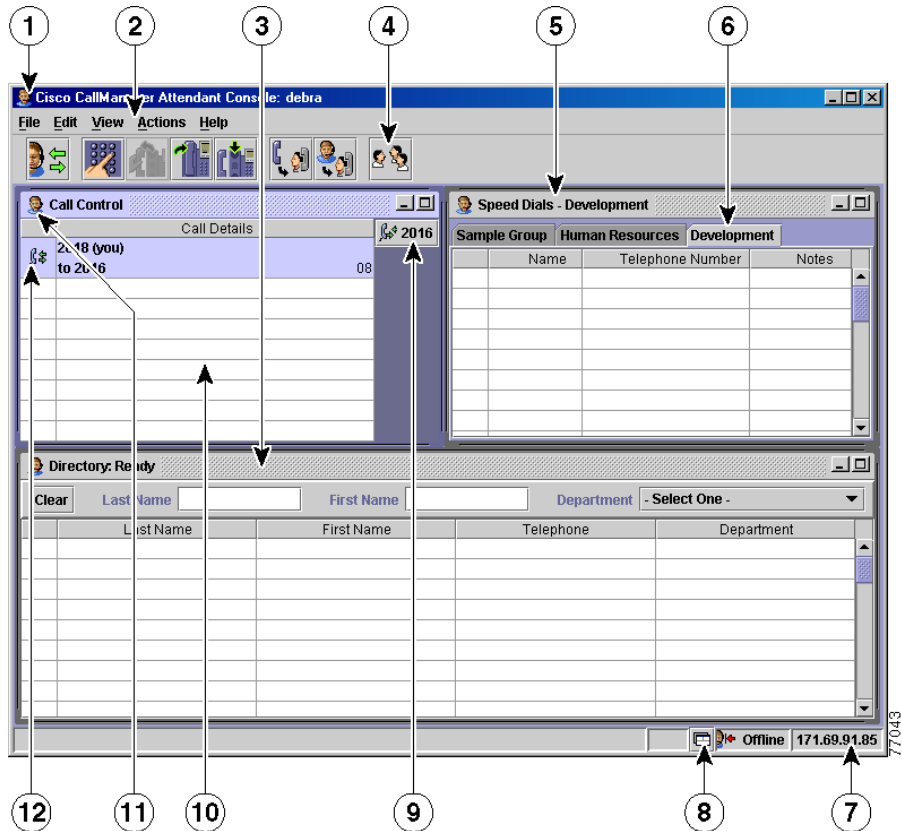
The Cisco CallManager Attendant Console graphical user interface (GUI) supports the following display resolutions: 800x600, 1024x768, 1280x1024, and 1600x1200.

You run the console on Windows 98, Windows ME, Windows 2000 Professional, or Windows N.T 4.0 platforms. Make sure that you have the latest Microsoft service packs installed on the PC. If you have questions about your platform, contact your system administrator.

When you log off the console, the server automatically saves attendant preferences such as speed-dial groups/entries and window position/size.

[Figure 1-1](#) shows the Cisco CallManager Attendant Console interface and provides callouts to highlight components on the interface.

Figure 1-1 Cisco CallManager Attendant Console Interface



1	Cisco CallManager Attendant Console Window	7	Server IP Address
2	Menu Bar	8	Pop to Top Icon
3	Directory Window	9	Operator Line Button
4	Call Control Toolbar	10	Call Details Pane
5	Speed Dial Window	11	Call Control Window
6	Speed Dial Group Tab	12	Line Status Area

Cisco CallManager Attendant Console Settings Dialog Box

Upon startup for the first time, the Cisco CallManager Attendant Console Settings dialog box displays. This dialog box prompts for server, phone, and directory information, which your system administrator must provide. Contact your system administrator for more information.

Cisco CallManager Attendant Console Log In Dialog Box

The Cisco CallManager Attendant Console log in dialog box prompts you for your attendant username and password. From this dialog box, you can perform the following tasks:

- Stipulate that the attendant console remembers your username and password.
- Change the settings that affect your ability to use the Cisco CallManager Attendant Console.
- Specify the language in which you want the attendant console to display.

Cisco CallManager Attendant Console Window

This window contains the Call Control window, the Speed Dial window, the Directory window, the menu bar, the Call Control toolbar, and the status bar. In the upper, left corner of the window, you can see the name of the window and the attendant currently using the attendant console. In the upper, right corner of the window, you can see the Maximize and Minimize buttons for the window. In the lower, right corner of the window, you can see the status bar.

Call Control Window

The Call Control window comprises the following two components:

- Call Details pane—The line status, the directory number of the incoming call, the name of the person, if available, the operator directory number, and the elapsed time display.
- Operator Line buttons—The line status and the directory number of the attendant Cisco IP phone display in the upper, right corner of the window.

The Call Details pane displays the lines on the Cisco IP phone that are controlled by the Cisco CallManager Attendant Console. The number of lines configured by your system administrator for your Cisco IP phone determines the number of available lines in the window. For example, if you have a Cisco IP Phone Model 7960 with two attachments of the Cisco IP Phone Expansion Module 7914, a total of 34 lines can display if your system administrator associated a directory number with each line.

**Note**

For information on the capabilities of your phone or the Cisco 7914 Expansion Module, refer to the documentation that accompanied your phone or contact your system administrator.

Depending on the number of lines that you configure, the lines display in either one, two, or three columns. Each line and operator line button show the directory number and indicate one of the following states, as represented by corresponding icons displayed in [Table 1-1](#).

Table 1-1 Line Status






Line Status	Corresponding Icon
A call is ringing on the line.	
The line is active.	
The line is held.	

Table 1-1 Line Status (continued)

Line Status	Corresponding Icon
The line is idle.	
The status of the line is unknown.	

You perform call-control tasks on these lines by using the menus at the top of the window or by using context-sensitive menus, keyboard shortcuts, or the mouse. For more information on the call-control tasks that you perform in this window, see the [“Using the Call Control Window”](#) section on page 4-1 and the [“Handling Calls”](#) section on page 2-1.

**Note**

If you have only one call in the queue, the call gets highlighted unless you choose an empty row in the Call Details pane.

Speed Dial Window

Speed-dial entries, configured on a per-attendant basis, display in speed-dial group tabs in the Speed Dial window. Each speed-dial entry displays the following information:

- Line state, as indicated by the same icons that display in the Call Control window (See [Table 1-1 on page 1-5.](#))
- Name of individual
- Telephone number
- Notes, which is an optional field

For information on configuring speed-dial groups and entries or on performing call-control tasks in this window, see the [“Using the Speed Dial Window”](#) section on page 5-1 and the [“Handling Calls”](#) section on page 2-1.

Directory Window

The Directory window displays line status, last name, first name, telephone, and department information from the Cisco CallManager user directory. When you perform a search based on first name, last name, or department, the entries display dynamically as you enter the criteria in the field. After the entries from the search display, you can sort the entries in ascending or descending order or determine the line status, as indicated by the same icons used in the other windows.

For more information on locating users in the directory or on performing call-control tasks using directory entries, see the [“Using the Directory Window”](#) section on page 6-1 and the [“Handling Calls”](#) section on page 2-1.



Tip

You can manually resize each window by clicking the Maximize or Minimize buttons in the upper, right corner of the window or by dragging the arrow that displays when the mouse pointer touches the outer edge of the window.

You can resize columns by dragging the arrow that displays when the mouse pointer touches the outer edge of the column.

Menu Bar

From the menu bar, you go online/offline, log out, edit keyboard shortcuts, change text size and color scheme of the console, perform call-control tasks, and receive online help. For information on how to use the menu options, see the [“Using the Menu Bar”](#) section on page 3-1.

Call Control Toolbar

The Call Control toolbar displays a set of buttons for the most common call-control tasks that are performed by the attendant. The attendant console enables buttons on the Call Control toolbar only when you can perform call-control tasks with them. Clicking a button automatically enables the corresponding menu options on the menu bar or context-sensitive menu.

