

Cisco Unified Attendant Console Standard

Quick Reference Guide

This guide gives an overview of how to use Cisco Unified Attendant Console Standard. For full details, see the application help.

Starting Cisco Unified Attendant Console Standard

To start Cisco Unified Attendant Console Standard:

- 1 Double-click the desktop icon.
 - 2 *If one of the following is true:*
 - You are working in a non-single-sign-on environment
 - You are working in a single-sign-on environment but have not yet configured Cisco Unified Attendant Console Standard to use it
 - Cisco Unified Attendant Console Standard is configured to use single-sign-on, which you have already logged into
- the Cisco Unified Attendant Console Standard Sign In screen appears. Continue at step 3.

If you are working in a single-sign-on environment, but have not yet logged into any Cisco Unified Communications application:

- a. If security alerts are displayed, click **Yes** in each.
- b. In the single-sign-on credentials web page, enter your **User Name** and **Password**, and then click **Log In**.

The Cisco Unified Attendant Console Standard Sign In screen appears.

- 3 In the Cisco Unified Attendant Console Standard Sign In screen:

To use the number in the field, continue at step 4. To use a new extension number:






 - a. Type the number into the field.
 - b. Select a number in the list by either double-clicking it, or by highlighting it and then pressing **Enter**.
- 4 If the sign in extension is part of a hunt groups that you want to log into, select **Log in to hunt groups at sign in**.
- 5 Click **Sign In** or press **Enter**.




Opening the Online Help






To open the application Help, press **F1**.





Line States and Directory Presence Status

The phone line state icons appear in the Call Control and Directory panes and represent the state of operator and extensions. The presence status icons are displayed in directories.

Operator Line State	
Icon	State
	On hook
	Off hook
	Do not disturb
	Forwarded
	Out of service

Participant Line State	
Icon	State
	Ringing
	Off hook
	On hold

Directory Line State	
Icon	State
	Ringing
	On hook
	Off hook
	Do not disturb
	Forwarded

Directory Presence Status	
Icon	Status
	Available
	Away, invisible or on the phone
	Do not disturb
	Unknown or off-line



Using the Mouse to Apply Commonly Used Actions and Call Controls

There are several ways of performing actions in the console; the easiest and quickest are described here. You can use the mouse in the main menu, or keyboard shortcuts for many actions. For detailed instructions on all the methods of call control, see the application Help.





Note

When defining shortcuts using the **Alt** key, be mindful of the standard Windows behavior that uses **Alt** to activate the menu of the application currently open on the screen in order to quickly open menu items by holding **Alt** and pressing the underlined letter of each item. For example, if you set a shortcut for **Alt+F** to **Delete Note**, instead of performing the action you defined for that shortcut, pressing **Alt+F** opens the menu item **File**.

To...	Do this with the mouse...	Main menu	Default keyboard shortcut
Sign out	Click your extension number in the top right corner and from the drop-down list, click Sign out of application . <ul style="list-style-type: none"> If you are logged into a hunt group and you try to sign out, a message pops up asking you to confirm you wish to log out of hunt groups. Clicking Yes logs you out of hunt groups, signs you out and takes you to the login screen of the application. Clicking No leaves you logged into hunt groups, and only signs you out and takes you to the login screen of the application. If you are not logged into a hunt group and you try to sign out, you are signed out and taken to the login screen of the application. 	✓	Ctrl+S
Log in to/log out of hunt groups	Click your extension number in the top right corner and from the drop-down list, click Log in to/Log out of hunt groups .	✓	Ctrl+I
Make a call	Either: <ul style="list-style-type: none"> Search for the extension number, and then press Enter. In the Directory pane, double-click the contact, or right-click the contact, click Dial, and then click Telephone, Mobile or Home Phone, as appropriate.  <p>Note If you want to dial a number that is not in the directory, you can use the Outbound Dialing Override feature: type the number you wish to dial in the directory search field or Dialpad search field, and then use the Outbound Dialing Override keyboard shortcut (default = CTRL+Enter) to do an override.</p> <ul style="list-style-type: none"> In the Call Control pane, click the line to use, and then use the Dialpad to dial the number. 	✓	Ctrl+D
End a call	In the active call, click End .	✓	Ctrl+H
Answer a call	In the active call, click Answer .	✓	Ctrl+A
Hold a call	In the active call, click  .	✓	Ctrl+L
Resume a call	Either: <ul style="list-style-type: none"> In the active call, click Resume. In the Call Control pane, click the line on which the call is held. 	✓	* (programmable)



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To...	Do this with the mouse...	Main menu	Default keyboard shortcut
Park a call	<p>Drag the call from the Call Control pane to the Parked Calls pane.</p>  <p>Note When parking a call, if the call is not picked up, it will be recalled after a defined period of time. However, on phone model 8851, the recall does not show up on the console but on the phone itself. Press the resume button on the phone to make the recall show up on the console.</p>	✓	Ctrl+P
Retrieve a parked call	<p>Drag the call from the Parked Calls pane to the Call Control pane.</p>	✗	✗ (programmable)
Divert a call	<p>In the Call Control pane:</p> <ol style="list-style-type: none"> 1 In the ringing call, click Divert. 2 In the Dialpad search box, type the contact's name or number.  <p>Note If you want to dial a number that is not in the directory, you can use the Outbound Dialing Override feature: type the number you wish to dial in the directory search field or Dialpad search field, and then use the Outbound Dialing Override keyboard shortcut (default = CTRL+Enter) to do an override.</p> <ol style="list-style-type: none"> 3 In the list, select the contact, and then click Divert. 	✗	✗
Enable call forwarding	<p>In the Call Control pane:</p> <ol style="list-style-type: none"> 1 Right-click the operator extension, and then select Enable FWD. 2 In the Dialpad, search box, type the name or number to forward calls to, and then click Forward. 	✗	✗
Disable call forwarding	<p>In the Call Control pane, right-click the operator extension, and then select Disable FWD.</p>	✗	✗
Enable Do Not Disturb	<p>In the Call Control pane, right-click the operator extension, and then select Enable DND.</p>	✗	✗
Disable Do Not Disturb	<p>In the Call Control pane, right-click the operator extension, and then select Disable DND.</p>	✗	✗

