



Cisco Unified Attendant Console Advanced Version 11.0.1 with JAWS v16 Quick Reference Guide

This document provides a quick reference for operators using Cisco Unified Attendant Console Advanced with a JAWS script.

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Common Tasks

Logging In

Ctrl+I opens the login dialog box, with the focus in the Password field. Uparrow takes you to your login name, which is blank initially but which remembers the last used name for each future login. Below Password is the extension field, which again is populated from the previous login.

Logging Out

Ctrl+O logs you out of the console, without any confirmation.

Confirming Your Current Status

At any point use **Insert+T** to check your status.

Answering Calls

Incoming calls are queued in the Queue Calls (**F8**) window. They are presented in priority order as determined by the system configuration.

The most common method of answering calls is to select the next call with the highest priority.

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- Step 1** Press the **Answer Next** key (plus + on the Number Pad).
The answered call moves to the Active Calls field. (**F7**)
- Step 2** The script reads out the caller's details only – Routing Tag (identifying the call's queue) a name if available and/or the caller's number.
To repeat the details press **F7**.
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Making Calls

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- Step 1** Select **F7** Active Calls.
- Step 2** Using the keypad, enter the required number.
To delete a mis-typed digit press **Backspace**.
- Step 3** To listen to the full dial number, press **Ctrl+Spacebar**.
- Step 4** Press **Connect** key to end dialing (**Enter**).
- Step 5** The call appears in the Active Calls field (**F7**).
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Clearing Calls

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- Step 1** Select from within the Active Calls field (**F7**)
- Step 2** Press the **Clear** key (**Enter**).
The call leaves the console.
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Mis-Dialed Calls

Press the **Number Correction** key (**Backspace**).

Transferring Calls

Blind Transfer If Extension Is Known

With the call in the Active Calls field. (**F7**)

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- Step 1** Type the number of the extension. The number is read out as you type.
- Step 2** Press the **Connect** key twice in quick succession to complete the transfer. (**Enter, Enter**)
The call leaves the console.
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Blind Transfer Using a Directory Search

With the call in the Active Calls field. (**F7**)

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- Step 1** Press **F3** or simply start typing the contact to be searched.
The script tells you which field search field you are in.
- Step 2** Start typing; the script reads out the letters.
- Step 3** Press **Tab** to move to other search fields if required, for example **Lastname** and **Department**.
- Step 4** When you are ready to commit the search press **Enter** (either on Number Pad or keyboard).
The script reads out the number of contacts returned and the details of the first contact.
- Step 5** Press **DownArrow** to select the next contact on the list.
- Step 6** When the correct contact is found, to find out more information if required, including the Line State, whether there are any Notes for the contact, their Presence from Cisco CUPS server or whether there are any Alternative Contacts configured use the **LeftArrow** to get to the beginning of the contact line and use the **RightArrow** to read out individual items.
- Step 7** When ready with the correct contact selected press **Enter** twice to transfer the call.
The call leaves the console.
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Retrieve On No Reply

If there is no reply from the destination extension, the call will return on time-out to the Call Progress field. **(F5)**

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- Step 1** Select within the Call Progress field. **(F5)**
Focus is on the call at the top of the list in **F5**. The script reads relevant details for the selected call
- Step 2** Use **DownArrow** and **UpArrow** and press **F5** to find the required call.
- Step 3** Press the **Retrieve** key. **(PageDown)**
The call returns to the Active Calls field. **(F7)**
- Step 4** To repeat the details press **F7**.
The caller is in circuit.
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Announced/Consult Transfer

The calling details are displayed in the Active Calls field. **(F7)**

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- Step 1** Search for your contact, or using the Number Pad type in the extension to transfer to,
- Step 2** Press the **Connect** key once to dial. **(Enter)**
- Step 3** Stay on the line to announce the call.
- Step 4** Press the Connect key again to complete the transfer **(Enter)**
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No Reply

During a consult transfer you can end the enquiry call and return to the original caller. press **Cancel Consultation** to return to the *calling* party **(Minus -)**.

Toggling Between Two Active Calls

- Press **Toggle** to return to *calling* party. **(Plus +)**
- Press **Toggle** to return to *called* party. **(Plus +)**

Camping a Call on an Extension

Camp-On Calls Using a Consultation Transfer

With the relevant call selected within the Active Calls field. (F7):

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- Step 1** Make a call to the extension that is currently busy.
A busy tone is heard, the call display window echoes the word **BUSY**.
- Step 2** Press the **Camp-On** key. (Alt+P)
The call leaves the Console.
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Camp-On Calls using a Blind transfer

Use this with the Preference setting to Automatically Camp-On calls if busy. With the relevant call selected within the Active Calls field (F7), make a Blind Transfer (**Enter, Enter**) to the extension that is currently busy. The call leaves the Console.