See [Table 1-2](#) for call-control tasks and the corresponding buttons:

Table 1-2 Call Control Toolbar




Call Control Buttons	Call-Control Tasks
 <p>The image shows two buttons. The top button features a woman's face in a headset with a black double-headed arrow pointing left and right. The bottom button features the same woman's face with two green arrows pointing left and right.</p>	<p>Go Offline/Go Online</p> <p>Note This Call Control button toggles, allowing you to click the same button to perform the two call-control tasks.</p> <p>See the following sections for more information:</p> <ul style="list-style-type: none"> • Logging In and Going Online, page 1-14 • Going Offline, Logging Out, and Exiting, page 1-16
 <p>The image shows a hand with the index finger pointing at a blue button with a white telephone keypad icon.</p>	<p>Dial</p> <p>See the “Placing a Call” section on page 2-3 for more information.</p>
 <p>The image shows a hand with the index finger pointing at a blue button with a white telephone handset icon.</p>	<p>Answer</p> <p>See the “Answering a Call” section on page 2-2 for more information.</p>

Table 1-2 Call Control Toolbar (continued)








Call Control Buttons	Call-Control Tasks
	<p>Hang Up</p> <p>See the “Ending a Call” section on page 2-3 for more information.</p>
 	<p>Hold/Unhold</p> <p>Note This Call Control button toggles, allowing you to click the same button to perform the two call-control tasks.</p> <p>See the following sections for more information:</p> <ul style="list-style-type: none"> • Placing a Call on Hold, page 2-4 • Retrieving a Call from Hold (Unhold), page 2-5
	<p>Park</p> <p>Note You can perform this call-control task only if the Cisco CallManager server that is associated with the attendant console runs a version of Cisco CallManager 3.3 or later.</p> <p>This icon displays on the Call Control toolbar only if you run a compatible version of Cisco CallManager 3.3.</p> <p>See the “Parking a Call” section on page 2-9 for more information.</p>
	<p>Transfer</p> <p>See the “Transferring a Call” section on page 2-6 for more information.</p>

Table 1-2 Call Control Toolbar (continued)

Call Control Buttons	Call-Control Tasks
	<p>Consult Transfer</p> <p>See the “Performing a Consult (Supervised) Transfer” section on page 2-7 for more information.</p>
	<p>Conference</p> <p>See the “Initiating a Conference Call” section on page 2-8 for more information.</p>

For information on how to performing call-control tasks using these buttons, see the [“Handling Calls”](#) section on page 2-1.

At any time, you can change the location where the toolbar displays. Position choices include the following positions:

- Left—The toolbar displays down the left side of the Cisco CallManager Attendant Console window.
- Top—The toolbar displays between the menu bar and the Call Control window.
- Right—The toolbar displays down the right side of the Cisco CallManager Attendant Console window.
- Down—The toolbar displays across the bottom, left corner of the Cisco CallManager Attendant Console window below the status bar.

**Tip**

To recall the function of a button, use the tool-tip text that displays when the mouse pointer hovers over the button.

To change the location where the toolbar displays in the window, perform the following procedure:

Procedure

- Step 1** Right-click the Call Control toolbar and choose **Position**.
- Step 2** From the following list, choose the position in which you want the toolbar to display:
- Left
 - Top
 - Right
 - Down

You changed the position of the toolbar.

Context-Sensitive Menus

Each window includes a set of context-sensitive menus that display when you right-click the mouse in the window. These menus allow you to perform tasks such as adding speed-dial entries and changing text size.

Status Bar

The status bar displays the following information:

- The Pop to Top icon

Figure 1-2 shows the Pop to Top icon.

Figure 1-2 Pop to Top Icon



When the Call Control window is minimized or behind another window, the Pop to Top icon in the lower, right corner of the status bar allows you to quickly display the Call Control window when you receive an incoming call.

- The Go Offline/Go Online status icon
- The IP address or hostname of the server associated with the attendant console

Starting the Cisco CallManager Attendant Console for the First Time

Starting the Cisco CallManager Attendant Console for the first time requires that you enter or verify information in the Settings dialog box. Your system administrator provides the information.

Perform the following procedure to start the Cisco CallManager Attendant Console:

Procedure

-
- Step 1** Double-click the Cisco CallManager Attendant Console icon on the desktop or choose **Start > Programs > Cisco CallManager Attendant Console**.

Figure 1-3 shows the Cisco CallManager Attendant Console icon.

Figure 1-3 Cisco CallManager Attendant Console Icon



- Step 2** The Settings dialog box opens and prompts you for the following information from the Basic tab:
- Server Host Name or IP Address
 - Directory Number of Your Phone
- Step 3** If instructed to do so by your system administrator, click the **Advanced** tab. Your system administrator must provide the information that you enter in the fields and the check box that display.
- Step 4** To change the path of the local directory file, enter the new path in the Path of Local Directory File field.



Note The local directory file, defined as the user list file, provides the directory information that displays in the windows.

- Step 5** To change the call-processing server host name or IP address, enter the appropriate information in the Call Processing Server Host Name or IP Address field.
- Step 6** After you enter the information, click **Save**.
Now you can log in and go online.
-

Logging In and Going Online

Perform the following steps to log in, go online, and handle calls:

Procedure

-
- Step 1** If you have not already done so, double-click the Cisco CallManager Attendant Console icon on the desktop or choose **Start > Programs > Cisco CallManager Attendant Console**.
- Step 2** When prompted, enter your attendant console username and password in the login dialog box.



Tip To save this information, so you do not enter it each time you log in to the attendant console, check the Remember user name and password check box.

- Step 3** The first time that you log in to the attendant console, the text in the login dialog box displays in English. From the Language drop-down list box, choose the language in which you want the GUI to display.



Tip To review or change settings associated with the attendant console, click the Settings button.

- Step 4** Click **Log In**.

Cisco CallManager Attendant Console checks the information provided by the system administrator in the Settings dialog box.

Logging in enables you to use Cisco CallManager Attendant Console to answer, place, and handle calls, to view line status, to use the directory, and to configure and use speed-dial entries.

Your Cisco CallManager Attendant Console user ID and password should already be set up for you. Contact your system administrator if you cannot log in.



Note The attendant console saves the user name of the attendant that last used the attendant console on the PC.

Step 5 On the Call Control toolbar, click the **Go Online** button or choose **File> Go Online...**

When you go online, the color of the arrows in the button changes from green to white, and the menu option Go Online changes to Go Offline. The status bar at the bottom of the console indicates that you are online.

The Cisco Telephony Call Dispatcher receives notice that you are available to answer calls.

Going Offline, Logging Out, and Exiting

When you are not using Cisco CallManager Attendant Console, go offline, so the Cisco Telephony Call Dispatcher knows that you are not available to handle calls.

- If you need to stop handling calls for a short time, click the **Go Offline** button on the Call Control toolbar or choose **File > Go Offline**.
- When you want to resume handling calls, click the **Go Online** button on the Call Control toolbar or choose **File > Go Online**.
- To exit Cisco CallManager Attendant Console completely and close the application window, choose **File > Logout** or **File > Exit**.



Note

Be aware that the Go Online/Offline buttons and menu options are context-sensitive. If you are online, the Go Offline button and menu option display. If you are offline, the Go Online button and menu option display.



Handling Calls

To answer, dial, and transfer calls with Cisco CallManager Attendant Console, you can use the mouse, keyboard shortcuts, or the Cisco IP phone associated with Cisco CallManager Attendant Console to perform these functions.

This chapter provides the following instructions:

- [Answering a Call, page 2-2](#)
- [Placing a Call, page 2-3](#)
- [Ending a Call, page 2-3](#)
- [Placing a Call on Hold, page 2-4](#)
- [Retrieving a Call from Hold \(Unhold\), page 2-5](#)
- [Transferring a Call, page 2-6](#)
 - [Performing an Unsupervised Transfer, page 2-6](#)
 - [Performing a Consult \(Supervised\) Transfer, page 2-7](#)
- [Initiating a Conference Call, page 2-8](#)
- [Parking a Call, page 2-9](#)
- [Using Default Keyboard Shortcuts, page 2-10](#)

Answering a Call

When Cisco Attendant Console receives an incoming call, the call displays in the Call Details pane of the Control Call window. You answer calls from the Call Control window by using keyboard shortcuts, context-sensitive menus, the menu bar, or the mouse.

**Note**

You cannot answer calls from the Speed Dial or Directory windows.

Use any of the following methods to answer a call. All methods achieve the same result; you can use them interchangeably.

- Right-click the call and choose **Answer** in the context-sensitive menu.
- Click the **Answer** button on the Call Control toolbar.
- From the Actions menu, choose **Answer**.
- Press **Ctrl + A** key on your PC keyboard.
- Double-click the call in the Call Control window.
- Use the mouse to drag the highlighted call onto the **Answer** button.
- Use the Cisco IP phone to answer the call (for example, press the line button with the incoming call, or press the Answer softkey).

**Note**

Answering a new call automatically places an active call on hold.

