CISCO SYSTEMS

Cisco CallManager Attendant Console User Guide

Release 1.4(1)

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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.

Table 1 Guide Overview (continued)

Chapter 6, "Using the Directory Window"	Describes how to use the directory to look up directory numbers that are 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, "Using the Broadcast Calls Window"	Describes how to answer calls from the Broadcast Calls window.
Chapter 9, "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

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation at this URL:

http://www.cisco.com/univercd/home/home.htm

You can access the Cisco website at this URL:

http://www.cisco.com

You can access international Cisco websites at this URL:

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

Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpck/pdi.htm

You can order Cisco documentation in these ways:

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  http://www.cisco.com/en/US/partner/ordering/index.shtml

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170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, Cisco Technical Support provides 24-hour-a-day, award-winning technical assistance. The Cisco Technical Support Website on Cisco.com features extensive online support resources. In addition, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not hold a valid Cisco service contract, contact your reseller.

Cisco Technical Support Website

The Cisco Technical Support Website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, 365 days a year at this URL:

http://www.cisco.com/techsupport

Access to all tools on the Cisco Technical Support Website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

http://tools.cisco.com/RPF/register/register.do

Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool automatically provides recommended solutions. If your issue is not resolved using the recommended resources, your service request will be assigned to a Cisco TAC engineer. The TAC Service Request Tool is located at this URL:

http://www.cisco.com/techsupport/servicerequest

For S1 or S2 service requests or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco TAC engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)
EMEA: +32 2 704 55 55
USA: 1 800 553 2447

For a complete list of Cisco TAC contacts, go to this URL:

http://www.cisco.com/techsupport/contacts

Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—Your network is "down," or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

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Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- Cisco Marketplace provides a variety of Cisco books, reference guides, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:

  http://www.cisco.com/go/marketplace/

- The Cisco *Product Catalog* describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the Cisco Product Catalog at this URL:

  http://cisco.com/univercd/cc/td/doc/pcat/

- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:

  http://www.ciscopress.com

- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:

  http://www.cisco.com/packet

- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. You can access iQ Magazine at this URL:

  http://www.cisco.com/go/iqmagazine

- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:

  http://www.cisco.com/ipj

- World-class networking training is available from Cisco. You can view current offerings at this URL:

  http://www.cisco.com/en/US/learning/index.html

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 2000 Professional, Windows XP, 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.

If your PC has a sound card and speakers, you can configure audible alerts that sound to indicate various call events.

If you use a touch-enabled monitor, you have touch screen support with the attendant console.

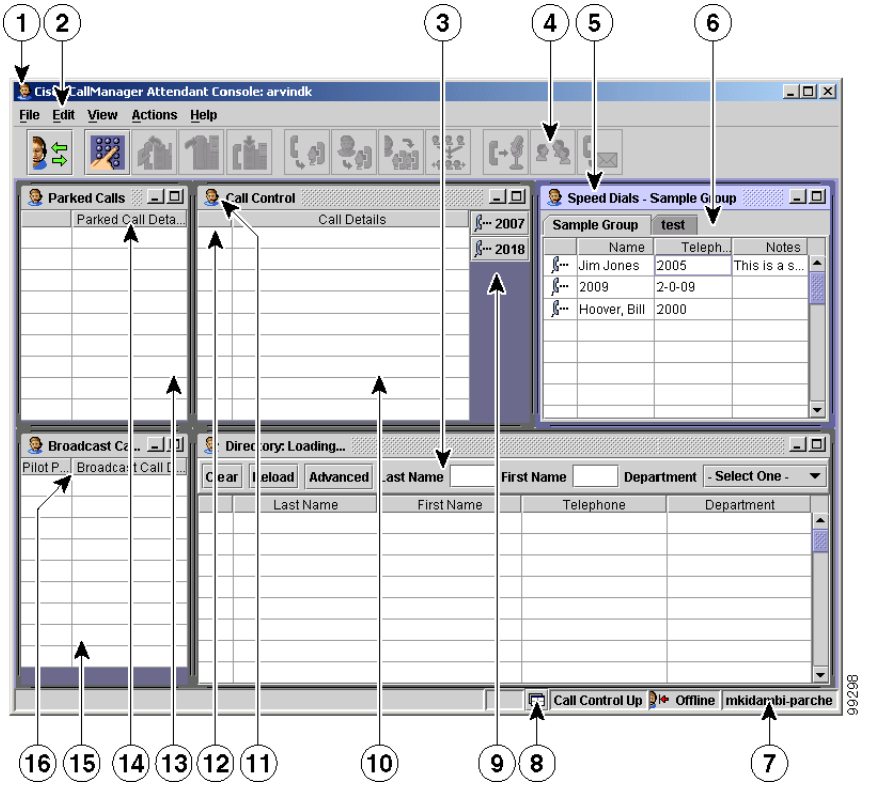
When you log off the console, the server automatically saves attendant preferences such as speed-dial groups/entries and window position/size.

