



Assistants—How to Use Cisco Unified CallManager Assistant on Your Phone

You can access some Cisco Unified CallManager Assistant features directly on your Cisco Unified IP Phone. With the exception of Distinctive Ringing, these features are also available on the Assistant Console.

Refer to the following topics:

- [How to Use Cisco Unified CallManager Assistant Softkeys on Your Phone, page 4-1](#)
- [How to Customize the Distinctive Ringing Feature, page 4-2](#)
- [How to Use the Intercom Feature from Your Phone, page 4-3](#)

How to Use Cisco Unified CallManager Assistant Softkeys on Your Phone

To access the Cisco Unified CallManager Assistant Softkeys on your phone, you must be logged in on your Assistant Console. See [How to Log In to the Assistant Console, page 2-3](#) for information on logging into Assistant Console. See [Table 4-1](#) for Cisco Unified CallManager Assistant softkeys on your phone.

Table 4-1 *Cisco Unified CallManager Assistant softkeys on the assistant's phone*

Softkey	What it does
ImmDiv	Immediately diverts a ringing, connected or held call to the manager or to another preset number.
TrnsfVM	Sends a ringing or connected call to the appropriate manager's voice mail.

Related Topics

- [Getting Started with the Assistant Console, page 2-3](#)
- [How to Customize the Distinctive Ringing Feature, page 4-2](#)
- [How to Use the Intercom Feature from Your Phone, page 4-3](#)

How to Customize the Distinctive Ringing Feature

Distinctive Ringing allows you to associate a unique audible ring type with each of your phone lines. You can associate a unique ring type with your manager's proxy line to quickly distinguish between your incoming calls and your manager's incoming calls.

Use the following procedure to customize the Distinctive Ringing feature directly on your phone.

Procedure

-
- Step 1** Press the **settings** button on your Cisco Unified IP Phone.
- Step 2** Use the **Navigation** button to select **Ring Type** from the Settings menu (or press 2 on your phone key pad).

Each of the lines on your phone, along with its selected ring type, is displayed on your phone's LCD screen. Initially, all of these lines use the default ring type.

Step 3 To change the ring type for a line, use the **Navigation** button to select the line, then press the **Select** softkey.



Note To identify which manager proxy line on your phone is associated with a particular manager, look at the My Calls panel of the Assistant Console. This is the area where manager proxy lines and manager names are displayed. (A manager's proxy line is the line on which you receive incoming calls for that manager.)

Step 4 Use the **Navigation** button to scroll through the list of available ring types for the selected line. To hear a sample of any ring type, select the ring type, then press the **Play** softkey.

Step 5 To associate a new ring type, press the **Select** and **Ok** softkeys.

Step 6 Repeat Steps 3 - Step 5 to customize the ring type for another selected line.

Step 7 Press the **Exit** softkey to exit the Ring Type menu.

Related Topics

- [Getting Started with the Assistant Console, page 2-3](#)
- [How to Use Cisco Unified CallManager Assistant Softkeys on Your Phone, page 4-1](#)
- [How to Use the Intercom Feature from Your Phone, page 4-3](#)

How to Use the Intercom Feature from Your Phone

The Intercom feature is an optional feature that might be configured by your system administrator. The intercom feature allows you to speak to a manager on an intercom line. If you do not see an intercom speed dial button on your phone or in Assistant Console, contact your system administrator.



Caution

You will not be able to place an intercom call if you change intercom speed dial settings in the User Options web page.

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

If your manager is not on another call when you initiate an intercom call, your speakerphone and your manager's speakerphone will open simultaneously. You can then converse using your phone's speakerphone, headset, or handset.

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

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

Related Topics

- [Getting Started with the Assistant Console, page 2-3](#)
- [How to Use Cisco Unified CallManager Assistant Softkeys on Your Phone, page 4-1](#)
- [How to Customize the Distinctive Ringing Feature, page 4-2](#)