Placing a Call

You can place calls when a line is available in the Call Control window. You place calls from any window by using keyboard shortcuts, context-sensitive menus, the menu bar, or the mouse.

Use any of the following methods to place a call. All methods achieve the same result, and you can use them interchangeably.

- In the Speed Dial or Directory window, right-click the entry, and choose **Dial** from the context-sensitive menu.
- Click the directory or speed-dial entry; then, perform one of the following tasks:
 - Click the **Dial** button on the Call Control toolbar.
 - From the Actions menu, choose **Dial**.
 - Use the mouse to drag the entry onto the **Dial** button on the Call Control toolbar, the Call Details pane, or the **Operator Line** button in the Call Control window.
 - Press **Ctrl + D** on your PC keyboard.
- Double-click a directory entry to automatically dial that number.
- Double-click a speed-dial entry to automatically dial that number.
- Use the Cisco IP phone to dial the number.
- Use the numeric keypad on the right side of your PC keyboard to dial a number; then, press **Enter**.

Ending a Call

When Cisco Attendant Console disconnects the call, the call disappears from the Call Details pane of the Control Call window. You end calls from the Call Control window by using keyboard shortcuts, context-sensitive menus, the menu bar, or the mouse.

**Note**

You cannot end calls from the Speed Dial or Directory windows.

Use any of the following methods to end (disconnect) an active call in the Call Control window. All methods achieve the same result, and you can use them interchangeably.

- In the Call Control window, right-click the call and choose **Hang Up** from the context-sensitive menu.
- Click the **Hang Up** button on the Call Control toolbar.
- Click the **Operator Line** button in the upper, right corner of the Call Control window that indicates the directory number of your Cisco IP phone.
- Press **Ctrl + H** on your PC keyboard.
- From the Actions menu, choose **Hang Up**.
- Use the mouse to drag the active call onto the **Hang Up** button.
- Use the Cisco IP phone to end the call (for example, lift and replace the handset or press the EndCall softkey).

Placing a Call on Hold

You can place an active call on hold to take another incoming call or to check availability of the intended recipient. When you place a call on hold in the Call Control window, the held icon displays in the line status area, and the active icon displays on the Operator Line button.

You place calls on hold from the Call Control window by using keyboard shortcuts, context-sensitive menus, the menu bar, or the mouse.



Note

You cannot place calls on hold from the Speed Dial or Directory windows.

Use any of the following methods to place a call on hold. All methods achieve the same result, and you can use them interchangeably.

- Right-click the active call and choose **Hold** from the context-sensitive menu.
- Click the call in the Call Control window; then, perform one of the following tasks:
 - Click the **Hold** button on the Call Control toolbar.
 - Press **Ctrl + L** on your PC keyboard.
 - From the Actions menu, choose **Hold**.
- Use the mouse to drag the active call onto the **Hold** button.
- Use the Cisco IP phone to place the call on hold (for example, press the Hold softkey).

Retrieving a Call from Hold (Unhold)

When you retrieve a call from hold, the caller connects to you. When you retrieve a call from hold in the Call Control window, the active icon displays in the line status area, and the active icon displays on the Operator Line button.

You retrieve calls from hold in the Call Control window by using keyboard shortcuts, context-sensitive menus, the menu bar, or the mouse.



Note

You cannot retrieve calls from hold from the Speed Dial or Directory windows.

Use any of the following methods to retrieve the call. All methods achieve the same result, and you can use them interchangeably.

- Right-click the call that is on hold; choose **Unhold** from the context-sensitive menu.
- Click the call that is on hold and then perform one of the following tasks:
 - Click the **Unhold** button on the Call Control toolbar.
 - Press **Ctrl + L** on your PC keyboard.
 - From the Actions menu, choose **Unhold**.

- Using the mouse, drag the call that is on hold onto the **Unhold** button on the Call Control toolbar.
- Use the Cisco IP phone to retrieve the call from hold.

Transferring a Call

When you transfer an active call, the caller connects to the person that you designate. Cisco CallManager Attendant Console allows you to perform either an unsupervised transfer or consult (supervised) transfer, as defined in the following sections.

You perform unsupervised or consult (supervised) transfers in any window by using keyboard shortcuts, context-sensitive menus, the menu bar, or the mouse.



Note

You can perform all transfers from any window.

Performing an Unsupervised Transfer

When you perform an unsupervised transfer, you cannot consult the receiver of the call before transferring the call.

To perform an unsupervised transfer, complete the following procedure:

Procedure

- Step 1** Perform one of the following tasks:
- Right-click the call that you want to transfer; then, choose **Transfer** from the context-sensitive menu.
 - Click the call that you want to transfer; then, click the **Transfer** button on the Call Control toolbar.
 - Click the call that you want to transfer; then, from the Actions menu, choose **Transfer**.
 - Click the call that you want to transfer; then, press **Ctrl + X**.

- Step 2** After the dialog box opens, enter the number to which you want to transfer the call.
- Step 3** Click **OK**.
The dialog box closes, and the unsupervised transfer occurs.
-

**Tip**

If you prefer, you can perform an unsupervised transfer by dragging the call onto a speed-dial or directory entry. You can also right-click the entry and choose **Transfer** from the context-sensitive menu.

Performing a Consult (Supervised) Transfer

A consult transfer allows you to consult the receiver of the call before transferring the call.

To complete a consult transfer, perform the following procedure:

Procedure

- Step 1** Perform one of the following tasks:
- Right-click the call that you want to transfer; then, choose **Consult Transfer** from the context-sensitive menu.
 - Click the call that you want to transfer; then, click the **Consult Transfer** button on the Call Control toolbar.
 - Click the call that you want to transfer; then, from the Actions menu, choose **Consult Transfer**.
 - Click the call that you want to transfer; then, press **Ctrl + T**.
- Step 2** After the dialog box opens, enter the number to which you want to transfer the call.
- Step 3** Click **OK**.
You placed the active call in the Call Control window on hold.

Step 4 Ask the user if you should transfer the call.

Step 5 To transfer the held call, perform any of the methods from [Step 1](#).

To retrieve a held call that you do not want to transfer, end the consultation with the user to whom you want to transfer the call; then, after you click the held call, perform one of the methods from the [“Retrieving a Call from Hold \(Unhold\)”](#) section on page 2-5.

**Tip**

If you prefer, you can perform a consult transfer by right-clicking a speed-dial or directory entry and choosing **Consult Transfer** from the context-sensitive menu.

Initiating a Conference Call

Cisco CallManager Attendant Console allows you, the conference controller, to build a conference that has not been previously arranged. In an ad hoc conference, you call and add each participant to the conference.

You initiate an ad hoc conference in any window by using keyboard shortcuts, context-sensitive menus, the menu bar, or the mouse.

**Note**

You can initiate an ad hoc conference call from any window.

Perform the following procedure to initiate an ad hoc conference from the Cisco CallManager Attendant Console:

Procedure

Step 1 Click the appropriate call.

Step 2 Perform one of the following tasks:

- Right-click the call and choose **Conference** from the context-sensitive menu.
- Click the **Conference** button on the Call Control toolbar.

- Choose **Actions > Conference**.
- Press **Ctrl + C** on the PC keyboard.

Performing the previous tasks places the call on hold.

Step 3 Perform one of the following tasks:

- Use the numeric keypad on your PC keyboard to enter the destination number to which you want to conference the call.
- Drag the speed-dial or directory entry onto the **Conference** button.

Step 4 Perform one of the methods from [Step 2](#) to complete the call-control task.

You initiated the conference.

Parking a Call



Note

You can perform this call-control task only if the Cisco CallManager server that is associated with the attendant console runs a version of Cisco CallManager Release 3.3 or later. This icon displays on the Call Control toolbar only if you run a compatible version of Cisco CallManager Release 3.3.

The Call Park feature allows you to place a call on hold, so it can be retrieved from another phone in the system. For example, if you are on an active call at your phone, you can park the call to a call park extension such as 1234. Someone on another phone in your system can then dial 1234 to retrieve the call.

Perform the following procedure to park a call:

Procedure

Step 1 Perform one of the following tasks:

- Right-click the call that you want to park; then, choose **Call Park** from the context-sensitive menu.
- Click the call that you want to park; then, click the **Call Park** button on the Call Control toolbar.

- Click the call that you want to park; then, from the Actions menu, choose **Call Park**.
- On the PC keyboard, press **Ctrl + P**.

A dialog box displays the directory number where the call is parked.

Step 2 Contact the user that is to retrieve the parked call.

