



Index

A

accessibility features

- described **18**

- enabling audible alerts **19**

Advanced Search button **53**

Answer button **25**

answering a call

- broadcast **26**

- incoming **25**

audible alert ring settings, configuring **19**

audible alerts

- described **18**

- enabling **19**

B

Broadcast Calls window

- described **6**

button

- Advanced Search **53**

- Answer **25**

- Call Control **9**

- Consult Transfer **32**

- Dial **29**

- Direct Transfer **33**

- Hang Up **29**

- Hold **27**

- Join **33**

- Online/Offline **21**

- Resume **28**

- Transfer **31**

- Voice Messaging **37**

C

call

- answering

 - broadcast **26**

 - incoming **25**

- disconnecting (ending) **29**

- forwarding **37**

- forwarding a call to voice messaging **37**

- handling **25**

- initiating an ad hoc conference **34**

- joining **33**

- making a call **29**

- parking **35**

- placing a call on hold **27**

- retrieving a call from hold **28**

- reverting a parked call **36**

- transferring **30**

Call Control

- buttons **9**

- icons **9**

- positioning toolbar **9**
- toolbar
 - buttons and tasks (table) **10**
 - described **9**
- window
 - call/line status **15**
 - components **5**
- changing position of call-control toolbar **9**
- color scheme, changing **45**
- columns, reordering in the Directory window **55**
- Consult Transfer button **32**
- consult transferring a call **32**
- context-sensitive menus **17**

D

- default keyboard shortcuts (table) **39**
- default window layout, choosing **46**
- Dial button **29**
- Dial Digits keypad **38**
- dial pad, described **17**
- dialing a call **29**
- Direct Transfer button **33**
- direct transferring a call **33**
- directory
 - locating a specific name **53**
 - reloading **54**
 - sorting **55**
 - using **53**
- Directory window
 - call/line status **15**
 - described **7**
 - reordering the columns **55**

- disconnecting a call **29**
- document
 - audience **ii**
 - conventions **iii**
 - organization **ii**
 - preface **i**
 - purpose **i**
 - related documentation **iii**
- documentation
 - related **iii**

E

- ending a call **29**
- exiting Cisco Unified CallManager Attendant Console **23**

F

- forwarding a call to voice-messaging system **37**

G

- getting started **1**

H

- Hang Up button **29**
- hanging up a call **29**
- hold
 - placing a call on **27**
 - retrieving a call from **28**
- Hold button **27**

I

icons

- call control **9**

- pop-to-top **14**

- interface, Cisco Unified CallManager
Attendant Console (table) **3**

- interface, using **1**

J

- Join button **33**

- joining a call **33**

K

keyboard shortcuts

- creating and editing **43**

- default (table) **39**

- navigation (table) **39**

- navigation, described **18**

L

- layout, default window **46**

- locating a user **53**

- locking window size and layout **46**

- Log in dialog box **4**

- logging in to Cisco Unified CallManager
Attendant Console **21**

- logging out of Cisco Unified CallManager
Attendant Console **23**

M

- making a call **29**

- menu bar, described **9**

- menus, context-sensitive **17**

N

- name, locating in the directory **53**

- navigation shortcuts **18**

O

- off line, going **21**

- on line, going **21**

- Online/Offline button **21**

P

- Parked Calls window **8**

- parking a call **35**

- placing calls, methods **29**

- pop-to-top icon **14**

R

- Resume button **28**

- retrieving a parked call **36**

S

settings

- customizing **43**

- screen appearance **44**
- viewing and editing **44**
- Settings dialog box **4**
- shortcuts, keyboard
 - creating and editing **43**
 - key sequences (table) **39**
- shortcuts, navigation
 - described **18**
 - key sequences (table) **39**
- sorting the directory **55**
- Speed Dials window
 - adding speed-dial entry **50**
 - adding speed-dial group **48**
 - call/line status **15**
 - deleting speed-dial entry **52**
 - deleting speed-dial group **49**
 - described **7, 47**
 - editing speed-dial entry **51**
 - importing and exporting speed-dial entries **51**
 - renaming speed-dial group **49**
 - sorting entries in speed-dial group **52**
- speed-dial entries
 - adding **50**
 - deleting **52**
 - editing **51**
 - importing and exporting **51**
- speed-dial groups
 - adding **48**
 - deleting **49**
 - renaming **49**
 - sorting entries **52**

- starting Cisco Unified CallManager Attendant Console **19**
- status bar **14**

T

- text size, changing **45**
- toolbar, Call Control
 - buttons and tasks (table) **10**
- toolbar, call-control
 - described **9**
- Transfer button **31**
- transferring a call
 - consult transfer **32**
 - direct **33**
 - unsupervised transfer **31**

U

- unsupervised transfer **31**

V

- Voice-Messaging button **37**
- voice-messaging system, forwarding a call to **37**

W

- window
 - Broadcast Calls **6**
 - Call Control **5**
 - Cisco Unified CallManager Attendant Console **5**

default layout **46**

Directory **7**

locking window size and layout **46**

Parked Calls **8**

Speed Dial **7**

Speed Dials **47**