



Cisco Unified Attendant Console Compact Edition Guide

For connection to the Cisco Business Edition 3000

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About This Guide

This guide describes how to install, configure and use Cisco Unified Attendant Console Compact Edition. It is for anyone who uses or configures the software.

Document Organization

The sections of this document are as follows:

Chapter 1, “Introduction to Cisco Unified Attendant Console Compact Edition”	
Chapter 2, “Installing Cisco Unified Attendant Console Compact Edition”	The Cisco Unified Attendant Console Compact Edition hardware and software requirements and installation instructions.
Chapter 3, “Getting Started”	A description of the application interface, buttons, and shortcut keys.
Chapter 4, “Call Handling”	Instructions on how to use the application to handle calls.
Chapter A, “Error Messages and Event Alerts”	Application status messages.

Document Conventions

The following textual and typographic conventions are used in this document:

Convention	Usage
bold font	Commands, keywords and user-entered text appear in bold type.
<i>italic font</i>	Document titles, new or emphasized terms, and arguments for which you supply values are in <i>italic</i> font.
[]	Elements in square brackets are optional.
{ x y z }	Required alternative keywords are enclosed in braces and separated by vertical bars.
[x y z]	Optional alternative keywords are enclosed in square brackets and separated by vertical bars.
string	A non-quoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.

<code>courier font</code>	Terminal sessions and information the system displays appear in <code>courier font</code> .
< >	Non-printing characters such as passwords are in angle brackets.
[]	Default responses to system prompts are in square brackets.
!, #	An exclamation point (!) or a pound sign (#) at the beginning of a line of code indicates a comment line.

**Note**

Means *reader take note*.

**Tip**

Means *the following information will help you solve a problem*.

**Caution**

Means *reader be careful*. In this situation, you might perform an action that could result in equipment damage or loss of data.

**Timesaver**

Means *the described action saves time*. You can save time by performing the action described in the paragraph.

**Warning**

Means *reader be warned*. In this situation, you might perform an action that could result in bodily injury.

Obtaining Documentation and Submitting Service Requests

For information on obtaining additional documentation and submitting service requests, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS Version 2.0.



CHAPTER 1

Introduction to Cisco Unified Attendant Console Compact Edition

Cisco Unified Attendant Console Compact Edition is a Microsoft Windows-based operator attendant console application for use exclusively with Cisco Business Edition 3000.



Note

Cisco Business Edition 3000 is a unified IP communications platform for growing mid-sized businesses. It supports up to 300 users and 400 devices, with one central site and up to nine remote locations and one teleworker site. For more information about Cisco Business Edition 3000 visit <http://www.cisco.com/go/cmbe3000>.

Cisco Unified Attendant Console Compact Edition enables you to do the following:

- Make and answer calls
- Use a directory of up to 300 co-workers
- Create custom directories
- Transfer calls to a directory contacts
- Set Do Not Disturb or Call Forward on yours and directory contacts' phones
- Page (one way speech through the speaker) directory contacts through your Cisco phone
- Page groups of directory contacts
- Click to Dial—use your mouse to select phone numbers from Microsoft Office applications and then dial them

Directory Synchronization

When you start Cisco Unified Attendant Console Compact Edition it takes an up to date copy of the Cisco Business Edition 3000 directory and uses it to create its own Contact Directory. This is called *directory synchronization*.



Note

Cisco Unified Attendant Console Compact Edition will not start if it cannot:

- Synchronize with the Cisco Business Edition 3000
 - Connect to the Cisco Business Edition 3000 telephony control interface
-

Consequently, as soon as any Cisco Business Edition 3000 contacts are changed, you must restart Cisco Unified Attendant Console Compact Edition to enable it to synchronize its contact directory. We recommend that you restart Cisco Unified Attendant Console Compact Edition at least once a day to ensure that its Contact Directory is always up to date.

Accessibility for Users with Disabilities

Cisco Unified Attendant Console Compact Edition incorporates the following features to make it easier for blind and visually impaired people to use it:

- Most functions can be accessed using either the mouse or keyboard
- A tooltip is displayed for each graphical interface control when you point to it
- Context-sensitive help is available

The Cisco Unified Attendant Console Compact Edition user interface and controls are described in [Chapter 3, “Getting Started.”](#)

For more information on the Cisco Accessibility Program visit <http://www.cisco.com/web/about/responsibility/accessibility/contact.html>



CHAPTER 2

Installing Cisco Unified Attendant Console Compact Edition

To install Cisco Unified Attendant Console Compact Edition you must do the following:

1. Ensure that the PC running it satisfies the minimum hardware and software requirements. These are described below.
2. Within Cisco Business Edition 3000, create a User with an associated phone, and then assign the User to the Attendant Group. For instructions, see [Configuring Cisco Business Edition 3000, page 2-2](#).
3. Install the Cisco Unified Attendant Console Compact Edition software. For instructions, see [Installing Cisco Unified Attendant Console Compact Edition, page 2-3](#).

PC Hardware and Software Requirements

The PC running Cisco Unified Attendant Console Compact Edition has the following minimum hardware requirements:

- 2.2 GHz Pentium 4 processor
- 1 GB RAM
- 1.5 GB of available hard disk space
- Network card, connected to the network using TCP/IP
- SVGA (1024x768) display card
- 17-inch or larger monitor highly recommended
- SoundBlaster-compatible sound card and speakers highly recommended
- Keyboard with 10-key number pad recommended

The PC hosting Cisco Unified Attendant Console Compact Edition must be running one of the following operating systems:

- Microsoft Windows XP Professional Service Pack 3 (32-bit)
- Microsoft Windows Vista Professional (32-bit)
- Microsoft Windows 7 (32-bit or 64-bit)

Configuring Cisco Business Edition 3000

Cisco Unified Attendant Console Compact Edition must be able to communicate with Cisco Business Edition 3000 (which it does using Cisco Unified Communications Manager TSP). Consequently, before you install Cisco Unified Attendant Console Compact Edition you must first create and configure a user account for it on Cisco Business Edition 3000 by performing the following steps:

1. Create a **User** account.
2. Associate a **Phone** with the User account.
3. Add the **User** to the **Attendant Group**.