Using Default Keyboard Shortcuts

The keyboard shortcuts configured for Cisco CallManager Attendant Console allow you to perform call-control tasks efficiently. Use [Table 2-1](#) as a guide for performing keyboard shortcuts:

Table 2-1 Keyboard Shortcuts

Desired Result	Action Performed
Answering a Call	Ctrl + A
Placing a Call	Ctrl + D
Ending a Call	Ctrl + H
Placing a Call on Hold	Ctrl + L
Retrieving a Call from Hold (Unhold)	Ctrl + L
Parking a Call	Ctrl + P
Performing an Unsupervised Transfer	Ctrl + X
Performing a Consult (Supervised) Transfer	Ctrl + T
Initiating a Conference Call	Ctrl + C



Note

You can change any default keyboard shortcut on a per-attendant basis. See the [“Using the Menu Bar”](#) section on page 3-1 for more information.



Using the Menu Bar

This chapter contains the following topics:

- [Using the File Menu, page 3-1](#)
- [Using the Edit Menu, page 3-2](#)
- [Using the View Menu, page 3-4](#)
- [Using the Actions Menu, page 3-7](#)
- [Using the Help Menu, page 3-8](#)

Using the File Menu

From the File menu, you can go online/offline, log out, and exit the program. For detailed information on these tasks, see the following sections:

- [Logging In and Going Online, page 1-14](#)
- [Going Offline, Logging Out, and Exiting, page 1-16](#)

Using the Edit Menu

From the Edit menu, you can create your own keyboard shortcuts, add, modify, and delete speed-dial entries/groups, and view/revise settings, which is an optional task. See the following sections:

- [Creating and Editing Keyboard Shortcuts, page 3-2](#)
- [Creating, Editing, and Deleting Speed-Dial Groups and Entries, page 3-3](#)
- [Viewing and Editing Settings, page 3-3](#)

Creating and Editing Keyboard Shortcuts

Cisco CallManager Attendant Console allows you to create or modify keyboard shortcuts to your specifications, which are saved when you exit the attendant console. You can create keyboard shortcuts for all options available through the menu bar.

Perform the following procedure to create and modify keyboard shortcuts:

Procedure

- Step 1** From the Edit menu, choose **Keyboard Shortcuts....**
- Step 2** From the list in the Commands area of the dialog box, choose the command for which you want to create or edit a keyboard shortcut.
- Step 3** In the Key field, enter the keystroke(s) that you will use for the shortcut.
- Step 4** Check the **CTRL**, **SHIFT**, or **ALT** check box (or a combination of check boxes).
- Step 5** Click **Save**, **Save and Close**, or **Cancel**.



Note Clicking Save allows you to create or edit another keyboard shortcut.

After the dialog box closes, the keyboard shortcut displays next to the menu option. It also displays above the Key field when you choose the command from the Command area of the dialog box.

Creating, Editing, and Deleting Speed-Dial Groups and Entries

For information on creating, editing, and deleting speed-dial groups and entries through the Edit menu, see the [“Using the Speed Dial Window”](#) section on page 5-1.

Viewing and Editing Settings

From the Edit menu, you or your system administrator can change the settings that affect your ability to use the Cisco CallManager Attendant Console. These settings allow the attendant console to interact with the attendant console server and the directory, which provides all directory information found in the Directory window.

Cisco recommends that you only change these settings if your system administrator tells you to do so.

Perform the following procedure to view and edit settings:

Procedure

- Step 1** From the Edit menu, choose **Settings...**
- The Attendant Settings dialog box displays.
- The Basic tab shows the IP address or Host Name of the server to which you are connected, the directory number associated with your Cisco IP phone, and the MAC address of your phone. Contact your system administrator for more information about these settings.
- Cisco recommends that you do not changes these settings unless your system administrator tells you to do so.
- Step 2** Click the **Advanced** tab.
- Your system administrator must provide the information that you enter in the fields and the check box that display.
- Step 3** To change the path of the local directory file, enter the new path in the Path of Local Directory File field.



Note The local directory file, defined as the user list file, provides the directory information that displays in the windows.

- Step 4** To change the call-processing server host name or IP address, enter the appropriate information in the Call Processing Server Host Name or IP Address field.
- Step 5** To enable trace, check the **Enable Trace** check box. Checking this check box ensures that you can troubleshoot any problems that may occur.
- Step 6** Click **Save** or **Cancel**.
The Attendant Setting dialog box closes.
-

Using the View Menu

From the View menu, you can change the size of the text that displays in the windows or change the color that displays on the console. See the following sections:

- [Changing the Text Size, page 3-5](#)
- [Changing the Color Scheme, page 3-6](#)
- [Choosing the Default Window Layout, page 3-7](#)

Changing the Text Size

Cisco CallManager Attendant Console allows you to change the text size to meet your specifications. You can change the text size that displays in all windows, or you can change the text size that displays in a particular window.

To change the size of the text that displays in the windows, perform the following procedure:

Procedure

- Step 1** Depending on your preference, perform one of the following tasks:
- To change the text size that displays in all windows, choose **Text Size** from the View menu.
 - To change the text size that displays in a particular window, right-click in the window and choose **Text Size** from the context-sensitive menu.
- Step 2** Choose one of the following options:
- Largest
 - Larger
 - Medium
 - Smallest
 - Smaller

The text size changes in the window(s).

Changing the Color Scheme

Cisco CallManager Attendant Console allows you to change the color scheme of the attendant console to meet your specifications. When you use the attendant console for the first time, the default color scheme, which is blue and white, displays.

To change the color scheme that displays, perform the following procedure:

Procedure

Step 1 From the View menu, choose **Color Schemes**.

Step 2 Choose one of the following options:

- Default, which is blue and white
- Brown
- Emerald
- Grey
- Contrast, which displays as white upon a light grey background

The color scheme changes on the attendant console.

Choosing the Default Window Layout

Cisco CallManager Attendant Console allows you to maximize and minimize all windows that display. When you change the window layout to the default, the Cisco CallManager Attendant Console window shrinks, enclosing the three windows, the menu bar, Call Control toolbar, and the status bar. Any change you made to the text size or color scheme remains after you choose the Default Window Layout option.

**Note**

If you minimize a window before you choose the Default Window Layout option, the window maximizes after you make the choice.

If you make any changes to the text size and color scheme before you choose the Default Window Layout option, these changes remain after you make the choice.

To change the window layout to the default, choose **Edit >Default Window Layout**.

Using the Actions Menu

You perform call-control tasks through the Actions menu. For information on performing call-control tasks by using the Actions menu, see the [“Handling Calls” section on page 2-1](#).

**Note**

Only enabled options that are available for use display. If an option is disabled, you cannot use the option.

Using the Help Menu

Cisco CallManager Attendant Console provides online help and easy access to the latest attendant console plugin for upgrade. If you receive a message upon log in that states that you cannot access the server, you must upgrade the attendant console to the version available through Cisco CallManager Administration. After you begin the upgrade process through the Help menu, contact your system administrator for information on how to complete the upgrade process.

Perform the following procedure to obtain online help and the version of the console and the server:

Procedure

Step 1 To obtain online help, choose **Help > Cisco CallManager Attendant Console Help**.

The online help displays.

Step 2 Choose **Help > About the Cisco CallManager Attendant Console** to perform one of the following tasks:

- Obtain the version of the attendant console and the server associated with the attendant console



Note After you obtain the versions, click **OK**.

- Upgrade to the latest version of the attendant console



Note When prompted, click **Yes** to acknowledge that you want to upgrade. Wait for the Cisco CallManager Attendant Console Setup window to load; follow the prompts in the windows to complete the upgrade, or contact your system administrator for information on how to perform this task.



Using the Call Control Window

When you place or answer a call, the line status, the directory number of the incoming call, the name of the person, if available, the operator directory number, and the elapsed time display in the Call Details pane of the Call Control window.

This section describes the following topics:

- [Placing Calls from the Call Control Window, page 4-2](#)
- [Performing Call-Control Tasks in the Call Control Window, page 4-2](#)

Placing Calls from the Call Control Window

To place a call from the Call Control window, perform the following procedure:

Procedure

- Step 1** Click the **Operator Line** button in the upper, right corner that indicates the directory number of the Cisco IP phone controlling the Cisco CallManager Attendant Console.
- Step 2** In the dialog box, enter the number that you want to dial.
- Step 3** Click **OK** or **Cancel**.
-



Tip

To place a call to a speed-dial or directory entry, drag the speed-dial or directory entry onto the Operator Line button in the upper, right corner of the Call Control window.

