



Accessibility Features In Cisco Unified Personal Communicator for Windows, Release 1.2: Keyboard Navigation

This document lists keyboard shortcuts that are unique to Cisco Unified Personal Communicator.

Keyboard shortcuts are:

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Standard operating system keyboard shortcuts may also apply.



Tip

If a keyboard shortcut does not seem to work, move your mouse away from any buttons and try again.

General Controls

Operation	Menu Text	Keyboard Shortcut
Open Preferences	Preferences	Ctrl+Shift+P
Close the active window	Close	Esc



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Phone, Video, and Call Management

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Choosing the Phone Mode

These commands apply when the active window is the main console.

Operation	Menu Text	Keyboard Shortcut
Change Phone Mode to desk phone	Phone Mode > Desk Phone	Ctrl+Shift+K
Change Phone Mode to soft phone	Phone Mode > Softphone	Ctrl+Shift+S
Change Phone Mode to none	Phone Mode > Disabled	Ctrl+Shift+B

Answering Incoming Calls

The following commands apply when there is an incoming call.

Operation	Keyboard Shortcut
Answer with audio only	Ctrl+Shift+A
Answer with video	Ctrl+Shift+V
Send the call to voice mail	Ctrl+Shift+M

Making Calls

The following commands apply when the active window is the main console.

Operation	Menu Text	Keyboard Shortcut
Call the selected person using audio only	Place a Call	Ctrl+1
Call the selected person using audio and video	Place a Video Call	Ctrl+2
Open the dial pad to call any number	Dialpad	Ctrl+Shift+D
Redial the last number you called	Redial	Ctrl+Shift+R

Actions During a Call

The following commands apply to the active conversation window.

Operation	Menu Text	Keyboard Shortcut
Open the telephone keypad For example, use this command to enter: - A password or PIN number that you must enter during a call - A Meeting Identification number when joining a Cisco Unified MeetingPlace meeting	Dialpad	Ctrl+Shift+D
Add or remove video from the conversation	Add/Remove Video	Alt+Shift+V
Add web conferencing to the conversation	Start Web Conferencing	Alt+Shift+W
Increase the volume you hear	Volume Up	Ctrl+Up
Decrease the volume you hear	Volume Down	Ctrl+Down
Mute your audio	Mute Audio	Ctrl+Alt+Down
Unmute your audio	Unmute Audio	Ctrl+Alt+Down
Put the call on hold	Hold Call	Ctrl+Shift+H
Resume a held call	Resume Call	Ctrl+Shift+H
View a list of the participants in a conversation	Roster	Ctrl+Shift+T
End the call	End Call	Ctrl+Shift+E

Messaging

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Initiating Messages

The following commands apply to the person selected in the main console.

Operation	Menu Text	Keyboard Shortcut
Send an Instant Message	Send an Instant Message	Ctrl+3
Send e-mail	Send an e-mail	Ctrl+4

Working with Instant Messages

The following commands apply to the active instant messaging window.

Operation	Menu Text	Keyboard Shortcut
View Timestamps in the messaging window	Timestamps	F2
Send the message	Send	Enter
Save the message as text	Save As	Ctrl+S

Voice Mail

These commands apply to an open and active voice mail window.

Operation	Menu Text	Keyboard Shortcut
Play the voice mail message	Play/Pause	Space
Pause message playback		
Rewind	Rewind	Ctrl+Left
Fast Forward	Fast Forward	Ctrl+Right
Increase playback volume	Volume Up	Ctrl+Up
Decrease playback volume	Volume Down	Ctrl+Down

Contact Management

The following commands apply to the contact selected in the main console.

Operation	Menu Text	Keyboard Shortcut
Get more information about the selected person, including a list of phone numbers	Contact Details	Ctrl+Shift+I
Delete the contact	Delete	Del

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