Creating a User Account

To create a user account, do the following:

-
- | | |
|---------------|--|
| Step 1 | Log in to the Cisco Business Edition 3000 Administrative Interface.
The Health Summary page is displayed. |
| Step 2 | In the right-hand column, select the Users/Phones tab. |
| Step 3 | Under User/Phones , select Users . |
| Step 4 | On the Users screen, click Add User . |
| Step 5 | On the Add User screen, enter the following information: <ul style="list-style-type: none">• Last Name*• Usage profile*• User ID*• Password• Confirm Password• Line Number Fields marked with * are mandatory. |
| Step 6 | Click OK to create the User. |
-

Associating a Phone with the User Account

To add a phone and associate it with the user account, do the following:

-
- | | |
|---------------|--|
| Step 1 | Log in to the Cisco Business Edition 3000 Administrative Interface.
The Health Summary page is displayed. |
| Step 2 | In the right-hand column, select the Users/Phones tab. |
| Step 3 | Under Users/Phones , select Phones . |
| Step 4 | On the Phones screen, click Add Phone . |

- Step 5** On the **Add Phone** screen, enter the following information:
- Phone Type
 - MAC Address
 - An Extension number, which must match the User Line Number defined in Step 5 of [Creating a User Account, page 2-2](#).
- Step 6** Click **OK** to add the phone.
-

Adding the User Account to the Attendant Group

The Attendant Group contains those users with Attendant Console permissions. You must include your User in this Group.

To add a User to Attendant Group, do the following:

-
- Step 1** Log in to the Cisco Business Edition 3000 Administrative Interface.
The Health Summary page is displayed.
- Step 2** In the right-hand column, select the **Users/Phones** tab.
- Step 3** Under **Users/Phones**, select **Attendant Group**.
- Step 4** Select the User account in the **Available** table, and click **Add**.
The User account moves to the Selected table.
- Step 5** Click **Save**.
-

You can now install Cisco Unified Attendant Console Compact Edition.

Installing Cisco Unified Attendant Console Compact Edition



Note

To be able to install the software you require administrator rights.

You can download the Cisco Unified Attendant Console Compact Edition installer from:
<http://www.cisco.com/cisco/software/release.html?mdfid=283783671&flowid=26421&softwareid=282074295&release=8.6%282%29&relind=AVAILABLE&rellifecycle=&reltype=latest>. Download the file to your desktop or a folder.

To install the application, do the following:

-
- Step 1** Navigate to the downloaded Cisco Unified Attendant Console Compact Edition installer, and then double-click the installer.

**Note**

The installer checks the operating system location and region settings, and if they are supported the console is installed using the appropriate language. **The supported languages are listed in the Release Notes.**

- Step 2** If prompted by User Account Control to allow the installation to continue, click **Yes**.
- Step 3** In the Welcome screen, click **Next**.
- Step 4** In the Registration Information screen, type your **Name** and **Company Name**, and then click the **Next**.
- Step 5** In the Cisco Business Edition (CBE) connection details screen, enter the following information about the Cisco Business Edition 3000 you are connecting to:
- **IP address**
 - **CUCM User ID**
 - **Password**
- Step 6** Click **Next**.
- Step 7** In both security alert screens, click **Yes**.
- Step 8** In the Choose Destination Location screen, either accept the default destination folder or **Browse** to where you want to install the files, and then click **Next**.
- Step 9** In the Start Copying Files screen, click **Next** to proceed with the installation.
- Step 10** In the Wizard Complete screen, select **Yes, I want to restart my computer now**, and then click **Finish**.
- Step 11** When your PC restarts, if you are prompted by User Account Control to allow the installation to continue, click **Yes**.

Cisco Unified Attendant Console Compact Edition is installed and a shortcut to it is placed on the desktop.



CHAPTER 3

Getting Started

This chapter describes:

- How to start and exit Cisco Unified Attendant Console Compact Edition.
- The Cisco Unified Attendant Console Compact Edition user interface. For more information, see [Cisco Unified Attendant Console Compact Edition User Interface, page 3-2](#).
- Contact Cards. For more information, see [Contact Cards, page 3-3](#).
- The Contact Directory toolbar. For more information, see [Using the Contact Directory Toolbar, page 3-4](#).
- Contact Groups. For more information, see [Contact Groups, page 3-5](#).
- The My Phone console device. For more information, see [My Phone, page 3-7](#).
- Configuring Cisco Unified Attendant Console Compact Edition. For more information, see [Configuring Cisco Unified Attendant Console Compact Edition, page 3-7](#).

Starting and Exiting Cisco Unified Attendant Console Compact Edition

To start Cisco Unified Attendant Console Compact Edition either double-click the desktop icon, or choose **Start > All Programs** and then select it from the menu.