Performing Call-Control Tasks in the Call Control Window

[Table 4-1](#) describes the call-control tasks that affect calls in the Call Control window. For additional information on performing call-control tasks in the Call Control window, see the [“Handling Calls” section on page 2-1](#).

Table 4-1 Quick Reference Table

Desired Result	Action Performed
Answering a Call	<p>To answer a call, perform one of the following tasks:</p> <ul style="list-style-type: none"> • Right-click the call and choose Answer in the context-sensitive menu. • Click the Answer button on the Call Control toolbar. • From the Actions menu, choose Answer. • Press Ctrl + A key on your PC keyboard. • Double-click the call in the Call Control window. • Use the mouse to drag the highlighted call onto the Answer button. • Use the Cisco IP phone to answer the call (for example, press the line button with the incoming call, or press the Answer softkey).
Placing a Call	<p>To place a call, perform one of the following tasks:</p> <ul style="list-style-type: none"> • Click the Dial button on the Call Control toolbar. • From the Actions menu, choose Dial. • Use the mouse to drag the speed-dial or directory entry onto the Dial button on the Call Control toolbar, the Call Details pane, or the Operator Line button in the Call Control window. • Press Ctrl + D on your PC keyboard. • Use the Cisco IP phone to dial the number. • Use the numeric keypad on the right side of your PC keyboard to dial a number; then, press Enter.

Table 4-1 Quick Reference Table (continued)

Desired Result	Action Performed
Ending a Call	<p>To end a call, perform one of the following tasks:</p> <ul style="list-style-type: none"> • In the Call Control window, right-click the call and choose Hang Up from the context-sensitive menu. • Click the Hang Up button on the Call Control toolbar. • In the upper, right corner of the Call Control window that indicates the directory number of your Cisco IP phone, click the Operator Line button. • Press Ctrl + H on your PC keyboard. • From the Actions menu, choose Hang Up. • Use the mouse to drag the active call onto the Hang Up button. • Use the Cisco IP phone to end the call (for example, lift and replace the handset or press the EndCall softkey).
Placing a Call on Hold	<p>To place a call on hold, perform one of the following tasks:</p> <ul style="list-style-type: none"> • Right-click the active call and choose Hold from the context-sensitive menu. • In the Call Control window, click the call; then, perform one of the following tasks: <ul style="list-style-type: none"> – Click the Hold button on the Call Control toolbar. – Press Ctrl + L on your PC keyboard. – From the Actions menu, choose Hold. • Use the mouse to drag the active call onto the Hold button. • Use the Cisco IP phone to place the call on hold (for example, press the Hold softkey).

Table 4-1 Quick Reference Table (continued)

Desired Result	Action Performed
Retrieving a Call from Hold (Unhold)	<p>To retrieve a call from hold, perform one of the following tasks:</p> <ul style="list-style-type: none"> • Right-click the call that is on hold; choose Unhold from the context-sensitive menu. • Click the call that is on hold and then perform one of the following tasks: <ul style="list-style-type: none"> – Click the Unhold button on the Call Control toolbar. – Press Ctrl + L on your PC keyboard. – From the Actions menu, choose Unhold. • Using the mouse, drag the call that is on hold onto the Unhold button on the Call Control toolbar. • Use the Cisco IP phone to retrieve the call from hold.
Performing an Unsupervised Transfer	<p>To complete an unsupervised transfer, perform the following procedure:</p> <ul style="list-style-type: none"> • Perform one of the following tasks: <ul style="list-style-type: none"> – Right-click the call that you want to transfer; then, choose Transfer from the context-sensitive menu. – Click the call that you want to transfer; then, click the Transfer button on the Call Control toolbar. – Click the call that you want to transfer; then, from the Actions menu, choose Transfer. – Click the call that you want to transfer; then, press Ctrl + X. <p>Note After the dialog box opens, enter the number to which you want to transfer the call. Click OK.</p> <p>Tip If you prefer, you can perform an unsupervised transfer by dragging the call onto a speed-dial or directory entry. You can also right-click the entry and choose Transfer from the context-sensitive menu.</p>

Table 4-1 Quick Reference Table (continued)

Desired Result	Action Performed
Performing a Consult (Supervised) Transfer	<p data-bbox="294 293 1161 321">To complete a consult (supervised) transfer, perform the following procedure:</p> <ul style="list-style-type: none"> <li data-bbox="303 337 736 365">• Perform one of the following tasks: <ul style="list-style-type: none"> <li data-bbox="350 381 1228 441">– Right-click the call that you want to transfer; then, choose Consult Transfer from the context-sensitive menu. <li data-bbox="350 457 1201 518">– Click the call that you want to transfer; then, click the Consult Transfer button on the Call Control toolbar. <li data-bbox="350 534 1228 594">– Click the call that you want to transfer; then, from the Actions menu, choose Consult Transfer. <li data-bbox="350 610 1063 638">– Click the call that you want to transfer; then, press Ctrl + T. <p data-bbox="294 654 1217 714">Note After the dialog box opens, enter the number to which you want to transfer the call. Click OK.</p> <p data-bbox="294 745 989 773">You placed the active call in the Call Control window on hold.</p> <ul style="list-style-type: none"> <li data-bbox="303 789 823 816">• Ask the user if you should transfer the call. <li data-bbox="303 833 1233 860">• To transfer the held call, perform any of the methods from the top of this column. <p data-bbox="294 876 1228 1002">Note To retrieve a held call that you do not want to transfer, end the consultation with the user to whom you want to transfer the call; then, after you click the held call, perform one of the methods from the “Retrieving a Call from Hold (Unhold)” section on page 2-5.</p>

Table 4-1 Quick Reference Table (continued)

Desired Result	Action Performed
Initiating a Conference Call	<p>To initiate an ad hoc conference, perform the following procedure:</p> <ul style="list-style-type: none"> • Click the appropriate call. • Perform one of the following tasks: <ul style="list-style-type: none"> – Right-click the call and choose Conference from the context-sensitive menu. – Click the Conference button on the Call Control toolbar. – Choose Actions > Conference. – Press Ctrl + C on the PC keyboard. <p>Performing the previous tasks places the call on hold.</p> <ul style="list-style-type: none"> • Perform one of the following tasks: <ul style="list-style-type: none"> – Use the numeric keypad on your PC keyboard to enter the destination number to which you want to conference the call. – Drag the speed-dial or directory entry onto the Conference button. • Perform one of the methods from the top of this column to complete the call-control task.
Parking a Call	<p>Note You can park a call only if the server associated with the attendant console runs a version of Cisco CallManager Release 3.3 or later.</p> <p>To park a call, perform the following procedure:</p> <ul style="list-style-type: none"> • Perform one of the following tasks: <ul style="list-style-type: none"> – Right-click the call that you want to park; then, choose Call Park from the context-sensitive menu. – Click the call that you want to park; then, click the Call Park button on the Call Control toolbar. – Click the call that you want to park; then, from the Actions menu, choose Call Park. – On the PC keyboard, press Ctrl + P. <p>A dialog box displays the directory number where the call is parked.</p> <ul style="list-style-type: none"> • Contact the user that is to retrieve the parked call.



Using the Speed Dial Window

This chapter addresses the following tasks:

- [Adding a Speed-Dial Group, page 5-2](#)
- [Renaming a Speed-Dial Group, page 5-3](#)
- [Deleting a Speed-Dial Group, page 5-4](#)
- [Adding a Speed-Dial Entry, page 5-5](#)
- [Editing a Speed-Dial Entry, page 5-6](#)
- [Deleting a Speed-Dial Entry, page 5-7](#)
- [Using Speed-Dial Entries to Perform Call-Control Tasks, page 5-8](#)

You categorize speed-dial entries into speed-dial groups, which display as individual tabs in the Speed Dial window. Because the tabs can stack on top of each other, you can add as many groups as you want. Likewise, you can add as many entries to a group as you want.

Before you use speed-dial entries to perform call-control tasks, you must add at least one speed-dial group and include at least one entry in the group or, you can rename the Sample Group tab and then add entries. See the [“Renaming a Speed-Dial Group”](#) section on [page 5-3](#) for more information.



Tip

Right-clicking the tabs in the Speed Dial window allows you to quickly add, edit, or delete the speed-dial group.

Adding a Speed-Dial Group

You categorize speed-dial entries by configuring them in speed-dial groups. For example, you can add a speed-dial group named “Human Resources” and include parties from human resources as speed-dial entries.

**Note**

You can add as many speed-dial groups as you want because Cisco CallManager Attendant Console can stack groups on top of each other in the Speed Dial window.