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.

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	**9**	Operator Line Button
2	Menu Bar	**10**	Call Details Pane
3	Directory Window	**11**	Call Control Window
4	Call-Control Toolbar	**12**	Call State Area
5	Speed Dial Window	**13**	Parked Calls Details Pane
6	Speed-Dial Group Tab	**14**	Parked Calls Window
7	Server IP Address	**15**	Broadcast Calls Pane
8	Pop-to-Top Icon	**16**	Broadcast 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.

In the Advanced tab, you can enable trace for troubleshooting purposes. If your PC has a sound card and speakers, you can configure audible alerts to indicate various call events. You can enable accessibility messages, so dialog boxes display information about the status of the attendant console. You can also place a call on hold when the dial pad is active.

Related Topics

- Starting the Cisco CallManager Attendant Console for the First Time, page 1-21
- Accessibility Features, page 1-19

Cisco CallManager Attendant Console Login 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.

Related Topics

- Logging In and Going On Line, page 1-24
- Going Off Line, Logging Out, and Exiting, page 1-26

Cisco CallManager Attendant Console Window

This window contains the Broadcast Calls window, 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.

Related Topic

- Cisco CallManager Attendant Console Interface, page 1-2

Call Control Window

The Call Control window comprises the following 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, and the action performed by attendant, if applicable.

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

- Time indicator for active or held calls—In the Call Details pane, a timer displays the elapsed time for the active or held call.

  When you answer a call, the timer automatically displays the elapsed time that the call has been active.

  When you place a call on hold, the timer resets and displays the time that the call has been on hold.

  When you resume the call, that is, take the call off hold, the timer automatically shows the total time that the call has remained in the Call Details pane, which includes the period when the call was in a hold and in an active state.

- 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 the Cisco CallManager Attendant Console controls. The number of lines that your system administrator configures 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.

The Call Details pane also displays calls that are active on a shared line. A shared line represents the same directory number on multiple phones. When a shared line is in use, Cisco CallManager Attendant Console displays an icon in the Call Control window, as shown in Table 1-1 on page 1-9. Cisco CallManager Attendant Console does not route calls to an attendant on a shared line if any of the shared lines are in use.

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 one, two, or three columns. 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.

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.

Related Topics

- Menu Bar, page 1-12
- Using the Call Control Window, page 4-1
- Handling Calls, page 2-1.

Broadcast Calls Window

This window contains the Broadcast Calls Details pane, which displays the list of incoming calls that have been placed in a queue and broadcast to the attendants but not answered. Any available attendant can answer a broadcast call. After an attendant answers a broadcast call, the call moves from the Broadcast Calls window to the Call Control window of the attendant who answered the call. If the attendant has an active call, the Attendant Console places that active call on hold when the attendant answers the broadcast call.

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

- The directory number (pilot point) that the broadcast caller dialed
- The directory number and user name of the call that is broadcast
- Time that the call has been queued

Related Topics

- Menu Bar, page 1-12
- Using the Call Control Window, page 4-1
- Handling Calls, page 2-1

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 1-9.)
- Name of individual
- Telephone number
- Notes, which is an optional field

Related Topics

- Menu Bar, page 1-12
- Using the Speed Dial Window, page 5-1
- Handling Calls, 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. The attendant console automatically updates the directory at an interval that your system administrator configures. You can manually reload the directory by clicking the Reload button.

When you perform a directory search based on first name, last name, or department, the entries display dynamically as you enter the criteria in the field. You can perform an advanced search by clicking the Advanced Search button and entering the appropriate information for the user in the fields. 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 that are used in the other windows.

Related Topics

- Menu Bar, page 1-12
- Using the Directory Window, page 6-1
- Handling Calls, page 2-1

Call/Line Status for the Call Control, Directory, and Speed Dial Windows

Each line or the operator line button in the Call Control window indicate one of the following states, as represented by corresponding icons that display in Table 1-1.

Table 1-1 Call or Line State

Line/Call State	Corresponding Icon	Window/Operator Line Button
A call is ringing on the line.		Displays in the Call Control, Directory, and Speed Dial windows
A call is ringing on the line.		Displays on the Operator Line Button
The line is active.		Displays on the Operator Line button
The line is busy.		Displays in Call Control, Speed Dial, and Directory windows

Table 1-1 Call or Line State (continued)

Line/Call State	Corresponding Icon	Window/Operator Line Button
The line is held. Three icons exist for this state. When you initially put a call on hold, the icon displays in green. If the call remains on hold for 60 seconds, the icon color changes to yellow. If the call remains on hold for 120 seconds, the icon color changes to red. Your system administrator can change the time value for the icons.	  	Displays in the Call Control window
The line is idle.		Displays in the Directory and Speed Dial windows and on the Operator Line button
The shared line is in use. A shared line represents the same directory number on multiple phones. Cisco CallManager Attendant Console does not route calls to an attendant on a shared line if any of the shared lines are in use.		Displays in the Call Control window

Table 1-1 Call or Line State (continued)

Line/Call State	Corresponding Icon	Window/Operator Line Button
The line state is unknown.		Displays in the Call Control, Speed Dial, and Directory windows and on the Operator Line button
The status of the line indicates that the user configured Call Forward All to a voice-messaging system on the Cisco IP Phone.		Displays in the Directory window when the number of search entries is less than 10.
The status of the line indicates that the user configured Call Forwarding to a specific directory number.		Displays in the Directory window.

