



Cisco WebAttendant User Guide

Cisco CallManager Release 3.2

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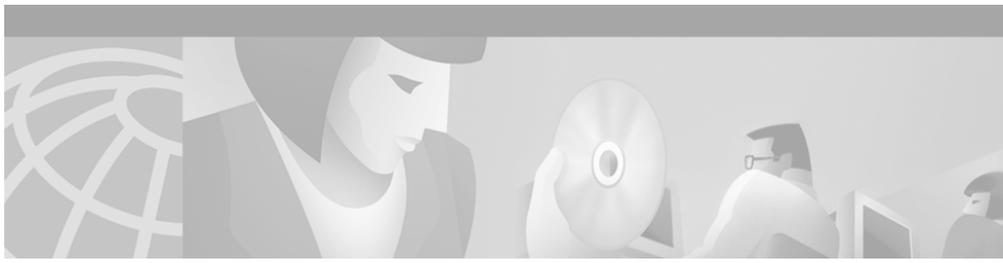
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Preface

This preface describes the purpose, audience, organization, and conventions of this guide, and provides information on how to obtain related documentation.

The preface covers these topics:

- [Purpose, page vi](#)
- [Audience, page vi](#)
- [Organization, page vi](#)
- [Related Documentation, page vii](#)
- [Conventions, page vii](#)
- [Obtaining Documentation, page viii](#)
- [Obtaining Technical Assistance, page ix](#)

Purpose

The *Cisco WebAttendant User Guide* helps attendants perform the following tasks:

- Understand the Cisco WebAttendant interface and features
- Start Cisco WebAttendant and log in
- Go online to handle calls directed to the attendant
- Use Cisco WebAttendant to answer, place, and direct calls
- Configure and use speed-dial buttons
- Use the directory to look up directory numbers, to direct calls, and to view line status

Audience

This guide provides a reference and procedural guide for users of Cisco WebAttendant. The system administrator can find installation and configuration information in the latest version of the *Cisco CallManager Administration Guide* and the *Cisco CallManager System Guide*.

Organization

The following table lists the major sections of this guide:

Chapter	Description
Chapter 1, “ Getting Started ”	Provides an overview of Cisco WebAttendant plus instructions for setting up your environment, starting Cisco WebAttendant, logging in, and going online to handle calls.
Chapter 2, “ Handling Calls ”	Describes how to place, answer, and direct calls using the action buttons.

Chapter 3, “Using the Directory”	Describes how to use the directory to look up directory numbers and view line status for users and resources configured in the Cisco CallManager database.
Chapter 4, “Using Speed-Dial Buttons”	Describes how to use and configure speed-dial buttons.
Chapter 5, “Troubleshooting”	Describes some common scenarios and provides an explanation or resolution for each.

Related Documentation

Refer to the following documents for further information about related Cisco IP telephony applications and products:

- *Cisco IP Phone Models 7960 and 7940 User Guide*
- *Cisco IP Phone 7960/7940 Quick Reference Card*
- *Cisco IP Phone 12 SP+ Quick Reference Card*
- *Cisco IP Phone 30 VIP Quick Reference Card*

Conventions

Notes use the following conventions:



Note

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the publication.

Tips use the following conventions:



Tip

Means *the following are useful tips*.

Cautions use the following conventions:



Caution

Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

Obtaining Documentation

The following sections explain how to obtain documentation from Cisco Systems.

World Wide Web

You can access the most current Cisco documentation on the World Wide Web at the following URL:

<http://www.cisco.com>

Translated documentation is available at the following URL:

http://www.cisco.com/public/countries_languages.shtml

Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which is shipped with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual subscription.

Ordering Documentation

Cisco documentation is available in the following ways:

- Registered Cisco Direct Customers can order Cisco product documentation from the Networking Products MarketPlace:
http://www.cisco.com/cgi-bin/order/order_root.pl
- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:
<http://www.cisco.com/go/subscription>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco corporate headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

If you are reading Cisco product documentation on Cisco.com, you can submit technical comments electronically. Click **Feedback** at the top of the Cisco Documentation home page. After you complete the form, print it out and fax it to Cisco at 408 527-0730.

