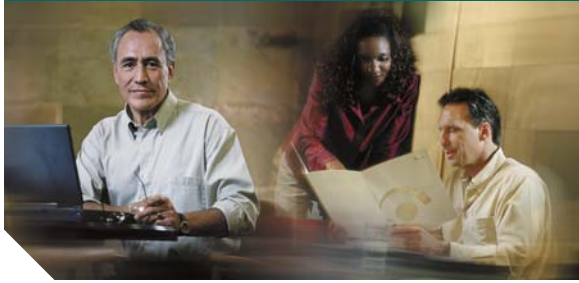


Quick Reference



**For Managers**

**Cisco Unified CallManager Assistant**

Which Cisco Unified CallManager Assistant Mode You Are Using

Using Cisco Unified CallManager Assistant in Shared-Line Mode

Using Cisco Unified CallManager Assistant in Proxy-Line Mode

Your System Administrator has configured Cisco Unified CallManager Assistant to operate in one of two modes— shared-line mode and proxy-line mode. In shared-line mode, your assistant uses a shared directory number (line) to manage your call. In proxy-line mode, your assistant uses a different number (line) as a proxy to manage your call.

This guide helps you to identify which Cisco Unified CallManager Assistant mode you are using, and summarizes the features that are available on your phone in the different modes.

**Which Cisco Unified CallManager Assistant Mode You Are Using**

To identify the Cisco Unified CallManager Assistant mode that you are using on your phone, identify the Manager Status menu in the lower left corner of your LCD display.

If you see a single icon in the status window of the LCD display (a bell or crossed out bell), then you are using Cisco Unified CallManager Assistant in shared-line mode.



If you see multiple icons in the status window of the LCD display, then you are in proxy-line mode.



**Using Cisco Unified CallManager Assistant in Shared-Line Mode**

The following section summarizes the features offered to a manager using Cisco Unified CallManager Assistant in shared-line mode.

**Configuring a Divert Target**

You can redirect your calls to the divert target when you press the **ImmDiv** softkey. You set the divert target, such as your assistant’s directory number, in the Manager Configuration window. To access the Manager Configuration window, use the URL, user name and password provided by your system administrator. Open the URL in a Microsoft Internet Explorer browser window on your computer. Then, log in.

**Note** If prompted, check the “Always trust content” check box, then click **Yes**.

Enter the directory number that you want to use as a divert target and click **Save**.

**Muting the ringer on your phone**

To mute and unmute the ringer on your phone, press the **DND** softkey to toggle the Do not Disturb feature on and off. A bell indicates that DND is *off* (ringer is enabled); a crossed-out bell indicates DND is *on* (ringer disabled).

**Handling Calls**

Your phone displays additional softkeys to assist you in handling calls. You can access the following features on your phone when you are using Cisco Unified CallManager Assistant in shared-line mode:

**To divert an active call:**

Press the **ImmDiv** softkey to divert a call from your phone to another number. Use the Manager Configuration window to set up the divert target to a directory number.

**To send a call to your voice mail:**

Press the **TrnsfVM** softkey to send an active call to voice mail.

**To place an intercom call:**

Press the **Intercom** speed dial button on your phone to place an intercom call to your assistant.

**Using Cisco Unified CallManager Assistant in Proxy-Line Mode**

The following section summarizes the features offered to a manager using Cisco Unified CallManager Assistant in proxy-line mode.

**Configuring Manager settings**

You can use the Manager Configuration window to configure manager settings.

**Accessing Manager Configuration**

To access the Manager Configuration window, use the URL, user name and password provided by your system administrator. Open the URL in a Microsoft Internet Explorer browser window on your computer. Then, log in.

**Note** If prompted, check the “Always trust content” check box, then click **Yes**.

**Setting the Default Assistant**

Whenever possible, Cisco Unified CallManager Assistant assigns your active assistant as the default assistant. If your default assistant is unavailable, Cisco Unified CallManager Assistant assigns another assistant.

You can choose your default assistant as follows:

1. In the Manager Configuration window, select the Default Assistant Tab.
2. Select an assistant from the Assistant drop-down menu.
3. Click **Save**.

## Setting the Divert Target

Redirect your calls to the divert target when you press the **ImmDiv** softkey or the **DivAll** softkey.

1. In the Manager Configuration window, select the Divert Tab.
2. Choose assistant or enter the directory number that you want to use as a divert target.
3. Click Save.