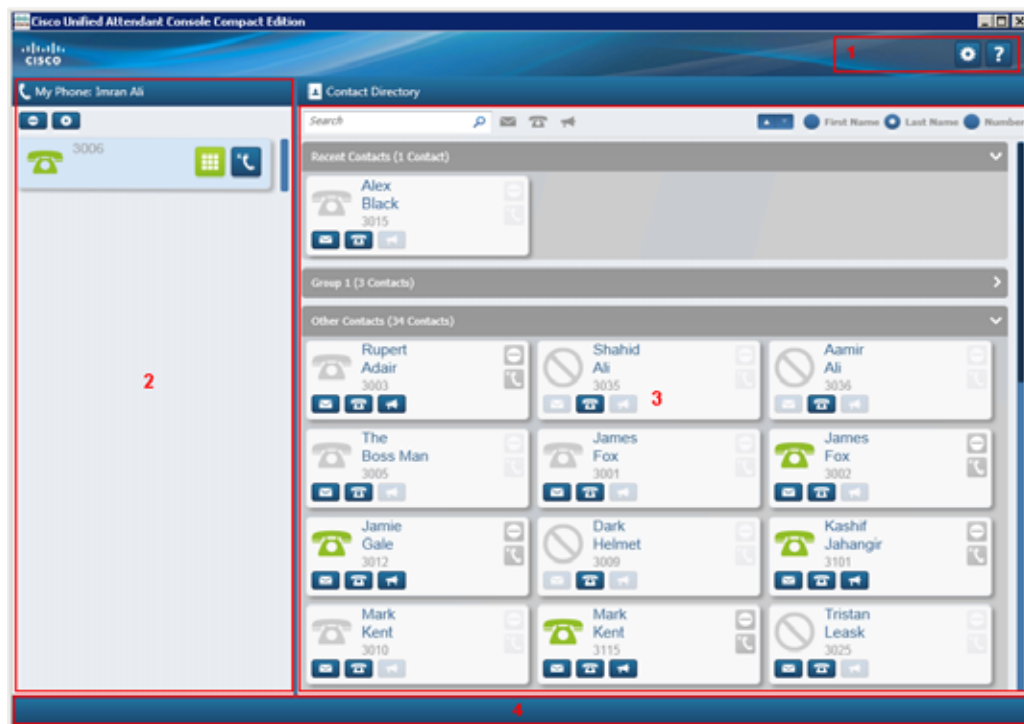
The first time you use the application the **Device Selection** dialog box prompts you to choose a console device: the Cisco telephone to use as the operator phone or *My Phone*. Find the phone in the list and select it by clicking the tick icon. You can change the My Phone console device whenever you want. For more details, see [Changing Console Device \(My Phone\), page 3-9](#).

Exiting Cisco Unified Attendant Console Compact Edition

To exit Cisco Unified Attendant Console Compact Edition, click the **Close** button at the right-hand end of the window title bar.

Cisco Unified Attendant Console Compact Edition User Interface

Cisco Unified Attendant Console Compact Edition user interface is show below:



#	Name	Contains
1	Banner	Help and configuration controls. For a description of the configuration controls, see Configuring Cisco Unified Attendant Console Compact Edition, page 3-7 .
2	My Phone pane	<p>The line(s) on the console device, shown as Contact Cards. For more information, see Contact Cards, page 3-3.</p> <p>Controls at the top enable you to select a different phone and set DND on the selected phone. For more information on the My Phone pane, see My Phone, page 3-7.</p>
3	Contact Directory pane	<p>The Contact Directory and the Contact Directory toolbar,</p> <p>The Contact Directory contains the Contact Cards of everyone in the Contact Directory, except for the My Phone Contact Card(s). There is one Contact Card per phone line. Contacts are contained within one or more Groups, which are <i>expanded</i> (show all contacts) by default. For more information see, Contact Groups, page 3-5.</p> <p>Above the Contact Directory display is the Contact Directory toolbar, which you use to search, filter and reorder the Contact Cards. For more information, see Using the Contact Directory Toolbar, page 3-4.</p> <p>Telephony errors are displayed between the directory and toolbar.</p>
4	Status bar	System status and processing information, including system errors.

You use the interface to perform all the standard operator tasks, such as making calls, putting calls on hold, and setting extensions to Do Not Disturb. For more information, see [Chapter 4, “Call Handling”](#).

You control the interface using both your mouse and keyboard. Many things that you can do with the mouse you can also do using your keyboard, provided that all or part of the application interface (window) is selected.

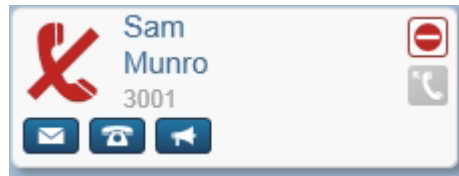
Contact Cards

Each phone line is shown as a Contact Card, which contains information about the status of the line and contains buttons which you can use to control calls on that line. [Figure 3-1](#) shows an example My Phone Contact Card; [Figure 3-2](#) shows an example Directory Contact Card.

Figure 3-1 Example My Phone Contact Card



Figure 3-2 Example Directory Contact Card



Each Contact Card contains:

- A Phone Status Symbol. For more information, see [Appendix B, “Keyboard Shortcuts, Buttons, Tools and Phone Status Symbols”](#).
- The user name associated with the extension (if available).
- The extension number (if the extension is forwarded, the forwarding number is also shown).
- Control buttons relevant to the device's capability and the availability of that function. For more information, see [Appendix B, “Keyboard Shortcuts, Buttons, Tools and Phone Status Symbols”](#).

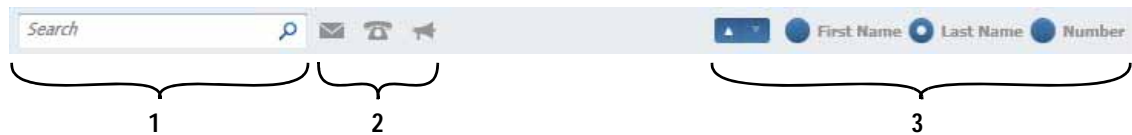
To select a contact, either click it, or use the keyboard. To select multiple contacts, hold **Shift** or **Ctrl** and click each contact.

You can group Contact Cards to make them easier to search. For more information, see [Contact Groups, page 3-5](#).