Holding and Retrieving Calls

Holding a Call

While in an Active Call call (F7):

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- Step 1** Press the **Hold** key. (PageDown)
Nothing is read out at this point.
- Step 2** Press **F5** to enter the Calls In Progress field.
The top call is highlighted in Call Progress field. (F5) and details from this call is read out.
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Holding a Call with Notes

With an Active Call selected (F7)

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- Step 1** Press the **Hold with Notes** key. (PageUp)
- Step 2** Type the note, use **Ctrl+Enter** to put a carriage return in the message.
- Step 3** Press **Enter** when you have finished typing to Hold the call.
- Step 4** Press **F5** to enter the Calls In progress field.
The top call is highlighted in Call Progress field. (F5) and details from this call is read out.
- Step 5** If the script advises if there's a note. Press **PageUp** to read the note.
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Retrieving a Call

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- Step 1 Select the Call Progress field. (**F5**)
The top call is highlighted.
 - Step 2 Use **DownArrow** and **UpArrow** to select the correct call.
 - Step 3 Press the **Retrieve** key (**PageDown**).
The call returns to the Active Calls field(**F7**), and the caller is in circuit.
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Re-establish a Call

This allows a call to be sent back to its intended destination after it has been recalled on a timeout from it's transfer, park, camp on or hold.

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- Step 1 Press **F5** to access the Calls In Progress window.
 - Step 2 Select the call using the **DownArrow/UpArrow**.
 - Step 3 Press the Re-establish button (**Delete**).
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Conference Calls

Three parties can be conferenced together.

With an Active Call selected:

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- Step 1 Search for a contact or type a number.
 - Step 2 Press the Conference key (**End**).
This puts the first call on hold, and makes an enquiry call to the destination.
 - Step 3 Once the destination answers, at any point you can start the conference (**End**).
There is three calls in Active calls area, one to each destination and the Conference controller. This is your call.
 - Step 4 To drop out of the conference clear your call using the (**End**) key.
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Call Park

Place Call Into a Park Position

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- Step 1** Select the call to be placed on park from within the Active Calls field. (**F7**)
- Step 2** Press the **Park** key (**Home**).
The next available park position is used.
- Step 3** Press **F9** to enter the Parking area.
The script immediately tells you where the last call was parked and this can be announced as required.
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Retrieve Before Time Out

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- Step 1** Dial the park position number.
- Step 2** Press the **Connect** key (**Enter**).
The call appears in the Active Calls field (**F7**), and the caller is in circuit.
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Retrieve On Time Out

On timeout the call is presented to the Calls In Progress window (**F5**).

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- Step 1** Select within the Call Progress field. (**F5**)
- Step 2** Press the **Retrieve** key. (**PageDown**)
The call appears in Active Calls Field (**F7**), and the caller is in circuit.
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Using the Directory

Switching Between Directories

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- Step 1** Press **F3** to put the focus in the first search field of the last used Directory Group.
- Step 2** To switch between Directory Groups use **Alt+number**, where *number* is the position of the Tab from the left. **Ctrl+Tab** moves through the tabs from left to right.
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Performing a Search

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- Step 1** Begin a search, press **F3**
The name of the Directory tab and the active Search field is read out.
- Step 2** Type search text or **Tab** to the required Search field. If you reach the end of the Search fields a notification is sounded.
- Step 3** Press **Tab** if you wish to insert search text in other search field (optional).
AND searches are performed if entries are in more than one search field.
- Step 4** Press **Enter** to start the search.
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Browsing Through Results

Simple navigation:

- Move down through list of results – DownArrow
- Move up through list of results – UpArrow
- Advanced navigation (read individual cells)
- Move down through column – DownArrow
- Move up through column – UpArrow
- Move forward across a row – RightArrow
- Move back across a row – LeftArrow
- Read status icons – LeftArrow to the start of the contact and then read to the right with the RightArrow to read one item at a time

Status Icon Options

You can set the following options in any order, but should leave them in their default position together on the left side of the directory:

- Phone Status - read out when you select a contact:
 - Idle
 - Active
 - Ringing
 - Out of Service
- Notes - read out when you select a contact.
 - Says “Notes” if a note is set, and then reads out the note as applicable.
 - To edit or enter a note press **Ctrl+N**.
 - To read Contact Notes press **DownArrow**.
 - Press **Tab** followed by **DownArrow** to read the Contact Absent Note.
- Alternate Contacts
 - Says “Contact has Alternative Numbers” if true.
 - To find out more information press **F2** and **Tab** into the contacts. Once you have located the entry you want you can dial by pressing **Enter**.
- Calendar - A summary of the contacts free/busy status.
- Presence (is set for either CUPS or Microsoft OCS, but NOT both) - read out when you select a contact (see below).
- Whisper/Page availability.