You can e-mail your comments to bug-doc@cisco.com.

To submit your comments by mail, use the response card behind the front cover of your document, or write to the following address:

Cisco Systems, Inc.
Attn: Document Resource Connection
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain documentation, troubleshooting tips, and sample configurations from online tools by using the Cisco Technical Assistance Center (TAC) Web Site. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC Web Site.

Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com is a highly integrated Internet application and a powerful, easy-to-use tool that provides a broad range of features and services to help you to

- Streamline business processes and improve productivity
- Resolve technical issues with online support
- Download and test software packages

- Order Cisco learning materials and merchandise
- Register for online skill assessment, training, and certification programs

You can self-register on Cisco.com to obtain custom information and service. To access Cisco.com, go to the following URL:

<http://www.cisco.com>

Technical Assistance Center

The Cisco TAC is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two types of support are available through the Cisco TAC: the Cisco TAC Web Site and the Cisco TAC Escalation Center.

Inquiries to Cisco TAC are categorized according to the urgency of the issue:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.
- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.
- Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

Which Cisco TAC resource you choose is based on the priority of the problem and the conditions of service contracts, when applicable.

Cisco TAC Web Site

The Cisco TAC Web Site allows you to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC Web Site, go to the following URL:

<http://www.cisco.com/tac>

All customers, partners, and resellers who have a valid Cisco services contract have complete access to the technical support resources on the Cisco TAC Web Site. The Cisco TAC Web Site requires a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to the following URL to register:

<http://www.cisco.com/register/>

If you cannot resolve your technical issues by using the Cisco TAC Web Site, and you are a Cisco.com registered user, you can open a case online by using the TAC Case Open tool at the following URL:

<http://www.cisco.com/tac/caseopen>

If you have Internet access, it is recommended that you open P3 and P4 cases through the Cisco TAC Web Site.

Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses issues that are classified as priority level 1 or priority level 2; these classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer will automatically open a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to the following URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

Before calling, please check with your network operations center to determine the level of Cisco support services to which your company is entitled; for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). In addition, please have available your service agreement number and your product serial number.



Getting Started

Cisco WebAttendant, a plug-in application, allows you to set up Cisco IP phones as attendant consoles. Employing a graphical user interface, the Cisco WebAttendant client creates an attendant console that uses speed-dial buttons and quick directory access to look up phone numbers, monitor line status, and direct calls. A receptionist or administrative assistant can use Cisco WebAttendant to handle calls for a department or company, or another employee can use it to manage his own telephone calls.

The Cisco WebAttendant client installs on a PC with IP connectivity to the Cisco CallManager system. The client works with a Cisco IP phone that is registered to a Cisco CallManager system (one client for each phone that will be used as an attendant console). Multiple clients can connect to a single Cisco CallManager system.

The number of lines configured by your system administrator for your Cisco IP phone determines the number of available Smart Lines (SLs) on Cisco WebAttendant (up to eight lines on the Cisco IP Phone model 30 VIP and six lines on the Cisco IP Phone model 7960). For Cisco WebAttendant to work properly, you must make sure that your Cisco IP phone has buttons assigned for Hold and Transfer. If you intend to use a headset, you must also assign an Answer/Release button.

Cisco WebAttendant Interface

The Cisco WebAttendant interface comprises several areas and buttons, as described in the following sections.

Display Area

Located in the upper, left corner of the Cisco WebAttendant Console, the display area allows you to view the following items:

- The call action in progress (for example, 1001 for 2001)
- The state of the Telephony Call Dispatcher server (either SRV or No SRV)
- Whether you are logged in
- Whether you are online or offline

The numbers you dial appear in the upper right corner of the display area.

Action Buttons

Located in the upper, middle of the Cisco WebAttendant Console, the action buttons allow you to log in or out, go online or offline, view settings, and handle calls. See the [“Handling Calls” section on page 2-1](#) for information about using action buttons.

Speed-Dial Area

The speed-dial area, located on the upper, right area of the Cisco WebAttendant Console, allows you to program speed-dial numbers, place calls using the speed dials, and monitor phone status for speed-dial lines. Two columns of speed-dial buttons provide up to 26 different speed-dial numbers.