Parked Calls Window

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.

From the Parked Call window, you can view and pick up all calls that are parked by all attendants that are connected to the attendant server. You cannot view and pick up calls that were parked before you logged in to the attendant console.

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 your system administrator manually configures 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.

Related Topic

- Using the Parked Calls Window, page 7-1
- Handling Calls, page 2-1

Menu Bar

From the menu bar, you go online/offline, log out, edit keyboard shortcuts, change text size and color scheme of the console, control the window size and placement, perform call-control tasks, and obtain online help.

Related Topic

- Using the Menu Bar, 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 1-24 • Going Off Line, Logging Out, and Exiting, page 1-26
	Dial See the "Placing a Call" section on page 2-6 for more information.
	Answer See the "Answering a Call" section on page 2-2 for more information.

Table 1-2 Call Control Toolbar (continued)

Call Control Buttons	Call-Control Tasks
	Hang Up See the "Ending a Call" section on page 2-5 for more information.
 	Hold/Resume **Note** This Call Control button toggles, so you can click the same button to perform the two call-control tasks. See the following sections for more information: • Placing a Call on Hold, page 2-3 • Retrieving a Call from Hold (Resume), page 2-4
	Transfer See the "Transferring a Call" section on page 2-7 for more information.
	Consult Transfer See the "Consult Transferring" section on page 2-9 for more information.
	Direct Transfer See the "Direct Transferring" section on page 2-10 for more information.

Table 1-2 Call Control Toolbar (continued)

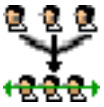
Call Control Buttons	Call-Control Tasks
	Join See the "Joining Calls" section on page 2-11 for more information.
 	Park/Revert Park **Note** You can perform this call-control task only if the Cisco CallManager server that is connected to the attendant console runs a version of Cisco CallManager Release 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, so you can 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 2-13 • Reverting a Parked Call, page 2-15

Table 1-2 Call Control Toolbar (continued)

Call Control Buttons	Call-Control Tasks
	Conference See the "Initiating an Ad Hoc Conference Call" section on page 2-12 for more information.
	Forward a Call to Voice Mail See the "Forwarding a Call to Voice Mail" section on page 2-16.

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.

Related Topic

- Handling Calls, page 2-1

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.

Related Topics

- Handling Calls, page 2-1
- Using the Call Control Window, page 4-1
- Using the Speed Dial Window, page 5-1
- Using the Directory Window, page 6-1
- Using the Parked Calls Window, page 7-1

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.

Note To toggle the pop-to-top feature on and off, press Alt + P.

- Call-control status (Trying, Call Control Up)
- The Offline/Online status icon
- The IP address or hostname of the attendant server that is connected to the attendant console

Related Topic

- Cisco CallManager Attendant Console Interface, page 1-2

Dial/Transfer/Conference Dial Pad

You can place/transfer/conference a call by using one of several interchangeable methods. If you want to do so, you can perform these tasks by using the dial pad. The dial pad contains the following items:

- A field where you can enter the number that you want to dial
- A pane where you can search for a user in the directory
- A button that allows you to complete the transaction (for example, transfer or conference a call)

Related Topic

- Handling Calls, page 2-1

Accessibility Features

Cisco CallManager Attendant Console includes features such as screen reader support, audible alerts, and navigation shortcuts to assit visually impaired or blind attendants to use the attendant console .

Screen Reader Support

Attendants can use Cisco CallManager Attendant Console with a screen reader such as JAWS. The screen reader provides the attendant with information on the status of the attendant console as well as with information about the text in the attendant console windows.

Audible Alerts

Attendants can enable audible alerts that indicate when the attendant receives calls (incoming and broadcast), drops calls, parks calls, and places calls on hold as well as that indicate how long calls have been on hold. The audible alerts sound once per call event. The audible alert files are located in the “audio” subdirectory of the Cisco CallManager Attendant Console application. By default, the directory location is C:\Program Files\Cisco\Call Manager Attendant Console\audio. To enable audible alerts, check the **Enable Audible Alerts** check box from the Attendant Settings dialog box. Table 1-3 describes the audible alert tones.