Speed-Dial groups do not appear alphabetically; instead, they appear in the order in which you configure them in the Speed-Dial window. For example, if you configure the “Human Resources” speed-dial group first and then configure the “Development” speed-dial group, the “Human Resources” group appears on the left because you configured it first.

To add a speed-dial group to the Speed Dial window, perform the following procedure:

Procedure

-
- Step 1** Perform one of the following two tasks:
- In the Speed Dial window, right-click the mouse and choose **New Speed Dial Group...** from the context-sensitive menu.
 - From the Edit menu, choose **Speed Dials > New Speed Dial Group...**
- Step 2** In the Group Name field of the dialog box, enter the new group name; then, click **Save**.
- The dialog box automatically closes, and the new tab displays in the Speed Dial window.
- Step 3** Now you can rename the speed-dial group, delete the group, or add speed-dial entries to the speed-dial group.
-

Renaming a Speed-Dial Group

You can rename a speed-dial group at any time and for any reason. Consider renaming the “Sample Group” that automatically displayed in the Speed Dial window when you logged in to the attendant console.

To rename a speed-dial group, perform the following procedure:

Procedure

- Step 1** Click the tab of the speed-dial group that you want to rename.
- Step 2** Perform one of the following two tasks:
- In the Speed Dial window, right-click the mouse and choose **Rename Speed Dial Group** from the context-sensitive menu.
 - From the Edit menu, choose **Speed Dials > Rename Speed Dial Group**.
- Step 3** In the Group Name field of the dialog box, enter the new group name; then, click **Save**.

The dialog box automatically closes, and the renamed tab displays in the Speed Dial window.

Deleting a Speed-Dial Group

You can delete a speed-dial group at any time for any reason. Be aware that if you delete the speed-dial group, you delete all entries configured within the group.

To delete a speed-dial group, perform the following procedure:

Procedure

- Step 1** Click the tab of the speed-dial group that you want to delete.
- Step 2** Perform one of the following two tasks:
- In the Speed Dial window, right-click the mouse and choose **Delete Speed Dial Group** from the context-sensitive menu.
 - From the Edit menu, choose **Speed Dials > Delete Speed Dial Group**.
- Step 3** When the prompt asks whether you want to delete the group, click **Yes**, **No**, or **Cancel**.



Caution

Clicking Yes ensures that you delete all speed-dial entries in the speed-dial group.

When you click Yes, the tab disappears from the Speed Dial window.



Tip

The name of the speed-dial group displays in the upper, left corner of the Speed Dial window when you click the speed-dial tab.

Adding a Speed-Dial Entry

Speed-dial entries include the name, phone number, and notes on the person that you added to the speed-dial group. Adding speed-dial entries allows you to quickly place calls, transfer calls, perform consult (supervised) transfers, and initiate conferences with the person associated with the speed-dial entry.

Although you are not required to enter information in the Notes field, Cisco CallManager Attendant Console requires that you enter a name and phone number for each speed-dial entry.

To add a speed-dial entry to the Speed Dial window, perform the following procedure:

Procedure

- Step 1** Click the speed-dial tab where you want to add the entry.
- Step 2** Perform one of the following two tasks:
- In the Speed Dial window, right-click the mouse and choose **Add Speed Dial...** from the context-sensitive menu.
 - From the Edit menu, choose **Speed Dials > Add Speed Dial...**
- Step 3** After the dialog box displays, enter the name, phone number, and any notes in the appropriate fields.
- Step 4** Click **Save** or **Save and Close**.



Note Clicking Save allows you to immediately add another speed-entry to the speed-dial group.

The dialog box closes, and the speed-dial entry displays in the Speed Dial window.



Tip

If you prefer, you can add a speed-dial entry by dragging a directory entry from the Directory window and dropping it in the Speed Dial window.

Editing a Speed-Dial Entry

You can edit the name, phone number, or notes for a speed-dial entry at any time for any reason. Although you are not required to enter information in the Notes field, Cisco CallManager Attendant Console requires that you enter a name and phone number for each speed-dial entry.

To edit a speed-dial entry, perform the following procedure:

Procedure

- Step 1** Click the speed-dial tab where you want to edit the entry.
- Step 2** Click the speed-dial entry that you want to update.
- Step 3** Perform one of the following two tasks:
- In the Speed Dial window, right-click the mouse and choose **Edit Speed Dial...** from the context-sensitive menu.
 - From the Edit menu, choose **Speed Dials > Edit Speed Dial...**
- Step 4** After the dialog box displays, edit the name, phone number, or any notes that you previously entered in the appropriate fields.
- Step 5** To save the information, click **Save**.
- The dialog box automatically closes, and the updated speed-dial entry displays in the Speed Dial window.
-

Deleting a Speed-Dial Entry

You can delete a speed-dial entry at any time for any reason. When you delete the speed-dial entry, you delete the entire entry. You cannot delete particular fields in the entry; if you want to delete notes, which is the only field from which you can delete information, consider editing the speed-dial entry.

Deleting a speed-dial entry does not delete the entire speed-dial group. To delete a speed-dial entry, perform the following procedure:

Procedure

- Step 1** Click the speed-dial tab where you want to delete the entry.
- Step 2** Click the speed-dial entry that you want to delete.
- Step 3** Perform one of the following two tasks:
- In the Speed Dial window, right-click the mouse and choose **Delete Speed Dial...** from the context-sensitive menu.
 - From the Edit menu, choose **Speed Dials > Delete Speed Dial...**
- Step 4** When the prompt asks whether you want to delete the entry, click **Yes**, **No**, or **Cancel**.

When you click Yes, the speed-dial entry disappears from the Speed Dial window.

Sorting Entries in a Speed-Dial Group

You sort speed-dial entries by name by clicking on the Name header in the Speed Dial window. The up arrow that displays in the header indicates that you are sorting the entries in ascending order; the down arrows indicates that you are sorting in descending order.

Using Speed-Dial Entries to Perform Call-Control Tasks

Table 5-1 describes call-control tasks that you can perform through the Speed Dial window. For more information about handling calls, see the “[Handling Calls](#)” section on page 2-1.

Table 5-1 Quick Reference Table

Desired Result	Action Performed
Answering a Call	You cannot answer calls from the Speed Dial window. See the “ Performing Call-Control Tasks in the Call Control Window ” section on page 4-2 and the “ Handling Calls ” section on page 2-1 for more information.
Placing a Call	To place a call, perform one of the following tasks: <ul style="list-style-type: none"> • Use the mouse to drag the speed-dial entry onto the Dial button on the Call Control toolbar, the Call Details pane, or the Operator Line button in the Call Control window. • To place a call to a speed-dial entry, double-click the entry. • Right-click the speed-dial entry and choose Dial from the context-sensitive menu.
Ending a Call	You cannot end calls from the Speed Dial window. See the “ Performing Call-Control Tasks in the Call Control Window ” section on page 4-2 and the “ Handling Calls ” section on page 2-1 for more information.
Placing a Call on Hold	You cannot place calls on hold from the Speed Dial window. See the “ Performing Call-Control Tasks in the Call Control Window ” section on page 4-2 and the “ Handling Calls ” section on page 2-1 for more information.
Retrieving a Call from Hold (Unhold)	You cannot retrieve calls from hold from the Speed Dial window. See the “ Performing Call-Control Tasks in the Call Control Window ” section on page 4-2 and the “ Handling Calls ” section on page 2-1 for more information.
Performing an Unsupervised Transfer	To complete an unsupervised transfer, perform one of the following tasks: <ul style="list-style-type: none"> • You can perform an unsupervised transfer by dragging the call onto a speed-dial or directory entry. • You can also right-click the entry and choose Transfer from the context-sensitive menu.

Table 5-1 Quick Reference Table (continued)

Desired Result	Action Performed
Performing a Consult (Supervised) Transfer	<p data-bbox="294 293 1161 321">To complete a consult (supervised) transfer, perform the following procedure:</p> <ul style="list-style-type: none"> <li data-bbox="306 337 736 365">• Perform one of the following tasks: <ul style="list-style-type: none"> <li data-bbox="350 383 1228 440">– Right-click the call that you want to transfer; then, choose Consult Transfer from the context-sensitive menu. <li data-bbox="350 457 1201 514">– Click the call that you want to transfer; then, click the Consult Transfer button on the Call Control toolbar. <li data-bbox="350 532 1228 589">– Click the call that you want to transfer; then, from the Actions menu, choose Consult Transfer. <li data-bbox="350 607 1063 634">– Click the call that you want to transfer; then, press Ctrl + T. <p data-bbox="294 657 1217 714">Note After the dialog box opens, enter the number to which you want to transfer the call. Click OK.</p> <p data-bbox="294 748 989 776">You placed the active call in the Call Control window on hold.</p> <ul style="list-style-type: none"> <li data-bbox="306 794 825 821">• Ask the user if you should transfer the call. <li data-bbox="306 839 1201 896">• Complete a consult transfer by right-clicking a speed-dial entry and choosing Consult Transfer from the context-sensitive menu.

