

Cisco Unified Attendant Console Compact Edition v8.6.5

Quick Reference Guide

This sheet briefly describes the Cisco Unified Attendant Console Compact Edition keyboard shortcuts, interface controls, and phone status symbols. The main parts of the interface are described [on page 4](#).

Keyboard Shortcuts

Use these keyboard shortcuts to control the application.

Interface Navigation Shortcuts

Navigate the interface using these shortcuts:

Key	Function
Alt-M	Select the My Phone pane.
Any letter or number or Alt-S or Ctrl-S	Select the Search box in the Contact Directory toolbar. Any letter or number you type with the interface selected appears in the Search box.
Alt-C	Select the Contact Directory pane. You can also enter the Contact Directory by pressing Down Arrow while in the Contact Directory toolbar.
Tab	Move from My Phone to the right along the Contact Directory toolbar, to the Contact Directory, and then back to My Phone.
Shift-Tab	Move from My Phone to the Contact Directory, to the left along the Contact Directory toolbar, and then back to My Phone.

My Phone Shortcuts

Use the following shortcuts in the My Phone pane:

Key	Function
Ctrl-D	Set Do Not Disturb on all lines on the console device.
Ctrl-F	Set Call Forward on the console device.
Ctrl-N	Open the phone dial pad.
Spacebar	Hold or unhold the current call.
Enter	Answer the incoming call.
Esc	Drops one party during a transfer.

Contact Directory Toolbar Shortcuts

If you use your keyboard to move into the Contact Directory toolbar, in addition to using Tab and Shift-Tab to move the selection, you can use the following keys:

Key	Function
+	Set the selected search filter type.
-	Un-set the selected search filter type.
Spacebar	Toggle the selected filter on and off or select a sort type.
Down Arrow	Select the Contact Directory.

Contact Directory Shortcuts

Use these shortcuts in the Contact Directory:

Key	Function
Up Arrow	With the top row group selected, select the Contact Directory Search box. With a group selected, select the group above. With a top row contact selected, select the group. With any other contact selected, select the contact above.
Down Arrow	With a group selected, select the group below. With a contact selected, select the contact below.
Left Arrow	With an expanded group selected, collapse the group (hide the contacts). With a contact selected, select the contact to the left.
Right Arrow	With a collapsed group selected, expand the group (show the contacts). With an expanded group selected, select the first contact in the group. With a contact selected, select the contact to the right.
Home	Scroll the Contact Directory pane to show the top.
End	Scroll the Contact Directory pane to show the bottom.



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Key	Function
Page Up or Page Down	Scroll the Contact Directory pane up or down.
Shift-click or Ctrl-click	Hold down either Shift or Ctrl and then click multiple contacts to select them.

With a Contact Card selected, the following shortcuts are available:

Key	Function
Ctrl-M	E-mail this contact.
Enter	Call this contact.
Ctrl-P	Page this contact.
Ctrl-D	Set Do Not Disturb on all lines for this contact.
Ctrl-F	Set Call Forward on this contact.
Right-click	Access a menu enabling you to e-mail, call, or page the contact and to group contacts.

Dial Pad Shortcuts

Use these shortcuts in the My Phone Dial Pad:

Key	Function
0 - 9, *, and #	Add the character to the number to dial (at the cursor position).
Backspace	Clear the character to the left of the cursor.
Ctrl-Backspace	Clear all characters to the left of the cursor.
Enter	Call the number.
Down Arrow	Move to the Contact Directory.

Special Keyboard Shortcuts

These shortcuts are not confined to particular parts of the interface:

Key	Function
Enter or Return (while call incoming)	Answer the call.
Enter or Return (during a call)	Release the call.
Esc or Right-click (during Call Forward)	Cancel Call Forward.
Esc (during transfer)	Drop one party.
Ctrl-Spacebar (during transfer)	Toggle between parties.

Key	Function
Any number or letter	Select the Search box in the Contact Directory toolbar.
Spacebar (during a call)	Hold or retrieve a call (toggle).

Click To Dial

Click To Dial enables you to capture telephone numbers from Microsoft Office applications and dial them with a single click.

Key or Button	Function
Alt-Right-click	Open the Click To Dial interface.  You can edit the number before dialing.
	Dial the captured number.
	Cancel Click To Dial.

Buttons and Tools

Use these buttons and tools to control Cisco Unified Attendant Console Compact Edition.

My Phone Contact Card Buttons

My Phone Contact Cards can display these buttons:

Button	Function
	Select the My Phone console device.
	Set Do Not Disturb on all lines on the console device.
	Display the Dial Pad.
	Answer the incoming call.
	Set Call Forward on the console device. Changes to  when set.
	Put an active call on hold.
	End Call disabled (retrieve the held call to end)



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Button	Function
	Retrieve a held call.
	Transfer Call.
	End Call.

Dial Pad Buttons

The Dial Pad can includes these buttons:

Button	Function
 to   and 	Add the character to the number to dial (at the cursor position).
	Clear the character to the left of the cursor.
	Clear all characters to the left of the cursor.
	Call the number.

Contact Directory Tools

Use these tools to control the Contact Directory:

Tool	Function
	Search the Contact Directory by name or number. Only matching contacts are displayed.
	Filter the Contact Directory. Display contacts with: - E-mail address - Phone Number - Paging
	Sort the Contact Directory by: - First Name - Last Name - Number

Contact Directory Contact Card Buttons

Contact Directory Contact Cards contain these buttons:

Button	Function
	E-mail this contact.
	Call this contact.
	Page this contact.
	Set Do Not Disturb on all lines for this contact. When set, the button changes to  .
	Set Call Forward on this contact. When set, the button changes to  .

