Release Notes for Cisco Unified Attendant Console Standard Release 10.0.1.1208

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These release notes describe the new features and caveats for Cisco Unified Attendant Console Standard Release 10.0.1.1208.

You can access the most current Cisco documentation at http://www.cisco.com/techsupport.

You can access the Cisco website at http://www.cisco.com.

You can access international Cisco websites at http://www.cisco.com/public/countries_languages.shtml.

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Introduction

Cisco Unified Attendant Console Standard is a Microsoft Windows-based operator attendant console application for use with Cisco Unified Communications Manager. Cisco Unified Attendant Console Standard supports up to 5000 contacts on a single instance, and up to 100 instances can be supported per computer cluster.

Features

Cisco Unified Attendant Console Standard enables you to do the following:

- Control calls on your local IP Phone, XMPP client (such as Jabber), or Cisco IP Communicator
- Make, answer and end calls
- Hold and resume calls
- Blind/consult transfer calls to directory contacts or voicemail
- Direct transfers
- Join calls
- Set Call Forward on the operator phone
- Park calls
- Create and manage conference calls
- Import custom directories of contacts not in your Cisco Unified Communications Manager directory
- Create custom directories and export them to share with other operators
- See the line state and presence of each contact
- View call history

For a more detailed features list see the product data sheets at http://www.cisco.com/en/US/products/ps7282/products_data_sheets_list.html.

Core Languages

Cisco Unified Attendant Console Standard supports English only.

Comparison With Cisco Unified Attendant Console Compact Edition

Cisco Unified Attendant Console and Cisco Unified Attendant Console Compact Edition have different feature sets, interfaces and modes of working. This section highlights the *main functional differences* between the products.

Feature	Cisco Unified Attendant Console Standard	Cisco Unified Attendant Console Compact Edition
Operating Systems		
Runs under Windows 8	✓ (only with CUCM 10.0(1))	✘
Phone Support		
Number of models supported	49	20
78xx and 99xx series support	✓	✘
Directory Support		
Cisco Business Edition 3000 synchronization	✘	✓
Cisco Unified Communications Manager synchronization	✓	✘
Maximum number of contacts per instance	5000	300
Synchronization with CSV files	✓	✘
Automatic synchronization at regular intervals	✓	✘
Control the mapping of synchronized data to internal database	✓	✘
Filter contacts during synchronization by department, telephone number, or location	✓	✘
Filter displayed contacts by telephone number, email address, or voice page-compatible phone	✘	✓
Modify contact telephone numbers during synchronization	✓	✘
Interface		
Display parked calls	✓	✘
Display call history	✓	✘
Configurable keyboard shortcuts	✓	✘
Audio alerts	✘	✓
Configurable event logging	✓	✘
Directories		
Import contacts from CSV and XML files into groups	✓	✘
Export contacts from groups to CSV files	✓	✘
Configurable directory search preferences	✓	✘
Manually add contacts to directory groups	✓	✘

Feature	Cisco Unified Attendant Console Standard	Cisco Unified Attendant Console Compact Edition
Additional contact information available	✔	✘
Edit information of contacts in directory groups	✔	✘
Contact Presence state display	✔	✘
Sort contacts by department and notes	✔	✘
Call Control		
Do Not Disturb	✔ (Console only)	✔ (any phone)
Page one or more phones	✘	✔
Join calls	✔	✘
Park calls	✔	✘
Create and manage conference calls	✔	✘
Transfer calls to voicemail	✔	✘
Divert calls	✔	✘
Set and clear call forwarding on any phone	✘ (Console only)	✔
Click-to-dial from Microsoft Office	✘	✔

PC Hardware and Software Requirements

The PC running Cisco Unified Attendant Console Standard has the following minimum hardware requirements:

- 2.4 GHz Core 2 Duo
- 4 GB RAM
- 10 GB hard drive
- CD-ROM/DVD-ROM
- 100 Mbps network card, connected to the network using TCP/IP
- SVGA (1024x768) display card
- Keyboard with 10-key number pad recommended

Operating System Support

Cisco Unified Attendant Console Standard is supported under the following operating systems:

