Cisco Unified Attendant Console Standard
Quick Reference Guide

This guide gives an overview of how to use Cisco Unified Attendant Console Standard. 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 *If one of the following is true:*

   – *You are working in a non-single-sign-on environment*

   – *You are working in a single-sign-on environment but have not yet configured Cisco Unified Attendant Console Standard to use it*

   – *Cisco Unified Attendant Console Standard is configured to use single-sign-on, which you have already logged into*

   the Cisco Unified Attendant Console Standard Sign In screen appears. Continue at step 3.

   If you are working in a single-sign-on environment, but have not yet logged into any Cisco Unified Communications application:

   a. If security alerts are displayed, click **Yes** in each.

   b. In the single-sign-on credentials web page, enter your **User Name** and **Password**, and then click **Log In**.

   The Cisco Unified Attendant Console Standard Sign In screen appears.

3 In the Cisco Unified Attendant Console Standard Sign In screen:

   To use the number in the field, continue at step 4. *To use a new extension number*:

   a. Type the number into the field.

   b. Select a number in the list by either double-clicking it, or by highlighting it and then pressing **Enter**.

4 If the sign in extension is part of a hunt groups that you want to log into, select **Log in to hunt groups at sign in**.

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

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		Participant Line State		Directory Line State		Directory Presence Status	
Icon	**State**	**Icon**	**State**	**Icon**	**State**	**Icon**	**Status**
	On hook		Ringing		Ringing		Available
	Off hook		Off hook		On hook		Away, invisible or on the phone
	Do not disturb		On hold		Off hook		Do not disturb
	Forwarded				Do not disturb		Unknown or off-line
	Out of service				Forwarded		

OL-25988-02

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, and then press **Enter**. • In the Directory pane, double-click the contact, or right-click the contact, click **Dial**, and then click **Telephone**, **Mobile** or **Home Phone**, as appropriate. ✎ **Note** If you want to dial a number that is not in the directory, you can use the **Outbound Dialing Override** feature: type the number you wish to dial in the directory search field or Dialpad search field, and then use the Outbound Dialing Override keyboard shortcut (default = CTRL+Enter) to do an override. • In the Call Control pane, click the line to use, and then use the Dialpad to dial the number.	✓	**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	Either: • In the active call, click **Resume**. • In the Call Control pane, click the line on which the call is held.	✓	✘ (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. ✎ **Note** If you want to dial a number that is not in the directory, you can use the **Outbound Dialing Override** feature: type the number you wish to dial in the directory search field or Dialpad search field, and then use the Outbound Dialing Override keyboard shortcut (default = CTRL+Enter) to do an override. 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**.	✘	✘

To...	Do this with the mouse...	Main menu	Default keyboard shortcut
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**.	✖	✖
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's name or number. **Note** If you want to dial a number that is not in the directory, you can use the **Outbound Dialing Override** feature: type the number you wish to dial in the directory search field or Dialpad search field, and then use the Outbound Dialing Override keyboard shortcut (default = CTRL+Enter) to do an override. **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's name or number. **Note** If you want to dial a number that is not in the directory, you can use the **Outbound Dialing Override** feature: type the number you wish to dial in the directory search field or Dialpad search field, and then use the Outbound Dialing Override keyboard shortcut (default = CTRL+Enter) to do an override. **2** In the directory, right-click the contact, click **Consult Transfer**, and then click **Telephone**, **Mobile** or **Home Phone**, as appropriate. The contact answers the call. **3** If the contact agrees to accept the call, perform a direct transfer (described below).	✓	**Ctrl+T**

To...	Do this with the mouse...	Main menu	Default keyboard shortcut
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 call, click the transfer icon. **2** In the Dialpad search box, type the recipient's name or number. **Note** If you want to dial a number that is not in the directory, you can use the **Outbound Dialing Override** feature: type the number you wish to dial in the directory search field or Dialpad search field, and then use the Outbound Dialing Override keyboard shortcut (default = CTRL+Enter) to do an override. **3** In the list, select the recipient, and then click **Transfer**. Alternatively: **1** In the directory search box, type the recipient's name or number. **Note** If you want to dial a number that is not in the directory, you can use the **Outbound Dialing Override** feature: type the number you wish to dial in the directory search field or Dialpad search field, and then use the Outbound Dialing Override keyboard shortcut (default = CTRL+Enter) to do an override. **2** Do one of the following: – In the directory, right-click the contact, click **Transfer**, and then click **Telephone**, **Mobile** or **Home Phone**, as appropriate. – Drag the call from the Call Control pane to the Directory pane, and then drop it on the recipient.	✓	**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**

To...	Do this with the mouse...	Main menu	Default keyboard shortcut
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**. **Note** If you want to dial a number that is not in the directory, you can use the **Outbound Dialing Override** feature: type the number you wish to dial in the directory search field or Dialpad search field, and then use the Outbound Dialing Override keyboard shortcut (default = CTRL+Enter) to do an override. 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. In the Directory pane, while on a call: 1 Right-click the contact to add to the conference, click **Conference**, and then click **Telephone**, **Mobile** or **Home Phone**, as appropriate. 2 When the contact is ringing or answered, perform a call join. 3 At the end of the conference, in the active conference call, click **End**.	✓	**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**
Transfer a call to voicemail	In the Call Control pane: 1 Right-click the call and select **Transfer to Voicemail**. 2 In the Dialpad search box, type the contact's number. **Note** If you want to dial a number that is not in the directory, you can use the **Outbound Dialing Override** feature: type the number you wish to dial in the directory search field or Dialpad search field, and then use the Outbound Dialing Override keyboard shortcut (default = CTRL+Enter) to do an override. 3 Select the contact, and then click **Transfer**.	✓	**Ctrl+O**
Email a contact	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)