



Using the Menu Bar

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Using the File Menu

From the File menu, you can go online/offline, log out, and exit the program. For detailed information on these tasks, see the following sections:

- [Logging In and Going Online, page 1-14](#)
- [Going Offline, Logging Out, and Exiting, page 1-16](#)

Using the Edit Menu

From the Edit menu, you can create your own keyboard shortcuts, add, modify, and delete speed-dial entries/groups, and view/revise settings, which is an optional task. See the following sections:

- [Creating and Editing Keyboard Shortcuts, page 3-2](#)
- [Creating, Editing, and Deleting Speed-Dial Groups and Entries, page 3-3](#)
- [Viewing and Editing Settings, page 3-3](#)

Creating and Editing Keyboard Shortcuts

Cisco CallManager Attendant Console allows you to create or modify keyboard shortcuts to your specifications, which are saved when you exit the attendant console. You can create keyboard shortcuts for all options available through the menu bar.

Perform the following procedure to create and modify keyboard shortcuts:

Procedure

- Step 1** From the Edit menu, choose **Keyboard Shortcuts....**
- Step 2** From the list in the Commands area of the dialog box, choose the command for which you want to create or edit a keyboard shortcut.
- Step 3** In the Key field, enter the keystroke(s) that you will use for the shortcut.
- Step 4** Check the **CTRL**, **SHIFT**, or **ALT** check box (or a combination of check boxes).
- Step 5** Click **Save**, **Save and Close**, or **Cancel**.



Note Clicking Save allows you to create or edit another keyboard shortcut.

After the dialog box closes, the keyboard shortcut displays next to the menu option. It also displays above the Key field when you choose the command from the Command area of the dialog box.

Creating, Editing, and Deleting Speed-Dial Groups and Entries

For information on creating, editing, and deleting speed-dial groups and entries through the Edit menu, see the [“Using the Speed Dial Window”](#) section on page 5-1.

Viewing and Editing Settings

From the Edit menu, you or your system administrator can change the settings that affect your ability to use the Cisco CallManager Attendant Console. These settings allow the attendant console to interact with the attendant console server and the directory, which provides all directory information found in the Directory window.

Cisco recommends that you only change these settings if your system administrator tells you to do so.

Perform the following procedure to view and edit settings:

Procedure

- Step 1** From the Edit menu, choose **Settings...**
- The Attendant Settings dialog box displays.
- The Basic tab shows the IP address or Host Name of the server to which you are connected, the directory number associated with your Cisco IP phone, and the MAC address of your phone. Contact your system administrator for more information about these settings.
- Cisco recommends that you do not changes these settings unless your system administrator tells you to do so.
- Step 2** Click the **Advanced** tab.
- Your system administrator must provide the information that you enter in the fields and the check box that display.
- Step 3** To change the path of the local directory file, enter the new path in the Path of Local Directory File field.



Note The local directory file, defined as the user list file, provides the directory information that displays in the windows.

- Step 4** To change the call-processing server host name or IP address, enter the appropriate information in the Call Processing Server Host Name or IP Address field.
- Step 5** To enable trace, check the **Enable Trace** check box. Checking this check box ensures that you can troubleshoot any problems that may occur.
- Step 6** Click **Save** or **Cancel**.
- The Attendant Setting dialog box closes.
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Using the View Menu

From the View menu, you can change the size of the text that displays in the windows or change the color that displays on the console. See the following sections:

- [Changing the Text Size, page 3-5](#)
- [Changing the Color Scheme, page 3-6](#)
- [Choosing the Default Window Layout, page 3-7](#)

Changing the Text Size

Cisco CallManager Attendant Console allows you to change the text size to meet your specifications. You can change the text size that displays in all windows, or you can change the text size that displays in a particular window.

To change the size of the text that displays in the windows, perform the following procedure:

Procedure

- Step 1** Depending on your preference, perform one of the following tasks:
- To change the text size that displays in all windows, choose **Text Size** from the View menu.
 - To change the text size that displays in a particular window, right-click in the window and choose **Text Size** from the context-sensitive menu.
- Step 2** Choose one of the following options:
- Largest
 - Larger
 - Medium
 - Smallest
 - Smaller

The text size changes in the window(s).

Changing the Color Scheme

Cisco CallManager Attendant Console allows you to change the color scheme of the attendant console to meet your specifications. When you use the attendant console for the first time, the default color scheme, which is blue and white, displays.

To change the color scheme that displays, perform the following procedure:

Procedure

Step 1 From the View menu, choose **Color Schemes**.

Step 2 Choose one of the following options:

- Default, which is blue and white
- Brown
- Emerald
- Grey
- Contrast, which displays as white upon a light grey background

The color scheme changes on the attendant console.

Choosing the Default Window Layout

Cisco CallManager Attendant Console allows you to maximize and minimize all windows that display. When you change the window layout to the default, the Cisco CallManager Attendant Console window shrinks, enclosing the three windows, the menu bar, Call Control toolbar, and the status bar. Any change you made to the text size or color scheme remains after you choose the Default Window Layout option.

**Note**

If you minimize a window before you choose the Default Window Layout option, the window maximizes after you make the choice.

If you make any changes to the text size and color scheme before you choose the Default Window Layout option, these changes remain after you make the choice.

To change the window layout to the default, choose **Edit >Default Window Layout**.

Using the Actions Menu

You perform call-control tasks through the Actions menu. For information on performing call-control tasks by using the Actions menu, see the [“Handling Calls” section on page 2-1](#).

**Note**

Only enabled options that are available for use display. If an option is disabled, you cannot use the option.

Using the Help Menu

Cisco CallManager Attendant Console provides online help and easy access to the latest attendant console plugin for upgrade. If you receive a message upon log in that states that you cannot access the server, you must upgrade the attendant console to the version available through Cisco CallManager Administration. After you begin the upgrade process through the Help menu, contact your system administrator for information on how to complete the upgrade process.

Perform the following procedure to obtain online help and the version of the console and the server:

Procedure

Step 1 To obtain online help, choose **Help > Cisco CallManager Attendant Console Help**.

The online help displays.

Step 2 Choose **Help > About the Cisco CallManager Attendant Console** to perform one of the following tasks:

- Obtain the version of the attendant console and the server associated with the attendant console



Note After you obtain the versions, click **OK**.

- Upgrade to the latest version of the attendant console



Note When prompted, click **Yes** to acknowledge that you want to upgrade. Wait for the Cisco CallManager Attendant Console Setup window to load; follow the prompts in the windows to complete the upgrade, or contact your system administrator for information on how to perform this task.
