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Cisco Unified Attendant Console Compact Edition Guide

For connection to the Cisco Business Edition 3000

Version 8.6.3.x
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Preface

This document relates to the installation and utilization of the Cisco Unified Attendant Console Compact Edition software product.

Cisco Unified Attendant Console Compact Edition is an application specially designed for connecting to the Cisco Business Edition 3000.

Purpose

The purpose of this guide is to provide information about the Cisco Unified Attendant Console Compact Edition installation, configuration, and functionality.

Who Should Read This Guide

This document is intended for users who operate the Cisco Unified Attendant Console Compact Edition every day.

How this Guide is Organized

The following table describes the chapters that are contained in this guide.

Table 1   Describes the Chapters of this Guide

Chapter	Title	Description
1	Introduction	This chapter provides a brief introduction to the Cisco Unified Attendant Console Compact Edition applications
2	Installation Checklist and Procedure for Cisco Unified Attendant Console Compact Edition	This chapter outlines the hardware/software specifications along with an installation checklist and procedure.
3	Getting Started	This chapter describes the Cisco Unified Attendant Console Compact Edition environment, icons, and short cut keys that are used in the application.

Chapter	Title	Description
4	Call Handling	This chapter outlines how Cisco Unified Attendant Console Compact Edition can be used to handle calls.
5	Cisco Unified Attendant Console Compact Edition Status Messages	This chapter describes potential error messages that may occur while using the Cisco Unified Attendant Console Compact Edition.
A	Creating the Attendant Application User for Cisco Business Edition 3000 8.x	This chapter outlines how to configure the User account required to operate the Cisco Unified Attendant Console Compact Edition

Conventions

The following table describes the conventions that are used in this document.

Table 2   Explains the Writing Conventions Used in the this Guide

Convention	Indication
bold font	Commands, keywords and user-entered text appear in **bold** type.
italic font	Document titles, new or emphasized terms, and arguments for which you supply values are in *italic* font.
[ ]	Elements in square brackets are optional.
{x | y | z }	Required alternative keywords are grouped in braces and separated by vertical bars.
[x | y | z]	Optional alternative keywords are grouped in 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.
courier font	Terminal sessions and information the system displays appear in courier font.
< >	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 a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, 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.

C H A P T E R 1

Introduction

The Cisco Unified Attendant Console Compact Edition provides an easy to use interface to handle and distribute calls from a Cisco Business Edition 3000.

About Cisco Business Edition 3000

Cisco Business Edition 3000 is a unified communications system designed for small to medium sized businesses. This product provides the following benefits:

- Easy provisioning of users, phones, lines, and phone features,
- Simple monitoring and troubleshooting features,
- Easily maintained through simplified backup and restore process.

More about Cisco Business Edition 3000 can be found by visiting http://www.cisco.com/go/cmbe3000

About this Guide

This document helps you to learn how to use the Cisco Unified Attendant Console Compact Edition. The Cisco Unified Attendant Console Compact Edition is an intuitive client application that enables you to: -

- Answer telephone calls using your Windows PC to control your Cisco IP Phone
- Search a directory of your co-workers (up to 300 contacts can be searched) including the ability to create custom directories to make sorting easy
- Transfer calls to a contact in the directory
- Set Do Not Disturb or Call Forward on your co-workers' telephone if desired
- Page (one way speech through the speaker) a co-worker through your Cisco phone
- Group Paging
- Use the mouse to select a number in Microsoft Office applications, and dial it using the Cisco Unified Attendant Console Compact Edition
- Set Do Not Disturb or Call Forward on your own Cisco phone

Accessibility for Users with Disabilities

Cisco Unified Attendant Console Compact Edition provides accessibility features that make it easier for blind and visually impaired users to use the application.

Most functions within the application can be made using a mouse as well as the standard keyboard navigations.

All buttons are labelled by the functionality they provide. Each icon displays a tool tip when the mouse is hovered on it, clearly defining the function of the graphic button. A list of icons along with their descriptions has also been provided in Chapter 3, "Getting Started."

Cisco Unified Attendant Console Compact Edition also comes with context-sensitive help. For every page, users can access help specific to the page they need assistance for.

For more information on Cisco Accessibility Program please access the following link,

http://www.cisco.com/web/about/responsibility/accessibility/contact.html

C H A P T E R **2**

Installation Checklist and Procedure for Cisco Unified Attendant Console Compact Edition

This section describes in detail the installation procedures for the following platform,

- Cisco Business Edition 3000

In order to use the Cisco Unified Attendant Console Compact Edition Application, you must configure a User profile and associate it to the attendant group on the Cisco Business Edition 3000. The following section provides at overview of the minimum hardware/software required, and an overview of the installation.