For each speed-dial number, you have two areas:

- A button area that displays the line status and up to six digits of the speed-dial number. The status icons indicate the following states:
 - Blue line—The phone is available.
 - Red line—The phone status is unknown.
 - Blue phone icon—The phone is busy.
- A longer display area that allows you to enter a description of the speed-dial number

See the [“Using Speed-Dial Buttons” section on page 4-1](#) for information about setting up and using speed-dial buttons.

Smart Line Area

The Smart Line (SL) area, located beneath the display area on the left side of the Cisco WebAttendant Console, displays from one to eight SLs, depending on the number of lines configured by your system administrator. For information on phone requirements with Cisco WebAttendant, your system administrator should refer to the *Cisco CallManager System Guide*.

In the SL button area, you can see four SL states:

- Solid light-blue SL—The line is active.
- Flashing yellow SL—A call is ringing on the line.
- Flashing red SL—The line has a call on hold.
- Solid dark-blue SL—The line is idle.

Directory Area

The directory, located at the bottom of the Cisco WebAttendant, displays line number, line status, and user information from the Cisco CallManager user directory database. You can click a column header to sort the column in ascending order, or you can search the directory by entering a letter or number in the title bar of the column you want to search. You can double-click directory numbers or drag directory numbers onto the buttons in the Smart Line (SL) area to place calls. See the [“Using the Directory” section on page 3-1](#) for more information about looking up directory numbers and placing calls.

The status display, located on the lower, left area of the Cisco WebAttendant Console, shows the status of the phone line for each entry in the directory. The icons in the status area indicate the following states (these are identical to the line status icons displayed for the speed-dial buttons):

- Blue line—The phone is available.
- Red line—The phone status is unknown.
- Blue phone icon—The phone is busy.

Before You Begin

After your system administrator installs and configures Cisco WebAttendant and associates it with a Cisco IP phone (through the Cisco WebAttendant Settings dialog box), you can set up your working environment.

Perform the following steps to set up your environment:

Procedure

- Step 1** Make sure that the Internet Explorer Version 5.0 or greater web browser is installed on your system with ActiveX enabled. See your system administrator for more information.



Note Cisco WebAttendant will not work in conjunction with Netscape Navigator.

- Step 2** Attach a headset, if available, to your Cisco IP phone.



Tip

Cisco recommends that you use a headset with Cisco WebAttendant if you expect to handle a large call volume or you expect to perform other duties while using Cisco WebAttendant. The headset allows you to use Cisco WebAttendant without picking up the handset of the associated Cisco IP phone. To use a headset, you must make sure that the phone has an Answer/Release button.

- Step 3** You are now ready to begin using Cisco WebAttendant. See the [“Starting Cisco WebAttendant” section on page 1-6](#) for instructions.
-

Starting Cisco WebAttendant

Perform the following procedure to start Cisco WebAttendant:

Procedure

- Step 1** Start Cisco WebAttendant in either of the following ways:
- Choose **Start > Programs > Cisco WebAttendant > Cisco WebAttendant**.
 - If Internet Explorer is not your default web browser, open Internet Explorer and enter the following URL into the Location (URL) field:

C:\install_path\WebAttendant\bin\WebAttendant.htm

where *install_path* is the path to the Cisco WebAttendant installation.

For example, if Cisco WebAttendant was installed in the default location, you would enter the following address into the Location (URL) field:

C:\Program Files\Cisco\WebAttendant\bin\WebAttendant.htm

- Step 2** Click **Yes** if an Internet Explorer dialog box appears with this message: “An Active X control on this page might be unsafe to interact with other parts of the page. Do you want to allow this interaction?”

The Cisco WebAttendant client launches in a new window.

You are now ready to log in and go online.

Logging In and Going Online

Perform the following steps to log in, go online, and handle calls:

Procedure

Step 1 Click the **Login** button in Cisco WebAttendant.

Cisco WebAttendant checks the information provided by the system administrator in the Settings dialog box and accesses the user directory information for your company.

