

Using the Action Buttons

Cisco WebAttendant provides the following action buttons to the right of the display area. You use these buttons when starting or ending a session on Cisco WebAttendant, and to direct call functions.



- **Go Online/Go Offline**—When starting a Cisco WebAttendant session, click **Go Online**. At the end of the day, click **Go Offline**.
- **Login/Logout** —Once you are online, click Login. At the end of the day, click Logout to end the session.
- **Settings**—Allows the system administrator to set certain values between Cisco CallManager, the associated Cisco IP Phone, and Cisco WebAttendant. Information about the Settings dialog box is provided in the Cisco CallManager System Guide.
- **Auto/Manual**—Only Manual mode currently is available. Manual mode requires that you answer all calls using either the mouse, the keyboard, or the Cisco IP Phone.

Using the additional action buttons, you can perform the following call direction functions:

- **DIAL**—Making a Call
- **ANSWER**—Answering a Call
- **HANGUP**—Disconnecting a Call
- **UNHOLD**—Retrieving a Call from Hold (Unhold)
- **HOLD**—Placing a Call on Hold
- **XFER**—Transferring a Call

Answering a Call

When an incoming call is received, the appropriate SL button changes from solid blue to flashing yellow.

When the call is answered, the caller is connected to you and the SL button changes to solid light blue.

Use any of the following methods to answer the call. All methods achieve the same result and can be used interchangeably.

Mouse	Keyboard	Cisco IP Phone
Click the flashing yellow SL button.	Using the number keys that are above the letter keys, press the number key that corresponds to the SL button that is flashing yellow. For example, press the 1 key in the upper left corner of the keyboard to answer a call that is ringing on SL1.	Press the line with the incoming call.
Drag the flashing yellow SL button and drop it onto the ANSWER button.	When the call comes in, press the A key.	
Mouse and Keyboard Combination		
Click to select the SL line (Primary or Secondary), and then press the A key.		

Disconnecting a Call

You can disconnect (hang up) an active call (SL button is solid light blue), a call currently on hold (SL button is flashing or fluttering red), or an incoming call that has not yet been answered (SL button is flashing yellow).

Use any of the following methods to disconnect the call. All methods achieve the same result and can be used interchangeably.

Mouse	Keyboard	Cisco IP Phone
Drag the appropriate SL line and drop it onto the HANGUP button. If you have two calls on the same SL line, be sure to drag the correct caller (either Primary or Secondary)	With the line active, press the D key or the DELETE key. When you use the keyboard, all active callers for the specific SL line (both Primary and Secondary callers) are disconnected.	With the line active, lift and replace the handset. The active call is disconnected.

Mouse and Keyboard Combination

Click to select the specific SL line you want to disconnect (Primary or Secondary), then press the **D** key or the **DELETE** key.

Placing a Call on Hold

You can place an active call on hold to take another incoming call, check to see if the intended recipient is available, and so on.

When a call is placed on hold, the SL button for that line flashes or flutters red. The call flashes red when there is only one active call on the line. The SL button changes to fluttering red when you have a call on hold, on the primary line for example, and the secondary line is also active. The SL button flutters to remind you that there is a call on hold in addition to the active call on the same line.

Use any of the following methods to place a call on hold. All methods achieve the same result and can be used interchangeably.

Mouse	Keyboard	Cisco IP Phone
Right-click your mouse over the active line.	With the call active, press any of the following keys: <ul style="list-style-type: none">• H• +• left arrow	While the call is active, press the HOLD button.
Drag the SL button and drop it onto the HOLD button.		
Click to select the SL button, then click the HOLD button.		
Mouse and Keyboard Combination		
Use the mouse to select the line, and then press the left arrow key.		

Retrieving a Call from Hold (Unhold)

When a call is retrieved from hold, the flashing or fluttering red SL button changes to solid light blue and the caller is connected to you.

Use any of the following methods to retrieve the call. All methods achieve the same result and can be used interchangeably.

Mouse	Keyboard	Cisco IP Phone
Drag the specific line (Primary or Secondary) and drop it onto the UNHOLD button.	Using the number keys that are above the letter keys, press the number key that corresponds to the fluttering red SL button, and then press any of the following keys: <ul style="list-style-type: none"> • U • R • - • right arrow 	Select the appropriate line and press the HOLD button.
Double-click the SL button or line of the call that is on hold.	<p>Mouse and Keyboard Combination</p> <p>Use the mouse to select the line, and then press the right arrow key.</p>	
Click to select the line, and then click the UNHOLD button.		

Transferring a Call

You can transfer an active call (SL button is solid light blue). When the call is transferred, the caller is connected to the person you designate.

Use any of the following methods to transfer a call. All methods achieve the same result and can be used interchangeably.

Mouse	Keyboard	Cisco IP Phone
Drag the solid light blue SL button and drop it onto the name or number in the Directory.	With the call active, use the right-hand number pad to dial the number of the person you want to transfer the caller to, and then press the T key or the X key.	With the call active, press the XFER button, dial the number of the person you want to transfer the caller to, and press the XFER button again.
Click to select the appropriate line, and then do one of the following actions: <ul style="list-style-type: none">• Click the name or number in the Speed Dial area.• Double-click the name or number in the Directory.	Mouse and Keyboard Combination Use the mouse to select the SL line (Primary or Secondary), use the right-hand number pad to dial the number of the person you want to transfer the caller to, and then press the T key.	
Click to select the appropriate line, and then click the XFER button.		

Making a Call

You can place calls when a line is available.

Use any of the following methods to place a call. All methods achieve the same result and can be used interchangeably.

Mouse	Keyboard	Cisco IP Phone
Click an available SL button or line, and then click the speed dial button of the person you want to call.	Using the number keys that are above the letter keys on the keyboard, press the number that corresponds to an available SL line. Then use the right-hand number pad to dial a number and press the M key or Enter .	Press the button for an available line and dial a number.

Drag a speed dial button and drop it onto an available SL button or line.

Mouse and Keyboard Combination

Click to select an available line, then use the right-hand number pad on the keyboard to dial an outbound number and press the **M** key or **Enter**.