Hardware/Software Requirements

The information in Table 2-1 provide details of the minimum hardware/software required to run the Cisco Unified Attendant Console Compact Edition application.

Table 2-1 Minimum Specification Required by Cisco Unified Attendant Console Compact Edition

Applies To	PC Specification
Cisco Unified Attendant Console Compact Edition	Pentium 4 2.2 Ghz processor
	1 GB RAM
	1.5 GB spare Hard Drive space
	Ethernet cable connection
	Connected to Network via TCP/IP
	SVGA (1024x768) display card
	17 inch or better display
	Windows XP Professional / Vista Professional (32 bit) / Windows 7 (32 bit)

Installation Overview

This overview is designed to guide you through the installation process for Cisco Unified Attendant Console Compact Edition in an easy to follow step-by-step sequence. This includes the preparation on the Cisco Business Edition 3000 that is needed before the Cisco Unified Attendant Console Compact Edition software can be installed. Table 2-2 provides an overview of the Installation and Configuration steps that are required for a successful install of the software.

Table 2-2   Installation Overview

Step 1 Cisco Business Edition 3000 Configuration	
Within the CBE 3000 environment you need to create the following • User • Associate a Phone • Assign the User to the Attendant Group For details on the CBE 3000 see "Creating the Attendant Application User for Cisco Business Edition 3000 8.x" on page A - 1	

Step 2 Install the Cisco Unified Attendant Console Compact Edition	
Install the Cisco Unified Attendant Console Compact Edition. See *"Installing Cisco Unified Attendant Console Compact Edition" on page 2 - 3*	

> **Note** Installation of the Cisco TSP with Cisco Business Edition 3000 is silent and is completed within the installation of the Cisco Unified Attendant Console Compact Edition.

Installing Cisco Unified Attendant Console Compact Edition

Note   When installing the software you will need to have administration rights.

The Cisco Unified Attendant Console Compact Edition client is available for download from the following site:

http://www.cisco.com/cisco/software/release.html?mdfid=283783671&flowid=26421&softwareid=282074295&release=8.6%282%29&relind=AVAILABLE&rellifecycle=&reltype=latest

Note   The install program will check the operating system location and region settings, and if they are supported then the console will be installed in the appropriate language. **The supported languages are listed in the Release Notes.**

To install the application, perform the following steps:

Procedure

Step 1   Browse to the directory where the downloaded installation files are saved, and click on the install program. Click **Next**.

Step 2   Enter the registration information. Type the *Name* of the license holder, and the *Company* name. Click the **Next** button to proceed.

Step 3   In order to connect to Cisco Business Edition 3000, you must enter the **Cisco Business Edition 3000 IP address**. You must also specify the attendant console **Cisco Business Edition 3000 User ID** and **Password**. The creation of an User account has been explained in Appendix A "Creating the Attendant Application User for Cisco Business Edition 3000 8.x.". Click **Next**

Step 4   When you enter the **User ID** and **Password** to connect to Cisco Business Edition 3000 in the previous window, two security alerts will be displayed. Click **Yes** on both the alerts to proceed.

Step 5   The next window is for selecting the directory into which you wish to install the application. The default location is **C:\Program Files\Cisco**. By using the **Browse** button, you can select a different path and directory. Click the **Next** button.

Step 6   A summary windows with the current settings specified will be displayed. Click **Next** to proceed with installation or click **Back** to edit the settings made on the previous screens.

Step 7   The installation will start and a progress bar will reflect how much of the process is completed.

Step 8   Once the installation has completed. It is recommended that you restart your computer. Click **Finish**.

Configuration of the Cisco Unified Attendant Console Compact Edition Client

The Cisco Unified Attendant Console Compact Edition Client has been designed so that configuration changes are kept to a minimum.

There is however a configuration menu which is accessed by clicking on the ![icon] icon which appears in on the client screen. The Configuration menu should only be used in consultation with your system administrator.

The tabs available are:

- **Paging** - Use this section to configure how the Compact Edition will perform voice paging. Options are Unicast (to one page destination) or Multicast (to multiple page destinations). You must configure one of these options for voice paging to work on your Compact Edition.

Note   The administrator of your Cisco Unified Business Edition will need to have configured Unicast or Multicast on the Cisco network before providing this information.

- **User Configuration** - Shows the MAC address of the current device (telephone) that has been used to log into the attendant console. There is also an option to select another device from here. See "Log In" on page 3 - 6 for details on selecting a device.

Getting Started

This chapter provides an overview of the Cisco Unified Attendant Console Compact Edition; including navigation via keyboard, an explanation of the buttons and status icons, and functionality within the various areas of the screen.

Cisco Unified Attendant Console Compact Edition

This is a screen-based client has been developed to work exclusively on the Cisco Business Edition 3000. The traditional functions of a telephone switchboard have been re-created as a Windows application. It is visually more appealing, easier to operate and more user friendly.

