



# For Managers—How to Use Your Phone with Cisco Unified CallManager Assistant in Shared-line Mode

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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 the shared number 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 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 shared-line mode:

- Enhanced call-handling 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 the Divert target using the Manager Configuration window. Alternately, your assistant can configure this feature 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
- [How to Divert and Transfer Calls](#), page 5-3
- [How to Use the Intercom Feature to Speak to an Assistant](#), page 5-4
- [How to Mute the Ringer on Your Phone](#), page 5-5
- [For Managers—How to Access Manager Configuration](#), page 7-2

## Using Cisco Extension Mobility

To use Cisco Unified CallManager Assistant with Cisco Extension mobility:

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- Step 1** Log in to Cisco Extension mobility.
- Step 2** Select Assistant Service in the Services menu.
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Refer to the *Cisco Unified IP Phone 7960G and 7940G Phone Guide* for more information about the Cisco Extension Mobility feature.

### Related Topics

- [How to Divert and Transfer Calls](#), page 5-3
- [How to Use the Intercom Feature to Speak to an Assistant](#), page 5-4
- [How to Mute the Ringer on Your Phone](#), page 5-5

# How to Divert and Transfer Calls

## For Managers

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

This section covers the following topics:

- [How to Immediately Divert an Incoming Call to Another Number, page 5-3](#)
- [How to Transfer a Call to Voice Messaging Service, page 5-3](#)

## 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 number that has been set up as the divert target. You or your assistant can change this target from the Manager Configuration window.

### Related Topics

- [Using Cisco Extension Mobility, page 5-2](#)
- [How to Divert and Transfer Calls, page 5-3](#)
- [How to Use the Intercom Feature to Speak to an Assistant, page 5-4](#)
- [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

- [Using Cisco Extension Mobility, page 5-2](#)

- [How to Divert and Transfer Calls, page 5-3](#)
- [How to Use the Intercom Feature to Speak to an Assistant, page 5-4](#)
- [How to Mute the Ringer on Your Phone, page 5-5](#)

## 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

- [Using Cisco Extension Mobility, page 5-2](#)
- [How to Divert and Transfer Calls, page 5-3](#)
- [How to Mute the Ringer on Your Phone, page 5-5](#)

# 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 Cisco Unified CallManager Assistant status window 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 phone will not ring, but your assistant's phone will ring. A bell indicates that the feature is off and the ringer is enabled.

The initial default setting is off.

## Related Topics

- [Using Cisco Extension Mobility, page 5-2](#)
- [How to Divert and Transfer Calls, page 5-3](#)
- [How to Use the Intercom Feature to Speak to an Assistant, page 5-4](#)