Phone Status Symbols

Contact Cards in the My Phone and Contact Directory panes use the following symbols to reflect the device Busy Lamp Field (BLF) status:

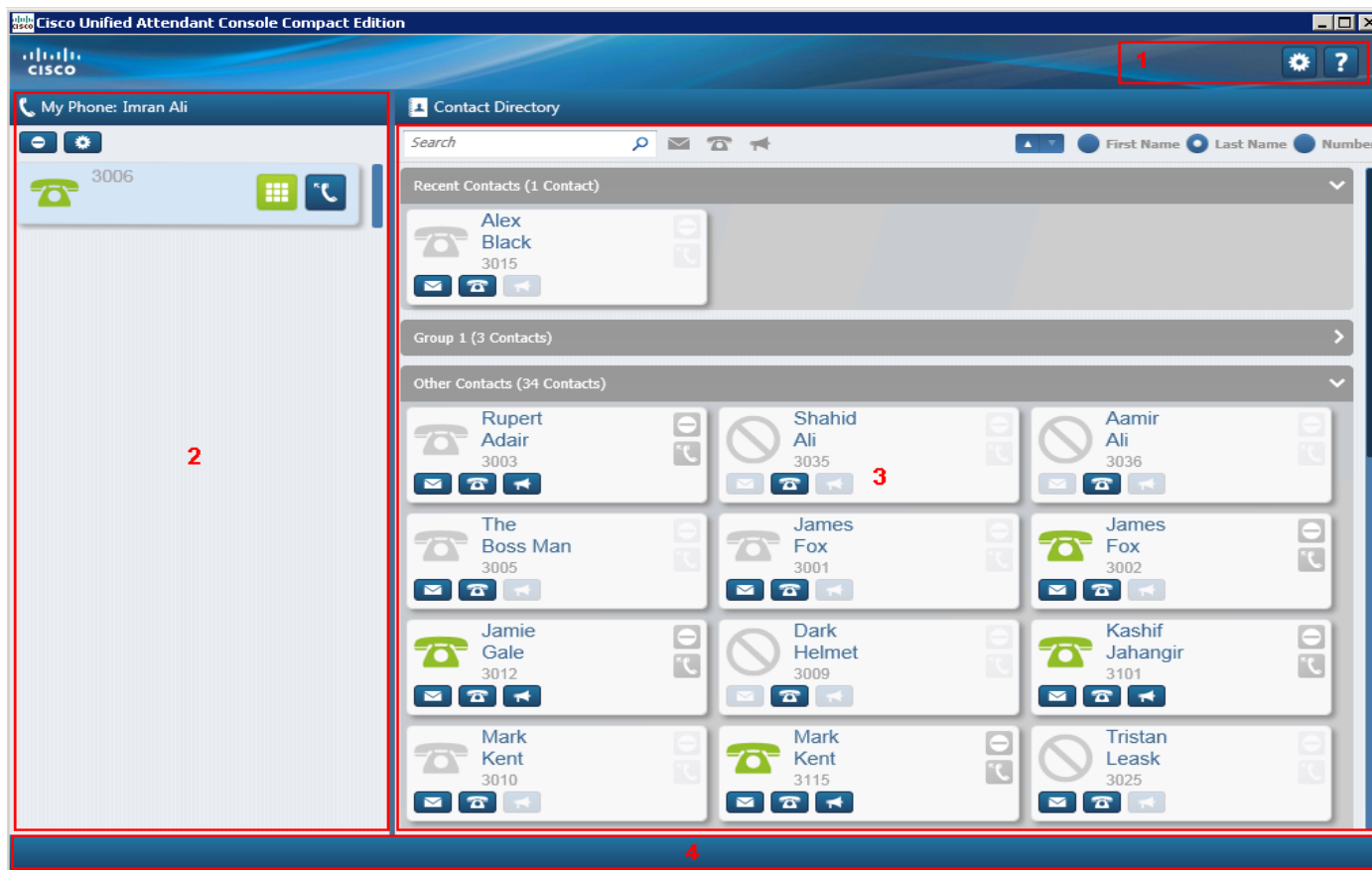
Symbol	Name
	Idle (on hook). The extension is available and has no functions set on it.
	Off hook. The extension is unavailable.
	Incoming call (ringing).
	In a call.
	On hold. If Call Forwarding is also set, that is displayed instead.
	Do Not Disturb (D.N.D.) set.
	Outgoing call (ringing out).
	Call failed to connect.
	Call Forwarding set. The forwarding destination number is displayed in the Contact Card. This symbol only appears when the extension is idle.
	Out of service, or status not available.

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Cisco Unified Attendant Console Compact Edition User Interface

The Cisco Unified Attendant Console Compact Edition user interface is shown below.



#	Name	Contains
1	Banner	Help and Configuration controls
2	My Phone pane	The line(s) on the console device, shown as contact cards. Controls at the top of the pane enable you to select a different phone and set D.N.D. on the selected phone.
3	Contact Directory pane	The Contact Directory and the Contact Directory toolbar, The Contact Directory contains the Contact Cards of everyone in the Contact Directory, except for the My Phone Contact Card(s). There is one Contact Card per phone line. Contacts are contained within one or more Groups, which are <i>expanded</i> (show all contacts) by default. Above the Contact Directory display is the Contact Directory toolbar, which you use to search, filter, and reorder the Contact Cards. Telephony errors are displayed between the directory and toolbar.
4	Status bar	System status and processing information, including system errors.