This guide gives an overview of how to use Cisco Unified Attendant Console Standard. For full details, see the application help.

**Starting Cisco Unified Attendant Console Standard**

To start Cisco Unified Attendant Console Standard:

1. Double-click the desktop icon.
2. If one of the following is true:
   - You are working in a non-single-sign-on environment
   - You are working in a single-sign-on environment but have not yet configured Cisco Unified Attendant Console Standard to use it
   - Cisco Unified Attendant Console Standard is configured to use single-sign-on, which you have already logged into
     the Cisco Unified Attendant Console Standard Sign In screen appears. Continue at step 3.

   *If you are working in a single-sign-on environment, but have not yet logged into any Cisco Unified Communications application:*
   a. If security alerts are displayed, click Yes in each.
   b. In the single-sign-on credentials web page, enter your **User Name** and **Password**, and then click **Log In**.

   The Cisco Unified Attendant Console Standard Sign In screen appears.

3. In the Cisco Unified Attendant Console Standard Sign In screen:
   - **To use the number in the field,** continue at step 4.
   - **To use a new extension number:**
     a. Type the number into the field.
     b. Select a number in the list by either double-clicking it, or by highlighting it and then pressing Enter.

4. If the sign in extension is part of a hunt groups that you want to log into, select **Log in to hunt groups at sign in**.

5. Click **Sign In** or press **Enter**.

**Opening the Online Help**

To open the application Help, press **F1**.

**Line States and Directory Presence Status**

The phone line state icons appear in the Call Control and Directory panes and represent the state of operator and extensions. The presence status icons are displayed in directories.

<table>
<thead>
<tr>
<th>Operator Line State</th>
<th>Participant Line State</th>
<th>Directory Line State</th>
<th>Directory Presence Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Icon</td>
<td>Icon</td>
<td>Icon</td>
<td>Icon</td>
</tr>
<tr>
<td>On hook</td>
<td>Ringing</td>
<td>Ringing</td>
<td>Available</td>
</tr>
<tr>
<td>Off hook</td>
<td>Off hook</td>
<td>On hook</td>
<td>Away, invisible or on the phone</td>
</tr>
<tr>
<td>Do not disturb</td>
<td>On hold</td>
<td>Off hook</td>
<td>Do not disturb</td>
</tr>
<tr>
<td>Forwarded</td>
<td></td>
<td>Forwarded</td>
<td>Unknown or off-line</td>
</tr>
<tr>
<td>Out of service</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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# Using the Mouse to Apply Commonly Used Call Controls

This section describes how to make and control calls using the mouse. There are sometimes several ways of doing these things; the easiest or quickest is described here. You can also use the main menu or keyboard shortcuts for many actions. For detailed instructions on all the methods of call control, see the application Help.

