Preface

This user guide describes how to use the Cisco Unified Communications Manager Assistant (Manager Assistant). It is written for the managers and assistants who are using it.

The guide is organized into these topics:

- "Introduction"—Manager Assistant description, the shared-line and proxy-line modes, and how to identify which mode you are using.
- "Getting Started with the Assistant Console"—Overview of the Assistant Console.
- "Using the Assistant Console to Handle Calls"—Using the Assistant Console to handle and monitor calls and features for one to five managers.
- "For Assistants—Using the Manager Assistant on Your Phone"—Using Manager Assistant on the assistant's Cisco Unified IP Phone.
- "For Managers—Using Your Phone with the Manager Assistant"—Using Manager Assistant on the manager's Cisco Unified IP Phone.
- "Configuring Manager Features"—How assistants and managers can customize manager features in the Manager Configuration window.

This preface covers these topics:

- Using Online Help, page vii
- Related Documentation, page viii
- Obtaining Documentation and Submitting a Service Request, page viii

Using Online Help

The Manager Assistant interface provides task-oriented and context-sensitive help from most windows within the Manager Assistant user interface. To access help, click the **?** button or click **Help** in the menu bar, which is located along the top of the console.

After you open the help window, you can click **Search** to search the entire guide by keyword. (The Search feature may not function in some versions of online help.)

Click **View PDF** for a PDF of the entire guide.

Related Documentation

For more information, see the Cisco Unified IP Phone documentation at this URL:

http://www.cisco.com/en/US/products/hw/phones/ps379/tsd_products_support_series_home.html

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at this URL:

http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html

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