You can right-click Directory Contact Cards to display a menu that you can use to E-mail, Dial or Page that contact, or to edit group membership.

Using the Contact Directory Toolbar

The Contact Directory Toolbar contains tools for searching for contacts, filtering contacts, and for reordering the Contact Cards.



#	Name	Function
1	Contact search box	Search for contacts by phone number, first name or last name. For more information, see Searching for Contacts, page 3-4 .
2	Contacts filters	Filter contacts according to whether they have an e-mail address, phone number or have page-compatible phones. For more information, see Filtering Contacts, page 3-4 .
3	Contact sort controls	Display the contacts in ascending or descending order according to first name, last name or phone number. For more information, see Changing the Contact Card Display Order, page 3-5 .





Searching for Contacts



If you have a small Contacts Directory, you may find visually scanning the Contact Cards—suitably filtered (see [Filtering Contacts, page 3-4](#)) or sorted (see [Changing the Contact Card Display Order, page 3-5](#))—the simplest method of finding a contact. When you find your contact, simply click their Contact Card to select them. To select multiple contacts, hold down either Shift or Ctrl and click the contacts you require.

Alternatively, you can also navigate through and select contacts using your keyboard, as described in [Appendix B, “Keyboard Shortcuts, Buttons, Tools and Phone Status Symbols”](#)). **The simplest way to search for a contact is to type their number or name (first or last name). There is no need to select the Directory Search box.** As you enter characters any contacts that do not match them are removed from the display. For example, if you start entering “30”, all Contact Cards with numbers that do not start with “30” are removed from the display.

Filtering Contacts

You can reduce the number of Directory Contact Cards displayed by applying one or more of the following filters:

- E-mail—click **Filter contacts with an email address**  to display only those contacts with an e-mail address. The button changes to  when the filter is applied.
- Phone number—click **Filter contacts with a phone number**  to display only those contacts with a phone number. The button changes to  when the filter is applied.

- Voice Page—click **Filter contacts that are voice page compatible**  to display only those contacts that have voice page compatible phones. The button changes to  when the filter is applied.

To apply a filter either click it or select it and then apply it using the keyboard. For more information, see [Appendix B, “Keyboard Shortcuts, Buttons, Tools and Phone Status Symbols”](#).

Changing the Contact Card Display Order

You can sort the Contact Cards so that they are displayed in ascending or descending order according to one of the following:

- First Name
- Last Name
- Number

The current order is shown by the highlighted button:  = ascending order (A to Z, 1 to 9),  = descending order (Z to A, 9 to 1).

To sort the Contact Cards, select **First Name**, **Last Name** or **Number** as required, and then either click  to sort the contacts in ascending order, or click  to sort the contacts in descending order.

Contact Groups



Related Directory Contacts can be placed in groups to simplify directory searching and so that you can perform certain operations—such as setting Do Not Disturb—easily on all the members of a group.

When you use Cisco Unified Attendant Console Compact Edition for the first time all the contacts are contained with a single group called **All Contacts**.

As you use Cisco Unified Attendant Console Compact Edition the last ten numbers you called are automatically placed in the **Recent Calls** group.

Apart from these automatically created contact groups, you can also create your own groups. For example, you could place all the members of a team or department into a group.

Within the Contact Directory display you can expand (show all the members) or collapse (hide all the members of) any group, as suits your working style and requirements.

- Collapse a group display by clicking  in its heading bar, or press **Left Arrow**.
- Expand a group display by clicking  in its heading bar, or press **Right Arrow**.

Creating Contact Groups

To create a group of contacts:

-
- Step 1** Either:
- Right-click anywhere within the Contacts Directory except on a Contact Card and select **Create Group**. You add contacts to the group later.
 - Select one or more Contact Cards, right-click and select **Create Group from Selection**.

The group is created with a temporary name.

- Step 2** Type a group name and then press **Enter**.

Renaming Contact Groups



Note

Note: You cannot rename the **All Contacts** or **Recent Contacts** groups.

To rename a group:

-
- Step 1** Right click anywhere within the group - except on a Contact Card - and select **Rename Group**.
- Step 2** Type a new group name and then press **Enter**.
-

Adding Contacts to Groups

To add contacts to a group:

-
- Step 1** Select one or more contacts.
- Step 2** Right-click and select **Edit Group Membership**.
- The **Group Selection** dialog box lists the user groups. Checked boxes show which groups the selected contact(s) belong to.
- Step 3** In the **Group Selection** dialog box, check the Group(s) to which the contact(s) should belong, then click the tick icon.
-

Removing Contacts from Groups

To remove contacts from a group:

-
- Step 1** Select one or more contacts.
- Step 2** Right-click **Edit Group Membership**.

- Step 3** In the Group Selection dialog box, uncheck the Group(s) from which to remove the contact(s), then click the tick icon.
-

My Phone

The My Phone pane displays and controls the lines on your Cisco telephone.

There are two function buttons in this area:

- **DND - Do Not Disturb.** This toggles the DND mode on your Cisco IP Phone.
Depending on phone type and configuration this normally means that if you receive an incoming call the phone will not ring. However, a visual alert is displayed to signify an incoming call.
The Do Not Disturb feature affects ALL lines on the phone where DND is set - but will not stop any lines that are shared ringing on another phone - unless DND is set there too. An example may be if a manager and secretary have a shared line. The manager sets their phone to DND while they are in a meeting, their secretary would still be able to receive calls on the shared line, unless they too choose to set Do Not Disturb.
- **Device Selection.** This is where you select the device that you log in with. If a number has been previously used to log in, it appears in the list with the number highlighted in Red. See [“Starting and Exiting Cisco Unified Attendant Console Compact Edition” section on page 3-1](#) for further information.

