Cisco CallManager Attendant Console User Guide

Release 1.1(3)

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Cisco CallManager Attendant Console User Guide

CONTENTS

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

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 that are 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* that matches this release.

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 on line to handle calls.
Chapter 2, “Handling Calls”	Describes how to place, answer, and direct calls by using the Call Control buttons, the menu bar, keyboard shortcuts, and the mouse.
Chapter 3, “Using the Menu Bar”	Describes how to go on line/off line, log out, edit keyboard shortcuts, change text size and the color scheme of the console, perform call-control tasks, use the Dial Digits keypad, and access 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, “Using the Parked Calls Window”	Describes how to park a call and revert a parked call from the Parked Calls window.
Chapter 8, “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 CallManager Attendant Console Keyboard Shortcuts* (English Only)
- *Cisco IP Phone Models 7960 and 7940 User Guide*
- *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

These 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 this URL:

http://www.cisco.com

Translated documentation is available at this 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

You can order Cisco documentation in these ways:

- Registered Cisco.com users (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 Systems Corporate Headquarters (California, U.S.A.) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can submit comments electronically on Cisco.com. In the Cisco Documentation home page, click the **Fax** or **Email** option in the "Leave Feedback" section at the bottom of the page.

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

You can submit your comments by mail by using the response card behind the front cover of your document or by writing to the following address:

Cisco Systems, Inc.
Attn: Document Resource Connection
170 West Tasman Drive
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We appreciate your comments.

Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain online 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 with these tasks:

- 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

If you want to obtain customized information and service, you can self-register on Cisco.com. To access Cisco.com, go to this URL:

http://www.cisco.com

Technical Assistance Center

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

Cisco TAC inquiries 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.

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

Cisco TAC Web Site

You can use the Cisco TAC Web Site 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 this URL:

http://www.cisco.com/tac

All customers, partners, and resellers who have a valid Cisco service 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 this URL to register:

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

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

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

If you have Internet access, we recommend that you open P3 and P4 cases through the Cisco TAC Web Site.

Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses priority level 1 or priority level 2 issues. 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 automatically opens a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to this 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). When you call the center, 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

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 windows, menu bar, toolbar, and status bar, as described in the following sections.

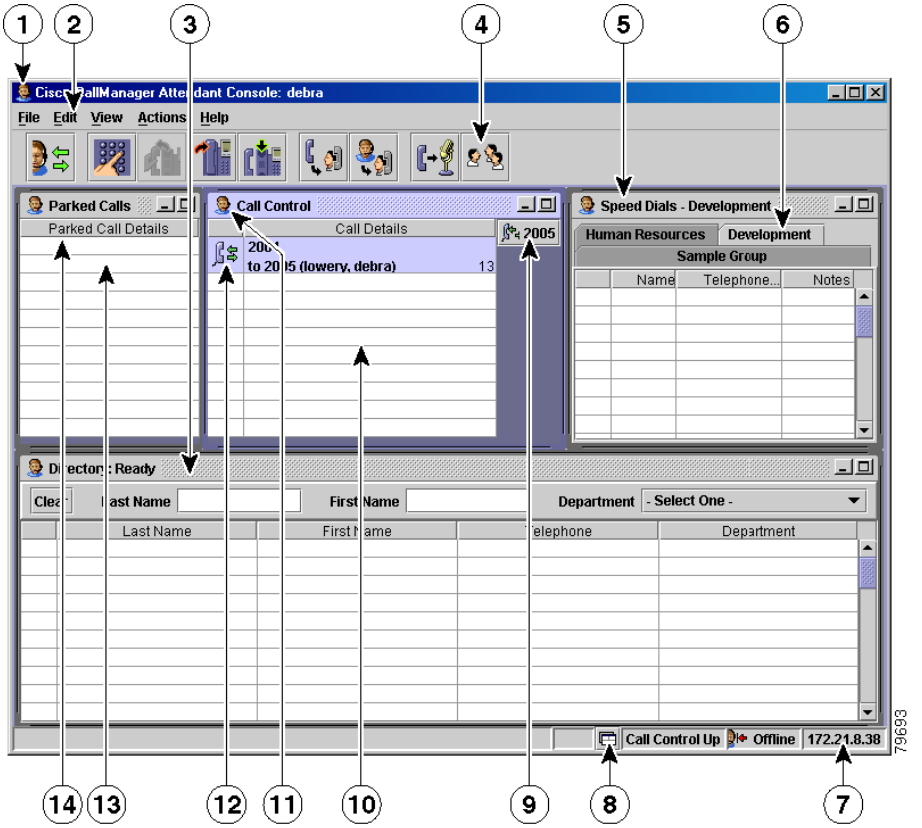
The Cisco CallManager Attendant Console graphical user interface (GUI) supports the following display resolutions: 800x600, 1024x768, 1280x1024, and 1600x1200.

