



Introduction to Cisco IPMA

Cisco IP Manager Assistant (Cisco IPMA) provides call-routing capabilities and other features that can help managers and assistants handle phone calls more effectively.

This chapter contains the following sections:

- [Description of Shared-line Mode and Proxy-line Mode, page 1-1](#)
- [How to Identify the Cisco IPMA Mode on a Manager's Phone, page 1-3](#)
- [How to Identify the Cisco IPMA Mode on the Assistant Console, page 1-4](#)

Description of Shared-line Mode and Proxy-line Mode

Cisco IPMA operates in two modes— shared-line mode and proxy-line mode. The features available to you are based on the mode your system administrator has chosen for your Cisco IPMA configuration.

This section contains the following sections:

- [Using Cisco IPMA in Shared-Line Mode, page 1-2](#)
- [Using Cisco IPMA in Proxy-Line Mode, page 1-3](#)

Using Cisco IPMA in Shared-Line Mode

If a system administrator has configured Cisco IPMA in shared-line mode, the manager and assistant share a directory number; for example 8001. The assistant handles calls for a manager on the shared directory number. When a manager receives a call on 8001, both the manager's phone and the assistant's phone will ring.

The Cisco IPMA features that are not applicable in shared-line mode include default assistant selection, assistant watch, call filtering, and divert all calls. An assistant cannot see or access these features on the Assistant Console application. The assistant's phone will not have the softkey for the divert all feature. The manager's phone will not have the softkeys for assistant watch, call intercept, or divert all feature.

If you are an assistant using Cisco IPMA in shared-line mode, you do not need to be logged in to receive calls. Calls to your manager will automatically ring on your phone. You need to be logged into Assistant Console if you wish to use the application to handle calls or if you want to use the softkey on your phone to transfer a call to the manager's voice messaging system. See [Chapter 2, "Getting Started with the Assistant Console"](#) for more information on using the Assistant Console.

If you are a manager using Cisco IPMA in shared-line mode, you can share your directory number with up to 10 assistants. Any assistant who shared your directory number can answer and handle a call. See [Chapter 5, "For Managers—How to Use Your Phone with Cisco IPMA in Shared-line Mode."](#)

Related Topics

- [Using Cisco IPMA in Proxy-Line Mode, page 1-3](#)
- [How to Identify the Cisco IPMA Mode on a Manager's Phone, page 1-3](#)
- [How to Identify the Cisco IPMA Mode on the Assistant Console, page 1-4](#)

Using Cisco IPMA in Proxy-Line Mode

If a system administrator has configured Cisco IPMA in proxy-line mode, the manager and assistant do not share a directory number. The assistant handles calls for a manager using a proxy number. The proxy number is not the manager's directory number, but an alternate number chosen by the system that an assistant uses to handle the manager's calls.

In proxy-line mode, a manager and an assistant have access to all features in Cisco IPMA, including default assistant selection, assistant watch, call filtering, and divert all calls.

If you are an assistant using Cisco IPMA in proxy-line mode, you must log in to the Assistant Console and have a filter enabled to receive calls made to your manager on your phone. You can use Assistant Console application for all call handling features, such as answering or transferring a call. See [Chapter 2, "Getting Started with the Assistant Console"](#) for more information on using the Assistant Console.

If you are a manager using Cisco IPMA in proxy-line mode, you can set up filters to selectively sort and filter incoming calls to your assistant. See [Chapter 6, "For Managers—How to Use Your Phone with Cisco IPMA in Proxy-Line Mode"](#) for information on using all the features in Cisco IPMA.

Related Topics

- [Using Cisco IPMA in Proxy-Line Mode, page 1-3](#)
- [How to Identify the Cisco IPMA Mode on a Manager's Phone, page 1-3](#)
- [How to Identify the Cisco IPMA Mode on the Assistant Console, page 1-4](#)

How to Identify the Cisco IPMA Mode on a Manager's Phone

To identify your Cisco IPMA mode on a manager's phone, reset the LCD display on the phone by picking up the receiver and replacing it.

If you see a single icon in the status window of the LCD display (a bell or crossed-out bell icon), then you are using Cisco IPMA in shared-line mode (See [Figure 1-1](#)). See [Chapter 5, “For Managers—How to Use Your Phone with Cisco IPMA in Shared-line Mode.”](#)

Figure 1-1 LCD Display of the Status Window on a Phone in Shared-line Mode



If you see multiple icons in the status window of the LCD display, then you are using Cisco IPMA in proxy-line mode (See [Figure 1-2](#)). See [Chapter 6, “For Managers—How to Use Your Phone with Cisco IPMA in Proxy-Line Mode.”](#)

Figure 1-2 LCD Display of the Status Window on a Phone in Proxy-line Mode



Related Topics

- [Using Cisco IPMA in Shared-Line Mode, page 1-2](#)
- [Using Cisco IPMA in Proxy-Line Mode, page 1-3](#)
- [How to Identify the Cisco IPMA Mode on the Assistant Console, page 1-4](#)

How to Identify the Cisco IPMA Mode on the Assistant Console

To identify your Cisco IPMA mode on the Assistant Console:

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- Step 1** Log in to the Assistant Console Application. See the [“How to Log In to the Assistant Console”](#) section on [page 2-2](#).
- Step 2** Find the extension number adjacent to a manager’s name in the My Calls Panel. See the [“Using the My Calls Panel”](#) section on [page 2-9](#).

- Step 3** For the same manager, find the extension number adjacent to the telephone icon in the Call Details column in the My Managers Panel. See the [“Using the My Managers Panel” section on page 2-11](#).



Note If you cannot see a number adjacent to the telephone icon, click and drag the Call Details heading border to increase the width of the column.

If the extension numbers are the same, you are using Cisco IPMA in shared-line mode. The assistant and the manager have the same directory number and are sharing a line.

If the extension numbers are different, you are using Cisco IPMA in proxy-line mode. The assistant is assigned an alternate directory number to handle calls on a manager’s behalf. The alternate number is a proxy number that represents the manager’s actual directory number.



Note In shared-line mode, you will see four headings in the My Manager’s Window Panel—Manager, Intercom, DND, and Call Details. In proxy-line mode, you see the additional headings—Divert All, Asst. Watch, Filter Calls, and Filter Mode.

Related Topics

- [Using Cisco IPMA in Shared-Line Mode, page 1-2](#)
- [Using Cisco IPMA in Proxy-Line Mode, page 1-3](#)
- [How to Identify the Cisco IPMA Mode on a Manager’s Phone, page 1-3](#)

■ How to Identify the Cisco IPMA Mode on the Assistant Console