



# Getting Started

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Cisco CallManager Attendant Console allows you to set up Cisco IP phones as attendant consoles. Employing a graphical user interface (GUI), the Cisco CallManager Attendant Console uses speed-dial entries and quick directory access to look up phone numbers, monitor line status, and handle calls. A receptionist or administrative assistant uses Cisco CallManager Attendant Console to handle calls for a department or company, or another employee can use it to manage his own telephone calls.

The Cisco CallManager Attendant Console installs on a PC with IP connectivity to the Cisco CallManager system. The attendant console works with a Cisco IP phone that is registered to a Cisco CallManager system (one console for each phone that will be used as an attendant console). Multiple consoles can connect to a single Cisco CallManager system.

This section contains the following topics:

- [Cisco CallManager Attendant Console Interface, page 1-2](#)
- [Starting the Cisco CallManager Attendant Console for the First Time, page 1-13](#)
- [Logging In and Going Online, page 1-14](#)
- [Going Offline, Logging Out, and Exiting, page 1-16](#)

# Cisco CallManager Attendant Console Interface

On startup, the Settings dialog box opens and prompts you for the Cisco CallManager server name and the directory number of the phone that you are using with the attendant console. The Cisco CallManager Attendant Console login dialog box opens and prompts you for your username and password. After you log in to the server, the Cisco CallManager Attendant Console interface displays three windows, as described in the following sections.

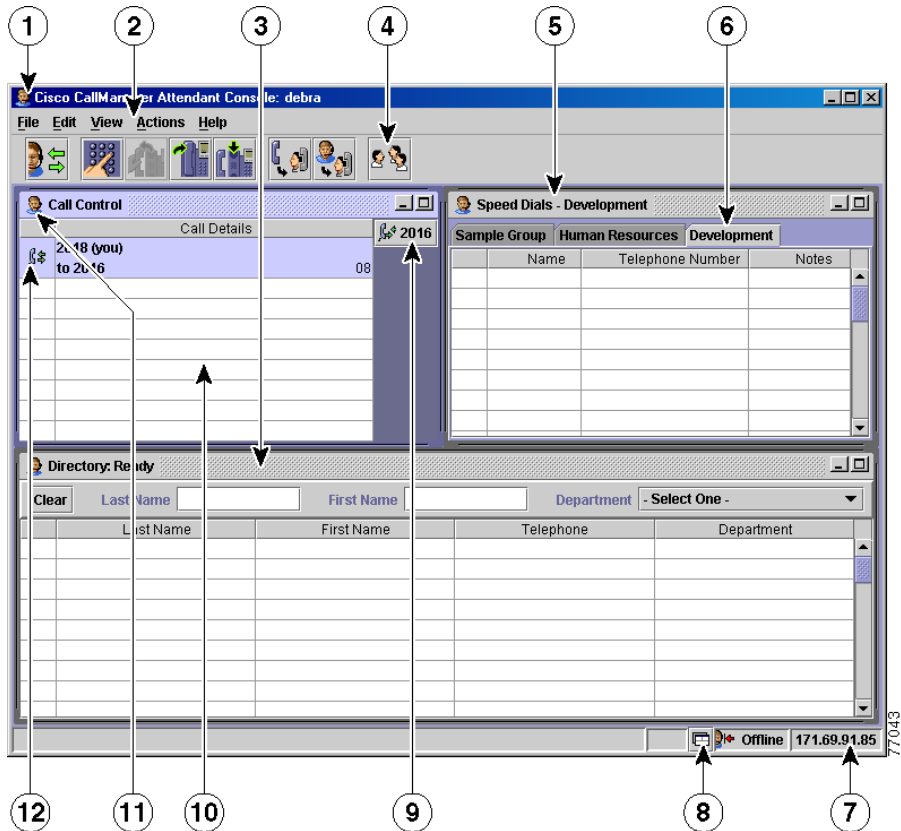
The Cisco CallManager Attendant Console graphical user interface (GUI) supports the following display resolutions: 800x600, 1024x768, 1280x1024, and 1600x1200.

You run the console on Windows 98, Windows ME, Windows 2000 Professional, or Windows N.T 4.0 platforms. Make sure that you have the latest Microsoft service packs installed on the PC. If you have questions about your platform, contact your system administrator.

When you log off the console, the server automatically saves attendant preferences such as speed-dial groups/entries and window position/size.

