



For Managers—How to Use Your Phone with Cisco Unified CallManager Assistant in Proxy-Line Mode

Cisco Unified CallManager Assistant enhances the functionality of your phone and allows you and your assistant to handle calls more effectively. Your system administrator has chosen your Cisco Unified CallManager Assistant configuration to operate in either shared-line mode or proxy-line mode. In shared-line mode, you and your assistant are assigned the same directory number. Your assistant uses this shared number (line) to handle calls on your behalf. In proxy-line mode, you are assigned a directory number and your assistant is assigned an alternate directory number to use as a proxy. Your assistant uses the proxy number (line) to handle calls on your behalf. Before you begin, you should identify which mode your system administrator has chosen. See [Chapter 1, “Introduction to Cisco Unified CallManager Assistant.”](#)

Cisco Unified CallManager Assistant provides the following features for managers who are configured for proxy-line mode:

- **Call-routing**—Selectively redirects incoming calls to your phone or to your assistant’s phone based on your custom filter list.
- **Enhanced call-handling and monitoring features on your Cisco Unified IP Phone**—Provides new softkeys and a status window on your phone’s LCD screen.

- Intercom capabilities—Allows you to place intercom calls to your assistant and receive intercom calls from your assistant.
- Web-based feature configuration—Allows you to customize some manager features, such as the Divert target, using the Manager Configuration window. Alternately, your assistant can configure these features on your behalf from the Assistant Console.

See the following topics for more information:

- [How to Identify the Cisco Unified CallManager Assistant Mode on a Manager's Phone, page 1-3](#)
- [Getting Started—for Managers, page 6-2](#)
- [How to Intercept, Divert, and Transfer Calls, page 6-8](#)
- [How to Use Call Filtering, page 6-12](#)
- [How to Use the Intercom Feature to Speak to an Assistant, page 6-14](#)
- [How to Mute the Ringer on Your Phone, page 6-15](#)
- [For Managers—How to Access Manager Configuration, page 7-2](#)

Getting Started—for Managers

These topics can help you get started with Cisco Unified CallManager Assistant:

- [Using Cisco Extension Mobility, page 6-3](#)
- [Understanding Assistant Selection, page 6-3](#)
- [Using the Status Window, page 6-4](#)
- [Using the Manager Status Menu on Your Phone, page 6-8](#)

Using Cisco Extension Mobility

To use Cisco Unified CallManager Assistant with Cisco Extension mobility:

-
- Step 1** Log in to Cisco Extension Mobility.
 - Step 2** Select Assistant Service in the services menu.
-

Refer to the *Cisco Unified IP Phone 7960G and 7940G Phone Guide* for more information about the Cisco Extension Mobility feature.

Understanding Assistant Selection

As a manager, you are automatically logged in to the Cisco Unified CallManager Assistant feature unless you are configured to use Cisco Extension Mobility.

To handle your calls, your assistant must log in to the Cisco Unified CallManager Assistant Console application and must remain online. If your active assistant logs out or goes offline, Cisco Unified CallManager Assistant will attempt to assign another assistant to you.

Identifying your active assistant

Your *active* assistant is the person who is currently handling calls on your behalf.

If you have multiple assistants, you might want to identify which assistant is currently active. To do so, press the **Services** button on your phone and select Assistant Service. Item 3 identifies your active assistant.

Assigning your default assistant

Whenever possible, Cisco Unified CallManager Assistant assigns your *default* assistant to serve as your active assistant. If your default assistant is unavailable (offline or logged out), Cisco Unified CallManager Assistant assigns another assistant until your default assistant logs in or restores online availability.

You (or your assistant) can choose your default assistant from the Manager Configuration window. For details, see the [“How to Assign a Default Assistant to a Manager” section on page 7-3](#).

Changing assistants

If you have multiple assistants and more than one of them is logged in and online, you can override automatic selection by manually choosing your active assistant.

Select item **3** from the Manager Status menu on your phone to see a list of available assistants. If multiple assistants are available, select another assistant to serve as your active assistant. Exit from the menu when you are done.

When your assistants are not available

If all of your assistants are unavailable, the Assistant icon (left-most icon) in the Manager Status Menu on your phone appears crossed out. Your call-handling support will resume as soon as one of your assistants logs in.

Related Topics

- [Getting Started—for Managers, page 6-2](#)
- [How to Intercept, Divert, and Transfer Calls, page 6-8](#)
- [How to Use Call Filtering, page 6-12](#)
- [How to Use the Intercom Feature to Speak to an Assistant, page 6-14](#)
- [How to Mute the Ringer on Your Phone, page 6-15](#)

Using the Status Window

For Managers

The Manager Status Menu appears on the LCD screen of your Cisco Unified IP Phone.

