

This sheet provides a quick reference to keyboard shortcuts, on screen buttons and Status Icons that are used within Cisco Unified Attendant Console Compact Edition.

## Quick Keys

### Region Navigation

Key	Function
Ctrl^1/ Numpad1	Navigate to the My Phone pane.
Ctrl^2/ Numpad2	Navigate to the Search filter box in the Contact Directory pane. This area also becomes the focus when you start to type either alpha or numerics anywhere within the product.
Ctrl^3/ Numpad3	Navigate to the Pagination buttons within the Contact Directory pane. Then use left and right arrow keys to Navigate around the Contact Directory
Ctrl^4/ Numpad4	Navigate to Contact Directory This area can also be accessed by pressing the down key from the search box.
Ctrl^5/ Numpad5	Navigate to Popup entry

Navigation within each section can then be done by using the Up/down/side arrows, or the mouse scroller.

### My Phone [Ctrl^1]

Key	Function
Ctrl^D	DND (Do Not Disturb). This sets DND on your phone. This is specific to the device, and will not effect extensions which are shared. DND means that callers will not be able to put calls through to device.
Ctrl^L	Context-sensitive left action button.*
Ctrl^R	Context-sensitive right action button.*

\* The Left and Right buttons are dynamic and will represent different functions depending on the extension status.

### Search/Display Order [Ctrl^2]

Key	Function
TAB/ SHFT^TAB	to move left or right. This moves the focus across the different options such as search, email, page, or number.

Key	Function
+/-	to set/unset focused checkbox. This will tick/untick the selected field.
Down Arrow	Navigate to Contact Directory. This will move the focus of the cursor from the Search box to the first Contact Card in the Contact Directory.

### Directory scroll [Ctrl^3]

Key	Function
Side arrows (left or right), or TAB/ SHFT^TAB to move	to select an icon from first page, back one, forward one or last page.
Return	Select
Home	Go to Page 1
PageUp	Increment
PageDown	Decrement
End	Go to Last page

When Directory scroll [Ctrl^3] area is selected, the mouse scroll wheel will move up and down the pages.

### Contact Directory [Ctrl^4]

With a Contact Card selected, the following keys can be used to instigate a function.

Key	Function
Ctrl^M	Email
Ctrl^C	Make call
Ctrl^P	Page
Ctrl^D	DND (Do Not Disturb)toggle
Ctrl^F	Call forward

When you are using the mouse to select a contact you will notice that there is the selected Contact Card, and a soft focus that follows the position of the mouse. To make the soft focus the selected card use left mouse click.

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## Popup [Ctrl/^5]

Key	Function
Ctrl^C	Make a Call
- (minus)	Close Popup
Down Arrow	Navigate to Contact Directory. This will move the focus of the cursor from the Search box to the first Contact Card in the Contact Directory.

## Special Keyboard Actions








Key	Function
+ (plus)	Answer call
Enter/Return	Release call
Esc (during call forward) or Right Mouse click	Cancel call forwarding
Any Alpha or Numeric character on the keyboard	Navigate the cursor to the search box.




## During a Transfer

Key	Function
- (minus)	Drop one party (in transfer)
+ (plus)	Toggle (in transfer)
Enter/Return	Complete call (in transfer)








## On Screen Buttons

### My Phone Buttons




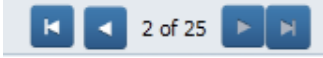
Graphic Symbol	Name
	Settings (This is where you log into your phone device)
	DND
	Dial Pad
	Answer
	Call Forward
	Call Forward Set
	Put an active call on Hold

Graphic Symbol	Name
	Retrieve Call
	Transfer Call
	End Call

## Pop Up Buttons

Graphic Symbols	Definition
	Numeric pad 0 to 9
	Close the Pop up window
	Star or Asterisk
	Hash or Pound or Number Sign
	Clear
	Clear Entry (All)
	Dial Call

## Contact Directory - Navigation Buttons

Graphic Symbol	Name
	Search
	Filters
	Display Order Select Ascending or Descending, then display by :- <ul style="list-style-type: none"> <li>First Name,</li> <li>Surname,</li> <li>Number</li> </ul>
	Scroll Position








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## Contact Card Buttons

Graphic Symbol	Name
	Email Enter either a name or number to restrict the amount of contacts shown.
	Call Start a call with this Contact
	Page (When supported) Page this Contact.
	DND (Do Not Disturb) The white symbol on this button changes to red when DND is set on this device.
	Call Forward The white symbol on this button changes to green when Call Forward is set on this device.

## Status Icons

The following icons appear within the My Phone panel and the Contact directory and reflect the BLF status of the device.

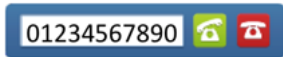


Graphic Symbol	Name
	Idle
	Off Hook
	Incoming Call (Ringing)
	In a Call
	On Hold
	DND - Do Not Disturb
	Outgoing Call (Ringing Out)
	A Failed Call

Graphic Symbol	Name
	Call Forwarding set
	Out of Service

## Special Features

### Click to Dial

Click to Dial is a component that works alongside the Cisco Unified Attendant Console Compact Edition and can capture a telephone number from within a Microsoft Office product and open the pop up dial box

Key	Function
Alt^Right Mouse Click	Opens the Click to Dial box.   This number can be manually edited using the mouse and keyboard.
	Will dial the collected number.
	Will cancel the process.

# Cisco Unified Attendant Console Compact Edition

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