Table 5-1 Quick Reference Table (continued)

Desired Result	Action Performed
Initiating a Conference Call	<p>To initiate an ad hoc conference, perform the following procedure:</p> <ul style="list-style-type: none"> • Click the appropriate call. • Perform one of the following tasks: <ul style="list-style-type: none"> – Right-click the call and choose Conference from the context-sensitive menu. – Click the Conference button on the Call Control toolbar. – Choose Actions > Conference. – Press Ctrl + C on the PC keyboard. <p>Performing the previous tasks places the call on hold.</p> <ul style="list-style-type: none"> • Drag the speed-dial or directory entry onto the Conference button. • Perform one of the methods from the top of this column to complete the call-control task.
Parking a Call	<p>You cannot park calls from the Speed Dial window. See the “Performing Call-Control Tasks in the Call Control Window” section on page 4-2 and the “Handling Calls” section on page 2-1 for more information.</p>



Using the Directory Window

Cisco CallManager Attendant Console provides a directory, or listing, of the telephone extensions at your company. You can use this directory to look up directory numbers and place calls or determine if a phone is in use.

The Cisco CallManager Attendant Console directory uses the Cisco CallManager user directory or the list of users that you specified in the Advanced tab of the Settings dialog box. You can locate any user that is identified in the User area of Cisco CallManager Administration. Your system administrator maintains the Cisco CallManager directory. If you need people or additional information added to the directory, ask your system administrator to update the database.

The Directory window provides the following information:

- Status—Displays whether the line is idle, ringing, active, or unknown.
- Telephone—Displays the telephone extension.
- First Name, Last Name, and Department —Displays additional information about a telephone extension. If any of these fields are blank, the system administrator has not provided the information in the User area of Cisco CallManager Administration. Your system administrator can update these fields for you.

This section contains the following topics:

- [Locating a Specific Name in the Directory, page 6-2](#)
- [Sorting the Directory, page 6-3](#)
- [Reordering the Columns, page 6-3](#)
- [Using Directory Entries to Perform Call-Control Tasks, page 6-3](#)

Locating a Specific Name in the Directory

When you attempt to locate a specific name in the directory, you can use the Last Name or First Name fields or the Department drop-down list box to do so. To quickly access a person, consider using the Department drop-down list box first, if applicable, and then narrow the search by using the Last Name or First Name fields. When you enter information in the appropriate fields, Cisco CallManager Attendant Console attempts to locate the person, even if you enter only a portion of the information. At any time, you can click the Clear button to clear directory entries that display under the headers or in the fields.

Perform the following procedure to locate a specific name in the directory:

Procedure

-
- Step 1** To locate a person, enter the first and last name in the appropriate fields or choose the department under **Select One** or **Show All Users** from the Department drop-down list box.



Note The Show All Users option displays only if you have less than 1000 directory users in your directory. Choosing Select One displays a particular department in the company.



Note After you choose the department, you can narrow the search by entering the first and last names in the appropriate fields.

Example 6-1 *The directory attempts to find the entry as you enter the information in the fields. If you want to locate a user with the last name "Clark," you can enter the letters "Cla" in the Last Name field to scroll the directory to the nearest matching entry.*

- Step 2** To clear all directory entries that display or to clear the last and first name, click the **Clear** button.
-

Sorting the Directory

The directory headers display the current order (ascending or descending) of the directory entries. You sort the directory by clicking the up or down arrow in any header in the Directory window.

Reordering the Columns

At any time and for any reason, you can change the order in which the columns display in the Directory window. To perform this task, drag the header of the column to the new location in the window.

**Note**

You cannot drag the columns outside the Directory window.

Using Directory Entries to Perform Call-Control Tasks

[Table 6-1](#) describes the call-control tasks that you can perform through the Directory window. For more information about handling calls, see the [“Handling Calls”](#) section on page 2-1.

Table 6-1 Quick Reference Table

Desired Result	Action Performed
Answering a Call	You cannot answer calls from the Directory window. See the “Performing Call-Control Tasks in the Call Control Window” section on page 4-2 and the “Handling Calls” section on page 2-1 for more information.
Placing a Call	To place a call, perform one of the following tasks: <ul style="list-style-type: none"> To place a call to the user associated with the directory entry, double-click the directory entry. Use the mouse to drag the directory entry onto the Dial button on the Call Control toolbar, the Call Details pane, or the Operator Line button in the Call Control window. Right-click the directory entry and choose Dial from the context-sensitive menu.
Ending a Call	You cannot end calls from the Directory window. See the “Performing Call-Control Tasks in the Call Control Window” section on page 4-2 and the “Handling Calls” section on page 2-1 for more information.
Placing a Call on Hold	You cannot place calls on hold from the Directory window. See the “Performing Call-Control Tasks in the Call Control Window” section on page 4-2 and the “Handling Calls” section on page 2-1 for more information.
Retrieving a Call from Hold (Unhold)	You cannot retrieve calls from hold from the Directory window. See the “Performing Call-Control Tasks in the Call Control Window” section on page 4-2 and the “Handling Calls” section on page 2-1 for more information.
Performing an Unsupervised Transfer	To complete an unsupervised transfer, perform one of the following tasks: <ul style="list-style-type: none"> Perform an unsupervised transfer by dragging the call onto a directory entry. You can also right-click the entry and choose Transfer from the context-sensitive menu.

Table 6-1 Quick Reference Table (continued)

Desired Result	Action Performed
Performing a Consult (Supervised) Transfer	<p data-bbox="294 293 1161 321">To complete a consult (supervised) transfer, perform the following procedure:</p> <ul style="list-style-type: none"> <li data-bbox="303 337 736 365">• Perform one of the following tasks: <ul style="list-style-type: none"> <li data-bbox="350 381 1228 441">– Right-click the call that you want to transfer; then, choose Consult Transfer from the context-sensitive menu. <li data-bbox="350 457 1201 518">– Click the call that you want to transfer; then, click the Consult Transfer button on the Call Control toolbar. <li data-bbox="350 534 1228 594">– Click the call that you want to transfer; then, from the Actions menu, choose Consult Transfer. <li data-bbox="350 610 1063 638">– Click the call that you want to transfer; then, press Ctrl + T. <p data-bbox="294 654 1217 714">Note After the dialog box opens, enter the number to which you want to transfer the call. Click OK.</p> <p data-bbox="294 745 989 773">You placed the active call in the Call Control window on hold.</p> <ul style="list-style-type: none"> <li data-bbox="303 789 825 816">• Ask the user if you should transfer the call. <li data-bbox="303 833 1228 893">• Complete a consult transfer by right-clicking a speed-dial or directory entry and choosing Consult Transfer from the context-sensitive menu.

Table 6-1 Quick Reference Table (continued)

Desired Result	Action Performed
Initiating a Conference Call	<p>To initiate an ad hoc conference, perform the following procedure:</p> <ul style="list-style-type: none"> • Click the appropriate call. • Perform one of the following tasks: <ul style="list-style-type: none"> – Right-click the call and choose Conference from the context-sensitive menu. – Click the Conference button on the Call Control toolbar. – Choose Actions > Conference. – Press Ctrl + C on the PC keyboard. <p>Performing the previous tasks places the call on hold.</p> <ul style="list-style-type: none"> • Drag the speed-dial or directory entry onto the Conference button. • Perform one of the methods from the top of this column to complete the call-control task.
Parking a Call	<p>You cannot park calls from the Directory window. See the “Performing Call-Control Tasks in the Call Control Window” section on page 4-2 and the “Handling Calls” section on page 2-1 for more information.</p>



Troubleshooting

This chapter describes common questions or situations relating to the function or performance of Cisco CallManager Attendant Console.

The login failed. How do I solve this problem?

Contact your system administrator to verify and update your Cisco CallManager Attendant Console User ID and password.

When I attempted to log in to the server, a dialog box stated that I cannot access the server. How do I solve this problem?

The version of the attendant console on your PC and the version of the attendant console available through Cisco CallManager Administration do not match. Contact your system administrator to upgrade the version of the attendant console running on your PC.