<table>
<thead>
<tr>
<th>To...</th>
<th>Do this with the mouse...</th>
<th>Main menu</th>
<th>Default keyboard shortcut</th>
</tr>
</thead>
<tbody>
<tr>
<td>Make a call</td>
<td>Either:</td>
<td>✓</td>
<td>Ctrl+D</td>
</tr>
<tr>
<td></td>
<td>• Search for the extension number, and then press <strong>Enter</strong>.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• In the Directory pane, double-click the contact, or right-click the contact, click <strong>Dial</strong>, and then click <strong>Telephone, Mobile or Home Phone</strong>, as appropriate.</td>
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</tr>
<tr>
<td></td>
<td><strong>Note</strong></td>
<td></td>
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<tr>
<td></td>
<td>If you want to dial a number that is not in the directory, you can use the <strong>Outbound Dialing Override</strong> feature: type the number you wish to dial in the directory search field or Dialpad search field, and then use the Outbound Dialing Override keyboard shortcut (default = CTRL+Enter) to do an override.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• In the Call Control pane, click the line to use, and then use the Dialpad to dial the number.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>End a call</td>
<td>In the active call, click <strong>End</strong>.</td>
<td>✓</td>
<td>Ctrl+H</td>
</tr>
<tr>
<td>Answer a call</td>
<td>In the active call, click <strong>Answer</strong>.</td>
<td>✓</td>
<td>Ctrl+A</td>
</tr>
<tr>
<td>Hold a call</td>
<td>In the active call, click <strong>III</strong>.</td>
<td>✓</td>
<td>Ctrl+L</td>
</tr>
<tr>
<td>Resume a call</td>
<td>Either:</td>
<td>✓</td>
<td>× (programmable)</td>
</tr>
<tr>
<td></td>
<td>• In the active call, click <strong>Resume</strong>.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• In the Call Control pane, click the line on which the call is held.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Park a call</td>
<td>Drag the call from the Call Control pane to the Parked Calls pane.</td>
<td>✓</td>
<td>Ctrl+P</td>
</tr>
<tr>
<td>Retrieve a parked call</td>
<td>Drag the call from the Parked Calls pane to the Call Control pane.</td>
<td>×</td>
<td>× (programmable)</td>
</tr>
<tr>
<td>Divert a call</td>
<td>In the Call Control pane:</td>
<td>×</td>
<td>×</td>
</tr>
<tr>
<td></td>
<td>1 In the ringing call, click <strong>Divert</strong>.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2 In the Dialpad search box, type the contact’s name or number.</td>
<td></td>
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</tr>
<tr>
<td></td>
<td><strong>Note</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>If you want to dial a number that is not in the directory, you can use the <strong>Outbound Dialing Override</strong> feature: type the number you wish to dial in the directory search field or Dialpad search field, and then use the Outbound Dialing Override keyboard shortcut (default = CTRL+Enter) to do an override.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>3 In the list, select the contact, and then click <strong>Divert</strong>.</td>
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<td></td>
</tr>
<tr>
<td>Enable call</td>
<td>In the Call Control pane:</td>
<td>×</td>
<td></td>
</tr>
<tr>
<td>forwarding</td>
<td>1 Right-click the operator extension, and then select <strong>Enable FWD</strong>.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2 In the Dialpad, search box, type the name or number to forward calls to, and then click <strong>Forward</strong>.</td>
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</tr>
<tr>
<td>To...</td>
<td>Do this with the mouse...</td>
<td>Main menu</td>
<td>Default keyboard shortcut</td>
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</tr>
<tr>
<td>Disable call forwarding</td>
<td>In the Call Control pane, right-click the operator extension, and then select <strong>Disable FWD</strong>.</td>
<td>×</td>
<td>×</td>
</tr>
<tr>
<td>Enable Do Not Disturb</td>
<td>In the Call Control pane, right-click the operator extension, and then select <strong>Enable DND</strong>.</td>
<td>×</td>
<td>×</td>
</tr>
<tr>
<td>Disable Do Not Disturb</td>
<td>In the Call Control pane, right-click the operator extension, and then select <strong>Disable DND</strong>.</td>
<td>×</td>
<td>×</td>
</tr>
<tr>
<td>Consult transfer a call</td>
<td>In the Call Control pane:</td>
<td>✓</td>
<td>Ctrl+T</td>
</tr>
<tr>
<td></td>
<td>1 Right-click the call and select <strong>Consult Transfer</strong>.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2 In the Dialpad search box, type the recipient’s name or number.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Note</strong> If you want to dial a number that is not in the directory, you can use the <strong>Outbound Dialing Override</strong> feature: type the number you wish to dial in the directory search field or Dialpad search field, and then use the Outbound Dialing Override keyboard shortcut (default = CTRL+Enter) to do an override.</td>
<td></td>
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<tr>
<td></td>
<td>3 In the list, select the recipient, and then click <strong>Consult</strong>.</td>
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<td></td>
</tr>
<tr>
<td></td>
<td>4 When the recipient has answered and agreed to accept the call, in the Dialpad, click <strong>Transfer</strong>.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>In the Directory:</td>
<td>1 In the directory search box, type the recipient’s name or number.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Note</strong> If you want to dial a number that is not in the directory, you can use the <strong>Outbound Dialing Override</strong> feature: type the number you wish to dial in the directory search field or Dialpad search field, and then use the Outbound Dialing Override keyboard shortcut (default = CTRL+Enter) to do an override.</td>
