



## Handling Calls

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To answer, dial, and direct calls with Cisco WebAttendant, you can use the mouse, PC keyboard keys and numeric keypad, a combination of mouse and numeric keypad, or the Cisco IP phone associated with Cisco WebAttendant to perform these functions.

This chapter provides the following instructions:

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## Answering a Call

When Cisco WebAttendant receives an incoming call, the appropriate Smart Line (SL) button changes from solid dark blue to flashing yellow. When the call is answered and the caller is connected, the SL button changes to solid light blue.

Use any one of the following methods to answer a call. All methods achieve the same result, you can use them interchangeably.

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

## Ending a Call

Use any of the following methods to end (disconnect) an active call. All methods achieve the same result, and you can use them interchangeably.

- Click the **HANGUP** button.
- Press the **D** key or the **DELETE** key on your PC keyboard.
- Press the **Del** key on the numeric keypad on the right side of your PC keyboard.
- Use the mouse to drag the active Smart Line (SL) onto the **HANGUP** button.
- Use the Cisco IP phone to end the call (for example, lift and replace the handset, press Speakerphone, or press the EndCall softkey).

## Placing a Call on Hold

You can place an active call on hold to take another incoming call or to check availability of the intended recipient. When you place a call on hold, the Smart Line (SL) button for that line flashes red.

Use any of the following methods to place a call on hold. All methods achieve the same result, and you can use them interchangeably.

- With the mouse, right-click over the active line.
- Click the **HOLD** button.
- Press the **H**, **+**, **=**, or **left arrow** key on your PC keyboard.
- Use the mouse to drag the active SL button onto the **HOLD** button.
- Use the Cisco IP phone to place the call on hold.

## Retrieving a Call from Hold (Unhold)

When you retrieve a call from hold, the flashing red Smart Line (SL) button changes to solid light blue, and the caller connects to you.

Use any of the following methods to retrieve the call. All methods achieve the same result, and you can use them interchangeably.

- Click or double-click the SL button or line for the call that is on hold.
- 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.
- Choose the line that is on hold; then, press the **U**, **-** (minus), or **right arrow** key.
- Use the Cisco IP phone to retrieve the call from hold.

# Transferring a Call

You can transfer an active call (when the SL button is solid light blue). When you transfer a call, the caller connects to the person you designate.

Use any of the following methods to transfer a call. All methods achieve the same result, and you can use them interchangeably.

Choose the line to be transferred, then:

- Use the numeric keypad on your PC keyboard to enter the number to which you want to transfer the call; then, click the **XFER** button.
- In the Speed Dial area, click the name or number.
- In the directory, double-click the name or number.
- Drag the active SL button onto the name or number in the directory or Speed Dial area.
- Dial the number using the numeric keypad on your PC keyboard; then, press the **T** key on your PC keyboard.
- Use the Cisco IP phone to transfer the call (press Transfer, dial the number of the person to whom you want to transfer the caller, and press the Transfer button again).

# Placing a Call

You can place calls when a line is available.

Use any of the following methods to place a call. All methods achieve the same result, and you can use them interchangeably.

- Use the numeric keypad on the right side of your PC keyboard to dial the number; then, click the **DIAL** button.



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**Note**

Make sure that **Num Lock** is enabled when using the numeric keypad to dial calls.

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- Double-click a directory number to automatically dial that number.
- Click a speed-dial button to automatically dial that number.
- Drag a speed-dial button or directory number onto an available SL button or line.
- 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 SL 2, press the **2** key, dial the number on the numeric keypad, and then press **M** or **Enter**.
- Use the Cisco IP phone to dial the number.



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**Tip**

When using the keyboard to choose lines and make calls, use the number keys on the PC keyboard to choose the corresponding Smart Line (for example, press **1** to choose SL 1). Use the numeric keypad on the right side of the PC keyboard to dial the number.

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**Tip**

If you make a mistake when using the numeric keypad to dial the number, press the **Backspace** key to erase.

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