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	**8**	Pop-to-Top Icon
2	Menu Bar	**9**	Operator Line Button
3	Directory Window	**10**	Call Details Pane
4	Call-Control Toolbar	**11**	Call Control Window
5	Speed Dial Window	**12**	Call State Area
6	Speed-Dial Group Tab	**13**	Parked Calls Details Pane
7	Server IP Address	**14**	Parked Calls Window

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 (see Basic Tab), directory information, call-processing servers, and the local IP address for line state (see Advanced Tab), 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 login 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 Parked Calls window, 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 who is 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 call state, the directory number of the incoming call, the name of the person, if available, the attendant directory number, action performed by attendant, if applicable, and the elapsed time display.

  For example, the entry in the Call Details pane may read, “2000 to 4000 forwarded by 3000.” This entry indicates that the user using directory number 3000 forwarded the call at directory number 2000 to the attendant at directory number 4000.

- 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 Call or Line State

Call State	Corresponding Icon
A call is ringing on the line.	
The line/call is active.	
The line is held.	
The line is idle.	
The status of the line/call 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 window, 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 1-6.)
- 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.

Parked Calls Window

Note This window displays only if you run Cisco CallManager Release 3.3 or later on the server that is connected to the attendant console. Contact your system administrator for more information.

This window contains the Parked Calls Details pane, which displays calls that you parked at a call park extension. Parking a call places 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.

The Parked Calls entry in the Parked Calls Details pane comprises the following information:

- The directory number of the call that you parked
- The call park extension where you parked the call
- The directory number of the attendant phone that parked the call

For example, the entry in the Park Calls Details pane may read, "2000 parked at 4000 by 3000." This entry indicates that the attendant at directory number 3000 parked the call at directory number 2000 to the extension that Cisco CallManager chose, which, in this case, was call park extension 4000. The call at directory number 2000 remains on hold until the user answers the call or until the parked call reverts to the attendant.

Note Cisco CallManager chooses the call park extension, which is based on the configuration that the system administrator entered in Cisco CallManager Administration.

If the user does not answer the call that is parked at the call park extension, the parked call remains at the extension for a predetermined time, usually 60 seconds, which is manually configured by your system administrator in Cisco CallManager Administration; then, the call reverts automatically to the Call Control Details pane.

If you want to manually retrieve the parked call, you can do so by using the Revert Park button on the Call Control toolbar, the Revert Park option on the context-sensitive menu or Actions menu, or the Revert Park keyboard shortcut. After you revert the parked call, the call displays in the Call Control Details pane.

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 the attendant performs. 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
 	Offline/Online **Note** This Call Control button toggles, allowing you to click the same button to perform the two call-control tasks. See the following sections for more information: • Logging In and Going On Line, page 1-16 • Going Off Line, Logging Out, and Exiting, page 1-18
	Dial See the "Placing a Call" section on page 2-3 for more information.
	Answer See the "Answering a Call" section on page 2-2 for more information.
	Hang Up See the "Ending a Call" section on page 2-4 for more information.

Table 1-2 Call Control Toolbar (continued)

Call Control Buttons	Call-Control Tasks
 	Hold/Resume **Note** This Call Control button toggles, allowing you to click the same button to perform the two call-control tasks. See the following sections for more information: • Placing a Call on Hold, page 2-4 • Retrieving a Call from Hold (Resume), page 2-5
 	Park/Revert Park **Note** You can perform this call-control task only if the Cisco CallManager server that is connected to the attendant console runs a version of Cisco CallManager Release 3.3 or later. Contact your system administrator for more information. These icons display on the Call Control toolbar only if you run a compatible version of Cisco CallManager Release 3.3 on the server that is connected to the attendant console. **Note** This Call Control button toggles, allowing you to click the same button to perform the two call-control tasks. **Note** If you answer an active call in the Call Details pane, the Park icon and the tool-tip text display. When a parked call displays in the Parked Calls Details pane, the Revert Park icon and tool-tip text display. See the following sections for more information: • Parking a Call, page 2-10 • Reverting a Parked Call, page 2-11

Table 1-2 Call Control Toolbar (continued)

Call Control Buttons	Call-Control Tasks
	Transfer See the "Transferring a Call" section on page 2-6 for more information.
	Consult Transfer See the "Consult Transferring" section on page 2-7 for more information.
	Conference See the "Initiating a Conference Call" section on page 2-8 for more information.

For information on how to performing call-control tasks by 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 or place an outgoing call from the attendant phone.

- Call-control status (Trying, Call Control Up)
- The Offline/Online status icon
- The IP address or hostname of the server connected to 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 in 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 Enter the local IP address of the attendant console in the Local Host IP Address (for line state) field.

Note If the attendant PC has two Network Interface Cards (NICs), your system administrator can specify the IP address that will receive line state updates.

Step 7 Check the **Enable Trace** check box.

Step 8 Click **Save**.

Now you can log in and go on line.

Logging In and Going On Line

When you log in to the attendant PC, you enter your username and password and choose the language in which you want the GUI to display.