<td></td>
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</tr>
<tr>
<td></td>
<td>2 In the directory, right-click the contact, click <strong>Consult Transfer</strong>, and then click <strong>Telephone</strong>, <strong>Mobile</strong> or <strong>Home Phone</strong>, as appropriate. The contact answers the call.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>3 If the contact agrees to accept the call, perform a direct transfer (described below).</td>
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</tr>
<tr>
<td>To...</td>
<td>Do this with the mouse...</td>
<td>Main menu</td>
<td>Default keyboard shortcut</td>
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</tbody>
</table>
| Blind transfer a call | Drag the call from the Call Control pane to the Directory pane, and then drop it on the recipient contact. Alternatively:  
   1 In the call, click the transfer icon 🔄.  
   2 In the Dialpad search box, type the recipient’s name or number.  
   Note If you want to dial a number that is not in the directory, you can use the Outbound Dialing Override feature: type the number you wish to dial in the directory search field or Dialpad search field, and then use the Outbound Dialing Override keyboard shortcut (default = CTRL+Enter) to do an override.  
   3 In the list, select the recipient, and then click Transfer. Alternatively:  
   1 In the directory search box, type the recipient’s name or number.  
   Note If you want to dial a number that is not in the directory, you can use the Outbound Dialing Override feature: type the number you wish to dial in the directory search field or Dialpad search field, and then use the Outbound Dialing Override keyboard shortcut (default = CTRL+Enter) to do an override.  
   2 Do one of the following:  
      - In the directory, right-click the contact, click Transfer, and then click Telephone, Mobile or Home Phone, as appropriate.  
      - Drag the call from the Call Control pane to the Directory pane, and then drop it on the recipient. | ✓ | Ctrl+X |
| Direct transferring a call | In the Call Control pane:  
   1 Select one call, hold the Ctrl key and then select the other call.  
   2 Right-click and select Direct Transfer. | ✓ | Ctrl+R |
<table>
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<th>Default keyboard shortcut</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conferencing calls</td>
<td>In the Call Control pane:</td>
<td>✓</td>
<td>Ctrl+N</td>
</tr>
<tr>
<td></td>
<td>1. Right-click the active call and select <strong>Conference</strong>.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2. In the Dialpad search box, type the name or number of a participant to include in the conference, and then click <strong>Dial</strong>.</td>
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</tr>
<tr>
<td></td>
<td><strong>Note</strong> If you want to dial a number that is not in the directory, you can use the <strong>Outbound Dialing Override</strong> feature: type the number you wish to dial in the directory search field or Dialpad search field, and then use the Outbound Dialing Override keyboard shortcut (default = CTRL+Enter) to do an override.</td>
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<tr>
<td></td>
<td>3. When the participant answers, in the Dialpad, click <strong>Conference</strong>. The participant is added to the conference call.</td>
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<td></td>
<td>4. For each additional participant, repeat 2. and 3.</td>
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</tr>
<tr>
<td>In the Directory pane, while on a call:</td>
<td>1. Right-click the contact to add to the conference, click <strong>Conference</strong>, and then click <strong>Telephone, Mobile or Home Phone</strong>, as appropriate.</td>
<td>✓</td>
<td>Ctrl+J</td>
</tr>
<tr>
<td></td>
<td>2. When the contact is ringing or answered, perform a call join.</td>
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</tr>
<tr>
<td></td>
<td>3. At the end of the conference, in the active conference call, click <strong>End</strong>.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Joining calls</td>
<td>In the Call Control pane:</td>
<td>✓</td>
<td>Ctrl+J</td>
</tr>
<tr>
<td></td>
<td>1. With one call selected, hold the <strong>Ctrl</strong> key and then select the other calls to join together.</td>
<td></td>
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<tr>
<td></td>
<td>2. Right-click the call and select <strong>Join</strong>.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transfer a call to voicemail</td>
<td>In the Call Control pane:</td>
<td>✓</td>
<td>Ctrl+O</td>
</tr>
<tr>
<td></td>
<td>1. Right-click the call and select <strong>Transfer to Voicemail</strong>.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2. In the Dialpad search box, type the contact’s number.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Note</strong> If you want to dial a number that is not in the directory, you can use the <strong>Outbound Dialing Override</strong> feature: type the number you wish to dial in the directory search field or Dialpad search field, and then use the Outbound Dialing Override keyboard shortcut (default = CTRL+Enter) to do an override.</td>
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</tr>
<tr>
<td></td>
<td>3. Select the contact, and then click <strong>Transfer</strong>.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Email a contact</td>
<td>To email a contact in a directory:</td>
<td>✓</td>
<td>✓ (programmable)</td>
</tr>
<tr>
<td></td>
<td>1. Right-click the contact, and then choose <strong>Email</strong>.</td>
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<td></td>
</tr>
<tr>
<td></td>
<td>2. Use your e-mail system to complete and send the email.</td>
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</tbody>
</table>