Logging in enables you to use Cisco WebAttendant to answer, place, and direct calls, view line status, use the directory, and configure and use speed-dial buttons.

Your Cisco WebAttendant user ID and password should already be set up for you. Contact your system administrator if you cannot log in.

Step 2 Click the **Online** button in Cisco WebAttendant.

When you go online, the Cisco Telephony Call Dispatcher receives notice that you are available to answer calls.

Going Offline and Logging Out

When you are not using Cisco WebAttendant, go offline, so Cisco Telephony Call Dispatcher knows that you are unavailable to handle calls. At the end of the day, go offline, log out, and close Cisco WebAttendant.

- To go offline and log out, click **Offline**; then, click **Logout**.
- If you need to stop handling calls for a short period, click **Offline**. When you want to resume handling calls, click **Online**.
- To exit Cisco WebAttendant completely and close the application window, click the **Close** button on the title bar.

Be aware that the Online/Offline and the Login/Logout buttons are context-sensitive. If you are online, the Offline button displays. If you are offline, the Online button displays. When you are logged in, the Logout button displays, and so on.

Viewing Settings

Through the Settings dialog box, your system administrator sets certain values to enable communication among the Cisco CallManager server, the associated Cisco IP phone, and the Cisco WebAttendant client application.

To view Cisco WebAttendant settings, click **Settings** on the Cisco WebAttendant Console.

Check the **Activate WebAttendant when a call is received** check box to ensure that the Cisco WebAttendant Console automatically displays every time a call comes into the system.



Caution

In the Settings dialog box, you may modify the Cisco WebAttendant User ID and Cisco WebAttendant password. You may also disable or enable the Activate WebAttendant When Call Comes In check box. Do not change any of the other values specified in the Settings dialog box unless instructed to do so by your system administrator. Doing so may cause Cisco WebAttendant to stop working.

The system administrator assigns and sets up your Cisco WebAttendant User ID and Cisco WebAttendant password. To change passwords, notify your system administrator.



Handling Calls

To answer, dial, and direct calls with Cisco WebAttendant, you can use the mouse, PC keyboard keys and numeric keypad, a combination of mouse and numeric keypad, or the Cisco IP phone associated with Cisco WebAttendant to perform these functions.

This chapter provides the following instructions:

- [Answering a Call, page 2-2](#)
- [Ending a Call, page 2-2](#)
- [Placing a Call on Hold, page 2-3](#)
- [Retrieving a Call from Hold \(Unhold\), page 2-3](#)
- [Transferring a Call, page 2-4](#)
- [Placing a Call, page 2-6](#)

Answering a Call

When Cisco WebAttendant receives an incoming call, the appropriate Smart Line (SL) button changes from solid dark blue to flashing yellow. When the call is answered and the caller is connected, the SL button changes to solid light blue.

Use any one of the following methods to answer a call. All methods achieve the same result; you can use them interchangeably.

- Click or double-click the flashing yellow SL button.
- Press the number key on your PC keyboard (not the one on the numeric keypad) that corresponds to the SL line (for SL 1, press **1**, and so on).
- Press the **A** key on your PC keyboard while the yellow SL button is flashing.
- Use the mouse to drag the flashing yellow SL button onto the **ANSWER** button.
- Press the line button with the incoming call on the Cisco IP phone.

Ending a Call

Use any of the following methods to end (disconnect) an active call. All methods achieve the same result, and you can use them interchangeably.

- Click the **HANGUP** button.
- Press the **D** key or the **DELETE** key on your PC keyboard.
- Press the **Del** key on the numeric keypad on the right side of your PC keyboard.
- Use the mouse to drag the active Smart Line (SL) onto the **HANGUP** button.
- Use the Cisco IP phone to end the call (for example, lift and replace the handset, press Speakerphone, or press the EndCall softkey).

Placing a Call on Hold

You can place an active call on hold to take another incoming call or to check availability of the intended recipient. When you place a call on hold, the Smart Line (SL) button for that line flashes red.

Use any of the following methods to place a call on hold. All methods achieve the same result, and you can use them interchangeably.