[Figure 1-1](#) shows the Cisco CallManager Attendant Console interface and provides callouts to highlight components on the interface.

Figure 1-1 Cisco CallManager Attendant Console Interface



1	Cisco CallManager Attendant Console Window	7	Server IP Address
2	Menu Bar	8	Pop to Top Icon
3	Directory Window	9	Operator Line Button
4	Call Control Toolbar	10	Call Details Pane
5	Speed Dial Window	11	Call Control Window
6	Speed Dial Group Tab	12	Line Status Area

## Cisco CallManager Attendant Console Settings Dialog Box

Upon startup for the first time, the Cisco CallManager Attendant Console Settings dialog box displays. This dialog box prompts for server, phone, and directory information, which your system administrator must provide. Contact your system administrator for more information.

## Cisco CallManager Attendant Console Log In Dialog Box

The Cisco CallManager Attendant Console log in dialog box prompts you for your attendant username and password. From this dialog box, you can perform the following tasks:

- Stipulate that the attendant console remembers your username and password.
- Change the settings that affect your ability to use the Cisco CallManager Attendant Console.
- Specify the language in which you want the attendant console to display.

## Cisco CallManager Attendant Console Window

This window contains the Call Control window, the Speed Dial window, the Directory window, the menu bar, the Call Control toolbar, and the status bar. In the upper, left corner of the window, you can see the name of the window and the attendant currently using the attendant console. In the upper, right corner of the window, you can see the Maximize and Minimize buttons for the window. In the lower, right corner of the window, you can see the status bar.

## Call Control Window

The Call Control window comprises the following two components:

- Call Details pane—The line status, the directory number of the incoming call, the name of the person, if available, the operator directory number, and the elapsed time display.
- Operator Line buttons—The line status and the directory number of the attendant Cisco IP phone display in the upper, right corner of the window.




The Call Details pane displays the lines on the Cisco IP phone that are controlled by the Cisco CallManager Attendant Console. The number of lines configured by your system administrator for your Cisco IP phone determines the number of available lines in the window. For example, if you have a Cisco IP Phone Model 7960 with two attachments of the Cisco IP Phone Expansion Module 7914, a total of 34 lines can display if your system administrator associated a directory number with each line.

**Note**



For information on the capabilities of your phone or the Cisco 7914 Expansion Module, refer to the documentation that accompanied your phone or contact your system administrator.

Depending on the number of lines that you configure, the lines display in either one, two, or three columns. Each line and operator line button show the directory number and indicate one of the following states, as represented by corresponding icons displayed in [Table 1-1](#).

**Table 1-1 Line Status**

Line Status	Corresponding Icon
A call is ringing on the line.	
The line is active.	
The line is held.	

**Table 1-1** Line Status (continued)

Line Status	Corresponding Icon
The line is idle.	
The status of the line is unknown.	

You perform call-control tasks on these lines by using the menus at the top of the window or by using context-sensitive menus, keyboard shortcuts, or the mouse. For more information on the call-control tasks that you perform in this window, see the “Using the Call Control Window” section on page 4-1 and the “Handling Calls” section on page 2-1.

**Note**

If you have only one call in the queue, the call gets highlighted unless you choose an empty row in the Call Details pane.

## Speed Dial Window

Speed-dial entries, configured on a per-attendant basis, display in speed-dial group tabs in the Speed Dial window. Each speed-dial entry displays the following information:

- Line state, as indicated by the same icons that display in the Call Control window (See [Table 1-1 on page 1-5](#).)
- Name of individual
- Telephone number
- Notes, which is an optional field

For information on configuring speed-dial groups and entries or on performing call-control tasks in this window, see the [“Using the Speed Dial Window”](#) section on page 5-1 and the [“Handling Calls”](#) section on page 2-1.

## Directory Window

The Directory window displays line status, last name, first name, telephone, and department information from the Cisco CallManager user directory. When you perform a search based on first name, last name, or department, the entries display dynamically as you enter the criteria in the field. After the entries from the search display, you can sort the entries in ascending or descending order or determine the line status, as indicated by the same icons used in the other windows.

For more information on locating users in the directory or on performing call-control tasks using directory entries, see the [“Using the Directory Window”](#) section on page 6-1 and the [“Handling Calls”](#) section on page 2-1.



