

# Quick Start Guide

## CISCO WEBATTENDANT



1

GETTING STARTED

2

HANDLING CALLS

3

SETTING AND USING SPEED DIAL BUTTONS

4

USING THE DIRECTORY



# 1 Getting Started

Cisco WebAttendant provides a graphical user interface that enables you to use a Cisco IP Phone as an attendant console.

This guide is intended as a quick reference to get you started using Cisco WebAttendant. A complete listing of all procedures is available in the *Cisco WebAttendant User Guide*.

## Logging in and Going Online

To start Cisco WebAttendant:

**Step 1** Choose **Start > Programs > Cisco WebAttendant** to open the Cisco WebAttendant web page.

**Step 2** Click **Yes** to enable ActiveX controls and launch Cisco WebAttendant in a new window.

**Step 3** Click **Login**. This enables you to control your Cisco IP Phone using Cisco WebAttendant.

Once you are logged in, you can answer, place, and direct calls, view line status, use the directory, and configure and use speed dial buttons.

Your Cisco WebAttendant user ID and password should already be set up for you. Contact your system administrator if you cannot log in or if you want to change your password.

**Step 4** Click **Online** to tell the system you are available to answer calls directed to you at the pilot number set up by your system administrator.

**Step 5** Click **Offline** if you are going to be away from your phone for short periods.

**Step 6** At the end of the day, click **Logout** and close Cisco WebAttendant.

# 1 Getting Started (continued)

## Display Area

The display area shows the call action in progress, the state of the Telephony Call Disptacher (TCD) connection, your login status, and whether you are online or offline.

## Speed Dials

Drag a line from the directory onto a speed dial button or right-click over the speed dial button to program a speed-dial. Speed dial buttons also show the user's phone status. Click a speed dial button to dial the number.

## Action Buttons

### SL Buttons

Solid blue is an active line.

Flashing yellow is an incoming call.

Flashing red is a call on hold.

### Smart Lines (SLs)

The screenshot shows a software interface with several components:

- Display Area:** At the top, it shows "1001 for 2801" and "SPW / LOGGED IN / ONLINE". Below this are eight "SL" (Smart Line) buttons, each with a status indicator (solid blue, flashing yellow, or flashing red) and a number (e.g., 1801 for 2801).
- Action Buttons:** A vertical column of buttons including "Go Offline", "Logout", "Settings", "DIAL", "ANSWER", "TRANSFER", "ONHOLD", "HOLD", and "STOP".
- Speed Dials:** A grid of buttons, each with a small phone icon and a name (e.g., "Richard Jones", "Lisa Petersen", "Jacob Smith", "Ben Wallen", "Cathy Hansen", "John Johnson").
- Directory Table:** A table at the bottom with columns: "Status", "Directory Number", "First Name", "Last Name", and "Department".

Status	Directory Number	First Name	Last Name	Department
Available	1001	Karen	Johnson	Engineering
Available	1002	John	Smith	Marketing
Available	1003	Pierre	Dupont	QA
Available	1004	Elizabeth	Tesche	Admin
Available	1005	Thomas	Shelton	Engineering
Available	1006	Charles	Munro	Engineering

## Phone Status

- Blue line— Available
- Blue phone— Busy
- Red line—Unknown

## Directory

Directory information is provided by the Cisco CallManager. Click a column header to sort the column in ascending order. Search the directory by typing a letter or number in the title bar of the column you want to search. Double-click on a number in the directory to dial that number.

## 2 Handling Calls

You can use the mouse, PC keyboard keys, and numeric keypad, a combination of mouse and numeric keypad or your Cisco IP Phone to handle calls. These methods can be used interchangeably.

You can always use your Cisco IP Phone to handle calls without using the Cisco WebAttendant graphical user interface.

### Answering a Call

- Click or double-click the flashing yellow SL button.
- Press the **A** key while the yellow SL button is flashing.
- Press the number key on your PC keyboard (not the one on the numeric keypad) that corresponds to the flashing yellow SL button (for SL 1, press 1, and so on).
- Use the mouse to drag the flashing yellow SL button onto the **ANSWER** button.