Below the function buttons you will see your extension(s) and any shared lines that are registered to you. These appear as a graphical card which displays:

- A symbol that shows the status of that extension.
- The extension number of that line (remember you may have more than one extension number on your Cisco IP Phone)
- If Call Forward is set, the Call Forward destination.
- Up to two call control buttons, depending on the phone status.

For more information, see [Appendix B, “Keyboard Shortcuts, Buttons, Tools and Phone Status Symbols”](#).

Configuring Cisco Unified Attendant Console Compact Edition

You can configure the following aspects of Cisco Unified Attendant Console Compact Edition:

- **Voice paging**—whether voice messages are sent to a single extension (unicast), a group of extensions (multicast), or both. You must select at least one of these options if you want to be able to voice page extensions. For instructions on how to configure paging, see [Configuring Paging, page 3-8](#).
- **My Phone**—which phone to use as the operator device. You must select an operator device to be able to use Cisco Unified Attendant Console Compact Edition. For instructions on how to select the phone to use as My Phone, see [Changing Console Device \(My Phone\), page 3-9](#).

Configuring Paging

Before you can configure paging, your Cisco administrator must configure either Unicast or Multicast on your phone network.


**Note**

Owing to network limitations, multicast paging is not possible between sites. If you have sufficient licenses, each site can have its own attendant console operator (up to a maximum of 10 operators).

Before you can configure your network, you must do the following to ensure that your network hardware can support unicast/multicast functionality:

- Check all network switches or routers on your phone network for unicast/multicast capabilities, and enable what you require according to the instructions in the device documentation.
- If you use multiple VLANs on your network, make sure that there are no discrepancies between the IP addresses of the BE3000, your paging IP Phone, and the recipient IP Phone(s).

To configure voice paging on a capable network:

Step 1 In the banner, click **Configuration** .

Step 2 In the **Configuration** dialog box, click **Paging**.

Step 3 To enable

- Unicast paging, select **Enable Unicast Paging**.
- Multicast paging, select **Enable Multicast Paging** and enter the multicast IP address.

**Note**

The full range of multicast IP addresses is from 224.0.0.0 to 239.255.255.255, but addresses in the range 224.0.0.0 to 224.0.0.255 are reserved for use by routing protocols and other low-level protocols.

Cisco Unified Attendant Console Compact Edition does not support multicast IP addresses ending in .1. For example, you can use any IP address in the range 225.0.0.x, except for 225.0.0.1.



Contact your network administrator for the address ranges that are actually used in your network.

Step 4 Click the tick icon.

Changing Console Device (My Phone)

My Phone is the device you are using as the operator console. You can change this to be any phone in your directory.

To change the console device:

-
- Step 1** Either:
- a. In the banner, click **Configuration** .
 - b. In the **Configuration** dialog box, select **User Configuration**, and then click **Change Device**.
- or
- a. In the My Phone pane, click **Configuration** .
- The **Device Selection** dialog box is displayed, containing the current selection.

- Step 2** If you know any of the following for the phone you want to use:
- Number
 - User Name
 - Device Name (either the MAC address or a name created by your System Administrator)
- enter it in the **Please choose your phone** search field.



Note

If several devices have the same number, you can identify the one to use by lifting the handset so that it shows as off hook. Any other devices with the same number show as idle.

Alternatively, you can clear the search field and use the scroll bar to search for the device.

- Step 3** When you have found the device you want to use, click the tick icon.
- The selected device is displayed in the My Phone pane.
- If you are using the banner Configuration option, click the tick icon to close the dialog box.
-



CHAPTER 4


Call Handling

You can use Cisco Unified Attendant Console Compact Edition to do the following:

- **Make Calls** to either a specified number or Contact Card.
- **End Calls** that are in progress. For more information, see [Ending Calls, page 4 - 2](#).
- **Answer Calls** ringing on the console. For more information, see [Answering Calls, page 4 - 2](#).
- **Put Calls on Hold** and Retrieve them. For more information, see [Holding and Retrieving Calls, page 4 - 2](#).
- **Transfer Calls to Extensions** – either *blind* (destination not consulted) or after consulting the destination. For more information, see [Transferring Calls, page 4 - 2](#).
- **Page Contacts** – talk to another device in Paging Mode (if both devices support this). For more information, see [Paging Contacts, page 4 - 4](#).
- **E-mail Contacts** – send an email to any contact that has their e-mail details synchronized from Cisco Business Edition 3000. For more information, see [E-mailing Contacts, page 4 - 5](#).
- **Click to Dial** – call a phone number selected from a Microsoft Office application using a single click. For more information, see [Click To Dial, page 4 - 6](#).



Making Calls


To call another phone, do one of the following:

- Select My Phone and either press Ctrl-N or click  and use the Dial Pad to enter the number.
- Select a contact from the Contact Directory and either click **Make Call**  or press **Enter**.


Using the Dial Pad to Make a Call

The Dial Pad works exactly like a traditional telephone dial pad.


- To enter a digit, * or #, either click the corresponding key or enter it using your keyboard. The number also appears in the Contact Directory search filter.
- To clear the last entered character, either click  or press **Backspace**.
- To clear all entered characters, click .

- To call the number, click **Dial** .

Ending Calls

To end a call, click  in the relevant Contact Card.

Answering Calls


To answer an incoming call to the operator console, press **Enter** or click  in the My Phone Contact Card.

Incoming Call Information


The following information is provided on an incoming call:

- Call (phone) state - such as Incoming call (ringing). For more information, see [Appendix B, “Keyboard Shortcuts, Buttons, Tools and Phone Status Symbols”](#).
- Calling Line Identification (CLI). The caller’s number (digits only)
- Direct Dial In / Direct Inward Dial (DDI/DID). The number that the caller dialed.
- Call duration. The length of the call.
- Contact name (via lookup). The name of the contact in your Contact Directory, if it matches the CLI.

