



Using the Call Control Window

When you place or answer a call, the call state, the directory number of the incoming call, the name of the person, if available, the operator directory number, and the elapsed time display in the Call Details pane of the Call Control window.

This section describes the following topics:

- [Placing Calls from the Call Control Window, page 4-2](#)
- [Performing Call-Control Tasks in the Call Control Window, page 4-2](#)

Placing Calls from the Call Control Window

To place a call from the Call Control window, perform the following procedure:

Procedure

- Step 1** Click the **Operator Line** button in the upper, right corner that indicates the directory number of the Cisco IP Phone that controls the Cisco CallManager Attendant Console.
- Step 2** In the dialog box, enter the number that you want to dial.
- Step 3** Click **OK** or **Cancel**.
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Tip

To place a call to a speed-dial or directory entry, drag the speed-dial or directory entry onto the Operator Line button in the upper, right corner of the Call Control window.

Performing Call-Control Tasks in the Call Control Window

[Table 4-1](#) describes the call-control tasks that affect calls in the Call Control window. For additional information on performing call-control tasks in the Call Control window, see the [“Handling Calls” section on page 2-1](#).

Table 4-1 Quick Reference Table

Desired Result	Action Performed
Answering a Call	<p>To answer a call, perform one of the following tasks:</p> <ul style="list-style-type: none"> • Right-click the call and choose Answer in the context-sensitive menu. • Click the Answer button on the Call Control toolbar. • From the Actions menu, choose Answer. • Press Ctrl + A key on your PC keyboard. • Double-click the call in the Call Control window. • Use the mouse to drag the highlighted call onto the Answer button. • Use the Cisco IP Phone to answer the call (for example, press the line button with the incoming call, or press the Answer softkey).
Placing a Call	<p>To place a call, perform one of the following tasks:</p> <ul style="list-style-type: none"> • Click the Dial button on the Call Control toolbar. • From the Actions menu, choose Dial. • Use the mouse to drag the speed-dial or directory entry onto the Dial button on the Call Control toolbar, the Call Details pane, or the Operator Line button in the Call Control window. • Press Ctrl + D on your PC keyboard. • Use the Cisco IP Phone to dial the number. • Use the numeric keypad on the right side of your PC keyboard to dial a number; then, press Enter or press Ctrl + D.

Table 4-1 Quick Reference Table (continued)

Desired Result	Action Performed
Ending a Call	<p>To end a call, perform one of the following tasks:</p> <ul style="list-style-type: none"> • In the Call Control window, right-click the call and choose Hang Up from the context-sensitive menu. • Click the Hang Up button on the Call Control toolbar. • Press Ctrl + H on your PC keyboard. • From the Actions menu, choose Hang Up. • Use the mouse to drag the active call onto the Hang Up button. • Use the Cisco IP Phone to end the call (for example, lift and replace the handset or press the EndCall softkey).
Placing a Call on Hold	<p>To place a call on hold, perform one of the following tasks:</p> <ul style="list-style-type: none"> • Right-click the active call and choose Hold from the context-sensitive menu. • In the Call Control window, click the call; then, perform one of the following tasks: <ul style="list-style-type: none"> – Click the Hold button on the Call Control toolbar. – Press Ctrl + L on your PC keyboard. – From the Actions menu, choose Hold. • Use the mouse to drag the active call onto the Hold button. • Double-click the active call. • Use the Cisco IP Phone to place the call on hold (for example, press the Hold softkey).

Table 4-1 Quick Reference Table (continued)

Desired Result	Action Performed
Retrieving a Call from Hold (Resume)	<p>To retrieve a call from hold, perform one of the following tasks:</p> <ul style="list-style-type: none"> • Right-click the call that is on hold; choose Resume from the context-sensitive menu. • Click the call that is on hold and then perform one of the following tasks: <ul style="list-style-type: none"> – Click the Resume button on the Call Control toolbar. – Press Ctrl + L on your PC keyboard. – From the Actions menu, choose Resume. • Using the mouse, drag the call that is on hold onto the Resume button on the Call Control toolbar. • Double-click the call that you placed on hold. • Use the Cisco IP Phone to retrieve the call from hold.
Transferring a Call	<p>To complete a transfer, perform the following procedure:</p> <ol style="list-style-type: none"> 1. Perform one of the following tasks: <ol style="list-style-type: none"> a. Right-click the call that you want to transfer; then, choose Transfer from the context-sensitive menu. b. Click the call that you want to transfer; then, click the Transfer button on the Call Control toolbar. c. Click the call that you want to transfer; then, from the Actions menu, choose Transfer. d. Click the call that you want to transfer; then, press Ctrl + X. 2. After the transfer keypad opens, enter the number to which you want to transfer the call. Click OK. <p>Tip If you prefer, you can perform a transfer by dragging the call onto a speed-dial or directory entry. You can also right-click the entry and choose Transfer from the context-sensitive menu.</p> <p>Tip If you prefer, you can transfer a call without using the transfer keypad. After you click the call that you want to transfer, press the keys on the PC keyboard to enter the number to which you want to transfer the call. Press Ctrl + X to transfer to call.</p>

Table 4-1 Quick Reference Table (continued)