Figure 3-1   Displays the Default Layout of the Cisco Unified Attendant Console Compact Edition
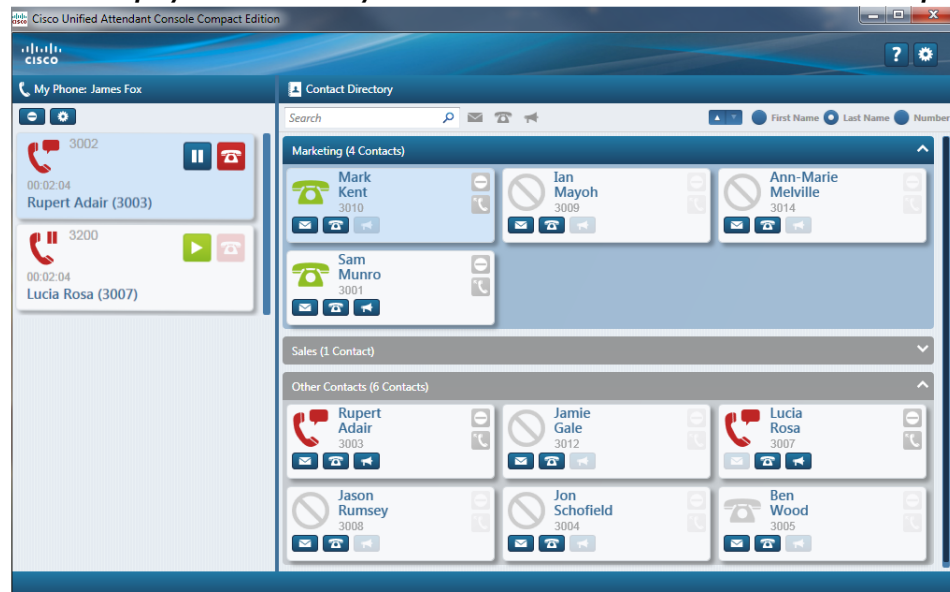
The Cisco Unified Attendant Console Compact Edition environment is broken down into the following areas within the screen:

- My Phone

- Contact Directory

Using the Keyboard

Most of the operations can be performed through mouse clicks; however, you can also use the keyboard to perform call control operations.

For all of the functionality described in the following sections, the keyboard shortcut for that feature or functionality is shown in parentheses '(' and ')' afterwards for convenience.

Navigation within each region of the application can then be done by using the up/down/left/right arrows, or the mouse scroll wheel.

Basic Section Navigation

Table 3-1   Keyboard shortcuts to navigate to different section

Key	Function
Alt^M	Navigate to the My Phone pane.
Alt^S	Navigate to the Search filter box in the Contact Directory pane.
	Type any character anywhere within the product and this area will highlight.
Alt^C	Navigate to Contact Directory
	This area can also be accessed by pressing the down key from the search box.

Contact Directory Navigation [Alt^C]

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

Table 3-2   Keyboard navigation in Contact Directory region

Key	Function
Up / Down arrows	Navigate up and down the groups
Cursor keys (left, right, up and down)	Use ON or WITHIN the contact directory groups to move around.
Home or Page Up	Goes to the 1st group
End or PageDown	Goes to the last group

Contact Directory Search/Display Order [Alt^S]

Use the following keys to control the contact directory search order.

Table 3-3   Keyboard navigation in Search/Display Order section

Key	Function
TAB/SHFT^TAB	to move left or right
+/-	to set/unset focused checkbox
Down Arrow	Navigate to Contact Directory

Click to Dial

Table 3-4   Keyboard Navigation During Click to Dial

Key	Function
Alt^Right Mouse Click	**Click to Dial** - This captures a number from within a Microsoft Office product and opens the pop up dial box

Buttons

My Phone

Table 3-5   Buttons available within My Phone section

Graphic Symbol	Function
⊘	This sets the status of this line to Do Not Disturb on your Cisco telephone (CTRL^D)
⊞	Opens the telephone dial pad (CTRL^N)
☎	Answers the current call (ENTER)
↖☎	Starts the process of setting a Call Forward on this line of your Cisco telephone (CTRL^E). Note: ESCAPE cancels this process.
↗☎	Removes the Call Forward setting on this line.
❚❚	Toggles an active call on and off of hold (SPACE).
▶	Retrieves the displayed call from hold state (SPACE).
☎→☎	Transfers the current call to a selected destination. (Escape drops one party during transfer)
☎	Ends the selected call.