Perform the following steps to log in, go on line, 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 that 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 the language that your operating system supports. You can only view languages that your operating system supports. If you cannot view the chosen language, contact your system administrator.

From the Language drop-down list box, choose the language in which you want the GUI to display.

In subsequent login dialog boxes, the text automatically displays in the language that you chose in the previous login.

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 **Online** button or choose **File > Online**.

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

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

Going Off Line, Logging Out, and Exiting

When you are not using Cisco CallManager Attendant Console, go off line, so the Cisco Telephony Call Dispatcher knows that you are not available to handle calls from directory numbers that are configured specifically for the attendant console. Be aware that you can still answer calls that come to your personal phone number on the Cisco IP Phone.

Note Be aware that the Online/Offline buttons and menu options are context-sensitive. If you are on line, the Offline button and menu option display. If you are off line, the Online button and menu option display.

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

  When you choose File > Logout, you exit the application, and the Cisco CallManager Attendant Console Login dialog box automatically displays. When you choose File > Exit, you exit the application, and no dialog box displays.

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

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** or **Ctrl + D**.
- Click one of the Operator Line buttons, if you have several buttons configured, to go off hook. Then, enter the phone number by using the dial keypad; click **OK** to complete the call.

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.
- 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 Call State 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.
- Double-click the active call.
- Use the Cisco IP Phone to place the call on hold (for example, press the Hold softkey).

Retrieving a Call from Hold (Resume)

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

- Using the mouse, drag the call that is on hold onto the **Resume** button on the Call Control toolbar.
- Double-click the call on hold to resume the call.
- 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 a transfer or consult transfer, as defined in the following sections.

You transfer or consult transfer in any window by using keyboard shortcuts, context-sensitive menus, the menu bar, or the mouse.

Note See the "Troubleshooting" section on page 8-1 if you receive error messages about transferring calls.

Transferring a Call

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

To perform a 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 transfer keypad displays, enter the number to which you want to transfer the call.

Step 3 Click **OK**.

The transfer occurs.

Tip If you prefer, you can perform a transfer by dragging the call onto a speed-dial or directory entry.

If you prefer, after you choose the call that you want to add to the conference, you can right-click a speed-dial or directory entry and choose **Conference** from the context-sensitive menu to connect the users.

If you prefer, you can transfer a call without using the transfer keypad. After you click the call that you want to transfer, press the keys on the PC keyboard to enter the number to which you want to transfer the call. Press **Ctrl + X** to complete the transfer.

Consult Transferring

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 transfer keypad displays, 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 if the user tells you not to transfer the call, end the consultation with the user; then, click the held call in the Call Control Details pane, and perform one of the methods from the "Retrieving a Call from Hold (Resume)" section on page 2-5.

Step 6 To transfer the held call, perform any of the methods from Step 1.

Tip If you prefer, after you choose the call that you want to transfer, you can right-click a speed-dial or directory entry and choose **Consult Transfer** from the context-sensitive menu to complete the transfer.

If you prefer, you can consult transfer without using the transfer keypad. After you click the call that you want to transfer, press the keys on the PC keyboard to enter the number to which you want to transfer the call. Press **Ctrl + T** to transfer to call.

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 Perform one of the following tasks:

a. Right-click the call and choose **Conference** from the context-sensitive menu.

b. Click the appropriate call; click the **Conference** button on the Call Control toolbar.

c. Click the appropriate call; choose **Actions > Conference**.

d. Click the appropriate call; press **Ctrl + C** on the PC keyboard.

Performing the previous tasks places the call on hold, and the conference keypad displays.

Step 2 After the conference keypad displays, enter the directory number of the user that you want to add to the conference. Click **OK**.

Step 3 Click the **Conference** button, choose **Actions > Conference**, or press **Ctrl + C** on the PC keyboard.

Tip If you prefer not to use the conference keypad, you can drag a speed-dial or directory entry onto the **Conference** button to complete the transaction.

If you prefer, after you choose the call that you want to add to the conference, you can right-click a speed-dial or directory entry and choose **Conference** from the context-sensitive menu to connect the caller and the user.

Tip When you conference from the speed-dial or directory window, performing one of the methods, such as clicking the Conference button or choosing the Conference menu option, adds the participant to the conference call and connects the user that is chosen in the directory or in the speed-dial group to the conference.

Tip If you prefer, you can initiate a conference call without using the conference keypad. After you answer the call, press the keys on the PC keyboard to enter the directory number that you want to add to the conference. Press **Ctrl + C** to initiate the conference call.

Parking a Call

Note You can perform this call-control task and the Revert Park task only if the Cisco CallManager server that is connected with the attendant console runs a version of Cisco CallManager Release 3.3 or later. The corresponding icons and the window display 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.

