Cisco Unified Attendant Console Standard
Quick Reference Guide

This sheet gives a quick overview of how to use the Cisco Unified Attendant Console Standard interface. For full details, see the application help.

Starting Cisco Unified Attendant Console Standard

To start Cisco Unified Attendant Console Standard:

1 Double-click the desktop icon.

2 To use the displayed extension number, proceed to step 6.

3 To use a new extension number from the Device List defined by your system administrator, type the number in the field.

   As you type, the application lists those devices defined for signing in that match. The more you type, the shorter the list becomes.

4 To select a number, highlight it in the list and either press **Enter** or double-click it.

5 If the sign in extension is part of one or more hunt groups, and you want to log into them before continuing, select **Log in to hunt groups at sign in**.

6 Click **Sign In** or press **Enter**.

While the application is running, you can change the attendant console operator directory number and whether it is remembered and offered next time you sign in.

Opening the Online Help

To open the application Help, press **F1**.

Line States and Directory Presence Status

The phone line state icons appear in the Call Control and Directory panes and represent the state of operator and extensions. The presence status icons are displayed in directories.

Operator Line State

Icon	State
	On hook
	Off hook
	Do not disturb
	Forwarded
	Out of service

Participant Line State

Icon	State
	Ringing
	Off hook
	On hold

Directory Line State

Icon	State
	Ringing
	On hook
	Off hook
	Do not disturb
	Forwarded
	Forwarded to voicemail

Directory Presence Status

Icon	Status
	Available
	Away, invisible or on the phone
	Do not disturb
	Unknown or off-line

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Using the Mouse to Apply Commonly Used Call Controls

This section describes how to make and control calls using the mouse. There are sometimes several ways of doing these things; the easiest or quickest is described here. You can also use the main menu or keyboard shortcuts for many actions. For detailed instructions on all the methods of call control, see the application Help.

To...	Do this with the mouse...	Main menu	Default keyboard shortcut
Make a call	Either: • Search for the extension number, then when it is found, press **Enter**. • In the Directory pane, double-click the contact.	✓	**Ctrl+D**
End a call	In the active call, click **End.**	✓	**Ctrl+H**
Answer a call	In the active call, click **Answer**.	✓	**Ctrl+A**
Hold a call	In the active call, click **▐▐**.	✓	**Ctrl+L**
Resume a call	In the active call, click **Resume**.	✓	✗ (programmable)
Park a call	Drag the call from the Call Control pane to the Parked Calls pane.	✓	**Ctrl+P**
Retrieve a parked call	Drag the call from the Parked Calls pane to the Call Control pane.	✗	✗ (programmable)
Divert a call	In the Call Control pane: 1 In the ringing call, click **Divert**. 2 In the Dialpad search box, type the contact's name or number. 3 In the list, select the contact, and then click **Divert**.	✗	✗
Enable call forwarding	In the Call Control pane: 1 Right-click the operator extension, and then select **Enable FWD**. 2 In the Dialpad, search box, type the name or number to forward calls to, and then click **Forward**.	✗	✗
Disable call forwarding	In the Call Control pane, right-click the operator extension, and then select **Disable FWD.**	✗	✗
Enable Do Not Disturb	In the Call Control pane, right-click the operator extension, and then select **Enable DND**.	✗	✗
Disable Do Not Disturb	In the Call Control pane, right-click the operator extension, and then select **Disable DND**.	✗	✗

To...	Do this with the mouse...	Main menu	Default keyboard shortcut
Consult transfer a call	In the Call Control pane: 1 Right-click the call and select **Consult Transfer**. 2 In the Dialpad search box, type the recipient contact's name or number. 3 In the list, select the recipient, and then click **Consult**. 4 When the recipient has answered and agreed to accept the call, in the Dialpad, click **Transfer**. In the Directory: 1 In the directory search box, type the recipient contact's name or number. 2 In the directory, right-click the contact and select **Consult Transfer**. The contact answers the call. 3 If the contact agrees to accept the call, perform a direct transfer (described below).	✓	**Ctrl+T**
Blind transfer a call	Drag the call from the Call Control pane to the Directory pane, and then drop it on the recipient contact. Alternatively: 1 In the active call, click the transfer icon . 2 In the Dialpad search box, type the recipient contact's name or number. 3 In the list, select the recipient, and then click **Transfer**.	✓	**Ctrl+X**
Direct transferring a call	In the Call Control pane: 1 Select one call, hold the **Ctrl** key and then select the other call. 2 Right-click and select **Direct Transfer**.	✓	**Ctrl+R**
Conferencing calls	In the Call Control pane: 1 Right-click the active call and select **Conference**. 2 In the Dialpad search box, type the name or number of a participant to include in the conference, and then click **Dial**. 3 When the participant answers, in the Dialpad, click **Conference**. The participant is added to the conference call. 4 For each additional participant, repeat 2. and 3.	✓	**Ctrl+N**
Joining calls	In the Call Control pane: 1 With one call selected, hold the **Ctrl** key and then select the other calls to join together. 2 Right-click the call and select **Join**.	✓	**Ctrl+J**

To...	Do this with the mouse...	Main menu	Default keyboard shortcut
Transfer a call to voicemail	In the Call Control pane: **1** Right-click the active call and select **Voicemail**. **2** In the Dialpad search box, type the contact's number. **3** Select the contact, and then click **Transfer**.	✓	**Ctrl+O**
Email a contact	In the Call Control pane: **1** Right-click the active call, and then choose **Email**. **2** Use your e-mail system to complete and send the email. To email a contact in a directory: **1** Right-click the contact, and then choose **Email**. **2** Use your e-mail system to complete and send the email.	✘	✘ (programmable)

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