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Numeric Dial Pad Buttons

Table 3-6   Buttons available within the Numeric Dial Pad section

Graphic Symbols	Function
0 to **9** **#** and *****	Dial pad keys as they appear on your Cisco telephone.
✖	Close the Pop up window
←	Clear one character
⫷	Clear Entry (All)
☎	Dial the number entered

Contact Directory - Navigation Buttons

Table 3-7   Buttons available within the Contact Directory section

Graphic Symbol	Name	Description
Search 🔍	Search	Enter either a name or number to restrict the amount of contacts shown. Using the Down Arrow button from the Search box moves the focus of the cursor from the Search box to the first Contact Card in the Contact Directory.
✉ ☎ 📢	Filters	Selecting one of the icons (email, phone number, or page device) restricts the results to Contacts that have those functions.
▲▼ ● First Name ○ Last Name ● Number	Display Order	These buttons changes the order that the Contact Cards are displayed. • Ascending and Descending toggle • Display by First Name order • Display by Last Name order • Display by number order

Contact Card Buttons

Table 3-8   Buttons available within the Contact Card

Graphic Symbol	Name
✉	E-mail this contact (CTRL^M).
☎	Start a call with this contact (ENTER).
📢	Page this Contact (CTRL^P).
⊖ ⛔	Set/ unset Do Not Disturb for this contact's telephone (CTRL^D).
📞 📞	Set or remove a call forward for this contact's telephone (CTRL^F).

Status Icons

The following table shows the Status icons that appear within the My Phone panel, and on the Contact Cards that appear in the Contact Directory.

Table 3-9   Status Icons used within My Phone and the Contact Directory

Graphic Symbol	Name	Description
☎	Idle	The extension is available, and has no functions set on it.
☎	Off Hook	The extension is off hook, which implies it is not available but not involved in any calls
📞	Incoming Call (Ringing)	The extension is being contacted to start a call, but has not been answered.
📞	In a Call	This extension has an active call.
📞	On Hold	An active call has been placed on hold on this extension.

Table 3-9   Status Icons used within My Phone and the Contact Directory

Graphic Symbol	Name	Description
	DND - Do Not Disturb	This graphic only appears when your phone is Idle.
		Dial out and Call Forward functionality can still be used.
		This stops audible alerts on the telephone but shows an on-screen alert for incoming calls.
		If Call Forward is also set on your phone, then the Call Forward icon will be displayed instead.
	Outgoing Call (Ringing Out)	This extension is having a call made from it.
	A Failed Call	This icon appears when a call has failed to make a connection.
	Call Forwarding set	This extension has been set to Call Forwarding. Within the Contact Card the Call Forward destination number is displayed.
		This graphic only appears when your phone is Idle.
		Calls that are made to this extension will be forwarded to the number reflected on the contact card.
		If DND is also set on this phone, only Call Forward status is represented. The DND button shows activated (red).
	Out of Service	This extension, line is not in service, or a status is not available.

Log In

To start the Cisco Unified Attendant Console Compact Edition:

1. Click on the desktop icon, or select it from the **Start > Programs** menu:

If you've not used the software before, you will need to choose the Cisco telephone that you want to use. You can change this whenever you want.

To Select a phone to Log In with:

Procedure

Step 1   Click on the   **Device Selection** button in **My Phone** tab,

Step 2   Type either the Number, Phone Device type, or Device Name. The Device Name is either the MAC address (SEP 547xxxxxxxxx) or in some instances (such as IP Communicator) it has a unique name created by your system Administrator.

Step 3   As you enter the details, Cisco telephones will be listed in the results pane, with their BLF status, Device Number, Type and Name. When your device appears, clicking on it selects it and makes the Attendant Console available for use.

Step 4   Select the device, then click on **OK**

Note   If a Device Number appears in red it denotes that it was the last used number that was used to Login.

If several devices appear with the same number, you can confirm the correct selection by physically lifting the handset, the correct device shows as off hook, any other devices with the same number show as busy.

Figure 3-2   *Device Selection dialogue box*

Closing the Cisco Unified Attendant Console Compact Edition

To close the Cisco Unified Attendant Console Compact Edition:

Step 1   In the Cisco Unified Attendant Console Compact Edition window, click **X** in the top right of the window application.

My Phone Functionality

The My Phone area shows 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, then it appears in the list with the number highlighted in Red. See "Log In" section on page 3 - 6 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:-

- An icon 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 a Call Forward is in place, the Call Forward destination is also shown

- Two call control buttons. These changes to show what you can do with the current call at any point - and changes throughout a call. Table 3-1 displays the available Call Control buttons.