There are two areas within the Manager Status menu:

- Assistant Watch area—The top portion of the status window displays the caller ID and the elapsed time for a call that is being handled on your behalf by an assistant. See [Table 6-1](#) for details.
- Assistant and Features area—The largest portion of the status window displays icons to indicate the presence of an active assistant and the on/off status of your features. See [Table 6-2](#) for details.

Table 6-1 Assistant Watch messages in the Manager Status Menu

Message	Meaning
“Assistant Watch - ON”	Assistant Watch is on but there are no connected or incoming calls being redirected to your assistant at the moment.
“Call from” followed by caller ID	An incoming call was redirected to your assistant and is currently ringing on your assistant’s phone. You can intercept the call now.
Caller ID and a timer	The incoming call has been answered by the assistant. The timer begins once the assistant answers (or otherwise handles) the call.
“Assistant Watch - OFF”	Assistant Watch is off. To set it to on, press the SetWtch softkey.
“Filtering Down”	Call Filtering feature is unavailable at this time.

Table 6-2 Assistant and Feature icons in the Manager Status Menu



Feature	Description
Assistant Available 	The assistant icon resembles a person and is located on the left side of your status window. The icon indicates that an active assistant is ready to take your calls.
Assistant Unavailable 	The assistant unavailable icon resembles a person with a line across it. This indicates that all of your assistants are unavailable. To identify your active assistant, press the Services button on your Cisco Unified IP Phone, then select Assistant Service.

Table 6-2 Assistant and Feature icons in the Manager Status Menu (continued)







Feature	Description
Call Filter Enabled 	A mesh-filled circle indicates that filtering is <i>on</i> .
Call Filter Disabled 	A hollow circle indicates that filtering is <i>off</i> . To toggle the filter off and on, select Filter from the Manager Status menu. You can configure call filtering from the Manager Configuration web page.
Do Not Disturb Enabled 	A crossed-out bell indicates that the feature is <i>on</i> (ringer is disabled).
Do Not Disturb Disabled 	A bell indicates that the feature is <i>off</i> (ringer is enabled). To enable/disable the Do Not Disturb feature and turn your ringer on or off, press the DND softkey.

Table 6-2 Assistant and Feature icons in the Manager Status Menu (continued)

Feature	Description
Divert All Enabled 	An arrow deflected by a barrier indicates that the feature is <i>on</i> (calls are being redirected away from your phone);
Divert All Disabled 	A straight arrow indicates that the feature is <i>off</i> (calls are being directed to your phone). To enable/disable the Divert All feature, press the DivAll softkey. The initial default target for this feature is your selected assistant. You can change the target from the Manager Configuration web page.

Tips

- The status window is not visible when you are using your phone to place or receive calls.
- Press the **SetWtch** softkey to toggle Assistant Watch off and on.

Related Topics

- [Getting Started—for Managers, page 6-2](#)
- [How to Intercept, Divert, and Transfer Calls, page 6-8](#)
- [How to Use Call Filtering, page 6-12](#)
- [How to Use the Intercom Feature to Speak to an Assistant, page 6-14](#)
- [How to Mute the Ringer on Your Phone, page 6-15](#)

Using the Manager Status Menu on Your Phone

For Managers

To open the Manager Status menu on your phone, press the **Services** button and choose Assistant Service. [Table 6-3](#) describes Manager Status menu items and associated tasks.

Table 6-3 *Manager Status Menu Items and Associated Tasks*

Manager Status menu item		What it does
1	Filter	Toggles call filtering off and on.
2	Filter Mode	Toggles between Inclusive or Exclusive filters.
3	Assistant	Displays your active assistant and other available assistants.

Related Topics

- [Getting Started—for Managers, page 6-2](#)
- [How to Intercept, Divert, and Transfer Calls, page 6-8](#)
- [How to Use Call Filtering, page 6-12](#)
- [How to Use the Intercom Feature to Speak to an Assistant, page 6-14](#)
- [How to Mute the Ringer on Your Phone, page 6-15](#)

How to Intercept, Divert, and Transfer Calls

For Managers

You can use Cisco Unified CallManager Assistant softkeys on your phone to intercept, divert, transfer, and otherwise handle an active call.

This section covers the following topics:

- [How to Intercept a Call that is Ringing on the Assistant's Phone, page 6-9](#)
- [How to Immediately Divert an Incoming Call to Another Number, page 6-9](#)
- [How to Divert All Calls to Another Number, page 6-10](#)

- [How to Transfer a Call to Voice Messaging Service, page 6-11](#)

How to Intercept a Call that is Ringing on the Assistant's Phone

For Managers

Press the **Intrcpt** softkey on your Cisco Unified IP Phone to intercept a call that is ringing on your assistant's phone and to redirect the call to your own phone.

To successfully intercept the call, you must press the Intrcpt softkey before your assistant answers the call; you cannot intercept calls that have already connected.