The Parked Calls entry in the Parked Calls Details pane comprises the following information:

- The directory number of the call that you parked
- The call park extension where you parked the call
- The directory number of the attendant phone that parked the call

For example, the entry in the Park Calls Details pane may read, “2000 parked at 4000 by 3000.” This entry indicates that the attendant at directory number 3000 parked the call at directory number 2000 to the extension that Cisco CallManager chose, which, in this case, was call park extension 4000. The call at directory number 2000 remains on hold until the user answers the call or until the parked call reverts to the attendant.

Note Cisco CallManager chooses the call park extension, which is based on the configuration that the system administrator entered in Cisco CallManager Administration.

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**.
- From the Call Control window, drag the call that you want to park to the Parked Calls window.

Step 2 A dialog box displays the directory number where the call is parked. Click **OK**.

The parked call displays in the Parked Call Details pane.

Step 3 Contact the user that is to retrieve the parked call.

Reverting a Parked Call

If the user does not answer the call that is parked at the call park extension, you can retrieve the parked call from the call park extension by using the Revert Park button on the Call Control toolbar, the Revert Park option on the context-sensitive menu or Actions menu, or the Revert Park keyboard shortcut.

Perform the following procedure to revert a parked call:

Procedure

Step 1 Perform the procedure in "Parking a Call" section on page 2-10.

Step 2 If the user does not answer the call, perform one of the following tasks to revert the parked call:

- Right-click the call that you want to park; then, choose **Revert Park** from the context-sensitive menu.
- Click the call that you want to park; then, click the **Revert Park** button on the Call Control toolbar.
- Click the call that you want to park; then, from the Actions menu, choose **Revert Park**.
- On the PC keyboard, press **Ctrl + P**.

Step 3 Choose the directory number to revert in the dialog box that displays. Click **Revert**.

The active call displays in the Call Control Details pane.

Step 4 Notify the caller of the situation.

Tip On the PC keyboard, you can press the keys for the directory number of the call that you want to revert and then press **Ctrl + P**. The parked call automatically reverts to the Call Control Details pane.

From the Parked Calls window, you can drag a parked call to the Call Control Details pane to revert the parked call.

Forwarding a Call to Voice Mail

To forward an active call to voice mail, you must use the Dial Digits keypad that displays in the graphic user interface. For detailed information on how to use this feature, see "Using Dial Digits" section on page 3-8.

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
Answer Call	Ctrl + A
Place Call	Ctrl + D
End Call	Ctrl + H
Place Call on Hold	Ctrl + L
Retrieve Call from Hold (Resume)	Ctrl + L
Park a Call	Ctrl + P
Revert a Parked Call	Ctrl + P
Transfer	Ctrl + X
Consult Transfer	Ctrl + T
Conference Call	Ctrl + C
Forward a Call to Voice Mail	Ctrl + S

Note You can change any default keyboard shortcut. 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

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

- Logging In and Going On Line, page 1-16
- Going Off Line, Logging Out, and Exiting, page 1-18

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

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 that are 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 Enter the local IP address of the attendant console in the Local Host IP Address (for line state) field.

Note If the attendant PC has two Network Interface Cards (NICs), your system administrator can specify the IP address that will receive line state updates.

Step 6 To enable trace, check the **Enable Trace** check box. Checking this check box ensures that you can troubleshoot any problems that may occur.

Step 7 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 that 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 The display shows only enabled options that are available for use. If an option is disabled, you cannot use the option.

Using Dial Digits

When an automated voice prompt, such as Cisco IP AutoAttendant, tells you to perform a task using the Cisco IP Phone or the attendant PC numeric keypad, you must use the Dial Digits keypad to perform the task.

Example: Using the Dial Digits Keypad

When a caller asks that you transfer the call to the voice mail of a user in your directory, you perform one of the various methods to display the keypad, enter the directory number of the user, and then enter the appropriate alphanumeric characters or symbols, depending on the requests from the automated voice prompt.

If you call another company and an automated voice prompt tells you to "press 1 to dial the extension," you perform one of the various methods to display the keypad, and then enter 1.

Tip You can click the mouse or press keys on the keyboard while using the Dial Digits keypad.

To use the Dial Digits keypad, perform the following procedure:

Procedure

Step 1 To display the Dial Digits keypad, perform one of the following tasks:

a. Choose **Actions > Dial Digits**.

b. Press **Ctrl + S**.

Step 2 Perform one of the following tasks when the dial digits keypad displays:

a. If you are sending a call to voice mail, enter the directory number of a user in your directory and then enter the appropriate alphanumeric characters or symbols in the field, depending on the requests from the automated voice prompt.

b. If you dialed an external directory number and hear an automated voice prompt, enter the appropriate alphanumeric characters or symbols in the field, depending on the requests from the automated voice prompt.

Step 3 After you complete the tasks, click **Close**.

Tip If you prefer, you can enter dial digits without using the Dial Digits keypad. When you hear the requests for the automated voice prompt, press the appropriate keys on the PC keyboard; then, press **Ctrl + S**.