Table 3-1   Displays Call Control buttons

Extension Status	Context sensitive Left Button	Context sensitive Right Button
On Hook	Dial Pad	Call Forward
Off Hook	Dial Pad	Call Forward
Incoming Call (Ringing)	Answer	End Call
In a Call	Hold Call	End Call
On hold	Retrieve Call	Disabled (you need to retrieve the call to end)

Table 3-1   Displays Call Control buttons

Extension Status	Context sensitive Left Button	Context sensitive Right Button
On hold (with another call started)	Retrieve Call	Transfer Call
Outgoing Call (Ringing Out)		End Call
A Failed Call		End Call
Call Forward	Dial Pad	Cancel Call Forward
DND (Do Not Disturb)	Dial Pad	Call Forward
Out of Service		

Contact Directory

The Contact Directory area of the Cisco Unified Attendant Console Compact Edition provides a graphical display of all of your co-workers and their telephone extension status. The function buttons available in this area are:

- Directory Search box

  Search

  Type some or all of the name or number you want to find here. You'll see the Contact Card list change to show your search matches.

- Directory View Filters

- Click on the Envelope icon to show Contact Cards who have an e-mail address set.

- Click on the Telephone icon to show Contact Cards that have a telephone number set.

- Click on the Paging icon to show contacts who have telephone devices that can receive paging.

You may use any combination of these filters to search by entering text typed into the directory search box.

- Display Order

- Ascending and Descending toggle

- Display by First Name

- Display by Last Name

- Display by Number

Synchronization

The Cisco Unified Attendant Console Compact Edition application synchronizes the Contact Directory with the Cisco Business Edition 3000 when the application is started.

If there are changes made to the Cisco Business Edition 3000 contacts then the Cisco Unified Attendant Console Compact Edition must be restarted for the modified contacts to appear in the contact directory.

If the Cisco Unified Attendant Console Compact Edition resides on a machine that always remains on, it is recommended that you restart the application daily to ensure the directory is always up to date.

Email - Ctrl^M

Within the Cisco Unified Attendant Console Compact Edition it is possible to select a contact from the directory and send them an email. This may be useful if the contact is unavailable to take a call.

This can be done by selecting the required contact card and either pressing **Ctrl^M**, or clicking on the email button.

If the email is sent during a call, the title is automatically populated to reflect the **original caller number**, the **number that the Cisco Unified Attendant Console Compact Edition operator** and the **time of the call**.

Note   An email address must be present in the Contact Details synchronized from the Cisco Business Edition 3000 for this feature to function.

Searching

Finding Contacts in the Directories

You can find a person in your contact directory in just a few keystrokes or mouse clicks.

To locate a person or number, using the search box:

Procedure

Step 1   Start typing the required search details. The cursor automatically focuses on the search box. Alternatively you can navigate to the Search box, either by selecting with the mouse, or pressing **Alt^2**/Number pad **2**.

Step 2   As you type, the contact directory shrinks to show contacts that match the text typed. If nothing shows in the contact directory, you can use the backspace key to delete the text. With nothing in the search box, the entire contact directory is displayed.

Step 3   At any point use the **Down Arrow** on the keyboard to focus on the first contact card in the contact directory, or use the mouse key to select a contact card.

Alternatively you can scroll to the contact card using the contact directory display order options described in Section .

Selecting a Contact Card with the Keyboard

Navigation can be done by using the directional arrows on the keyboard (Up, Down, Left, Right).

The Up and Down Arrows will scroll from Group to Group, as well as within a selected Group. They will also scroll the Contact Directory.

The Right and Left arrows will only work across a selected row of contacts within a group.

When a Group Heading is selected, use the Right Arrow to expand the group, or the Left Arrow to Compact the group.

Directory Grouping

When Cisco Unified Attendant Console Compact Edition is used for the first time the only group that is displayed is a group called **All Contacts**. In general day to day use the initial group that is displayed is Recent Calls, which shows the last ten numbers that have been contacted.

Groups can be expanded or contracted by clicking on the down arrow that appears on the right hand side of the group heading bar. Alternatively when a Group Heading is selected, use the Right Arrow to expand the group, or the Left Arrow to Compact the group.

Creating a Group

By right clicking the group heading you can choose to Create Group, Rename Group or Delete Group.

Selecting a Contact to Join a Group

By right mouse clicking a contact card you can access the Group Membership window. To add the contact to a group all you need to do is select the box next to the group name.

Selecting Multiple Contacts and Creating a Group

Multiple Contacts can be selected by holding the **Ctrl** button down and clicking the contact cards. When all of the required cards have been selected, right mouse click and Click on Create Group from Selection. A New Group will be created with the selected cards included.

Call Handling

Call Features

Using the Cisco Unified Attendant Console Compact Edition you can control the following call functions:-

- **Make a call** to either a chosen number or Contact Card

- **Clear a call** that is currently in progress

- **Answer a Call** that is ringing on your extension(s)

- **Put a call on Hold** so that the caller hears the Cisco Business Edition 3000 hold music.