Tip

When a call for you is ringing on your assistant's phone, you can see the text "Call from" and the caller ID in the Assistant Watch portion of the status window on your phone.

Related Topics

- [Getting Started—for Managers, page 6-2](#)
- [How to Intercept, Divert, and Transfer Calls, page 6-8](#)
- [How to Use Call Filtering, page 6-12](#)
- [How to Use the Intercom Feature to Speak to an Assistant, page 6-14](#)
- [How to Mute the Ringer on Your Phone, page 6-15](#)

How to Immediately Divert an Incoming Call to Another Number

For Managers

Press the **ImmDiv** softkey to divert a call that is ringing, connected, or on hold from your phone to another phone.

By default, the Immediate Divert (ImmDiv) feature redirects calls to your selected assistant. However, you or your assistant can substitute any phone number as the Divert target.

Tips

- If the assistant is the designated ImmDiv target and if you have Assistant Watch on, you can verify that the call has been diverted to your assistant by looking at the status window on your LCD screen.
- The ImmDiv feature and the Divert All (DivAll) feature share the same Divert target. You or your assistant can change this target from the Manager Configuration window.

Related Topics

- [Getting Started—for Managers, page 6-2](#)
- [How to Intercept, Divert, and Transfer Calls, page 6-8](#)
- [How to Use Call Filtering, page 6-12](#)
- [How to Use the Intercom Feature to Speak to an Assistant, page 6-14](#)
- [How to Configure the Divert Target for a Manager, page 7-4](#)

How to Divert All Calls to Another Number

For Managers

Press the **DivAll** softkey to toggle the Divert All (DivAll) feature on or off. When this feature is on, DivAll redirects your incoming calls to another phone.

Unlike ImmDiv, which you invoke on a call-by-call basis, DivAll allows you to redirect all future incoming calls until you set the feature to off.

By default, the DivAll target is your selected assistant. However, you or your assistant can substitute any phone number as the Divert target. For example, if you plan to be away from the office and you still want to receive your calls, you can set the Divert All target to your cell phone number.

Tips

- An icon in the Manager Status menu indicates whether the DivAll feature is on or off. A deflected arrow indicates that the feature is on; a straight arrow indicates that the feature is off.
- DivAll applies to all your lines that can be managed by your assistant; it cannot redirect the incoming calls that you receive on a personal line that your assistant does not have access to, or on an intercom line.

- The DivAll feature and the Immediate Divert (ImmDiv) feature share the same Divert target. You or your assistant can change this target from the Manager Configuration window.
- If you have both call filtering and DivAll enabled, Cisco Unified CallManager Assistant first applies *call filtering* to an incoming call. Call filtering directs the call to you or to your assistant (depending on filter settings.) Next, Cisco Unified CallManager Assistant applies DivAll to those calls that filtering has directed to you. The DivAll feature redirects those calls to the DivAll target.
- If you configure call forward all on your phone, all your incoming calls will be forwarded to the call forward number that you entered. Your calls will not be filtered to your assistant and they will not be diverted to your divert target.

Related Topics

- [Getting Started—for Managers, page 6-2](#)
- [How to Intercept, Divert, and Transfer Calls, page 6-8](#)
- [How to Use Call Filtering, page 6-12](#)
- [How to Use the Intercom Feature to Speak to an Assistant, page 6-14](#)
- [How to Configure the Divert Target for a Manager, page 7-4](#)

How to Transfer a Call to Voice Messaging Service

For Managers

Press the **TrnsfVM** softkey to immediately send a call from your phone to your voice messaging service. You can transfer a call on hold to your voice messaging service.

Related Topics

- [Getting Started—for Managers, page 6-2](#)
- [How to Intercept, Divert, and Transfer Calls, page 6-8](#)
- [How to Use Call Filtering, page 6-12](#)
- [How to Use the Intercom Feature to Speak to an Assistant, page 6-14](#)
- [How to Mute the Ringer on Your Phone, page 6-15](#)

How to Use Call Filtering

For Managers

Call filtering selectively redirects your incoming calls to your assistant, based on the caller ID and the following configurations and settings:

- Filter Mode
- Filter Lists
- Filter on/off status

Table 6-4 provides details about each of these filter settings.



Note

The initial default settings are such that Inclusive call filtering is on and filter lists are empty; therefore all of your incoming calls are redirected to your assistant. To customize filtering, see the [“How to Create Filter Lists for a Manager”](#) section on page 7-5.

In order for your assistant to handle your calls, call filtering must be enabled. If you have both call filtering and Divert All (DivAll) enabled, Cisco Unified CallManager Assistant first applies *call filtering* to an incoming call. Call filtering directs the call to you or to your assistant (depending on filter settings.) Next, Cisco Unified CallManager Assistant applies DivAll to those calls that filtering has directed to you. The DivAll feature redirects those calls to the DivAll target.