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 login that states that you cannot access the server, you must upgrade the attendant console to the version that is 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 that is connected to 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 call state, 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

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 that controls 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	To answer a call, perform one of the following tasks: • 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	To place a call, 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 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** or press **Ctrl + D**.

Table 4-1 Quick Reference Table (continued)

Desired Result	Action Performed
Ending a Call	To end a call, perform one of the following tasks: • 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. • 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	To place a call on hold, perform one of the following tasks: • 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: – 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. • Double-click the active call. • 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 (Resume)	To retrieve a call from hold, perform one of the following tasks: • Right-click the call that is on hold; choose **Resume** from the context-sensitive menu. • Click the call that is on hold and then perform one of the following tasks: – Click the **Resume** button on the Call Control toolbar. – Press **Ctrl + L** on your PC keyboard. – From the Actions menu, choose **Resume**. • Using the mouse, drag the call that is on hold onto the **Resume** button on the Call Control toolbar. • Double-click the call that you placed on hold. • Use the Cisco IP Phone to retrieve the call from hold.
Transferring a Call	To complete a transfer, perform the following procedure: 1. Perform one of the following tasks: a. Right-click the call that you want to transfer; then, choose **Transfer** from the context-sensitive menu. b. Click the call that you want to transfer; then, click the **Transfer** button on the Call Control toolbar. c. Click the call that you want to transfer; then, from the Actions menu, choose **Transfer**. d. Click the call that you want to transfer; then, press **Ctrl + X**. 2. After the transfer keypad opens, enter the number to which you want to transfer the call. Click **OK**. **Tip** If you prefer, you can perform a 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. **Tip** If you prefer, you can transfer a call without using the transfer keypad. After you click the call that you want to transfer, press the keys on the PC keyboard to enter the number to which you want to transfer the call. Press **Ctrl + X** to transfer to call.

Table 4-1 Quick Reference Table (continued)

Desired Result	Action Performed
Consult Transferring	To complete a consult transfer, perform the following procedure: 1. Perform one of the following tasks: a. Right-click the call that you want to transfer; then, choose **Consult Transfer** from the context-sensitive menu. b. Click the call that you want to transfer; then, click the **Consult Transfer** button on the Call Control toolbar. c. Click the call that you want to transfer; then, from the Actions menu, choose **Consult Transfer**. d. Click the call that you want to transfer; then, press **Ctrl + T**. 2. After the transfer keypad displays, enter the number to which you want to transfer the call. Click **OK**. You placed the active call in the Call Control window on hold. 3. Ask the user if you should transfer the call. **Note** If the user tells you not to transfer the call, end the consultation with the user; then, click the held call in the Call Control Details pane, and perform one of the methods from the "Retrieving a Call from Hold (Resume)" section on page 2-5. 4. To transfer the held call, perform any of the methods from Step 1. **Tip** If you prefer, you can consult transfer a call without using the transfer keypad. After you click the call that you want to transfer, press the keys on the PC keyboard to enter the number to which you want to transfer the call. Press **Ctrl + T** to transfer to call.

Table 4-1 Quick Reference Table (continued)

Desired Result	Action Performed
Initiating a Conference Call	To initiate an ad hoc conference, perform the following procedure: 1. Perform one of the following tasks: a. Right-click the call and choose **Conference** from the context-sensitive menu. b. Click the appropriate call; click the **Conference** button on the Call Control toolbar. c. Click the appropriate call; choose **Actions > Conference**. d. Click the appropriate call; press **Ctrl + C** on the PC keyboard. Performing the previous tasks places the call on hold, and the conference keypad displays. 2. Using the conference keypad, enter the directory number of the user that you want to add to the conference. Click **OK**. 3. Click the **Conference** button, choose **Actions > Conference**, or press **Ctrl + C** on the PC keyboard. **Tip** If you prefer not to use the conference keypad, you can drag a speed-dial or directory entry onto the **Conference** button to complete the transaction.

Table 4-1 Quick Reference Table (continued)

Desired Result	Action Performed
Parking a Call	**Note** You can park a call only if the server that is associated with the attendant console runs a version of Cisco CallManager Release 3.3 or later. To park a call, perform the following procedure: 1. Perform one of the following tasks: a. Right-click the call that you want to park; then, choose **Call Park** from the context-sensitive menu. b. Click the call that you want to park; then, click the **Call Park** button on the Call Control toolbar. c. Click the call that you want to park; then, from the Actions menu, choose **Call Park**. d. On the PC keyboard, press **Ctrl + P**. 2. A dialog box displays the directory number where Cisco CallManager parked the call. Click **OK**. 3. Contact the user that is to retrieve the parked call.