- **Retrieve a call from Hold**

- **Blind Transfer a call**. This means that the caller is transferred to the destination with no consultation with the destination

- **Consult Transfer a call** - where a caller is transferred to a destination number once you have consulted with the destination that they want to accept the call.

- **Toggle** between multiple calls on multiple lines on your Cisco telephone.

Call presentation

The following information is provided on an incoming call:
- Call state (Ringing, Connected, etc). See Numeric Dial Pad Buttons, page 3 - 4

- Calling Line Identification (CLI). This is the number that the caller is calling from. (digits only)

- Direct Dial In / Direct Inward Dial (DDI/DID). The number that the caller dialed.

- Call duration. The length of the current call.

- Contact name (via lookup). The name of the contact in your Contact Directory, if it matches the CLI.

Answering a Call

To an answer an incoming call on the Cisco Unified Desktop Connector, press the **Enter** key or click on **Answer** call button that appears when there is an incoming call.

Transferring a Call

After answering the call, you can transfer it to a requested device, contact or external number. A transfer can be made either as consult (announced) transfer, or you may choose to release the call while it is ringing on the destination device which replicates a blind transfer. Calls can be transferred to any available destination either internally or externally.

Transferring a call is straightforward using the mouse or the keyboard and can be completed by either entering the desired extension number (if known), or searching the directories for the correct contact.

Initiating a Transfer

In this case, the destination of the transfer is consulted before the actual transfer takes place.

Procedure

Step 1   During an active call,

Step 2   Place the Call on **Hold** ![hold icon] ,

Step 3   Select the contact that the transferred call is going to, either by entering the number or finding the Contact Card.

Step 4   Click on **Dial Call** ![dial icon] , if you are using the Pop up menu, or **Make call** ![make call icon] from the Contact Card.

Step 5   If you want to at this point you can announce the caller to the recipient.

- At this point, if you need to toggle between the callers, you can use the **Enter** key to swap the active dialogue.

- If you need to drop one of the parties during the transfer, make them the active call (by using **Escape** on the keyboard), and then click on **Enter** to release the party.

Step 6   To complete the Consult Transfer, click on **Transfer Call** ![transfer icon] or click on **Enter/Return** on the keyboard.

Call Forward

A Call Forward from one extension to another can be done from either the My Phone or Contact Directory panel.

The process requires two steps to complete. The initial step is to select the extension, or in the case of My Phone, the line that is to be forwarded.

Procedure

Step 1   Select the original Contact Card (extension or line) that you want to set to Call Forward:

- Within the **Contact Directory**, click on the **Call Forward** ![call forward icon] button on the required extension.

- Within the **My Phone** panel, click on the **Call Forward** ![call forward icon] button on the required line. Alternatively press **Ctrl^F** on the keyboard.

A prompt appears at the top of the screen showing the selected number and prompting you to select a number forward destination for the calls.

Note   After the Call Forward process has started, if you need to escape without completing the process click the right hand mouse button, click the blue cross on the prompt, or press **ESC** on the keyboard to stop the process.

Step 2   Select a destination:

- Go to the Search box in the Contact Directory and enter an extension
- Or Navigate to the Contact Card and click on it to select.

The prompt shows that the call has been forwarded successfully.

When an Extension or Line has been set to Call Forward the graphic status icon will change. The original extension number will appear with an arrow alongside it to the new forwarded extension number.

Note   If you click back on the original Contact Card (or line), Call Forward button, the process is canceled.

Note   The Call Forward status only displays when the device or line is Idle. Calls can still be made from that extension or line, and these Status changes are reflected in the Contact Card.

The Call Forward button changes to active, within My Phone, or within the Contact Card.

Clearing Call Forward

To clear a call forward on an extension, select the extension, and press **Esc** key.

Alternatively you can click on either, within My Phone, or within the Contact Card.

Making a Call with the Dial Pad

Cisco Unified Attendant Console Compact Edition allows you to dial and make calls. Calls can either be made directly by clicking on the **Dial Pad** in **My Phone**, and entering a number manually.

Alternatively you can select a contact from the Contact Directory and click on the **Make Call Button** or press **Enter** when the Contact Card is selected.

Using the Numeric Dial Pad

The on-screen dial pad is used in the same way that a traditional telephone dial pad is used, Pressing **- (minus)** closes the pop-up Dial Pad

Placing a Call on Hold and Retrieving a Call

Procedure

Step 1   Place a call on hold by pressing   .

Step 2   To retrieve the call (so that you can again speak to the caller) press   .

Clearing a Call

Procedure

Step 1   To disconnect an active call press   .

Click to Dial

Within the Cisco Unified Attendant Console Compact Edition there is a facility to click on a number from within a Microsoft Office product, and dial the number.