- With the mouse, right-click over the active line.
- Click the **HOLD** button.
- Press the **H**, **+**, **=**, or **left arrow** key on your PC keyboard.
- Use the mouse to drag the active SL button onto the **HOLD** button.
- Use the Cisco IP phone to place the call on hold.

Retrieving a Call from Hold (Unhold)

When you retrieve a call from hold, the flashing red Smart Line (SL) button changes to solid light blue, and the caller connects to you.

Use any of the following methods to retrieve the call. All methods achieve the same result, and you can use them interchangeably.

- Click or double-click the SL button or line for the call that is on hold.
- Press the number key on your PC keyboard that corresponds to the SL line of the call that is on hold. For example, if SL 1 is on hold, press **1** to retrieve the call.
- Use the mouse to drag the SL button for the call that is on hold onto the **UNHOLD** button.
- Choose the line that is on hold; then, press the **U**, **-** (minus), or **right arrow** key.
- Use the Cisco IP phone to retrieve the call from hold.

Transferring a Call

When you transfer an active call (the SL button is solid light blue), the caller connects to the person that you designate. Cisco WebAttendant allows you to perform either an unsupervised transfer or supervised transfer.

Unsupervised Transfer

When you perform an unsupervised transfer, you cannot consult the receiver of the call before transferring the call.

Use any of the following methods to perform an unsupervised transfer. All methods achieve the same result, and you can use them interchangeably. Choose the line that you want to transfer, and then perform one of the following tasks:

- Use the numeric keypad on your PC keyboard to enter the number to which you want to transfer the call; then, click the **XFER** button.
- In the Speed-Dial area, click the speed-dial button or double-click the name or number.
- In the directory, double-click the name or number.
- Drag the active SL button onto the name or number in the directory or Speed-Dial area.
- Dial the number using the numeric keypad on your PC keyboard; then, press the **T** key or **Enter** on your PC keyboard.
- Use the Cisco IP phone to transfer the call (press Transfer, dial the number of the person to whom you want to transfer the caller, and press the Transfer button again).

Supervised Transfer

A supervised transfer allows you to consult the receiver of the call before transferring the call.

Use any of the following methods to perform a supervised transfer. All methods achieve the same result, and you can use them interchangeably. Choose the line that you want to transfer, and then perform one of the following tasks:

- Use the numeric keypad on your PC keyboard to enter the number to which you want to transfer the call; then, click the **Sup XFER** button. After the consultation, complete the transfer by clicking the button again.



Note

The first time that you click the Sup XFER button or press the S key on your PC keyboard, you automatically place the call on hold.

- In the Speed-Dial area, click the name or number and then click the **Sup XFER** button. Before the consultation, if you click the speed-dial button instead of the name or number in the Speed-Dial area, an unsupervised transfer occurs. After the consultation, complete the transfer by clicking the **Sup XFER** button again.
- Drag the active speed-dial button or directory entry onto the **Sup XFER** button; or, drag the **Sup XFER** button onto the active speed-dial button or directory entry. After the consultation, complete the transfer by clicking **Sup XFER** again.
- Dial the number using the numeric keypad on your PC keyboard; then, press the **S** key on your PC keyboard. After the consultation, complete the transfer by pressing **Enter** or the **S** key again.
- Cancel or disconnect the supervised transfer by pressing **ESC** or the **D** key on your PC keyboard.



Note

If you need to perform the supervised transfer again, make sure that you resume the call that is on hold before performing one of the previous tasks.

Placing 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 you can use them interchangeably.

- Use the numeric keypad on the right side of your PC keyboard to dial the number; then, click the **DIAL** button.

**Note**

Make sure that **Num Lock** is enabled when using the numeric keypad to dial calls.

- Double-click a directory number to automatically dial that number.
- Click a speed-dial button to automatically dial that number.
- Drag a speed-dial button or directory number onto an available SL button or line.
- Press the number key on your PC keyboard that corresponds to an available SL line. Use the numeric keypad on the right side of your PC keyboard to dial a number; then, press the **M** key or **Enter**. For example, to make a call on SL 2, press the **2** key, dial the number on the numeric keypad, and then press **M** or **Enter**.
- Use the Cisco IP phone to dial the number.