Table 1-3 Audible Alert Tones

Event	Description of Audible Alert
Incoming call	Chime
Incoming broadcast call	Three chimes
Call parked	Chime followed by brush
Call drops	Hollow thump
Call placed on hold	Two descending tones
Hold icon changes to yellow	Three slow clicks and a chime
Hold icon changes to red	Six fast clicks and a chime

For information on accessing the Attendant Settings dialog box, see the "Starting the Cisco CallManager Attendant Console for the First Time" section on page 1-21.

Accessibility Messages

You can enable accessibility messages so that dialog boxes display information about the status of the attendant console, such as when call control goes up or down. These messages can then be read by the screen reader you have installed on your PC. To enable accessibility messages, check the **Show Accessibility Messages** check box from the Attendant Settings dialog box. For information on accessing the Attendant Settings dialog box, see the "Starting the Cisco CallManager Attendant Console for the First Time" section on page 1-21.

Placing a Call on Hold When the Dial Pad is Active

You can place a call on hold during a transfer, consult transfer, or conference, so callers cannot hear the screen reader as you use the dial pad or browse through the directory. To place calls on hold during a transfer, consult transfer, or conference, check the **Hold Call When Dial Pad is Active** check box from the Attendant Settings dialog box. For information on accessing the Attendant Settings dialog box, see the "Starting the Cisco CallManager Attendant Console for the First Time" section on page 1-21.

Keyboard Shortcuts

The Cisco CallManager Attendant Console keyboard shortcuts allow you to navigate the interface and to perform call-control tasks by using your keyboard. You can navigate between windows of the attendant console and between fields of a single window. You can also perform all of the call-control tasks using the keyboard. For more information, see the "Using Keyboard Shortcuts" section on page 2-16.

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 Before you log in to the PC, click the **Settings** button.

The Settings dialog box contains the Basic and Advanced Tabs.

The Settings dialog box displays and prompts you for the following information in the Basic tab:

- Server Host Name or IP Address
- Directory Number of Your Phone

Step 3 Enter the appropriate information in the fields.

Step 4 If you do not want to configure settings that display in the Advanced Tab, click **OK**.

You can configure an audible ring that plays through the PC sound card, you can enable trace for troubleshooting, or you can configure alternate settings through the Advanced Tab.

Step 5 Click the **Advanced** tab.

Your system administrator must provide the information that you enter in the fields that display.

Step 6 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, which is defined as the user list file, provides the directory information that displays in the windows.

Step 7 To change the interval at which the attendant console reloads the directory file, enter a new interval (in seconds) in the Directory Reload Interval field.

Step 8 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 9 In the Local Host IP Address (for line state) field, enter the local IP address of the attendant console.

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.

If your administrator wants to receive the line state on a specific UDP port for security reasons, the administrator can specify the UDP port in the format IP Address:Port in the Local Host IP Address (for line state) field.

Step 10 Check the **Enable Trace** check box.

Step 11 If you want the attendant console to provide tones through the sound card on your PC to indicate when you receive calls, park calls, and place calls on hold as well as to indicate how long a call has been on hold, check the **Enable Audible Alerts** check box.

Step 12 If you want the attendant console to display dialog boxes that contain information about the status of the attendant console, such as when call control goes up or down, check the **Show Accessibility Messages**.

Note The attendant console status bar displays the same information as the accessibility messages. If you use a screen reader, you may want to enable accessibility messages so that the screen reader can alert you of the attendant console status.

Step 13 If you want the attendant console to place calls on hold when the dial pad is active during a call transfer, consult transfer, or conference, check the **Hold Call When Dial Pad is Active** check box.

The caller receives music on hold, if configured.

Note If you use a screen reader, you may want to check the **Hold Call When Dial Pad is Active** check box, so callers cannot hear the screen reader when you use the dial pad or browse through the directory.

Step 14 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.

Caution If some text displays in English after you choose a different language, see the "Troubleshooting" section on page 9-1.

Tip To review or change settings that are configured for the attendant console, click the Settings button. For information on changing settings, see the "Starting the Cisco CallManager Attendant Console for the First Time" section on page 1-21.

Step 4 Click **Log In**.

When you log in, Cisco CallManager Attendant Console checks the information that is provided 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 system administrator sets up your Cisco CallManager Attendant Console user ID and password. 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. The status bar should read, "Call Control Up."

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 handle calls with Cisco CallManager Attendant Console, you can use the mouse, toolbar buttons, menu bar, keyboard shortcuts, or the Cisco IP Phone that is associated with Cisco CallManager Attendant Console to perform these functions.

This chapter provides the following instructions:

Answering a Call

When Cisco CallManager 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 any method that is listed in Table 2-1. You cannot answer calls from the Speed Dial or Directory windows.

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

Note To answer broadcast calls from the Broadcast Calls window, see the "Answering a Broadcast Call" section on page 8-1.