Note   There is no additional validation done on the number, so if it fails, the Cisco Unified Attendant Console Compact Edition just reports it as a failed connection.

Procedure

Step 1   To access this feature, mouse hover over a number in an office product and press **Alt^Right Mouse Click**. This presents a floating window with the collected number in.

Step 2   This number can be manually edited using the mouse and keyboard.

Step 3   You can then press to make the call or to cancel the process.

Paging

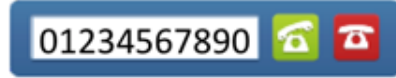Within the Cisco Unified Attendant Console Compact Edition you can page a device if the facility is available on both your device and the Contacts device.

Procedure

Step 1   Select the Contact that you want to page, if they have the icon then their device can accept a page.

Step 2   Click on the icon, this sets both your device, and the recipients into Paging Mode.

By pressing and holding the Page button on your Cisco telephone you are able to talk to the recipients device directly. Releasing the button will stop talking.

Step 3   To end the page click on the Contacts icon again. This releases their device. To release your device you need to press **exit** on the telephone.

C H A P T E R 5

Cisco Unified Attendant Console Compact Edition Status Messages

If there is a problem with the Cisco Unified Attendant Console Compact Edition application, an Status message alongside an amber triangle graphic at the bottom left of the screen appears. This section lists the possible error messages and their meanings.

Message	Meaning
Cannot find your phone, please check your Extension is correct on the login screen and try again.	The telephone number you have entered on the login screen does not belong to a valid or active Cisco IP phone
Your phone is out of service, please consult your System Administrator.	The telephone 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.
Application console failed to start properly, please restart the application. If problem persists, please reinstall or consult your System Administrator.	Problems with a component on the system either to do with the connection to the Cisco Business Edition 3000 or your Windows operating system. If the problem persists after restarting the application you should consider un-installing it and installing again.
Extension entered on login screen was not the main number on the phone, please enter the main number only.	The extension number that you type 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.	The Cisco Unified Attendant Console Compact Edition application is failing to get the contact directory list from the Cisco Business Edition 3000. It cannot start without this. Check your network connection and restart, then consult your System Administrator or the manager of your Cisco Business Edition 3000.

Message	Meaning
Application driver failed to start properly, please restart the application. If problem persists, please reinstall or consult your System Administrator.	The Cisco Unified Attendant Console Compact Edition application is failing to connect to the telephony control interface on the Cisco Business Edition 3000. It cannot start without this. Check your network connection and restart, then consult your System Administrator or the manager of your Cisco Business Edition 3000.
Cannot find any phones, please check Cisco TSP installation or consult your System Administrator	The Cisco Unified Attendant Console Compact Edition application is failing to connect to the telephony control interface on the Cisco Business Edition 3000 because the Telephony Service Provider (TSP) has not been installed on your Windows platform correctly. Uninstall the application and reinstall it again, ensuring that the TSP is installed as part of the installer.
Non-compatible platform detected, Cisco Unified Attendant Console Compact Edition only work with a Cisco Business Edition 3000. Please contact your System Administrator.	CUDC can only be run against Cisco Unified Communications Manager Business Edition 3000 version 8.6.2 or above. If the application is run on a Cisco Unified Business Edition 5000, 6000 or Enterprise Edition, it will not run.

Creating the Attendant Application User for Cisco Business Edition 3000 8.x

A User account is required within the Cisco Business Edition 3000 to allow the Cisco Unified Attendant Console Compact Edition application to communicate with CBE 3000 via TSP.

Creation of a user involves the following steps:

- Setting up a **User**
- Setting up a **Phone**
- Associating the **User** with an **Attendant Group**.

These steps have been explained in detail in the following sections.

Setting Up a User Account

To set up a new User account, perform the following steps:

Procedure

Step 1   Log in to the Cisco Business Edition 3000 Administration**.**

Step 2   From the initial screen that appears (Health Summary) Select the **Users/Phones** tab in the right hand column, (Figure A-1).

Figure A-1   Displays the available tabs on the Health Summary Page

Step 3   Select **Users** from the available options under User/Phones, (Figure A-2)

Figure A-2   Displays the selections available in User/Phones

Step 4   From the **Users** screen, click the button to **Add User**, and complete the required information on the Add User screen (Figure A-3):

- Last Name*
- Usage profile*
- User ID*
- Password
- Confirm Password
- Line Number

The fields marked with * are mandatory. Click on **OK** to create the user profile.

*Figure A-3   Displays the Add User screen*

Associating a phone

To associate a phone to the user account, perform the following steps:

Procedure

Step 1   Log in to the Cisco Business Edition 3000 Administration**.**

Step 2   From the initial screen that appears (Health Summary) select **Users/Phones**.

Step 3   Select **Phones** from the available options under Users/Phones (Figure A-4).