### Tip

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You can manually resize each window by clicking the Maximize or Minimize buttons in the upper, right corner of the window or by dragging the arrow that displays when the mouse pointer touches the outer edge of the window.

You can resize columns by dragging the arrow that displays when the mouse pointer touches the outer edge of the column.

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## Menu Bar

From the menu bar, you go online/offline, log out, edit keyboard shortcuts, change text size and color scheme of the console, perform call-control tasks, and receive online help. For information on how to use the menu options, see the [“Using the Menu Bar”](#) section on page 3-1.

## Call Control Toolbar

The Call Control toolbar displays a set of buttons for the most common call-control tasks that are performed by the attendant. The attendant console enables buttons on the Call Control toolbar only when you can perform call-control tasks with them. Clicking a button automatically enables the corresponding menu options on the menu bar or context-sensitive menu.

See [Table 1-2](#) for call-control tasks and the corresponding buttons:

**Table 1-2 Call Control Toolbar**











Call Control Buttons	Call-Control Tasks
 <p>The image shows two icons for the 'Go Offline/Go Online' button. The top icon is a woman's head in profile wearing a headset, with a black arrow pointing left. The bottom icon is the same woman's head, with two green arrows pointing right.</p>	<p>Go Offline/Go Online</p> <p><b>Note</b> This Call Control button toggles, allowing you to click the same button to perform the two call-control tasks.</p> <p>See the following sections for more information:</p> <ul style="list-style-type: none"> <li>• <a href="#">Logging In and Going Online, page 1-14</a></li> <li>• <a href="#">Going Offline, Logging Out, and Exiting, page 1-16</a></li> </ul>
 <p>The image shows a hand with the index finger pointing at a blue button with a white telephone dial pad icon.</p>	<p>Dial</p> <p>See the “<a href="#">Placing a Call</a>” section on page 2-3 for more information.</p>
 <p>The image shows a hand with the index finger pointing at a blue button with a white telephone handset icon.</p>	<p>Answer</p> <p>See the “<a href="#">Answering a Call</a>” section on page 2-2 for more information.</p>



Table 1-2 Call Control Toolbar (continued)

Call Control Buttons	Call-Control Tasks
	<p>Hang Up</p> <p>See the <a href="#">“Ending a Call” section on page 2-3</a> for more information.</p>
 	<p>Hold/Unhold</p> <p><b>Note</b> This Call Control button toggles, allowing you to click the same button to perform the two call-control tasks.</p> <p>See the following sections for more information:</p> <ul style="list-style-type: none"> <li>• <a href="#">Placing a Call on Hold, page 2-4</a></li> <li>• <a href="#">Retrieving a Call from Hold (Unhold), page 2-5</a></li> </ul>
	<p>Park</p> <p><b>Note</b> You can perform this call-control task only if the Cisco CallManager server that is associated with the attendant console runs a version of Cisco CallManager 3.3 or later.</p> <p>This icon displays on the Call Control toolbar only if you run a compatible version of Cisco CallManager 3.3.</p> <p>See the <a href="#">“Parking a Call” section on page 2-9</a> for more information.</p>
	<p>Transfer</p> <p>See the <a href="#">“Transferring a Call” section on page 2-6</a> for more information.</p>

**Table 1-2 Call Control Toolbar (continued)**

Call Control Buttons	Call-Control Tasks
	<p>Consult Transfer</p> <p>See the <a href="#">“Performing a Consult (Supervised) Transfer”</a> section on page 2-7 for more information.</p>
	<p>Conference</p> <p>See the <a href="#">“Initiating a Conference Call”</a> section on page 2-8 for more information.</p>

For information on how to performing call-control tasks using these buttons, see the [“Handling Calls”](#) section on page 2-1.

At any time, you can change the location where the toolbar displays. Position choices include the following positions:

- Left—The toolbar displays down the left side of the Cisco CallManager Attendant Console window.
- Top—The toolbar displays between the menu bar and the Call Control window.
- Right—The toolbar displays down the right side of the Cisco CallManager Attendant Console window.
- Down—The toolbar displays across the bottom, left corner of the Cisco CallManager Attendant Console window below the status bar.

**Tip**

To recall the function of a button, use the tool-tip text that displays when the mouse pointer hovers over the button.

