

Index

A

Alert tone [42](#)
Answer button [20](#)
answering a call [20](#)
Assistant Console
 accessing without assisting managers [7](#)
 call control buttons [8](#)
 customizing layout [14](#)
 going offline and back online [7](#)
 handling calls from [19](#)
 keyboard shortcuts for [16](#)
 launching [6](#)
 logging in [6](#)
 menu [8](#)
 operating with mouse and keyboard [15](#)
 using intercom from [16](#)
assistant selection, understanding [39](#)
Assistant Watch
 for managers [40](#)
 using Intrcpt softkey with [43](#)
assistants
 choosing (for managers) [39](#)
 customizing phone ringer for [34](#)
 default [50](#)
 identifying (for managers) [39](#)
 phone lines for [10](#)

B

blind transfer [21](#)
buttons, identifying [8](#)

C

call control buttons [8, 27](#)
call control status, monitoring [14](#)
call filtering
 description [44](#)
 lists for [51](#)
 modes [51](#)
 with Divert All [52](#)
call handling
 from the Assistant Console [19](#)
 from the assistant phone [25](#)
 from the manager phone [38, 43](#)
 with call control buttons [8, 27](#)
call hold
 putting a call on hold [20](#)
 removing a call from hold [21](#)
calls, how displayed [10](#)
Cisco Unified Communications Manager
 Assistant, description [1](#)
Cisco Unified IP Phone
 assistants [25](#)
 documentation [viii](#)

proxy-line, for managers **38**
shared-line (for managers) **37**
softkeys on (assistants) **25**
softkeys on (manager phones) **38**
status window, on manager phones **40**
conference calls, placing **22**
connected status
 changing **7**
 monitoring **14**
Console
 dialing from **19**
Consult Transfer button **21**

D

default assistant, assigning **50**
dialing a number **19**
directory
 using **13**
Directory panel **13**
distinctive ringing **34**
DivAll softkey
 manager target for **50**
 using **43**
Divert All
 with call filtering **52**
Divert target, configuring
 assistants **23**
 managers **50**
diverting a call
 assistants **23**
 for managers **38**
 managers **43**

DND softkey **47**
Do Not Disturb feature **47**

E

ending a call **20**
Exclusive filter
 creating filter lists **51**
 description **12**

F

filtering
 description **44**
 lists for **51**
forwarding all calls **43**

H

Hang Up button **20**
hanging up a call **20**
Hold button **20**
holding a call **20**

I

icons on phone
 Divert All, on manager phones **43**
 Do Not Disturb, on manager phones **47**
 feature settings, on manager phones **41**
 filtering, on manager phones **45**
IMM DIV button
 using **23**

Immediate Divert button, assistants using and configuring [23](#)

Inclusive filter

 creating filter lists [51](#)

 description [12](#)

intercepting a call [43](#)

intercom

 using from the Assistant Console [16](#)

 using on the phone (for managers) [46](#)

Intrcpt softkey, on manager phones [43](#)

K

keyboard shortcuts [16](#)

keyboard, operating Console with [15](#)

L

log in, assistants [6](#)

M

Manager Configuration window

 using [49](#)

Manager lines

 in My Calls panel [10](#)

 in My Managers panel [11](#)

manager proxy lines [10](#)

managers

 configuring features for [49](#)

 feature status for [11](#)

 monitoring [11](#)

 online status of [11](#)

menu bar, on Assistant Console [8](#)

mouse, operating Assistant Console with [15](#)

muting phone [47](#)

My Calls panel [10](#)

My Managers panel [11](#)

O

Offline button [7](#)

offline status

 monitoring [14](#)

online help, using [vii](#)

P

placing a call [19](#)

pop-to-top feature [14](#)

proxy-line

 status window on a manager phone [3](#)

 using a manager phone [38](#)

 using Manager Assistant in the proxy-line mode [2](#)

R

Redirect softkey

 manager target for [50](#)

 managers [43](#)

 on manager phones [38](#)

Resume button [21](#)

S

server

connection to **14**

settings **14**

settings

 administrative **14**

shared-line

 status window on a manager phone **3**

 using a manager phone **37**

 using Manager Assistant in the shared-line
 mode **2**

softkeys

 for manager phones **38**

speed dials **13**

status bar

 using **14**

status window

 managers **40**

sending a call (for managers) **44**

sending a call to (assistants) **24**

sending a call to managers **38**

W

wildcards

 in filter lists **51**

T

TRA VM button **24**

Transfer button **21**

Transfer VM button **24**

transferring a call **21**

TrnsfVM softkey

 managers **44**

 on manager phones **38**

U

unhold **21**

V

voice mail