Figure A-4   Displays the User/Phones - Phones page
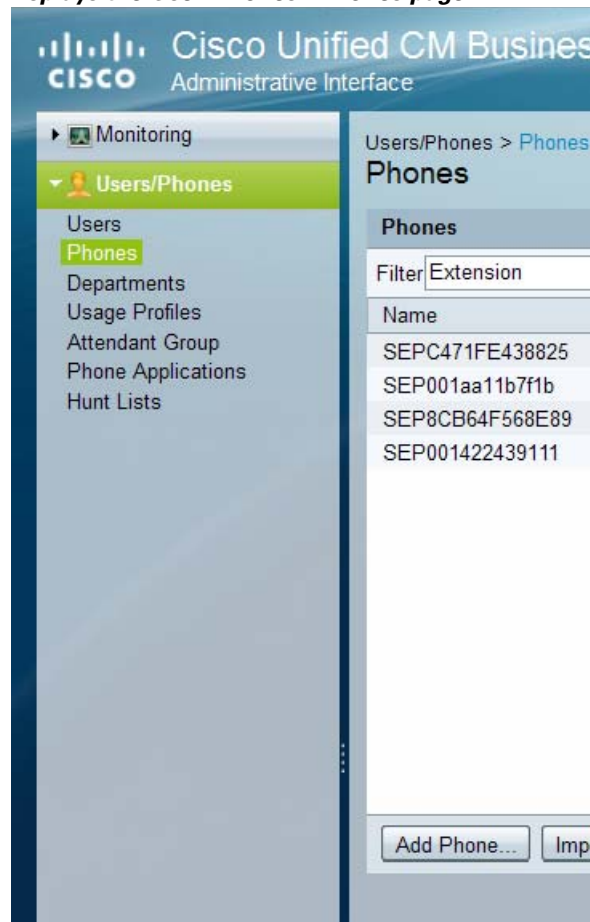
Step 4   From the **Phones** screen (Figure A-4), click the button to **Add Phone**, and complete the required information on the Add Phone screen (Figure A-5):

- Phone type*
- MAC Address*
- Extension Number* This number will match the line number that was added in the user profile and will link the two accounts.

The fields marked with * are mandatory.

Click on **OK** to complete Adding the Phone.

Figure A-5   *Displays the Add Phone screen*

## Associating a User Account with an Attendant Group

Once a User account has been created it needs to be associated with an Attendant Group.

To create an association between the User and Group, perform the following steps:

Procedure

Step 1   Log in to the Cisco Business Edition 3000 Administration**.**

Step 2   From the initial screen that appears (Health Summary) select **Users/Phones**.

Step 3   Select **Attendant Group** from the available options under Users/Phones (Figure A-6)

Figure A-6   Displays the Attendant Group page
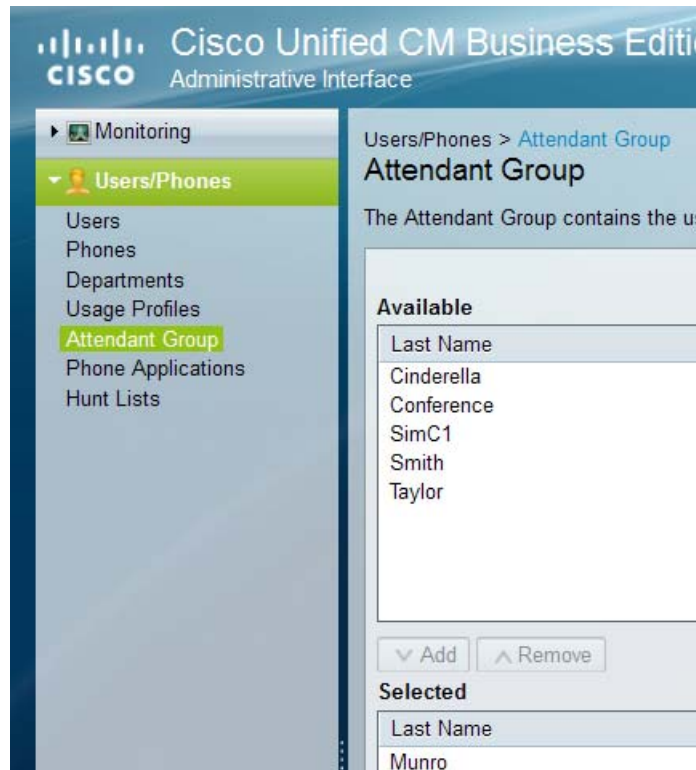
Step 4   Select the User account from the **Available** table, and click on the **Add** button. The User account will now appear in the Selected table. Click on **Save**.

The User account is now available for use with the Cisco Unified Attendant Console Compact Edition software.

Associating a phone