**Tip**

When using the keyboard to choose lines and make calls, use the number keys on the PC keyboard to choose the corresponding Smart Line (for example, press 1 to choose SL 1). Use the numeric keypad on the right side of the PC keyboard to dial the number.

**Tip**

If you make a mistake when using the numeric keypad to dial the number, press the **Backspace** key to erase.



Using the Directory

Cisco WebAttendant provides a directory, or listing, of the telephone extensions at your company. You can use this directory to

- Look up directory numbers and place calls
- Determine if a phone is in use

The Cisco WebAttendant directory uses the Cisco CallManager user directory database. You can locate in the directory any user or resource that is identified in the User area of Cisco CallManager Administration. Your system administrator maintains the Cisco CallManager directory database. If you need people or resources such as conference rooms added to the directory, ask your system administrator to update the database with this information.

The directory provides the following information:

- **Status**—Displays a solid blue line when a telephone is available, a blue phone icon if the telephone is busy, and a solid red line if the state is unknown. An unknown state in the directory status area generally means the directory number cannot receive calls.
- **Directory Number**—Displays the telephone extension.
- **First Name, Last Name, and Department Columns**—Displays additional information about a directory number. If any of these fields are blank, the system administrator has not provided the information in the User area of Cisco CallManager Administration. Your system administrator can update these fields for you.

Sorting the Directory

You can sort the directory in ascending order by clicking one of the following column headers or pressing one of the corresponding function keys:

- Directory Number (F1)
- Last Name (F2)
- First Name (F3)
- Department (F4)



Note

If you press the same function key two times consecutively, you return to the area of the window in which you were previously working.

Locating a Specific Name or Number in the Directory

You can enter the column header to locate a name or number that you specify. Perform the following steps to locate a specific name or number in the directory:

Procedure

- Step 1** Click the Directory Number (F1), First Name (F2), Last Name (F3), or Department (F4) column header or press one of the corresponding function keys. When you click the header, it automatically turns into a white box.
- Step 2** Enter the directory number, last name, first name, or department in the box. You do not have to enter the entire name or number.
- Step 3** Press **Return**. The directory list scrolls to the nearest entry matching the characters you entered.
-

Example

The following examples support how to locate a specific directory number or name in the directory. If you are looking for directory number 4452, click the Directory Number column header. It turns into a white box in which you can enter values. Enter 4452, press Enter, and the list will scroll to the nearest entry matching the characters that you entered.

If you are looking for a user with the last name “Clark,” click the Last Name column header in the directory and enter the letters “Cla” to scroll the directory to the nearest matching entry.

Using the Directory to Place Calls

To use the directory to place calls, perform the following actions:

- Double-click a directory number in the Directory to automatically dial that number.
- Drag a directory number from the Directory onto an available Smart Line (SL) button.



Using Speed-Dial Buttons

Cisco WebAttendant provides 26 buttons for speed dialing. You can program the buttons to perform the following actions:

- Dial an outside number (only six digits appear in the button).
- Dial an internal directory number for an employee who receives a large volume of calls. You will find this feature particularly useful if you have customer support or sales groups in your organization.

Located in the upper, right corner of Cisco WebAttendant Console, the 26 available speed-dial buttons display in two columns. When you use Cisco WebAttendant for the first time, no speed-dial buttons are set.

Indicating the status of the user phone, the speed-dial area uses the same icons as in the directory status area.



Note

Cisco WebAttendant only displays available or busy status for Cisco IP phones within your system. A red line (unknown status) displays in the status area for speed dials to outside lines. You can still direct calls to these lines.

Setting Speed-Dial Buttons

You set speed-dial buttons by choosing directory numbers from the directory or by using the Button Configuration dialog box.

Using the Directory to Set Speed-Dial Buttons

Perform the following steps to set a speed-dial button using the directory.

Procedure

- Step 1** In the directory, choose a directory number or name.
- Step 2** Use your mouse to drag the line from the directory and drop it onto an available speed-dial button.
- The directory number (up to six digits) displays on the button, and the name (up to 14 characters) displays next to the number. You have programmed the speed-dial button, making it available for use.
-

Configuring Speed-Dial Buttons

Perform the following steps to program a speed-dial button using the Button Configuration dialog box.