Table 2-1 Answering a Call

Method	Task
Context-Sensitive Menu	Right-click the call and choose **Answer**.
Call Control Toolbar	Click the **Answer** button.
Actions Menu	Choose **Answer**.
Using the Mouse	Double-click the call in the Call Control window. Use the mouse to drag the highlighted call onto the **Answer** button.
Keyboard Shortcut	Press the keyboard shortcut that is configured for answering a call. The default specifies **Ctrl + A**.
Cisco IP Phone	Use the Cisco IP Phone to answer the call.

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 any method that is listed in Table 2-2.

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

Table 2-2 Placing a Call on Hold

Method	Task
Context-Sensitive Menu	Right-click the call and choose **Hold**.
Call Control Toolbar	Click the call; then, click the **Hold** button.
Actions Menu	Click the call; from the Actions menu, choose **Hold**.
Using the Mouse	Use the mouse to drag the active call onto the **Hold** button. Double-click the active call.
Keyboard Shortcut	Click the call; then, press the keyboard shortcut that is configured for placing a call on hold. The default specifies **Ctrl + L**.
Cisco IP Phone	Use the Cisco IP Phone to place the call on hold.

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 any method that is listed in Table 2-3.

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

Table 2-3 Resuming a Call

Method	Task
Context-Sensitive Menu	Right-click the call that is on hold; choose **Resume**.
Call Control Toolbar	Click the call that is on hold; then, click the **Resume** button.
Actions Menu	Click the call that is on hold; from the Actions menu, choose **Resume**.
Using the Mouse	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.
Keyboard Shortcut	Click the call that is on hold; then, press the keyboard shortcut that is configured for retrieving a call from hold. The default specifies **Ctrl + L**.
Cisco IP Phone	Use the Cisco IP Phone to retrieve the call from hold.

Ending a Call

When Cisco CallManager 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 any method that is listed in Table 2-4.

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

Table 2-4 Ending a Call

Method	Task
Context-Sensitive Menu	Right-click the call and choose **Hang Up**.
Call Control Toolbar	Click the call; then, click the **Hang Up** button.
Actions Menu	Click the call; from the Actions menu, choose **Hang Up**.
Using the Mouse	Use the mouse to drag the active call onto the **Hang Up** button.
Keyboard Shortcut	Click the call; then, press the keyboard shortcut that is configured for ending a call. The default specifies **Ctrl + H**.
Cisco IP Phone	Use the Cisco IP Phone to end the call.

Placing a Call

You can place calls when a line is available in the Call Control window. You can place calls to directory or speed-dial entries or to an external phone number. You place calls by using any method that is listed in Table 2-5.

Table 2-5 Placing a Call

Method	Task
Context-Sensitive Menu	Right-click the directory or speed-dial entry and choose **Dial**.
Call Control Toolbar	Click the directory or speed-dial entry; click the **Dial** button.
Actions Menu	Click the directory or speed-dial entry; from the Actions menu, choose **Dial**.
Using the Mouse	Double-click the directory or speed-dial entry to automatically dial that number. Drag the directory or speed-dial entry onto the **Dial** button on the Call Control toolbar or the **Operator Line** button in the Call Control window.
Keyboard Shortcut	Click the directory or speed-dial entry. Press the keyboard shortcut that is configured for placing a call; then, click **Dial**. The default specifies **Ctrl + D**. Use the numeric keys on your PC keyboard to dial a number; then, press **Enter** or the keyboard shortcut that is configured for placing a call. The default specifies **Ctrl + D**. Click one Operator Line button, if you have several buttons configured, to go off hook. Then, enter the phone number by using the dial keypad or choose a number from the directory list; click **OK** or press **Enter** to complete the call. To access the dial pad, press the keyboard shortcut that is configured for placing a call. The default specifies **Ctrl + D**.

Table 2-5 Placing a Call (continued)

Method	Task
Dial Pad	1. Perform one of the following tasks: Press **Ctrl + D** on your PC keyboard. From the Actions menu, choose **Dial**. 2. Perform one of the following tasks: Enter the number that you want to dial. Search the directory for the number/user that you want to contact. Click the directory entry. 3. Click the **Dial** button or press **Enter**.
Cisco IP Phone	Use the Cisco IP Phone to dial the number.

Transferring a Call

When you transfer an active call, the system connects the caller to the person that you designate. Cisco CallManager Attendant Console allows you to perform a transfer, consult transfer, or direct transfer, as defined in the following sections:

- Transferring a Call, page 2-8
- Consult Transferring, page 2-9
- Direct Transferring, page 2-10

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

Note See the "Troubleshooting" section on page 9-1 if you receive 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 transfer a call by using the Transfer keypad, use any method that is listed in Table 2-6.

Table 2-6 Transferring a Call

Method	Task
Context-Sensitive Menu	Click the call that you want to transfer; right-click a speed-dial or directory entry and choose **Transfer**.
Using the Mouse	Drag the call that you want to transfer onto a speed-dial or directory entry.
Default Keyboard Shortcut	1. Click the call that you want to transfer. 2. Press the keys on the PC keyboard to enter the number to which you want to transfer the call. 3. Press **Ctrl + X** to complete the transfer.
Dial Pad	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**. 2. After the transfer keypad displays, enter the number to which you want to transfer the call. 3. Click **OK**.