## Setting Filter lists

Filter lists allow you to selectively choose which calls go to you and which calls go to your assistant.

1. In the Manager Configuration window, select either the inclusive filter tab or exclusive filter tab.
  - Inclusive filter—Calls that match numbers in your Inclusive filter list go to you; other calls go to your assistant.
  - Exclusive filter—Calls that match numbers in your Exclusive filter list go to your assistant; other calls go to you.
2. Build a filter list that contains one or more phone numbers. You can use the following wildcards:
  - **x**—replaces a single digit anywhere in the phone number.
  - **\***—replaces multiple digits at the beginning or end of the number.
3. Click Save.

## Assistant Selection

To handle your calls, your assistant must be logged in to the Cisco Unified CallManager Assistant Console application and must be online. If your active assistant logs out or goes offline, Cisco Unified CallManager Assistant will attempt to assign another assistant to you.

As a manager, you are always logged in to the Cisco Unified CallManager Assistant feature.

## Identifying your active assistant

Your active assistant is the person who is currently handling calls on your behalf.

If you have multiple assistants, you might want to identify which assistant is currently active. To do so, press the **Services** button on your phone and select Assistant Service. Item 3 identifies your active assistant.

## Changing your active assistant

Select item 3 from the Manager Status menu. Change your active assistant by selecting another assistant from the list of available assistant. Exit the menu when you are done.

## When assistants are not available

If all of your assistants are unavailable, the Assistant icon (left-most icon) in the Manager Status menu on your phone appears crossed out. Your call-handling support will resume as soon as one of your assistants logs in.

## Monitoring Calls and Features

The Manager Status menu appears on your phone's LCD screen. Use the status window to monitor your calls and to use the following features:

## How to monitor your redirected calls

Look for these Assistant Watch messages in the top pane of the status window:

- “Assistant Watch - ON”—No redirected calls are currently active.
- “Call from” and caller ID—A redirected call is ringing on your assistant's phone. You can press the **Intrcpt** softkey to intercept the call now.
- Caller ID and a timer—Your assistant has answered the redirected call.
- “Assistant Watch - OFF”—The assistant watch feature is currently disabled.

Toggle this feature on and off with the **SetWtch** softkey.

## How to monitor your features

Look for these feature icons in the Manager Status menu (from left to right):

- Assistant—An icon that resembles a person indicates that an assistant is *active* and ready to handle calls; the same icon with a line through it indicates that no assistants are currently available.
- Call Filtering—A mesh-filled circle indicates that filtering is *on*; a hollow circle indicates *off*. Use the Manager Status menu phone service to toggle this feature on and off.
- Do Not Disturb—A bell indicates that DND is *off* (ringer is enabled); a crossed-out bell indicates *on* (ringer disabled). To mute and unmute the ringer on your phone, press the DND softkey to toggle this feature on and off.
- Divert All—An arrow deflected by a barrier indicates that DivAll is *on*; a straight arrow indicates *off*. Press the **DivAll** softkey to toggle this feature on and off.

## Handling Calls

Your phone displays additional softkeys to assist you in handling calls. You can access the following features on your phone when you are using Cisco Unified CallManager Assistant in proxy-line mode.

## To intercept a call:

Press the **Intrcpt** softkey to intercept a call that is ringing on your assistant's phone.

Look for a “Call from” message in the Assistant Watch window. This indicates that a redirected call is ringing on your assistant's phone. You can intercept a ringing call, but not a connected call.

## To divert an active call:

Press the **ImmDiv** softkey to divert a call from your phone to another number. Use the Manager Configuration window to set up a divert target.

## To divert all future calls:

Press the **DivAll** softkey to forward all (non-filtered) calls to another number. Use the Manager Configuration window to set up a divert target.

## To send a call to your voice mail:

Press the **TrnsfVM** softkey to send an active call to voice mail.

## To place an intercom call:

Press the **intercom** speed dial button on your phone to place an intercom call to your selected assistant.

## Filtering Calls

When call filtering is *on*, Cisco Unified CallManager Assistant filters your incoming calls to your assistant based on the caller ID and the settings on your filter lists.

## To turn filtering on or off:

Press **1** from the Manager Status menu on your phone.

Press **2** from the Manager Status menu to activate a filter mode; you can toggle between Inclusive and Exclusive filter modes.

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