Presence Status (CUPS)

Unknown	There is no match for the User Profile in CUPS
Online	Contact is online and available
Away	Contact is online but is set to Away status
Offline	Contact is known but is not logged in

Presence Status (Microsoft OCS/LCS)

Online	The contact is online and can participate in conversations.
Busy	The contact is available but engaged in another activity.
Do Not Disturb	The contact has manually set their presence status to Do Not Disturb .
Busy (Urgent Interruptions Only)	The contact has manually set their presence status to Do Not Disturb .
Away	The contact’s computer has been idle for more than the idle time period setting; 15 minutes by default. The contact has manually set their presence status to Away .

Inactive	This contact may be available, but their computer has been idle for more than the idle time period setting; five minutes by default.
Busy (Inactive)	This contact is engaged in a meeting, but their computer has been inactive for the idle time period setting; 5 minutes by default.
Offline	The contact is not available because: <ul style="list-style-type: none"> • Communicator 2007 is not running on the contact's computer, or the contact has not signed-in. • The contact has blocked you from seeing their presence status.
Unknown	Communicator 2007 cannot determine the status of the contact

Lateral Searching (Ctrl+F2)

When a contact is selected in the Directory, you can search for related contacts based on a configured field, for example other people in the same department:

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- Step 1 Open the Lateral Search (**Ctrl+F2**).
 - Step 2 Select an Alternative contact from the selection displayed (**DownArrow/UpArrow**).
 - Step 3 Dial the contact (**Enter**) or Transfer (**Enter, Enter**).
 - Step 4 Press **Esc** to exit Lateral Search screen.
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Configuring Lateral Search

To set the Preferred Lateral Search field you need to specify the criteria within the **Preferences**:

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- Step 1 Choose **Options > Preferences (Alt+O, P)**.
 - Step 2 Use **UpArrow** and **DownArrow** through headings to the **Filter Search** tab.
 - Step 3 Select the field required from the drop down list. Select **None** to disable the feature.
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Speed Dials

Speed Dial numbers and contacts are viewed in the F6 window.

Using Speed Dials

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- Step 1 Press **F6** to access Speed Dial pane.
 - Step 2 Use **UpArrow** and **DownArrow** to select the desired Speed Dial contact.
 - Step 3 Press **Enter** to dial.
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Adding Speed Dials

- Step 1 Press **F6** to access the Speed Dial pane.
 - Step 2 Press **Alt+F6** to **Add Speed Dial**.
 - Step 3 Select either a Private (available only to you, the default selection) or Public (available to all operators) speed dial.
 - Step 4 Tab to enter the Number field. Type **Number**, **Name** and **Company Name** of the contact.
 - Step 5 Tab again to use the **OK** button.
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Deleting Speed Dials

- Step 1 Press **F6** to access the Speed Dial pane.
 - Step 2 Select the speed dial you want to delete using UpArrow and DownArrow.
 - Step 3 Press **Alt+D** to delete the Speed Dial.
 - Step 4 Press **RightArrow** to select **Yes** on the confirmation message.
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Editing Speed Dials

- Step 1 Press **F6** to access the Speed Dial pane.
 - Step 2 Use **UpArrow** and **DownArrow** to select the speed dial you want to edit.
 - Step 3 Press **Alt+S** to open the Edit window.
Focus is in the Private Speed Dial checkbox
 - Step 4 Make the relevant changes.
 - Step 5 Tab to the **OK** button and press **Enter**.
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Using the Calls In Progress (F5) Area

This area contains calls that are being held or have timed out from operations, such as a transfer, call park, camp on, or Whisper Page Messages including responses.

To use the area:

Step 1 Press **F5**.

The top call is highlighted and the following information read out:

- Routing Tag
- Call for (if applicable) Name and Number
- Call From (Number)
- Status i.e No Reply, Held, Park Timeout, etc.
- Duration of the call within the F5 area
- Page response, if applicable

Step 2 Use **UpArrow** and **DownArrow** to read other call details out, pressing **F5** after each arrow to read the full information.

Useful Features

Emergency Mode

You can put your call queues into Emergency mode if needed. Press **Ctrl+Shift+E** to activate those queues that have an Emergency overflow destination set. To deactivate Emergency mode, press **Alt+Shift+E**. If you press **Insert+T** to check your status, it shows that you are in emergency mode only if *all* of your queues are in that mode.

Unavailable

Make yourself unavailable to take calls by pressing **F10**. Pressing **F10** again makes you available.

Queue Unavailable

Press **Ctrl+F10** to make yourself unavailable to take incoming calls (you can still manage other parts of the application). Press **Ctrl+F10** again to become available again.