Holding and Retrieving Calls

To place a call on hold, in My Phone click  or press **Spacebar**.

While on hold, the caller hears the Cisco Business Edition 3000 hold music.

To retrieve the call, so that you can speak to the caller, in My Phone click  or press **Spacebar**.





Transferring Calls

You can transfer the current call to any available destination, internal or external.

Transfers can be either:

- Consult transfer, announce the call to the destination before transferring
- Blind transfer, connect the call to the destination device while it is ringing



To transfer a call:

-
- Step 1** Place the call on hold: either click  or press the **Spacebar**.
- Step 2** Select the destination party, either by entering their number into the Dial Pad or by selecting their Contact Card.
- Step 3** If you are using the Dial Pad, click . If you have selected a Contact Card, click .
- Step 4** If required, announce the caller to the destination.
- To toggle between the caller and destination party, press **Ctrl-Spacebar**.
 - To drop one of the parties during the transfer, first make them the active call (press **Enter**), and then press **Esc**.
- Step 5** To complete the transfer, click  or press **Enter**.
-

Setting Call Forwarding

Call forwarding temporarily redirects incoming calls to one extension to a second extension. You can set call forwarding for My Phone or any contact in the Contact Directory. The forwarding extension must be on-hook and idle when you set up Call Forwarding. Calls can still be made from the forwarding extension, and the phone status symbol changes as usual during these calls.

To set Call Forwarding:

-
- Step 1** Select the Contact Card (extension or line) for which you want to set Call Forwarding.
- For Contact Cards in the Contact Directory, click  or press **Ctrl-F**.
 - For My Phone Contact Cards, click  or press **Ctrl-F**.

You are prompted to select a contact to receive the forwarded calls, or enter its number in the Contacts search box.





Note To cancel Call Forwarding at this stage, do one of the following:

- Right-click
 - Click the cross on the prompt
 - Press Esc
 - Click the Call Forward button on the Contact Card
-

- Step 2** Select a destination. Either:
- Enter an extension or external number in the Contact Directory Search box. If Forwarding to an external number, include the breakout number (such as '9') to get an outside line.
 - Locate and click the destination Contact Card.

The prompt shows that the call has been forwarded successfully.



When an extension or line is set to Call Forward the phone status changes to  within My Phone, or  within the directory Contact Card, and an arrow points from the originating extension number to the forwarded extension number.

**Note**

Note: The Call Forward status is displayed only when the device or line is Idle.

Clearing Call Forwarding

To clear call forwarding on an extension, either:

- Select the extension, and then press **Esc**.
- Click either  within My Phone, or  within the Contact Card.

Paging Contacts

Within the Cisco Unified Attendant Console Compact Edition you can page a contact if the facility is available on both your console device and the contact's device.




**Note**

Note the following:

- Owing to network limitations, multicast paging is not possible between sites.
- Certain Cisco Unified IP phone models running in Wi-Fi mode behave differently to those connected over a fixed cable (ethernet) connection. The models include 7921, 7925 and 89xx phones. When you use Cisco Unified Attendant Console Compact Edition to page one of these phones, the phone will not beep.

Paging a Single Contact

To page a contact, do the following:



- Step 1** Select the contact that you want to page. If they have the page  button they can be paged.
- Step 2** Click , this sets both your device, and the recipient's into Paging Mode. The button changes to its active state.
- Step 3** To talk to the target device directly, press and hold the Talk button on your Cisco telephone. You can page using your device speakerphone or - if you continue to hold the Talk button - you can pick up your telephone handset and page from the receiver. Release the Talk button when you have finished talking.
- Step 4** To cease paging and release the Contact Card device, click  once more. To release your device, press the **Exit** button on it.

**Note**

Owing to limitations of Cisco Business Edition 3000 the page button remains in the active state even if you press the **Exit** button on your Cisco telephone. You must click the page button in Cisco Unified Attendant Console Compact Edition to change it back to the ready state.

Paging a Group of Contacts

To page a group of contacts, do the following:

-
- Step 1** Select the contacts that you want to page. If they have the page  button they can be paged. To select multiple contacts, hold Ctrl and click the name of each contact. To select an entire group of contacts, click the group heading bar.
- Step 2** Right-click one of the selected contacts and select Page. This sets your device and all the recipients' devices into Paging Mode. The page button changes to its active state on all selected contacts.
- Step 3** To talk to the target devices directly, press and hold the Talk button on your Cisco telephone. You can page using your device speakerphone or - if you continue to hold the Talk button - you can pick up your telephone handset and page from the receiver. Release the Talk button when you have finished talking.
- Step 4** To cease paging and release the Contact Card device, click  once more. To release your device, press the **Exit** button on it.

**Note**

Owing to limitations of Cisco Business Edition 3000 the page button remains in the active state even if you press the **Exit** button on your Cisco telephone. You must click the page button in Cisco Unified Attendant Console Compact Edition to change it back to the ready state.


E-mailing Contacts

**Note**

For this feature to function, e-mail addresses must be present in the contact details synchronized from Cisco Business Edition 3000. If you are unsure, check with your system administrator.

You can e-mail contacts from within Cisco Unified Attendant Console Compact Edition. If you send an email during a call, the Subject is automatically populated with the **original caller number**, the **operator number** and the **time of the call**.

To send an email to a contact:

-
- Step 1** Within the Contact Directory select the Contact Card and either:
- Press Ctrl-M
 - Click 
- Step 2** When your e-mail system starts, complete the body of the email and send it in the usual way.
-

Click To Dial

Cisco Unified Attendant Console Compact Edition provides Click to Dial functionality—the ability to select a number displayed within a Microsoft Office application and dial the number with a single click.