Consult Transferring

A consult transfer allows you to consult the receiver of the call before transferring the call. Use any method that is listed in Table 2-7 to consult transfer a call.

Table 2-7 Consult Transferring

Method	Task
Context-Sensitive Menu	Click the call that you want to transfer; then, right-click a speed-dial or directory entry and choose **Consult Transfer**.
Default Keyboard Shortcut	1. Click the call that you want to transfer. 2. Press the keys on the PC keyboard to enter the number to which you want to transfer the call. 3. Press **Ctrl + T**.
Dial Pad	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**. 2. After the transfer keypad displays, enter the number to which you want to transfer the call. 3. Click **OK**. You placed the active call in the Call Control window on hold. 4. Ask the user if you should transfer the call. 5. To transfer the held call, perform any of the methods from Step 1.

Direct Transferring

A direct tranfer allows you to merge two calls into the same call. To use the direct transfer feature, in the Call Details window, you must choose the active call and another call on the same line.

To direct transfer a call, use any method that is listed in Table 2-8.

Table 2-8 Direct Transferring

Method	Task
Context-Sensitive Menu	Choose the calls in the Call Control window that you want to transfer by holding down the Ctrl key and clicking the calls; then, right-click and choose **Direct Transfer** from the context-sensitive menu.
Call Control Toolbar	Ctrl+click the calls that you want to transfer; then, click the **Direct Transfer** button.
Actions Menu	Ctrl+click the calls that you want to transfer; then, from the Actions menu, choose **Direct Transfer**.
Default Keyboard Shortcut	1. Ctrl+click the calls that you want to transfer. 2. Press **Ctrl + R** to complete the transfer.

Joining Calls

Join merges a group of calls and the attendant into a conference. To use the join feature, you must choose the active call and other calls on the same line.

You can join calls by using any method described in Table 2-9.

Note For information on merging two active calls without the attendant, see the "Direct Transferring" section on page 2-10.

Table 2-9 Joining Calls

Method	Task
Context-Sensitive Menu	Choose the calls in the Call Control window that you want to join by holding down the Ctrl key and clicking the calls; then, right-click and choose **Join** from the context-sensitive menu.
Call Control Toolbar	Ctrl+click the calls that you want to join; then, click the **Join** button.
Actions Menu	Ctrl+click the calls that you want to join; then, from the Actions menu, choose **Join**.
Default Keyboard Shortcut	1. Ctrl+click the calls that you want to join. 2. Press **Ctrl + J** to complete the join.

Initiating an Ad Hoc 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 any method that is listed in Table 2-10.

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

Table 2-10 Initiating an Ad Hoc Conference Call

Method	Task
Context-Sensitive Menu	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**.
Using the Mouse	Drag a speed-dial or directory entry onto the **Conference** button.
Default Keyboard Shortcut	1. Answer the call. 2. Press the keys on the PC keyboard to enter the directory number that you want to add to the conference. 3. Press **Ctrl + N** to initiate the conference call.

Table 2-10 Initiating an Ad Hoc Conference Call (continued)

Method	Task
Dial Pad	1. Perform one of the following tasks: Right-click the call and choose **Conference** from the context-sensitive menu. Click the appropriate call; click the **Conference** button on the Call Control toolbar. Click the appropriate call; choose **Actions > Conference**. Click the appropriate call; press **Ctrl + N** on the PC keyboard. 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 + N** on the PC keyboard.

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. 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 the keyboard shortcut that is configured for parking a call. The default specifies **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.

From the Parked Call window, you can view and pick up all calls that are parked by all attendants that are connected to the attendant server. You cannot view and pick up calls that were parked before you logged in to the attendant console.

Perform the following procedure to revert a parked call.

Procedure

Step 1 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 the keyboard shortcut that is configured for reverting a parked call. The default specifies **Ctrl + P**.

Step 2 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 3 Notify the caller of the situation.

Alternative Methods (Shortcuts)

- On the PC keyboard, you can press the keys for the directory number of the call that you want to revert and then press the keyboard shortcut that is configured for reverting a parked call. The default specifies **Ctrl + P**. The parked call automatically reverts to the Call Control Details pane.
- From the Parked Calls window, you can drag a parked call onto a Operator Line button to revert the parked call.

Forwarding a Call to Voice Mail

To forward a call to a voice-messaging system, perform the following procedure:

Step 1 Answer the call.

Step 2 Perform one of the following methods:

- Right-click the call; then, choose **Voice Mail** from the context-sensitive menu.
- Click the **Voice Mail** button on the Call Control toolbar.
- From the Actions menu, choose **Voice Mail**.
- On the PC keyboard, press the keyboard shortcut that is configured for forwarding a call to a voice-messaging system. The default specifies **Ctrl + O**.