To change the location where the toolbar displays in the window, perform the following procedure:

### Procedure

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- Step 1** Right-click the Call Control toolbar and choose **Position**.
- Step 2** From the following list, choose the position in which you want the toolbar to display:
- Left
  - Top
  - Right
  - Down

You changed the position of the toolbar.

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## Context-Sensitive Menus

Each window includes a set of context-sensitive menus that display when you right-click the mouse in the window. These menus allow you to perform tasks such as adding speed-dial entries and changing text size.

## Status Bar

The status bar displays the following information:

- The Pop to Top icon

[Figure 1-2](#) shows the Pop to Top icon.

**Figure 1-2** Pop to Top Icon



When the Call Control window is minimized or behind another window, the Pop to Top icon in the lower, right corner of the status bar allows you to quickly display the Call Control window when you receive an incoming call.

- The Go Offline/Go Online status icon
- The IP address or hostname of the server associated with the attendant console

# Starting the Cisco CallManager Attendant Console for the First Time

Starting the Cisco CallManager Attendant Console for the first time requires that you enter or verify information in the Settings dialog box. Your system administrator provides the information.

Perform the following procedure to start the Cisco CallManager Attendant Console:

## Procedure

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- Step 1** Double-click the Cisco CallManager Attendant Console icon on the desktop or choose **Start > Programs > Cisco CallManager Attendant Console**.

Figure 1-3 shows the Cisco CallManager Attendant Console icon.

*Figure 1-3 Cisco CallManager Attendant Console Icon*



- Step 2** The Settings dialog box opens and prompts you for the following information from the Basic tab:
- Server Host Name or IP Address
  - Directory Number of Your Phone
- Step 3** If instructed to do so by your system administrator, click the **Advanced** tab. Your system administrator must provide the information that you enter in the fields and the check box that display.
- Step 4** To change the path of the local directory file, enter the new path in the Path of Local Directory File field.



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**Note** The local directory file, defined as the user list file, provides the directory information that displays in the windows.

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- Step 5** To change the call-processing server host name or IP address, enter the appropriate information in the Call Processing Server Host Name or IP Address field.
- Step 6** After you enter the information, click **Save**.  
Now you can log in and go online.
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## Logging In and Going Online

Perform the following steps to log in, go online, and handle calls:

### Procedure

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- Step 1** If you have not already done so, double-click the Cisco CallManager Attendant Console icon on the desktop or choose **Start > Programs > Cisco CallManager Attendant Console**.
- Step 2** When prompted, enter your attendant console username and password in the login dialog box.



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**Tip** To save this information, so you do not enter it each time you log in to the attendant console, check the Remember user name and password check box.

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- Step 3** The first time that you log in to the attendant console, the text in the login dialog box displays in English. From the Language drop-down list box, choose the language in which you want the GUI to display.



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**Tip** To review or change settings associated with the attendant console, click the Settings button.

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- Step 4** Click **Log In**.

Cisco CallManager Attendant Console checks the information provided by the system administrator in the Settings dialog box.

Logging in enables you to use Cisco CallManager Attendant Console to answer, place, and handle calls, to view line status, to use the directory, and to configure and use speed-dial entries.

Your Cisco CallManager Attendant Console user ID and password should already be set up for you. Contact your system administrator if you cannot log in.



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**Note** The attendant console saves the user name of the attendant that last used the attendant console on the PC.

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**Step 5** On the Call Control toolbar, click the **Go Online** button or choose **File> Go Online...**

When you go online, the color of the arrows in the button changes from green to white, and the menu option Go Online changes to Go Offline. The status bar at the bottom of the console indicates that you are online.

The Cisco Telephony Call Dispatcher receives notice that you are available to answer calls.

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# Going Offline, Logging Out, and Exiting

When you are not using Cisco CallManager Attendant Console, go offline, so the Cisco Telephony Call Dispatcher knows that you are not available to handle calls.

- If you need to stop handling calls for a short time, click the **Go Offline** button on the Call Control toolbar or choose **File > Go Offline**.
- When you want to resume handling calls, click the **Go Online** button on the Call Control toolbar or choose **File > Go Online**.
- To exit Cisco CallManager Attendant Console completely and close the application window, choose **File > Logout** or **File > Exit**.



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**Note**

Be aware that the Go Online/Offline buttons and menu options are context-sensitive. If you are online, the Go Offline button and menu option display. If you are offline, the Go Online button and menu option display.

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