Cisco Unified Attendant Console Compact Edition
Quick Reference Sheet

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
Alt^M	Navigate to the My Phone pane.
Alt^S	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.
Alt^C	Navigate to Contact Directory This area can also be accessed by pressing the down key from the search box.

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

My Phone [Alt^M]

Key	Function
Ctrl^D	DND (Do Not Disturb). This sets DND on your phone. This is specific to the device, and does not effect extensions which are shared.
Ctrl^F	Call Forward
Ctrl^N	Open the numeric dial pad

Search/Display Order [Alt^S]

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.
+/-	to set/unset focused checkbox. This ticks/unticks the selected field.
Down Arrow	Navigate to Contact Directory. This moves the focus of the cursor from the Search box to the first Contact Card in the Contact Directory.

Contact Directory [Alt^C]

Key	Function
Up / Down arrows	Navigate up and down the groups
Right Arrow (on a group heading)	Opens the selected group.
Right Arrow (within a group)	Navigates to the next card to the right. If it is the last contact in a group, selection moves to the first card in the next group.
Left Arrow (on a group heading)	Collapses the selected group
Left Arrow (within a group)	Navigates to the next card to the left. If it is the first contact in a group, selection moves to the last card in the previous group.
Home or Page Up	Goes to the 1st group
End or PageDown	Goes to the last group

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

Key	Function
Ctrl^M	Email
Enter	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 initial 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.

Numeric Dial Pad (Ctrl^N)

Key	Function
Enter	Make a Call
- (minus)	Close numeric dial pad
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.

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Special Keyboard Actions

Key	Function
Enter/Return	Answer call
Enter/Return (during a call)	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.
Space bar	Hold / Retrieve a call (toggle)

During a Transfer

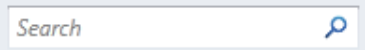| Key	Function
Escape	Drop one party (in transfer)
Ctrl^ Space	Toggle between parties (in transfer)

On Screen Buttons

My Phone Buttons

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

Pop Up Buttons

Graphic Symbols	Definition
0 to 9	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	Search
	Filters
First Name / Last Name / Number	Display Order — Select Ascending or Descending, then display by :- • First Name, • Last Name, • Number

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.

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Graphic Symbol	Name
	DND (Do Not Disturb) Clicking on this button will set DND on the contacts phone and the icon turns red.
	Call Forward The grey symbol on this button changes to green when Call Forward is set on this device.

There is also a right mouse click menu that can be accessed over a selected contact card.

Right click on a contact card and you can then Email, Dial or Page, Edit Group Membership.

If multiple contacts cards are selected you can Create a Group including the selected cards.

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
	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.

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