Table 4-1 Quick Reference Table (continued)

Desired Result	Action Performed
Retrieving (Reverting) a Parked Call	To retrieve/revert a parked call, perform the following procedure: 1. Perform the procedure in the "Parking a Call" section on page 2-10. 2. If the user does not answer the call, perform the one of the following tasks to revert the parked call: a. Right-click the call that you want to park; then, choose **Revert Park** from the context-sensitive menu. b. Click the call that you want to park; then, click the **Revert Park** button on the Call Control toolbar. c. Click the call that you want to park; then, from the Actions menu, choose **Revert Park**. d. On the PC keyboard, press **Ctrl + P**. 3. Choose the directory number to revert in the dialog box that displays. Click **Revert**. The active call displays in the Call Details pane. 4. Notify the caller of the situation.
Forwarding a Call to Voice Mail	See the "Using Dial Digits" section on page 3-8 for information on how to perform this task.

Using the Speed Dial Window

This chapter addresses the following tasks:

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 that are 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 transfers, and initiate conferences with the person that is 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-dial 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.
Placing a Call	To place a call, perform one of the following tasks: • 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.
Placing a Call on Hold	You cannot place calls on hold from the Speed Dial window.
Retrieving a Call from Hold (Resume)	You cannot retrieve calls from hold from the Speed Dial window.

Table 5-1 Quick Reference Table (continued)

Desired Result	Action Performed
Transferring a Call	To complete a transfer, perform the following procedure: 1. Perform one of the following tasks: a. Right-click the call that you want to transfer; then, choose **Transfer** from the context-sensitive menu. b. Click the call that you want to transfer; then, click the **Transfer** button on the Call Control toolbar. c. Click the call that you want to transfer; then, from the Actions menu, choose **Transfer**. d. Click the call that you want to transfer; then, press **Ctrl + X**. 2. After the transfer keypad opens, enter the number to which you want to transfer the call. Click **OK**. **Tip** If you prefer, you can perform a transfer by dragging the call onto a speed-dial or directory entry. **Tip** If you prefer, after you choose the call that you want to transfer, you can right-click a speed-dial or directory entry and choose **Transfer** from the context-sensitive menu. **Tip** If you prefer, you can transfer a call without using the transfer keypad. After you click the call that you want to transfer, press the keys on the PC keyboard to enter the number to which you want to transfer the call. Press **Ctrl + X** to transfer to call.

Table 5-1 Quick Reference Table (continued)

Desired Result	Action Performed
Consult Transferring	To complete a consult transfer, perform the following procedure: 1. Perform one of the following tasks: a. Right-click the call that you want to transfer; then, choose **Consult Transfer** from the context-sensitive menu. b. Click the call that you want to transfer; then, click the **Consult Transfer** button on the Call Control toolbar. c. Click the call that you want to transfer; then, from the Actions menu, choose **Consult Transfer**. d. Click the call that you want to transfer; then, press **Ctrl + T**. 2. After the transfer keypad opens, enter the number to which you want to transfer the call. Click **OK**. You placed the active call in the Call Control window on hold. 3. Ask the user whether you should transfer the call. To retrieve a held call that you do not want to transfer, end the consultation with the user to whom you plan to transfer the call; then, click the held call in the Call Control Details pane, and perform one of the methods from the "Retrieving a Call from Hold (Resume)" section on page 2-5. 4. To transfer the held call, perform any of the methods from Step 1. **Tip** If you prefer, after you choose the call that you want to transfer, you can right-click a speed-dial or directory entry and choose **Consult Transfer** from the context-sensitive menu. **Tip** If you prefer, you can consult transfer a call without using the transfer keypad. After you click the call that you want to transfer, press the keys on the PC keyboard to enter the number to which you want to transfer the call. Press **Ctrl + T** to transfer to call.

Table 5-1 Quick Reference Table (continued)

Desired Result	Action Performed
Initiating a Conference Call	To initiate an ad hoc conference, perform the following procedure: 1. Perform one of the following tasks: a. Right-click the call and choose **Conference** from the context-sensitive menu. b. Click the appropriate call; click the **Conference** button on the Call Control toolbar. c. Click the appropriate call; choose **Actions > Conference**. d. Click the appropriate call; press **Ctrl + C** on the PC keyboard. Performing the previous tasks places the call on hold, and the conference keypad displays. 2. After the conference keypad displays, enter the directory number of the user that you want to add to the conference. Click **OK**. 3. Click the **Conference** button, choose **Actions > Conference**, or press **Ctrl + C** on the PC keyboard. **Tip** If you prefer, after you choose the call that you want to add to the conference, you can right-click a speed-dial or directory entry and choose **Conference** from the context-sensitive menu to connect the caller to the user. **Tip** If you prefer not to use the conference keypad, you can drag a speed-dial or directory entry onto the **Conference** button to complete the transaction. **Tip** When you conference from the speed-dial or directory window, performing one of the methods, such as clicking the Conference button or choosing the Conference menu option, adds the participant to the conference call and connects the user that is chosen in the directory or in the speed-dial group to the conference.
Parking a Call	You cannot park calls from the Speed Dial window.
Reverting a Parked Call	You cannot revert/retrieve parked calls from the Speed Dial window.
Forwarding a Call to Voice Mail	You cannot forward a call to voice mail from the Speed Dial window.