Procedure

- Step 1** Right-click over the speed-dial button that you want to configure.
- A menu displays.
- Step 2** Click **Button Configuration**.
- The Button Configuration dialog box displays.
- Step 3** In the Number field, enter the telephone number that you want to program for this speed-dial button, including any access codes for an outside line, such as 9, or a long-distance code or area code, such as 1972 or 972. Only six digits display on the button.
- You can enter only digits in this field. Do not include dashes or spaces in the phone number.

- Step 4** In the Description field, enter a description for the speed dial, such as a name or the complete number. Because the Number box displays only six digits, make sure to enter a description that uses no more than 14 alphanumeric characters.
- Step 5** Click **OK**.
- You have programmed the speed-dial button, making it available for use.
-

Placing Calls with the Speed-Dial Buttons

To place calls using the speed-dial buttons:

- Click a speed-dial button to automatically dial that number.
- Drag and drop a speed-dial button onto an available Smart Line (SL) button.

■ Placing Calls with the Speed-Dial Buttons



Troubleshooting

This chapter describes common questions or situations relating to the function or performance of Cisco WebAttendant.

The login failed. How do I solve this problem?

Contact your system administrator to verify and update the following information:

- The MAC address for the Cisco IP phone that you are using in conjunction with Cisco WebAttendant
- The IP addresses or DNS names for the Cisco Telephony Call Dispatcher (TCD) and ports
- The Cisco WebAttendant User ID and password

All my Smart Lines (SLs) disappeared, and the display line is red, indicating no server exists.

The Cisco CallManager or the network connection failed, or the Cisco IP phone associated with Cisco WebAttendant registered with a different Cisco CallManager. You can wait a short time, then periodically try to log in to Cisco WebAttendant.

Contact your system administrator if the problem persists.

Cisco WebAttendant is running but will not let me log in.

The Cisco CallManager failed or has not been started, or the network connection failed. Contact your system administrator.

I see three icons in my system tray. Why are those icons in the system tray?

A small blue phone (IP Telephone Console), a 3P (Third-Party Control), and a red LS (Line Status Client) designate icons associated with Cisco WebAttendant.

When Cisco WebAttendant is running, these icons should display in your system tray.

Only directory numbers display in the directory; no names display.

The information in the User area of Cisco CallManager Administration determines the information in the directory. Contact your system administrator and request that the User area be updated with complete information for each person or directory number in the system.

The number in the speed-dial button does not display properly.

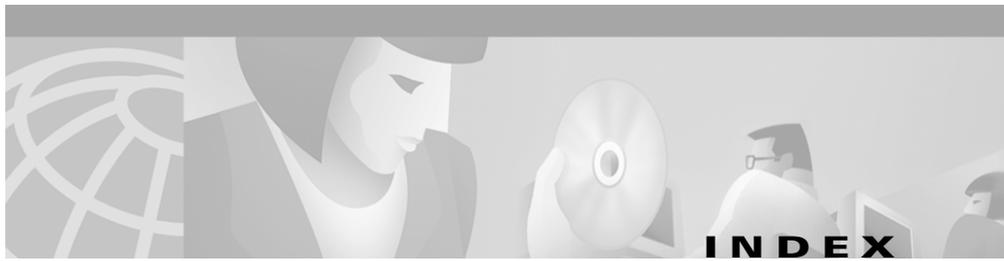
The speed-dial button allows only six digits to display; therefore, the entire number may not show. You can use the Description (the area next to the button) field to display the entire number. See the [“Configuring Speed-Dial Buttons” section on page 4-2](#) for more information.

I want to change the colors of the buttons and labels.

Currently, you can use only the default colors.

When Cisco WebAttendant starts, a dialog box states that my database cannot open.

Ask your system administrator to verify that the “wauser” directory is set up properly. The system administrator should refer to the *Cisco CallManager System Guide* and to the *Cisco CallManager Administration Guide* for more information on how to accomplish this task.



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