### Placing a Call on Hold

- Right-click with the mouse on the active SL button or line.
- Click the **HOLD** button.
- Press the **H, left arrow, +, or =** key on your PC keyboard.
- Use the mouse to drag the active SL button onto the **HOLD** button.

### Retrieving a Call from Hold

- Click or double-click the SL button for the call that is on hold.
- Select the line that is on hold, then press the **U, - (minus sign), or right arrow** key on your PC keyboard.
- Press the number key on your PC keyboard that corresponds to the SL line of the call that is on hold. For example, if SL 1 is on hold, press **1** to retrieve the call.
- Use the mouse to drag the SL button for the call that is on hold onto the **UNHOLD** button.

## 2 Handling Calls (continued)

### Transferring a Call

- Click or double-click on a speed dial button.
- Double-click on a number in the directory.
- Use the numeric keypad on your PC keyboard to type in the phone number, then click **XFER** or press the **T** key on your PC keyboard.
- Drag the active (light blue) SL button onto a speed dial button or a directory number.

### Ending a Call

- Press the **Delete** key or the **D** key.
- Click the **HANGUP** button.
- Use the mouse to drag the active (light blue) SL button onto the **HANGUP** button.
- Press the **Del** key on the numeric keypad on your PC keyboard.

### Placing a Call

- Use the numeric keypad on your PC keyboard to dial the number, then click **DIAL**.
- Double-click on a directory number to automatically dial that number.
- Click or double-click on a speed dial button to automatically dial that number.
- Drag a speed dial button or directory number onto an available SL button or line to automatically dial the number.
- Press the number key on your PC keyboard that corresponds to an available SL line, use the numeric keypad on the right side of your PC keyboard to dial a number, then press the **M** key or **Enter**.

For example, to make a call on SL2, press **2**, dial the number on the numeric keypad, then press **M** or **Enter**.

## 3 Setting Up and Using Speed Dial Buttons

### Using the Speed Dial Button Configuration Dialog

**Step 1** Right-click on a blank speed dial button.

**Step 2** In the Number field, type the telephone number you want to program for this speed dial button, including any access codes for an outside line, such as 9, or a long distance code or area code, such as 1972 or 972.

Only numbers are allowed in this field. Do not include spaces or dashes when entering the phone number. Only 6 digits of the number you enter here are displayed on the speed dial button.

**Step 3** In the Description field, type a description for the speed dial, such as a name, or the complete number.

**Step 4** Click **OK**.

### Using the Directory to Set Up Speed Dial Buttons

**Step 1** Select a directory number or name in the directory.

**Step 2** Use the mouse to drag the line number from the directory onto an available speed dial button.

Up to 6 digits of the directory number are displayed on the speed dial button. The name is displayed in the description area to the right of the speed dial button.

### Using Speed Dial Buttons

Use one of the following methods to place calls using the speed dial buttons:

- Click on a speed dial button to automatically dial the number.
- Drag a speed dial button onto an available SL button.

## 4 Using the Directory

The Cisco WebAttendant directory provides the following information about the phone extensions and users at your site:

- **Status**—Display a solid blue line if the phone is available, a blue telephone icon if the phone is busy, or a red line if phone status is unknown.
- **Directory Number**—Telephone extensions at your company.
- **First Name, Last Name, and Department**—Displays additional information about a directory number.

You can use this directory to place calls, look up directory numbers, or determine whether a phone is in use.

### Using the Directory to Place Calls

To use the directory to make calls:

- Double-click on a directory number to automatically dial that number.
- Drag a directory number onto an available SL button.
- Drag an available SL button onto a number in the directory.

### Locating a Specific User or Number in the Directory

To locate a specific user or number in the directory:

**Step 1** Click the Directory number, First Name, or Last Name column header.

**Step 2** Type the directory number, last name, or first name in the box, depending on which column header you selected.

You do not have to type the entire name or number.

**Step 3** Press **Return** to scroll the directory list to the closest entry that matches.

### Sorting the Directory

To sort the directory in ascending order, click the column header (Directory Number, Last Name, or First Name) for the type of information you want to sort.

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