Step 3 You automatically put the call on hold, and the Dial Pad displays. Enter the directory number of the person that you want to contact; then click **Dial**.

Step 4 The Call Control pane shows that you are transferring the call to voice-messaging system. Wait for the transfer to occur.

The system administrator configures the time that it takes to transfer the call to voice-messaging system. If you want to change the time, contact your system administrator.

Using Keyboard Shortcuts

The keyboard shortcuts that are configured for Cisco CallManager Attendant Console allow you to perform call-control tasks and navigate the attendant console user interface efficiently. Use Table 2-11 as a guide for performing call-control tasks by using keyboard shortcuts. Use Table 2-12 as a guide for navigating the interface by using keyboard shortcuts.

Table 2-11 Keyboard Shortcuts for Call Control

Desired Result	System Default Shortcut[1]	Shortcut Configured By Attendant[2]
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	
Direct Transfer	Ctrl + R	
Join Calls	Ctrl + J	
Conference Call	Ctrl + N	
Forward a Call to Voice Mail	Ctrl + O	
Using Dials Digits	Ctrl + S	

1. The attendant console automatically sets the default keyboard shortcut.
2. If you want to change the system default shortcuts, enter the keyboard shortcut that you configured in the Shortcut Configured By Attendant column.

Note To change the default keyboard shortcuts, see the "Creating and Editing Keyboard Shortcuts" section on page 3-2.

Table 2-12 Keyboard Shortcuts for Navigation

Desired Result	System Shortcut
Move from one window to another	Ctrl + F6
Move to the Call Control window	Ctrl + Shift + L
Move to the Broadcast Calls window	Ctrl + Shift + B
Move to the Directory window	Ctrl + Shift + D
Move to the Parked Calls window	Ctrl + Shift + P
Move to the Speed Dials window	Ctrl + Shift + S
Move from cell to cell in a table	Tab
Move to the next row in a table	Down Arrow
Move to the previous row in a table	Up Arrow
Move to areas of a window, including the scroll bars (if any) **Note** At times, pressing Ctrl + Tab performs the same function as pressing Tab. **Note** After you navigate to the scrollbar in the Dial Pad window, you must press Tab to navigate to the Enter Number field.	Ctrl + Tab
Scroll down **Note** Before you scroll down in the window, make sure that you put the focus on the scroll bar. Press Ctrl + Tab until you navigate to the scroll bar.	Down Arrow
Scroll up **Note** Before you scroll up in the window, make sure that you put the focus on the scroll bar. Press Ctrl + Tab until you navigate to the scroll bar.	Up Arrow
Move to the next tab **Note** Before you move to the next tab in the window, make sure that you put the focus on a tab. Press Ctrl + Tab until you navigate to the tabs.	Right Arrow

Table 2-12 Keyboard Shortcuts for Navigation (continued)

Desired Result	System Shortcut
Move to the previous tab **Note** Before you move to the previous tab in the window, make sure that you put the focus on a tab. Press Ctrl + Tab until you navigate to the tabs.	Left Arrow
Moves to components of a given window. You may need to press Ctrl + Tab to navigate to different components within a window.	Tab
Activates buttons.	Space bar
Move to the Department combo box in the Dial Pad.	Alt + C
Move to the Directory table in the Dial Pad.	Alt + T
Move to the First Name field in the Dial Pad.	Alt + F
Move to the Last Name field in the Dial Pad.	Alt + L
Move to the Number field in the Dial Pad.	Alt + N

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 1-24
- Going Off Line, Logging Out, and Exiting, page 1-26

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 that is found in the Directory window.

Cisco recommends that you change these settings only 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...**.

Step 2 For information on how to configure or change the settings, see the "Starting the Cisco CallManager Attendant Console for the First Time" section on page 1-21.

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

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.

Locking the Window Size and Layout

You can lock the window size and layout by choosing **View > Lock Windows**. This action ensures that the window size does not change and the windows display exactly as you want them to display.

Tip To unlock the layout, choose **View > Unlock Windows**.

Tip You can choose the Default Window Layout option even if you lock the window position; the windows remain locked.

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 may appear to shrink and enclose the three windows, the menu bar, Call Control toolbar, and the status bar.

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 by 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

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-messaging system, 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 dial an external directory number and receive 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**.

Alternate Method (Shortcut)

If you prefer, you can enter dial digits without using the Dial Digits keypad. When you receive 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 plug-in 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.

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

- Upgrade to the latest version of the attendant console.

  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 Enter Number dialog box, enter the number that you want to dial or choose a number from the directory list.

Step 3 To place the call, click **OK** or press **Enter**.

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 from the Call Control Window

You can perform the following call-control tasks from the Call Control window:

- Answer a Call
- Place a Call on Hold/Resume a Call
- Transfer, Consult Transfer, or Direct Transfer a Call
- Forward a Call to Voice Mail
- Conference a Call
- Join Calls
- Park a Call

For information on performing these tasks from the Call Control window, see the "Handling Calls" section on page 2-1.