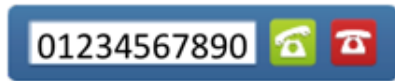
**Note**

The number is not validated before dialing. So, if the number is wrong, the call will fail and Cisco Unified Attendant Console Compact Edition will report it as a failed connection.

To use Click to Dial within a Microsoft Office application, do the following while Cisco Unified Attendant Console Compact Edition is running:

Step 1 Hover the pointer over the phone number and then Alt-Right-click.

A floating window containing the number is displayed. For example:



Step 2 If you wish, you can manually edit the number using the mouse and keyboard.


Step 3 To call the number, click . Alternatively, click  to cancel the process.



APPENDIX A

Error Messages and Event Alerts

If Cisco Unified Attendant Console Compact Edition encounters unexpected events or errors it alerts you to the situation.

- If there is an error, the  symbol and an error message are displayed in the status bar. The Cisco Unified Attendant Console Compact Edition error messages are described below.
- If an unexpected event occurs, Cisco Unified Attendant Console Compact Edition produces audio and visual alerts. For more information, see [Event Alerts, page A - 2](#).

Error Messages

Cisco Unified Attendant Console Compact Edition can display the following error messages:

Error Message	Cause
Your phone is out of service, please consult your System Administrator.	The phone number you have entered on the login screen belongs to a valid phone, but it is out of service. Check that it is connected to an active data port and is powered.
Extension entered on login screen was not the main number on the phone, please enter the main number only.	The extension number you enter into the Cisco Unified Attendant Console Compact Edition login screen must belong to a primary line on an active Cisco IP phone.
Could not sync with directory, please try again later or consult your System Administrator.	<p>Cisco Unified Attendant Console Compact Edition cannot synchronize with the contact directory on the Cisco Business Edition 3000. Check your network connection and the restart the application.</p> <p>If you still have problems, consult your system administrator or the person in charge of your Cisco Business Edition 3000.</p>
Application driver failed to start properly, please restart the application. If problem persists, please reinstall or consult your System Administrator.	<p>Cisco Unified Attendant Console Compact Edition cannot connect to the Cisco Business Edition 3000 telephony control interface. Check your network connection and then restart the application.</p> <p>If you still have problems, consult your system administrator or the person in charge of your Cisco Business Edition 3000.</p>

Error Message	Cause
Cannot find any phones, please check Cisco TSP installation or consult your System Administrator	<p>Cisco Unified Attendant Console Compact Edition cannot connect to the telephony control interface on the Cisco Business Edition 3000 because Cisco Telephony Service Provider (TSP) was not installed correctly when you installed Cisco Unified Attendant Console Compact Edition.</p> <p>Uninstall Cisco Unified Attendant Console Compact Edition and then reinstall it, ensuring that the TSP is installed.</p>
Non-compatible platform detected, Cisco Unified Attendant Console Compact Edition only works with a Cisco Business Edition 3000. Please contact your System Administrator.	Cisco Unified Attendant Console Compact Edition works only with Cisco Business Edition 3000 version 8.6.2 or above. The application will not run with Cisco Business Edition 5000, 6000 or Enterprise Edition.

Event Alerts

Cisco Unified Attendant Console Compact Edition alerts you when the following events occur (listed in order of precedence):

- System errors - these are accompanied by a system error message in the application status bar
- Console (My Phone) out of service
- Primary incoming call
- Secondary incoming call
- Call Ended (not by console)
- Console (My Phone) in service

It produces the following types of alerts:

- Audio alerts – a different sound is played for each event
- Visual alerts – the following occur:
 - If Cisco Unified Attendant Console Compact Edition is not the active window, it becomes the active window and is placed in front of any other open window, ready for you to interact with it.
 - If Cisco Unified Attendant Console Compact Edition is not the active window, in the Windows taskbar the application button flashes and is overlaid with a symbol representing the event. This continues until the event is cleared, or after a timeout period, depending on the event.
 - In the taskbar notification area a small pop-up window called a *notification* is displayed. Click the Close button in the notification to dismiss it. If you do nothing, the notification fades away after a few seconds.



APPENDIX **B**

Keyboard Shortcuts, Buttons, Tools and Phone Status Symbols

This appendix describes the keyboard shortcuts, buttons, tools and phone status symbols in the Cisco Unified Attendant Console Compact Edition interface.

Keyboard Shortcuts

Use these keyboard shortcuts to control the application.

Interface Navigation Shortcuts

Navigate the interface using these shortcuts:

Key	Function
Alt-M	Select the My Phone pane.
Any letter or number or Alt-S or Ctrl-S	Select the Search box in the Contact Directory toolbar. Any letter or number you type with the interface selected appears in the Search box.
Alt-C	Select the Contact Directory pane. You can also enter the Contact Directory by pressing Down Arrow while in the Contact Directory toolbar.
Tab	Move from My Phone to the right along the Contact Directory toolbar, to the Contact Directory, and then back to My Phone.
Shift-Tab	Move from My Phone to the Contact Directory, to the left along the Contact Directory toolbar, and then back to My Phone.

My Phone Shortcuts

Use the following shortcuts in the My Phone pane:

Key	Function
Ctrl-D	Set Do Not Disturb on all lines on the console device.
Ctrl-F	Set Call Forward on the console device.
Ctrl-N	Open the phone dial pad.
Spacebar	Hold or un-hold the current call.
Enter	Answer the incoming call.
Esc	Drops one party during a transfer.

Contact Directory Toolbar Shortcuts

If you use your keyboard to move into the Contact Directory toolbar, in addition to using Tab and Shift-Tab to move the selection, you can use the following keys:

Key	Function
+	Set the selected search filter type.
-	Un-set the selected search filter type.
Spacebar	Toggle the selected filter on and off or select a sort type.
Down Arrow	Select the Contact Directory.