I received an error message that third-party telephony failed to initialize.

Contact your system administrator.

I received an error message that the third-party telephony service is down. I received an error message the third-party telephony service is shutting down.

Contact your system administrator.

I received an error message that no lines are available to make a call.

All lines configured for use are busy. You must wait until one of the lines becomes available before you place a call.

I received an error message that I cannot connect to the same operator terminal.

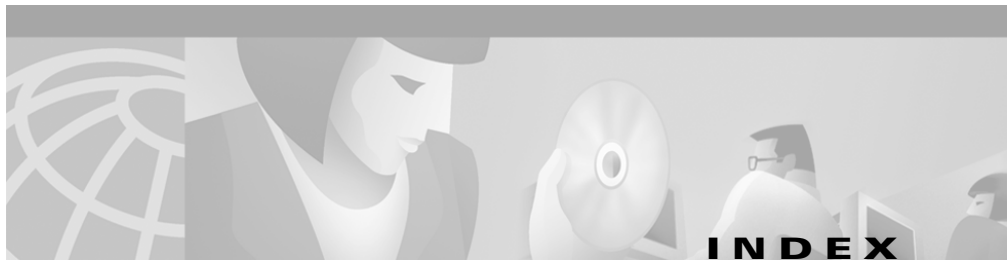
This message means that you cannot call a line configured on your Cisco IP phone from another line on the same phone.

I received an error message that the selected line is not available.

Each line only supports two calls at the same time. For example, if you use Line 1 for transferring a call, and you placed another call on hold on the same line, the line that you chose will be unavailable for use. The line remains unavailable until you complete one of the tasks.

I received an error message that the operator terminal is down.

Make sure that you connected the Cisco IP phone securely to the network.



A

Actions menu [3-7](#)

Answer button [2-2](#)

answering a call [2-2](#)

assistance

 Cisco.com [xii](#)

 obtaining [xii](#)

 Technical Assistance Center [xiii](#)

B

button

 Answer [2-2](#)

 Call Control [1-8](#)

 Consult Transfer [2-6](#)

 Dial [2-3](#)

 Go Online/Go Offline [1-14](#)

 Hang Up [2-3](#)

 Hold [2-4](#)

 Transfer [2-6](#)

 Unhold [2-5](#)

C

call

 answering [2-2](#)

 disconnecting (ending) [2-3](#)

 handling [2-1](#)

 initiating a conference [2-8](#)

 making a call [2-3](#)

 parking [2-9](#)

 placing a call on hold [2-4](#)

 retrieving a call from hold [2-5](#)

 transferring a [2-6](#)

Call Control

 buttons [1-8](#)

 icons [1-8](#)

 positioning toolbar [1-8](#)

 toolbar

 buttons and tasks (table) [1-8](#)

 described [1-8](#)

window

 components [1-4](#)

 described [4-1](#)

 performing tasks [4-2](#)

 placing calls [4-2](#)

 quick reference (table) [4-3](#)

call-control tasks, using directory entries to perform (table) [6-3](#)

CallManager Attendant Console, Cisco

directory [6-1](#)

exiting [1-16](#)

handling calls [2-1](#)

interface (table) [1-3](#)

logging in [1-14](#)

logging out [1-16](#)

Log In dialog box [1-4](#)

Settings dialog box [1-4](#)

starting [1-13](#)

using the interface [1-2](#)

window [1-4](#)

CD-ROM documentation [xi](#)

changing position of Call Control toolbar [1-8](#)

Cisco.com [xii](#)

color scheme on View menu [3-6](#)

columns, reordering in the Directory window [6-3](#)

conference call, initiating [2-8](#)

consult transfer [2-6](#)

Consult Transfer button [2-6](#)

context-sensitive menus [1-11](#)

dialing a call [2-3](#)

directory

locating a specific name [6-2](#)

sorting [6-3](#)

using [6-1](#)

using entries for call-control tasks (table) [6-3](#)

Directory window

described [1-7, 6-1](#)

reordering the columns [6-3](#)

disconnecting a call [2-3](#)

document

audience [viii](#)

conventions [x](#)

obtaining documentation [x](#)

organization [ix](#)

preface [vii](#)

purpose [viii](#)

related documentation [ix](#)

documentation

CD-ROM [xi](#)

feedback [xi](#)

obtaining [x](#)

on World Wide Web [x](#)

ordering [xi](#)

related [ix](#)

D

default keyboard shortcuts (table) [2-10](#)

default window layout on View menu [3-7](#)

Dial button [2-3](#)

E

- Edit menu [3-2](#)
- ending a call [2-3](#)
- exiting Cisco CallManager Attendant Console [1-16](#)

F

- feedback on documentation [xi](#)
- File menu [3-1](#)

G

- getting started [1-1](#)
- Go Online/Go Offline button [1-14](#)

H

- hanging up a call [2-3](#)
- Hang Up button [2-3](#)
- Help menu [3-8](#)
- hold
 - placing a call on [2-4](#)
 - retrieving a call from [2-5](#)
- Hold button [2-4](#)

I

- icons
 - call control [1-8](#)
 - Pop to Top [1-12](#)
- interface, CallManager Attendant Console, Cisco (table) [1-3](#)
- interface, using [1-2](#)

K

- keyboard shortcuts
 - creating and editing [3-2](#)
 - default (table) [2-10](#)

L

- layout, default window [3-7](#)
- line status (table) [1-5](#)
- logging in [1-14](#)
- logging in to Cisco CallManager Attendant Console [1-14](#)
- logging out of Cisco CallManager Attendant Console [1-16](#)
- Log In dialog box [1-4](#)

M

making a call [2-3](#)

menu

 Actions [3-7](#)

 Edit [3-2](#)

 File [3-1](#)

 Help [3-8](#)

 View

 color scheme [3-6](#)

 default window layout [3-7](#)

 described [3-4](#)

 text size [3-5](#)

menu bar

 described [1-7](#)

 using [3-1](#)

menus, context-sensitive [1-11](#)

N

name

 locating in the directory [6-2](#)

O

offline, going [1-14](#)

online, going [1-14](#)

ordering documentation [xi](#)

P

parking a call [2-9](#)

performing tasks

 in the Call Control window [4-2](#)

 quick reference (table) [4-3](#)

placing calls

 from Call Control window [4-2](#)

 methods [2-3](#)

Pop to Top icon [1-12](#)

S

settings, viewing and editing [3-3](#)

Settings dialog box [1-4](#)

shortcuts, keyboard

 creating and editing [3-2](#)

 key sequences (table) [2-10](#)

sorting the directory [6-3](#)

speed-dial entries

 adding [5-5](#)

 deleting [5-7](#)

 editing [5-6](#)

speed-dial entries, performing call-control tasks (table) [5-8](#)

speed-dial groups

 adding [5-2](#)

 creating, editing, deleting [3-3](#)

 deleting [5-4](#)

- renaming [5-3](#)
- sorting entries [5-7](#)

Speed Dial window

- adding speed-dial entry [5-5](#)
- adding speed-dial group [5-2](#)
- deleting speed-dial entry [5-7](#)
- deleting speed-dial group [5-4](#)
- described [1-6, 5-1](#)
- editing speed-dial entry [5-6](#)
- renaming speed-dial group [5-3](#)
- sorting entries in speed-dial group [5-7](#)
- speed-dial entries
 - performing call-control tasks (table) [5-8](#)

starting Cisco CallManager Attendant Console [1-13](#)

status bar [1-12](#)

T

technical assistance

- Cisco.com [xii](#)
- obtaining [xii](#)
- Technical Assistance Center (TAC) [xiii](#)

Technical Assistance Center (TAC)

- Escalation Center [xiv](#)
- web site [xiii](#)

text size on View menu [3-5](#)

toolbar, Call Control

- buttons and tasks (table) [1-8](#)
- described [1-8](#)

- Transfer button [2-6](#)
- transferring a call
 - consult transfer [2-6](#)
 - unsupervised transfer [2-6](#)

U

- Unhold button [2-5](#)
- unsupervised transfer [2-6](#)

V

View menu

- color scheme [3-6](#)
- default window layout [3-7](#)
- described [3-4](#)
- text size [3-5](#)

W

window

- Call Control [1-4, 4-1](#)
- Cisco CallManager Attendant Console [1-4](#)
- default layout [3-7](#)
- Directory [1-7, 6-1](#)
- Speed Dial [1-6, 5-1](#)

World Wide Web, documentation on [x](#)