CHAPTER 5

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 that is 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 In the Speed Dial window, right-click the mouse and choose **Rename Speed Dial Group** from the context-sensitive menu.

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

The following call-control tasks affect the user, that is, the speed-dial entry that displays in the Speed Dial window:

- Placing a call to the user
- Transferring a call that exists in the Call Control window to the user
- Consult the user; then, transfer a call that exists in the Call Control window to the user
- Conference the user to a call that exists in the Call Control window
- Transfer the call that exists in the Call Control window to the voice-messaging system of the user

For more information about performing these call-control tasks, see the "Handling Calls" section on page 2-1.

Using the Directory Window

Cisco CallManager Attendant Console provides a directory, or listing, of the telephone extensions in your system. 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 did not provide 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.

You can perform an advanced search by clicking the Advanced Search button and entering the appropriate information for the person 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, perform tasks in one of the following methods:

- Enter the first and last name in the appropriate fields.
- Choose the department under **Select One** or **Show All Users** from the Department drop-down list box.

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

  After you choose the department, you can narrow the search by entering the first and last names in the appropriate fields.
- To perform an advanced search, click the **Advanced Search** button, enter the appropriate information for the person in the fields, and click **Search**.

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

Reloading the Directory

The attendant console automatically updates the directory at an interval that your system administrator configures. You can manually reload the directory by clicking the Reload 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 in the Directory Window

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

The following call-control tasks affect the user, that is, the directory entry that displays in the Directory window:

- Placing a call to the user
- Transferring a call that exists in the Call Control window to the user
- Consult the user; then, transfer a call that exists in the Call Control window to the user

- Conference the user to a call that exists in the Call Control window
- Transfer the call that exists in the Call Control window to the voice-messaging system of the user

For more information about performing these call-control tasks, see the "Handling Calls" section on page 2-1.

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:

Related Topic

- Parked Calls Window, page 1-11 (for descriptive information)

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 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 2 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 3 Notify the caller of the situation.

Alternative Methods (Shortcuts)

- 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

The following call-control task affects the parked call that displays in the Parked Call window:

- Reverting a parked call to the attendant and the Call Control window

For more information about performing these call-control tasks, see the "Handling Calls" section on page 2-1.

Using the Broadcast Calls Window

Your administrator can configure Cisco CallManager Attendant Console to place incoming calls into a queue and broadcast the calls to attendants who are available when the call arrives or who become available before the call is answered. You can see the broadcast calls in the Broadcast Calls window. The call remains in the Broadcast Calls window until an attendant answers the call. You answer broadcast calls by using keyboard shortcuts, context-sensitive menus, the menu bar, or the mouse.

This chapter contains the following topic:

Related Topic

- Broadcast Calls Window, page 1-7 (for descriptive information)

Answering a Broadcast Call

The Attendant Console allows you to view and answer broadcast calls that have not been answered. Perform the following procedure to answer a queued call:

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

- Double-click the call in the Broadcast Calls window and use the mouse to drag the highlighted call onto the **Answer** button.
- Drag the call from the Broadcast Calls window to an operator line button.
- On the PC keyboard, press **Ctrl + A**.

Related Topic

- Broadcast Calls Window, page 1-7 (for descriptive information)

CHAPTER 9

Troubleshooting

This chapter provides troubleshooting information for the Cisco CallManager Attendant Console. For assistance with problems that are not listed in this chapter, contact your system administrator.

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.

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

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

I received a 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 a message that the selected line is not available.

Each line only supports the configured number of calls at the same time. For example, if you configured a line to support 2 calls at the same time, and 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 a message that the operator terminal is down.

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

I received messages that I cannot transfer the call.

You may receive the following 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

I received a message that I should log off and log into the Cisco CallManager Attendant Console if the diretory numbers on my phone have changed.

If you log into or log off of the Cisco IP Phone by using Cisco CallManager Extension Mobility while you are logged into Cisco CallManager Attendant Console, the Cisco IP Phone resets, and the call-control status of the attendant console goes down. You must log out of the Cisco CallManager Attendant Console. When logging back into the Cisco CallManager Attendant Console, you must specify the current directory number of the phone in the Directory Number of Your Phone field of the Settings dialog box.

I do not see the correct set of line buttons on my phone.

The attendant console does not automatically update line information from your phone. When your system administrator resets your phone, a message displays in the attendant console that indicates that you need to logout and log into the attendant console. After you log out and log in, the correct set of line buttons displays.

Some text displays in English, while other text displays in the language that I chose in the Cisco CallManager Attendant Console dialog box.

Your system administrator must install the latest locale installer that is available for your chosen language. Refer your administrator to the Cisco IP Telephony Locale Installer documentation that is available on the web.

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