



# Preface

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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:

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## Purpose

The *Cisco CallManager Attendant Console User Guide* helps attendants perform the following tasks:

- Understand the Cisco CallManager Attendant Console interface and features
- Start Cisco CallManager Attendant Console and log in
- Go online to handle calls that are directed to the attendant

- Use Cisco CallManager Attendant Console 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 CallManager Attendant Console. The system administrator can find installation and configuration information in the *Cisco CallManager Attendant Console Installation and Administration Guide* that matches this release.

## Organization

Table 1 lists the major sections of this guide:

**Table 1**     *Guide Overview*

Chapter	Description
Chapter 1, “Getting Started”	Provides an overview of Cisco CallManager Attendant Console plus instructions for setting up your environment, starting the attendant console, logging in, and going on line to handle calls.
Chapter 2, “Handling Calls”	Describes how to place, answer, and direct calls by using the Call Control buttons, the menu bar, keyboard shortcuts, and the mouse.
Chapter 3, “Using the Menu Bar”	Describes how to go on line/off line, log out, edit keyboard shortcuts, change text size and the color scheme of the console, perform call-control tasks, use the Dial Digits keypad, and access online help.
Chapter 4, “Using the Call Control Window”	Describes how to perform call-control tasks in the Call Control window.
Chapter 5, “Using the Speed Dial Window”	Describes how to configure speed-dial groups and entries and how to use these entries to perform call-control tasks.

**Table 1** *Guide Overview (continued)*

Chapter 6, “Using the Directory Window”	Describes how to use the directory to look up directory numbers that are configured in the Cisco CallManager database.
Chapter 7, “Using the Parked Calls Window”	Describes how to park a call and revert a parked call from the Parked Calls window.
Chapter 8, “Using the Broadcast Calls Window”	Describes how to answer calls from the Broadcast Calls window.
Chapter 9, “Troubleshooting”	Describes some common scenarios and provides an explanation or resolution for each scenario.

## Related Documentation

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

- *Cisco CallManager Attendant Console Keyboard Shortcuts (English Only)*
- *Cisco IP Phone Models 7960 and 7940 User Guide*
- *Cisco IP Phone 7960 and 7940 Series at a Glance*
- *Installing the Wall Mount Kit for the Cisco IP Phone*

## 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**

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

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## Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

### Cisco.com

You can access the most current Cisco documentation at this URL:

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

[http://www.cisco.com/public/countries\\_languages.shtml](http://www.cisco.com/public/countries_languages.shtml)

## Ordering Documentation

You can find instructions for ordering documentation at this URL:

[http://www.cisco.com/univercd/cc/td/doc/es\\_inpk/pdi.htm](http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm)

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Ordering tool:

<http://www.cisco.com/en/US/partner/ordering/index.shtml>

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

## Documentation Feedback

You can send comments about technical documentation to [bug-doc@cisco.com](mailto:bug-doc@cisco.com).

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems  
Attn: Customer Document Ordering  
170 West Tasman Drive  
San Jose, CA 95134-9883

We appreciate your comments.

## Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, Cisco Technical Support provides 24-hour-a-day, award-winning technical assistance. The Cisco Technical Support Website on Cisco.com features extensive online support resources. In addition, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not hold a valid Cisco service contract, contact your reseller.

## Cisco Technical Support Website

The Cisco Technical Support Website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, 365 days a year at this URL:

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

Access to all tools on the Cisco Technical Support Website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

## Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool automatically provides recommended solutions. If your issue is not resolved using the recommended resources, your service request will be assigned to a Cisco TAC engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco TAC engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553 2447

For a complete list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

## Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—Your network is “down,” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

## Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- Cisco Marketplace provides a variety of Cisco books, reference guides, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:  
<http://www.cisco.com/go/marketplace/>
- The *Cisco Product Catalog* describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the Cisco Product Catalog at this URL:  
<http://cisco.com/univercd/cc/td/doc/pcat/>
- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:  
<http://www.ciscopress.com>

- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:

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

- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. You can access iQ Magazine at this URL:

<http://www.cisco.com/go/iqmagazine>

- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:

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

- World-class networking training is available from Cisco. You can view current offerings at this URL:

<http://www.cisco.com/en/US/learning/index.html>