



## Using the Call Control Window

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When you place or answer a call, the line status, the directory number of the incoming call, the name of the person, if available, the operator directory number, and the elapsed time display in the Call Details pane of the Call Control window.

This section describes the following topics:

- [Placing Calls from the Call Control Window, page 4-2](#)
- [Performing Call-Control Tasks in the Call Control Window, page 4-2](#)

# Placing Calls from the Call Control Window

To place a call from the Call Control window, perform the following procedure:

## Procedure

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- Step 1** Click the **Operator Line** button in the upper, right corner that indicates the directory number of the Cisco IP phone controlling the Cisco CallManager Attendant Console.
- Step 2** In the dialog box, enter the number that you want to dial.
- Step 3** Click **OK** or **Cancel**.
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### Tip

To place a call to a speed-dial or directory entry, drag the speed-dial or directory entry onto the Operator Line button in the upper, right corner of the Call Control window.

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## Performing Call-Control Tasks in the Call Control Window

[Table 4-1](#) describes the call-control tasks that affect calls in the Call Control window. For additional information on performing call-control tasks in the Call Control window, see the [“Handling Calls” section on page 2-1](#).

Table 4-1 Quick Reference Table

Desired Result	Action Performed
Answering a Call	<p>To answer a call, perform one of the following tasks:</p> <ul style="list-style-type: none"> <li>• Right-click the call and choose <b>Answer</b> in the context-sensitive menu.</li> <li>• Click the <b>Answer</b> button on the Call Control toolbar.</li> <li>• From the Actions menu, choose <b>Answer</b>.</li> <li>• Press <b>Ctrl + A</b> key on your PC keyboard.</li> <li>• Double-click the call in the Call Control window.</li> <li>• Use the mouse to drag the highlighted call onto the <b>Answer</b> button.</li> <li>• Use the Cisco IP phone to answer the call (for example, press the line button with the incoming call, or press the Answer softkey).</li> </ul>
Placing a Call	<p>To place a call, perform one of the following tasks:</p> <ul style="list-style-type: none"> <li>• Click the <b>Dial</b> button on the Call Control toolbar.</li> <li>• From the Actions menu, choose <b>Dial</b>.</li> <li>• Use the mouse to drag the speed-dial or directory entry onto the <b>Dial</b> button on the Call Control toolbar, the Call Details pane, or the <b>Operator Line</b> button in the Call Control window.</li> <li>• Press <b>Ctrl + D</b> on your PC keyboard.</li> <li>• Use the Cisco IP phone to dial the number.</li> <li>• Use the numeric keypad on the right side of your PC keyboard to dial a number; then, press <b>Enter</b>.</li> </ul>

Table 4-1 Quick Reference Table (continued)

Desired Result	Action Performed
Ending a Call	<p>To end a call, perform one of the following tasks:</p> <ul style="list-style-type: none"> <li>• In the Call Control window, right-click the call and choose <b>Hang Up</b> from the context-sensitive menu.</li> <li>• Click the <b>Hang Up</b> button on the Call Control toolbar.</li> <li>• In the upper, right corner of the Call Control window that indicates the directory number of your Cisco IP phone, click the <b>Operator Line</b> button.</li> <li>• Press <b>Ctrl + H</b> on your PC keyboard.</li> <li>• From the Actions menu, choose <b>Hang Up</b>.</li> <li>• Use the mouse to drag the active call onto the <b>Hang Up</b> button.</li> <li>• Use the Cisco IP phone to end the call (for example, lift and replace the handset or press the EndCall softkey).</li> </ul>
Placing a Call on Hold	<p>To place a call on hold, perform one of the following tasks:</p> <ul style="list-style-type: none"> <li>• Right-click the active call and choose <b>Hold</b> from the context-sensitive menu.</li> <li>• In the Call Control window, click the call; then, perform one of the following tasks: <ul style="list-style-type: none"> <li>– Click the <b>Hold</b> button on the Call Control toolbar.</li> <li>– Press <b>Ctrl + L</b> on your PC keyboard.</li> <li>– From the Actions menu, choose <b>Hold</b>.</li> </ul> </li> <li>• Use the mouse to drag the active call onto the <b>Hold</b> button.</li> <li>• Use the Cisco IP phone to place the call on hold (for example, press the Hold softkey).</li> </ul>

Table 4-1 Quick Reference Table (continued)