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 to place calls or to determine whether 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

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.

Example: Locating a Name

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.

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.

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.
Placing a Call	To place a call, perform one of the following tasks: • To place a call to the user that is 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.
Placing a Call on Hold	You cannot place calls on hold from the Directory window.
Retrieving a Call from Hold (Resume)	You cannot retrieve calls from hold from the Directory window.

Table 6-1 Quick Reference Table (continued)

Desired Result	Action Performed
Transferring a Call	To complete a transfer, perform the following procedure: 1. Perform one of the following tasks: a. Right-click the call that you want to transfer; then, choose **Transfer** from the context-sensitive menu. b. Click the call that you want to transfer; then, click the **Transfer** button on the Call Control toolbar. c. Click the call that you want to transfer; then, from the Actions menu, choose **Transfer**. d. Click the call that you want to transfer; then, press **Ctrl + X**. 2. After the transfer keypad opens, enter the number to which you want to transfer the call. Click **OK**. **Tip** If you prefer, you can perform a transfer by dragging the call onto a speed-dial or directory entry. **Tip** If you prefer, after you choose the call that you want to transfer, you can right-click the speed-dial or directory entry and choose **Transfer** from the context-sensitive menu to complete the transfer. **Tip** If you prefer, you can transfer a call without using the transfer keypad. After you click the call that you want to transfer, press the keys on the PC keyboard to enter the number to which you want to transfer the call. Press **Ctrl + X** to transfer to call.

Table 6-1 Quick Reference Table (continued)

Desired Result	Action Performed
Consult Transferring	To complete a consult transfer, perform the following procedure: 1. Perform one of the following tasks: a. Right-click the call that you want to transfer; then, choose **Consult Transfer** from the context-sensitive menu. b. Click the call that you want to transfer; then, click the **Consult Transfer** button on the Call Control toolbar. c. Click the call that you want to transfer; then, from the Actions menu, choose **Consult Transfer**. d. Click the call that you want to transfer; then, press **Ctrl + T**. 2. After the transfer keypad opens, enter the number to which you want to transfer the call. Click **OK**. You placed the active call in the Call Control window on hold. 3. Ask the user if you should transfer the call. If the user tells you not to transfer the calls, end the consultation with the user; then, click the held call in the Call Control Details pane, and perform one of the methods from the "Retrieving a Call from Hold (Resume)" section on page 2-5. 4. To transfer the held call, perform any of the methods from Step 1. **Tip** If you prefer, after you choose the call that you want to transfer, you can right-click the speed-dial or directory entry and choose **Consult Transfer** from the context-sensitive menu to complete the transfer. **Tip** If you prefer, you can consult transfer a call without using the transfer keypad. After you click the call that you want to transfer, press the keys on the PC keyboard to enter the number to which you want to transfer the call. Press **Ctrl + T** to transfer to call.

Table 6-1 Quick Reference Table (continued)

Desired Result	Action Performed
Initiating a Conference Call	To initiate an ad hoc conference, perform the following procedure: 1. Perform one of the following tasks: a. Right-click the call and choose **Conference** from the context-sensitive menu. b. Click the appropriate call; click the **Conference** button on the Call Control toolbar. c. Click the appropriate call; choose **Actions > Conference**. d. Click the appropriate call; press **Ctrl + C** on the PC keyboard. Performing the previous tasks places the call on hold, and the conference keypad displays. 2. After the conference keypad displays, enter the directory number of the user that you want to add to the conference. Click **OK**. 3. Click the **Conference** button, choose **Actions > Conference**, or press **Ctrl + C** on the PC keyboard. **Tip** If you prefer, after you choose the call that you want to add to the conference, you can right-click a speed-dial or directory entry and choose **Conference** from the context-sensitive menu to connect the caller to the user. **Tip** If you prefer not to use the conference keypad, you can drag a speed-dial or directory entry onto the **Conference** button to complete the transaction. **Tip** When you conference from the speed-dial or directory window, performing one of the methods, such as clicking the Conference button or choosing the Conference menu option, adds the participant to the conference call and connects the user that is chosen in the directory or in the speed-dial group to the conference.
Parking a Call	You cannot park calls from the Directory window.
Reverting a Parked Call	You cannot revert parked calls from the Directory window.
Forwarding a Call to Voice Mail	You cannot forward a call to voice mail from the Directory window.

CHAPTER 7

Using the Parked Calls Window

Note This window displays only if you run Cisco CallManager Release 3.3 or later on the server that is connected to the attendant console.

This chapter contains the following topics:

This window contains the Parked Calls Details pane, which displays calls that you parked at a call park extension. Parking a call places 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.