- Windows XP 32-bit
- Windows Vista 32-bit
- Windows 7 32-bit – integration with Cisco Unified Communications Manager release 7.1(5) is not supported under this operating system
- Windows 7 64-bit – integration with Cisco Unified Communications Manager releases 7.1(5), 8.0(1) or 8.0(3) is not supported under this operating system

- Windows 8 64-bit – you can only integrate with Cisco Unified Communications Manager release 10.0(1) under this operating system

✎

Note The following points:

- Cisco Unified Attendant Console Standard is *not* supported under the following operating systems:
  - Windows 2000
  - Windows 2003
  - Windows 2008 R1 (32-bit)
  - Windows 2008 (64-bit)
  - Windows 2012

- If your machine uses a 64-bit operating system, you *cannot* run Cisco Unified Attendant Console Standard against Cisco Unified Communications Manager release 7.1(5), as this does not support the 64-bit TSP required for the systems to be able to communicate with each other.

Network Requirements

The computer running Cisco Unified Attendant Console Standard must be able to access the Cisco Unified Communications Manager and the Cisco Unified Presence (CUP) Server. By default, these use the following two-way TCP ports:

- Cisco Unified Communications Manager – Port 443
- Cisco Unified Presence (CUP) Server – Port 5222

If you have a firewall on your computer, you must configure firewall exceptions for these ports or for any alternatives you may use in your installation.

Scalability

Cisco Unified Attendant Console Standard supports up to 5000 contacts on a single instance, and up to 100 instances can be supported per computer cluster.

Cisco Unified Communications Manager Compatibility

Cisco Unified Attendant Console Standard is supported with the following Cisco Unified Communications Manager releases:

- 7.1(5) – not supported when running under Windows 7 32-bit, or under 64-bit operating systems. Cisco Unified Presence 7.1(5) is not supported.
- 8.0(1) – not supported when running under 64-bit operating systems
- 8.0(3) – not supported when running under 64-bit operating systems
- 8.5(1) – supported on SU1 and above
- 8.6(1)
- 8.6(2)

- 9.0(1)

- 9.1(1)

- 9.1(2)

- 10.0(1) – the only Cisco Unified Communications Manager release supported under Windows 8 64-bit

If you are using Cisco Unified Communications Manager Release 8 or later, the TSP and New Cisco Media Driver are automatically installed and activated when you install Cisco Unified Attendant Console Standard. However, Cisco Unified Communications Manager Release 7.1.5 does not support this *silent* TSP installation, and you must manually download and install the appropriate TSP and Cisco TAPI Wave driver.

Note   The 32-bit version of TSP is required when running Cisco Unified Attendant Console under a 32-bit operating system. The 64-bit version of TSP is required when running Cisco Unified Attendant Console under a 64-bit operating system. Consequently, 64-bit installations are supported only in conjunction with Cisco Unified Communications Manager versions later than 8.0(3).

Cisco Unified Attendant Console Standard also integrates with the Cisco Unified Presence Server.

The operating system and Cisco Unified Communications Manager (CUCM) release compatibility is summarized below:

CUCM Version	Windows XP 32-bit	Windows Vista 32-bit	Windows 7 32-bit	Windows 7 64-bit	Windows 8 64-bit
7.1(5) [1]	Supported	Supported	Not supported	Not supported	Not supported
8.0(1)	Supported	Supported	Supported	Not supported	Not supported
8.0(3)	Supported	Supported	Supported	Not supported	Not supported
8.5(1) [2]	Supported	Supported	Supported	Supported	Not supported
8.6(1)	Supported	Supported	Supported	Supported	Not supported
8.6(2)	Supported	Supported	Supported	Supported	Not supported
9.0(1)	Supported	Supported	Supported	Supported	Not supported
9.1(1)	Supported	Supported	Supported	Supported	Not supported
9.1(2)	Supported	Supported	Supported	Supported	Not supported
10.0(1)	Supported	Supported	Supported	Supported	Supported

1. CUP 7.1(5) not supported.

2. CUCM 8.5(1) supported on SU1 and above.

Operator Phone Requirements

Cisco Unified Attendant Console Standard supports the following phones:

Phone Type	Supported
3905	Not as Console and cannot support BLF, but can transfer
3911	
3951	
6901	Not tested
6911	Yes
6921	Yes
6941	Yes
6945	Yes
6961	Yes
7821	Yes
7841	Yes
7861	Yes
7902	Not tested (Obsolete)
7905	Yes
7906	Yes
7910	Yes
7911	Yes
7912	Yes
7920	Yes
7921	Yes
7925	Yes
7925G	Yes
7925G-EX	Yes
7926	Yes
7931	Yes
7940	Yes
7941	Yes
7941G-GE	Yes
7942	Yes
7942-G	Yes
7945	Yes
7945G	Yes
7960	Yes
7961	Yes
7961G-GE	Yes

Phone Type	Supported
7962	Yes
7965	Yes
7965G	Yes
7970	Yes
7971	Yes
7975	Yes
8941	Yes
8945	Yes
8961	Yes
9951	Yes
9971	Yes
Cisco CSF	Yes
DX650	Yes
IP Communicator	Yes

If the operator is using a Cisco 7931 IP phone, maximum calls on the Cisco Unified Communications Manager must be set to at least two.

If the operator is using a Cisco 89xx or 99xx IP phone, the rollover feature on Cisco Unified Communications Manager must be disabled.

Note Cisco Unified Attendant Console Standard does not support logging on any device that has a duplicate DN, or that uses Extension Mobility. Attendant console handsets are not supported on shared lines.

Installation Notes

For instructions on how to install Cisco Unified Attendant Console Standard, see the *Cisco Unified Attendant Console Standard Installation and Configuration Guide*, which is available from http://www.cisco.com/en/US/products/ps7282/tsd_products_support_series_home.html.

Open Caveats - Release 10.0.1.1208

Cisco Unified Attendant Console Standard version 10.0.1.1208 has the following open caveats.

Bug ID	Description
CSCum15830	Can't force dial numbers if it matches a contact in the directory
	If a contact matches what the user is trying to dial in the dial pad, there is no option to ignore the match and dial anyway. Although this is unlikely to occur, if this involved an emergency services number it could cause issues.
	http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetch BugDetails&bugId=CSCum15830
CSCum15840	Presence: Duplicating contact(s) across speed dial groups, does not show the correct presence states
	If a contact is copied from the CUCM directory to a directory group, the contact's presence is displayed in the directory group only when the contact is being displayed in the Directory pane. If you scroll the CUCM directory so that the contact is not visible in the Directory pane, its presence is no longer displayed in the directory group.
	http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetch BugDetails&bugId=CSCum15840
CSCum15845	CSV Sync GUID issue
	Synchronization to a CSV source imports new contacts only if the GUID is populated or if the first contact does not have a GUID. For example, if there are two contacts in a CSV file, both with a GUID, when you add a third contact and then re-synchronize to the CSV, the third contact is *not* added to the directory. If you now delete the first contact's GUID and then re-synchronize to the CSV file, all the contacts are loaded into the directory and any contacts in the CSV that do not have GUIDs are assigned new ones.
	http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetch BugDetails&bugId=CSCum15845
CSCum15850	Edit and delete contact is visible for synced contacts
	In the Dialpad window, when you right-click a contact the context menu contains **Edit Contact** and **Delete Contact** functions. These functions are not displayed when you right-click in the Directory pane Search or Directory tabs.
	http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetch BugDetails&bugId=CSCum15850

Obtaining the Software

The Cisco Unified Attendant Console Standard software can be downloaded from http://www.cisco.com/go/ac.

Related Documentation

Cisco Unified Attendant Console Standard has the following product documentation:

- Cisco Unified Attendant Console Standard - Installation and Configuration Guide
- Cisco Unified Attendant Console Standard Quick Reference
- Cisco Unified Attendant Console Standard Help

You can access the latest documents at
http://www.cisco.com/en/US/products/ps7282/tsd_products_support_series_home.html.

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:

http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html.

Subscribe to the *What's New in Cisco Product Documentation* as an RSS feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service. Cisco currently supports RSS Version 2.0.

Cisco Product Security Overview

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

A summary of U.S. laws governing Cisco cryptographic products may be found at:
http://www.cisco.com/wwl/export/crypto/tool/stqrg.html. If you require further assistance please contact us by sending email to export@cisco.com.