Contact Directory Shortcuts

Use these shortcuts in the Contact Directory:

Key	Function
Up Arrow	With the top row group selected, select the Contact Directory Search box. With a group selected, select the group above. With a top row contact selected, select the group. With any other contact selected, select the contact above.
Down Arrow	With a group selected, select the group below. With a contact selected, select the contact below.

Key	Function
Left Arrow	With an expanded group selected, collapse the group (hide the contacts). With a contact selected, select the contact to the left.
Right Arrow	With a collapsed group selected, expand the group (show the contacts). With an expanded group selected, select the first contact in the group. With a contact selected, select the contact to the right.
Home	Scroll the Contact Directory pane to show the top.
End	Scroll the Contact Directory pane to show the bottom.
Page Up or Page Down	Scroll the Contact Directory pane up or down.
Shift-click or Ctrl-click	Hold down either Shift or Ctrl and then click multiple contacts to select them.

With a Contact Card selected, the following shortcuts are available:

Key	Function
Ctrl-M	Email this contact.
Enter	Call this contact.
Ctrl-P	Page this contact.
Ctrl-D	Set Do Not Disturb on all lines for this contact.
Ctrl-F	Set Call Forward on this contact.
Right-click	Access a menu enabling you to email, call or page the contact and to group contacts.

Dial Pad Shortcuts

Use these shortcuts in the My Phone Dial Pad:

Key	Function
0 - 9, * and #	Add the character to the number to dial (at the cursor position).
Backspace	Clear the character to the left of the cursor.
Ctrl-Backspace	Clear all characters to the left of the cursor.

Key	Function
Enter	Call the number.
Down Arrow	Move to the Contact Directory.




Special Keyboard Shortcuts

These shortcuts are not confined to particular parts of the interface:

Key	Function
Enter or Return (while call incoming)	Answer the call.
Enter or Return (during a call)	Release the call.
Esc or Right-click (during Call Forward)	Cancel Call Forward.
Esc (during transfer)	Drop one party.
Ctrl-Spacebar (during transfer)	Toggle between parties.
Any number or letter	Select the Search box in the Contact Directory toolbar.
Spacebar (during a call)	Hold or retrieve a call (toggle).

Click To Dial

Click To Dial enables you to capture telephone numbers from Microsoft Office applications and dial them with a single click.












Key or Button	Function
Alt-Right-click	Open the Click To Dial interface.  You can edit the number before dialing.
	Dial the captured number.
	Cancel Click To Dial.

Buttons and Tools

Use these buttons and tools to control Cisco Unified Attendant Console Compact Edition.






My Phone Contact Card Buttons

My Phone Contact Cards can display these buttons:

Button	Function
	Select the My Phone console device.
	Set Do Not Disturb on all lines on the console device.
	Display the Dial Pad.
	Answer the incoming call.
	Set Call Forward on the console device. Changes to  when set.
	Put an active call on hold.
	End Call disabled (retrieve the held call to end)
	Retrieve a held call.
	Transfer Call.
	End Call.




Dial Pad Buttons

The Dial Pad can includes these buttons:

Button	Function
	Add the character to the number to dial (at the cursor position).
	
	Clear the character to the left of the cursor.
	Clear all characters to the left of the cursor.
	Call the number.








Contact Directory Tools

Use these tools to control the Contact Directory:

Tool	Function
	Search the Contact Directory by name or number. Only matching contacts are displayed.
	Filter the Contact Directory. Display contacts with: <ul style="list-style-type: none"> Email address Phone Number Paging
	Sort the Contact Directory by: <ul style="list-style-type: none"> First Name Last Name Number











Contact Directory Contact Card Buttons

Contact Directory Contact Cards contain these buttons:

Button	Function
	Email this contact.
	Call this contact.
	Page this contact.
	Set Do Not Disturb on all lines for this contact. When set, the button changes to  .
	Set Call Forward on this contact. When set, the button changes to  .

Phone Status Symbols

Contact Cards in the My Phone and Contact Directory panes use the following symbols to reflect the device Busy Lamp Field (BLF) status:

Symbol	Name
	Idle (on hook). The extension is available and has no functions set on it.
	Off hook. The extension is unavailable.
	Incoming call (ringing).
	In a call.
	On hold. If Call Forwarding is also set, that is displayed instead.
	Do Not Disturb (DND) set.
	Outgoing call (ringing out).
	Call failed to connect.
	Call Forwarding set. The forwarding destination number is displayed in the Contact Card. This symbol only appears when the extension is idle.
	Out of service, or status not available.



APPENDIX C

Phones Supported by Cisco Unified Attendant Console Compact Edition

Cisco Unified Attendant Console Compact Edition supports the following phones:

Phone Type	Speaker	XSI (allows paging)	CTI (allows advanced call control ¹)	Notes
3905	Y			
6901			Y	
6911	Y		Y	
6921	Y	Y	Y	
6941	Y	Y	Y	
6945	Y	Y	Y	
6961	Y	Y	Y	
7925	Y	Y	Y	
7937	Y	Y	Y	
7942	Y	Y	Y	Support added for 8.6.4
7945	Y	Y	Y	Support added for 8.6.4
7962	Y	Y	Y	Support added for 8.6.4
7965	Y	Y	Y	Support added for 8.6.4
8941	Y	Y	Y	
8945	Y	Y	Y	
8961	Y	Y	Y	
Cisco CSF	Y			
CIPC	Y	Y	Y	Softphone
VG224				Analog Voice Gateway
SPA 8800				IP Telephony Gateway

1. Such as forwarding, DND, and being able to see the phone state.



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