The Parked Calls entry in the Parked Calls Details pane comprises the following information:

- The directory number of the call that you parked
- The call park extension where you parked the call
- The directory number of the attendant phone that parked the call

For example, the entry in the Park Calls Details pane may read, “2000 parked at 4000 by 3000.” This entry indicates that the attendant at directory number 3000 parked directory number 2000 at call park extension 4000. Directory number 2000 remains on hold until the user answers the call or until the parked call reverts to the attendant.

If the user does not answer the call that is parked at the call park extension, the parked call remains at the extension for a predetermined time, usually 60 seconds, which is manually configured by your system administrator in Cisco CallManager Administration; then, the call automatically reverts to the Call Control Details pane.

If you want to manually retrieve the parked call, you can do so by using the Revert Park button on the Call Control toolbar, the Revert Park option on the context-sensitive menu or Actions menu, or the Revert Park keyboard shortcut. After you revert the parked call, the call displays in the Call Control Details pane.

Parking a Call

The Call Park feature allows you to place a call on hold, so it can be retrieved from another phone in the system. 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**.
- From the Call Control window, drag the call that you want to park to the Parked Calls window.

Step 2 A dialog box displays the call park extension where the call is parked. Click **OK**.

The parked call displays in the Parked Calls Details pane.

Step 3 Contact the user that is to retrieve the parked call.

Reverting a Parked Call

If the user does not answer the call that is parked at the call park extension, you can retrieve the parked call from the call park extension.

Perform the following procedure to revert a parked call:

Procedure

Step 1 Perform the procedure in "Parking a Call" section on page 2-10.

Step 2 If the user does not answer the call, perform the one of the following tasks to revert the parked call:

- Right-click the call that you want to park; then, choose **Revert Park** from the context-sensitive menu.
- Click the call that you want to park; then, click the **Revert Park** button on the Call Control toolbar.
- Click the call that you want to park; then, from the Actions menu, choose **Revert Park**.
- On the PC keyboard, press **Ctrl + P**.

Step 3 Choose the directory number to revert in the dialog box that displays. Click **Revert Park**.

The active call displays in the Call Control Details pane.

Step 4 Notify the caller of the situation.

Tip On the PC keyboard, you can press the keys for the directory number of the call that you want to revert and then press **Ctrl + P**. The parked call automatically reverts to the Call Control Details pane.

From the Parked Calls window, you can drag a parked call to the Call Control Details pane to revert the parked call.

Using the Parked Calls Window to Perform Call-Control Tasks

Table 7-1 describes call-control tasks that you can perform through the Parked Calls window. For more information about handling calls, see the "Handling Calls" section on page 2-1.

Table 7-1 Quick Reference Table

Desired Result	Action Performed
Answering a Call	You cannot answer calls from the Parked Calls window.
Placing a Call	You cannot place a call from the Parked Calls window.
Ending a Call	You cannot end calls from the Parked Calls window.
Placing a Call on Hold	You cannot place calls on hold from the Parked Calls window.
Retrieving a Call from Hold (Resume)	You cannot retrieve calls from hold from the Parked Calls window.
Transferring a Call	You cannot transfer a call from the Parked Calls window.
Consult Transferring	You cannot consult transfer from the Parked Calls window.
Initiating a Conference Call	You cannot initiate a conference call from the Parked Calls window.
Parking a Call	You cannot park calls from the Parked Calls window, but parked calls display in this window. See the "Parking a Call" section on page 7-2.
Reverting a Parked Call	You can revert/retrieve parked calls from the Parked Calls window. See the "Reverting a Parked Call" section on page 7-3.
Forwarding a Call to Voice Mail	You cannot forward a call to voice mail from the Parked Calls window.

CHAPTER 8

Troubleshooting

This chapter describes common questions or situations that relate 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 that is on your PC and the version of the attendant console that is available through Cisco CallManager Administration do not match. Contact your system administrator to upgrade the version of the attendant console that is running on your PC.

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 the initialization of telephony failed.

Your system administrator must check the Call Park Retrieval Allowed check box in the ac user profile in Cisco CallManager Administration. Refer your system administrator to the document, Cisco CallManager Attendant Console Installation and Administration Guide for Release 1.1(3), for more information on how to perform this task.

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 that is 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.

I received an error message when I entered the IP address in the Local Host IP Address (line state).

Contact your system administrator.

I received an error when I attempted to use Dial Digits.

The attendant console failed to dial the digits. Contact your system administrator.

I received an error when I attempted to revert the parked call.

Contact your system administrator.

I cannot park calls using the Cisco CallManager Attendant Console interface.

The server that is connected to the attendant console must run Cisco CallManager Release 3.3 or later. Contact your system administrator.

I received error messages that I cannot transfer the call.

You may receive the following error messages when you cannot successfully transfer a call:

- Attempt to transfer a call that does not exist or is no longer active
- Attempt to transfer to an unknown destination
- Far end hung up on the call being transferred
- Transfer destination is busy.
- Transfer destination is out of order.
- Failed to transfer the call due to Internal Error

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