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To...	Do this with the mouse...	Main menu	Default keyboard shortcut
Consult transfer a call	<p>In the Call Control pane:</p> <ol style="list-style-type: none"> 1 Right-click the call and select Consult Transfer. 2 In the Dialpad search box, type the recipient's name or number. <p> Note If you want to dial a number that is not in the directory, you can use the Outbound Dialing Override feature: type the number you wish to dial in the directory search field or Dialpad search field, and then use the Outbound Dialing Override keyboard shortcut (default = CTRL+Enter) to do an override.</p> <ol style="list-style-type: none"> 3 In the list, select the recipient, and then click Consult. 4 When the recipient has answered and agreed to accept the call, in the Dialpad, click Transfer. <p>In the Directory:</p> <ol style="list-style-type: none"> 1 In the directory search box, type the recipient's name or number. <p> Note If you want to dial a number that is not in the directory, you can use the Outbound Dialing Override feature: type the number you wish to dial in the directory search field or Dialpad search field, and then use the Outbound Dialing Override keyboard shortcut (default = CTRL+Enter) to do an override.</p> <ol style="list-style-type: none"> 2 In the directory, right-click the contact, click Consult Transfer, and then click Telephone, Mobile or Home Phone, as appropriate. The contact answers the call. 3 If the contact agrees to accept the call, perform a direct transfer (described below). 	✓	Ctrl+T



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To...	Do this with the mouse...	Main menu	Default keyboard shortcut
Blind transfer a call	<p>Drag the call from the Call Control pane to the Directory pane, and then drop it on the recipient contact.</p> <p>Alternatively:</p> <ol style="list-style-type: none"> 1 In the call, click the transfer icon  . 2 In the Dialpad search box, type the recipient's name or number. <p> Note If you want to dial a number that is not in the directory, you can use the Outbound Dialing Override feature: type the number you wish to dial in the directory search field or Dialpad search field, and then use the Outbound Dialing Override keyboard shortcut (default = CTRL+Enter) to do an override.</p> <ol style="list-style-type: none"> 3 In the list, select the recipient, and then click Transfer. <p>Alternatively:</p> <ol style="list-style-type: none"> 1 In the directory search box, type the recipient's name or number. <p> Note If you want to dial a number that is not in the directory, you can use the Outbound Dialing Override feature: type the number you wish to dial in the directory search field or Dialpad search field, and then use the Outbound Dialing Override keyboard shortcut (default = CTRL+Enter) to do an override.</p> <ol style="list-style-type: none"> 2 Do one of the following: <ul style="list-style-type: none"> – In the directory, right-click the contact, click Transfer, and then click Telephone, Mobile or Home Phone, as appropriate. – Drag the call from the Call Control pane to the Directory pane, and then drop it on the recipient. 	✓	Ctrl+X
Direct transferring a call	<p>In the Call Control pane:</p> <ol style="list-style-type: none"> 1 Select one call, hold the Ctrl key and then select the other call. 2 Right-click and select Direct Transfer. 	✓	Ctrl+R

To...	Do this with the mouse...	Main menu	Default keyboard shortcut
Conferencing calls	<p>In the Call Control pane:</p> <ol style="list-style-type: none"> 1 Right-click the active call and select Conference. 2 In the Dialpad search box, type the name or number of a participant to include in the conference, and then click Dial. <p> Note If you want to dial a number that is not in the directory, you can use the Outbound Dialing Override feature: type the number you wish to dial in the directory search field or Dialpad search field, and then use the Outbound Dialing Override keyboard shortcut (default = CTRL+Enter) to do an override.</p> <ol style="list-style-type: none"> 3 When the participant answers, in the Dialpad, click Conference. The participant is added to the conference call. 4 For each additional participant, repeat 2. and 3. <p>In the Directory pane, while on a call:</p> <ol style="list-style-type: none"> 1 Right-click the contact to add to the conference, click Conference, and then click Telephone, Mobile or Home Phone, as appropriate. 2 When the contact is ringing or answered, perform a call join. 3 At the end of the conference, in the active conference call, click End. 	✓	Ctrl+N
Joining calls	<p>In the Call Control pane:</p> <ol style="list-style-type: none"> 1 With one call selected, hold the Ctrl key and then select the other calls to join together. 2 Right-click the call and select Join. 	✓	Ctrl+J
Transfer a call to voicemail	<p>In the Call Control pane:</p> <ol style="list-style-type: none"> 1 Right-click the call and select Transfer to Voicemail. 2 In the Dialpad search box, type the contact's number. <p> Note If you want to dial a number that is not in the directory, you can use the Outbound Dialing Override feature: type the number you wish to dial in the directory search field or Dialpad search field, and then use the Outbound Dialing Override keyboard shortcut (default = CTRL+Enter) to do an override.</p> <ol style="list-style-type: none"> 3 Select the contact, and then click Transfer. 	✓	Ctrl+O
Email a contact	<p>To email a contact in a directory:</p> <ol style="list-style-type: none"> 1 Right-click the contact, and then choose Email. 2 Use your e-mail system to complete and send the email. 	✗	✗ (programmable)