For example, you can set up a inclusive filter to receive only family calls. All other calls will be handled by your assistant. If you have plans to be away from your office, you can then set the DivAll target to your cell phone number, enable Divert All, and receive the calls from your family on your cell phone. Your assistant will still receive all other calls.



Note

When you configure call forward all on your phone, all your incoming calls will be forwarded to the call forward number that you entered. Your calls will not be filtered to your assistant and they will not be diverted to your divert target.

Table 6-4 Call Filtering settings

Setting	Purpose	Where to find it	Notes
Filter Mode	<p>Use the filter mode setting to toggle between <i>Inclusive</i> and <i>Exclusive</i> filter lists.</p> <p>Inclusive filtering—In this mode, Cisco Unified CallManager Assistant sends incoming calls that match numbers in your Inclusive filter list to <i>you</i>; the remainder are redirected to your assistant.</p> <p>Exclusive filtering—In this mode, Cisco Unified CallManager Assistant redirects incoming calls that match numbers in your Exclusive filter list to your <i>assistant</i>; the remainder are sent to you.</p>	Toggle between Inclusive and Exclusive filter lists from the Manager Status menu on your phone's LCD screen.	<p>By initial default, the Inclusive filter is active.</p> <p>Assistants can control the filter mode on your behalf from the Assistant Console.</p>
Filter Lists	Filter lists consist of one or more phone numbers (partial or entire). When you get a new call and filtering is on, Cisco Unified CallManager Assistant compares the caller ID to the numbers in your active list. Depending on whether the numbers match and which filter list is active (Inclusive or Exclusive), Cisco Unified CallManager Assistant then routes the call to you or to your assistant.	Create filter lists from the Manager Configuration window. Choose the Inclusive or Exclusive Filter tab.	Your assistant can set up filter lists for you. By initial default, filter lists are empty.
Filter on/off status	<p>The filter on/off setting toggles call filtering on or off.</p> <p>When the feature is on, all of your incoming calls are intercepted and redirected according to filter settings.</p>	Toggle filtering on and off from the Manager Status menu on your phone's LCD screen. Press the Services button and choose Assistant Service, then select Filter .	The initial default setting for the filter is on.

Tip

- A circle icon in the Manager Status menu indicates whether the call filtering feature is on or off. A mesh-filled circle icon indicates on; a hollow circle indicates off.

Related Topics

- [Getting Started—for Managers, page 6-2](#)
- [How to Intercept, Divert, and Transfer Calls, page 6-8](#)
- [How to Use the Intercom Feature to Speak to an Assistant, page 6-14](#)
- [How to Create Filter Lists for a Manager, page 7-5](#)

How to Use the Intercom Feature to Speak to an Assistant

For Managers

The Intercom feature is an optional feature and allows you to speak to your assistant over an intercom line. It is configured by your system administrator. See your system administrator if you do not have this feature and wish to have it.

To place an intercom call on your Cisco Unified IP Phone, press the **intercom** speed dial button that corresponds to your assistant.

If your assistant is not on another call when you initiate an intercom call, your speakerphone and your assistant's speakerphone will open simultaneously. You can then converse using your phone's speakerphone, headset, or handset. This is the case when your assistant places an intercom call to you, as well.

If your assistant is busy on another call when you initiate an intercom call, the intercom call will ring on the assistant's phone and must be answered manually. This is also the case when your assistant places an intercom call to you at a time when you are on another call.

To end the intercom call, hang up the phone (or push the speaker or headset button).

Related Topics

- [Getting Started—for Managers, page 6-2](#)

- [How to Intercept, Divert, and Transfer Calls](#), page 6-8
- [How to Use Call Filtering](#), page 6-12
- [How to Mute the Ringer on Your Phone](#), page 6-15

How to Mute the Ringer on Your Phone

For Managers

In order to mute the ringer on your phone, press the **DND** softkey to toggle the Do Not Disturb feature on or off. When this feature is on, the ringer is disabled on your Cisco Unified IP Phone. The DND feature disables the ringer for all lines on the phone, including intercom lines. The Do Not Disturb feature is represented by a bell in the Manager Status menu on the LCD screen of your Cisco Unified IP Phone. A crossed-out bell indicates that the feature is on and the ringer on your phone is disabled. Your assistant's phone will continue to ring. A bell indicates that the feature is off and the ringer is enabled.

The initial default setting is off.

Tip

- This feature does not affect call filtering.

Related Topics

- [Getting Started—for Managers](#), page 6-2
- [How to Intercept, Divert, and Transfer Calls](#), page 6-8
- [How to Use Call Filtering](#), page 6-12
- [How to Use the Intercom Feature to Speak to an Assistant](#), page 6-14