Desired Result	Action Performed
Retrieving a Call from Hold (Unhold)	<p>To retrieve a call from hold, perform one of the following tasks:</p> <ul style="list-style-type: none"> <li>• Right-click the call that is on hold; choose <b>Unhold</b> from the context-sensitive menu.</li> <li>• Click the call that is on hold and then perform one of the following tasks: <ul style="list-style-type: none"> <li>– Click the <b>Unhold</b> button on the Call Control toolbar.</li> <li>– Press <b>Ctrl + L</b> on your PC keyboard.</li> <li>– From the Actions menu, choose <b>Unhold</b>.</li> </ul> </li> <li>• Using the mouse, drag the call that is on hold onto the <b>Unhold</b> button on the Call Control toolbar.</li> <li>• Use the Cisco IP phone to retrieve the call from hold.</li> </ul>
Performing an Unsupervised Transfer	<p>To complete an unsupervised transfer, perform the following procedure:</p> <ul style="list-style-type: none"> <li>• Perform one of the following tasks: <ul style="list-style-type: none"> <li>– Right-click the call that you want to transfer; then, choose <b>Transfer</b> from the context-sensitive menu.</li> <li>– Click the call that you want to transfer; then, click the <b>Transfer</b> button on the Call Control toolbar.</li> <li>– Click the call that you want to transfer; then, from the Actions menu, choose <b>Transfer</b>.</li> <li>– Click the call that you want to transfer; then, press <b>Ctrl + X</b>.</li> </ul> </li> </ul> <p><b>Note</b> After the dialog box opens, enter the number to which you want to transfer the call. Click <b>OK</b>.</p> <p><b>Tip</b> If you prefer, you can perform an unsupervised transfer by dragging the call onto a speed-dial or directory entry. You can also right-click the entry and choose <b>Transfer</b> from the context-sensitive menu.</p>

Table 4-1 Quick Reference Table (continued)

Desired Result	Action Performed
Performing a Consult (Supervised) Transfer	<p data-bbox="292 289 1162 321">To complete a consult (supervised) transfer, perform the following procedure:</p> <ul style="list-style-type: none"> <li data-bbox="306 337 736 370">• Perform one of the following tasks:               <ul style="list-style-type: none"> <li data-bbox="353 386 1229 443">– Right-click the call that you want to transfer; then, choose <b>Consult Transfer</b> from the context-sensitive menu.</li> <li data-bbox="353 459 1202 516">– Click the call that you want to transfer; then, click the <b>Consult Transfer</b> button on the Call Control toolbar.</li> <li data-bbox="353 532 1229 589">– Click the call that you want to transfer; then, from the Actions menu, choose <b>Consult Transfer</b>.</li> <li data-bbox="353 605 1061 638">– Click the call that you want to transfer; then, press <b>Ctrl + T</b>.</li> </ul> </li> </ul> <p data-bbox="292 654 1216 719"><b>Note</b> After the dialog box opens, enter the number to which you want to transfer the call. Click <b>OK</b>.</p> <p data-bbox="292 743 987 776">You placed the active call in the Call Control window on hold.</p> <ul style="list-style-type: none"> <li data-bbox="306 792 826 824">• Ask the user if you should transfer the call.</li> <li data-bbox="306 841 1229 873">• To transfer the held call, perform any of the methods from the top of this column.</li> </ul> <p data-bbox="292 881 1229 1006"><b>Note</b> To retrieve a held call that you do not want to transfer, end the consultation with the user to whom you want to transfer the call; then, after you click the held call, perform one of the methods from the <a href="#">“Retrieving a Call from Hold (Unhold)”</a> section on page 2-5.</p>

Table 4-1 Quick Reference Table (continued)

Desired Result	Action Performed
Initiating a Conference Call	<p>To initiate an ad hoc conference, perform the following procedure:</p> <ul style="list-style-type: none"> <li>• Click the appropriate call.</li> <li>• Perform one of the following tasks: <ul style="list-style-type: none"> <li>– Right-click the call and choose <b>Conference</b> from the context-sensitive menu.</li> <li>– Click the <b>Conference</b> button on the Call Control toolbar.</li> <li>– Choose <b>Actions &gt; Conference</b>.</li> <li>– Press <b>Ctrl + C</b> on the PC keyboard.</li> </ul> </li> </ul> <p>Performing the previous tasks places the call on hold.</p> <ul style="list-style-type: none"> <li>• Perform one of the following tasks: <ul style="list-style-type: none"> <li>– Use the numeric keypad on your PC keyboard to enter the destination number to which you want to conference the call.</li> <li>– Drag the speed-dial or directory entry onto the <b>Conference</b> button.</li> </ul> </li> <li>• Perform one of the methods from the top of this column to complete the call-control task.</li> </ul>
Parking a Call	<p><b>Note</b> You can park a call only if the server associated with the attendant console runs a version of Cisco CallManager Release 3.3 or later.</p> <p>To park a call, perform the following procedure:</p> <ul style="list-style-type: none"> <li>• Perform one of the following tasks: <ul style="list-style-type: none"> <li>– Right-click the call that you want to park; then, choose <b>Call Park</b> from the context-sensitive menu.</li> <li>– Click the call that you want to park; then, click the <b>Call Park</b> button on the Call Control toolbar.</li> <li>– Click the call that you want to park; then, from the Actions menu, choose <b>Call Park</b>.</li> <li>– On the PC keyboard, press <b>Ctrl + P</b>.</li> </ul> </li> </ul> <p>A dialog box displays the directory number where the call is parked.</p> <ul style="list-style-type: none"> <li>• Contact the user that is to retrieve the parked call.</li> </ul>