Desired Result	Action Performed
Consult Transferring	<p data-bbox="294 293 1016 321">To complete a consult transfer, perform the following procedure:</p> <ol data-bbox="294 337 1228 716" style="list-style-type: none"> <li data-bbox="294 337 736 365">1. Perform one of the following tasks: <ol data-bbox="348 381 1228 643" style="list-style-type: none"> <li data-bbox="348 381 1228 440">a. Right-click the call that you want to transfer; then, choose Consult Transfer from the context-sensitive menu. <li data-bbox="348 456 1204 514">b. Click the call that you want to transfer; then, click the Consult Transfer button on the Call Control toolbar. <li data-bbox="348 531 1228 589">c. Click the call that you want to transfer; then, from the Actions menu, choose Consult Transfer. <li data-bbox="348 605 1063 643">d. Click the call that you want to transfer; then, press Ctrl + T. <li data-bbox="294 659 1166 716">2. After the transfer keypad displays, enter the number to which you want to transfer the call. Click OK. <p data-bbox="294 732 989 760">You placed the active call in the Call Control window on hold.</p> <ol data-bbox="294 776 825 803" style="list-style-type: none"> <li data-bbox="294 776 825 803">3. Ask the user if you should transfer the call. <p data-bbox="294 820 1228 948">Note If the user tells you not to transfer the call, end the consultation with the user; then, click the held call in the Call Control Details pane, and perform one of the methods from the “Retrieving a Call from Hold (Resume)” section on page 2-5.</p> <ol data-bbox="294 980 1073 1008" style="list-style-type: none"> <li data-bbox="294 980 1073 1008">4. To transfer the held call, perform any of the methods from Step 1. <p data-bbox="294 1024 1228 1146">Tip If you prefer, you can consult transfer a call without using the transfer keypad. After you click the call that you want to transfer, press the keys on the PC keyboard to enter the number to which you want to transfer the call. Press Ctrl + T to transfer to call.</p>

Table 4-1 Quick Reference Table (continued)

Desired Result	Action Performed
Initiating a Conference Call	<p data-bbox="294 293 1036 321">To initiate an ad hoc conference, perform the following procedure:</p> <ol style="list-style-type: none"> <li data-bbox="301 337 736 365">1. Perform one of the following tasks: <ol style="list-style-type: none"> <li data-bbox="350 381 1174 440">a. Right-click the call and choose Conference from the context-sensitive menu. <li data-bbox="350 456 1228 514">b. Click the appropriate call; click the Conference button on the Call Control toolbar. <li data-bbox="350 531 1032 558">c. Click the appropriate call; choose Actions > Conference. <li data-bbox="350 574 1085 602">d. Click the appropriate call; press Ctrl + C on the PC keyboard. <p data-bbox="294 626 1197 685">Performing the previous tasks places the call on hold, and the conference keypad displays.</p> <ol style="list-style-type: none"> <li data-bbox="301 701 1201 760">2. Using the conference keypad, enter the directory number of the user that you want to add to the conference. Click OK. <li data-bbox="301 776 1228 834">3. Click the Conference button, choose Actions > Conference, or press Ctrl + C on the PC keyboard. <p data-bbox="294 859 1228 917">Tip If you prefer not to use the conference keypad, you can drag a speed-dial or directory entry onto the Conference button to complete the transaction.</p>

Table 4-1 Quick Reference Table (continued)

Desired Result	Action Performed
Parking a Call	<p data-bbox="299 293 1235 350">Note You can park a call only if the server that is associated with the attendant console runs a version of Cisco CallManager Release 3.3 or later.</p> <p data-bbox="299 383 830 410">To park a call, perform the following procedure:</p> <ol data-bbox="299 428 1228 850" style="list-style-type: none"> <li data-bbox="299 428 736 456">1. Perform one of the following tasks: <ol data-bbox="350 472 1228 732" style="list-style-type: none"> <li data-bbox="350 472 1228 529">a. Right-click the call that you want to park; then, choose Call Park from the context-sensitive menu. <li data-bbox="350 548 1228 605">b. Click the call that you want to park; then, click the Call Park button on the Call Control toolbar. <li data-bbox="350 625 1228 682">c. Click the call that you want to park; then, from the Actions menu, choose Call Park. <li data-bbox="350 701 794 729">d. On the PC keyboard, press Ctrl + P. <li data-bbox="299 748 1228 805">2. A dialog box displays the directory number where Cisco CallManager parked the call. Click OK. <li data-bbox="299 824 895 852">3. Contact the user that is to retrieve the parked call.

Table 4-1 Quick Reference Table (continued)

Desired Result	Action Performed
Retrieving (Reverting) a Parked Call	<p>To retrieve/revert a parked call, perform the following procedure:</p> <ol style="list-style-type: none"> 1. Perform the procedure in the “Parking a Call” section on page 2-10. 2. If the user does not answer the call, perform the one of the following tasks to revert the parked call: <ol style="list-style-type: none"> a. Right-click the call that you want to park; then, choose Revert Park from the context-sensitive menu. b. Click the call that you want to park; then, click the Revert Park button on the Call Control toolbar. c. Click the call that you want to park; then, from the Actions menu, choose Revert Park. d. On the PC keyboard, press Ctrl + P. 3. Choose the directory number to revert in the dialog box that displays. Click Revert. The active call displays in the Call Details pane. 4. Notify the caller of the situation.
Forwarding a Call to Voice Mail	See the “Using Dial Digits” section on page 3-8 for information on how to perform this task.

■ Performing Call-Control Tasks in the Call Control Window