Getting started with Cisco Operator Attendant Console

Accessing CUACA and logging in
(Cisco Unified Attendant Console Advanced)

Double click the CUACA icon on your desktop to open the console or open from the **Start** menu on your computer.

The application will need to be downloaded to each PC/Laptop. Files will be made available during the deployment stages.

From the menu bar select **File > Login**.

Enter your **login name**.
Enter your **password**.

Ensure the device details match the extension which is associated with the console, this may be a desk phone or a Jabber Softphone.

Note: You must log into a Jabber Softphone first.

Click **Login.**

Going unavailable
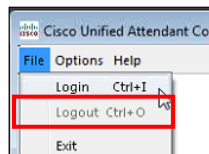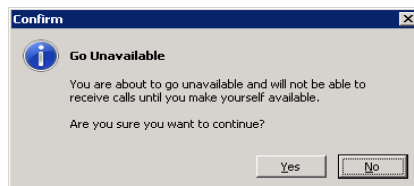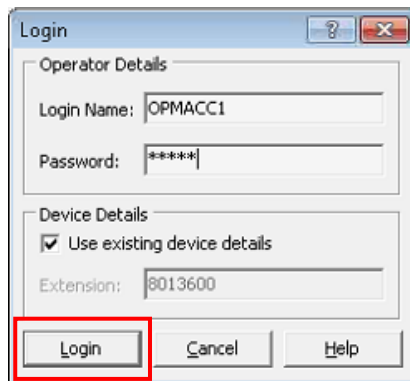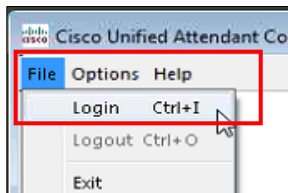To go unavailable press **F10** – select **Yes.**
To go available press **F10.**
Calls will follow any overflow or night service settings as programmed.
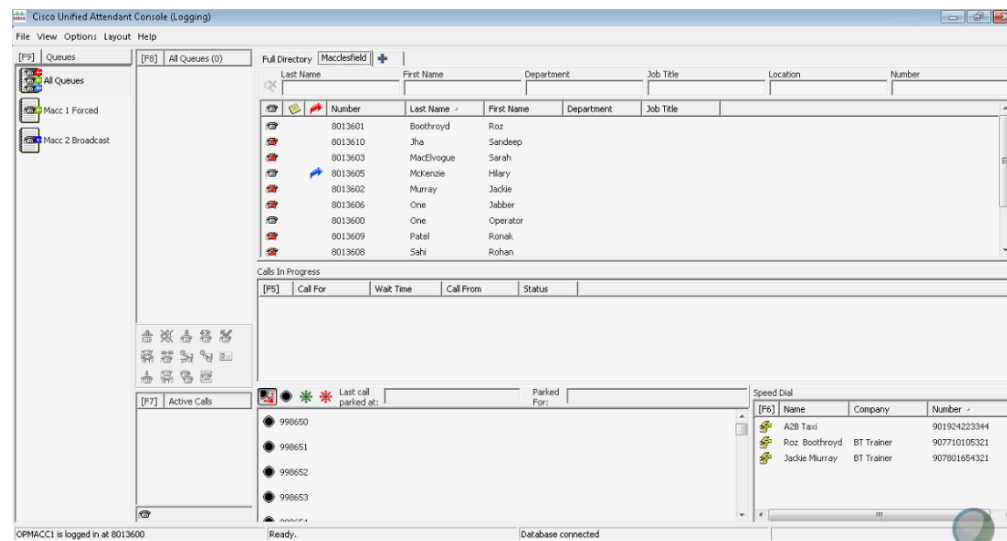
Logging out
Select **File > Logout** from the main menu.
To close the console, select **File > Exit.**

Please refer to the next guides in the series for call handling, managing directories and managing preference settings.

Home screen

The console screen is divided into eight areas:

Queues (F9)	Displays all queues configured for this console. Each icon represents a different queue.
All Queues (F8)	Displays incoming calls waiting to be answered.
Call Control Tool Bar	Call Control icons can be used to process calls if preferred.
Active Calls (F7)	Displays calls which are currently being processed by the operator.
Directories	Displays contacts which are available to the operator.
Calls in Progress (F5)	Displays calls placed on hold and calls which have been transferred or parked and then returned to the console on time-out.
Call Park Devices	Displays a list of call park device numbers available to the operator.
Speed Dials (F6)	Frequently dialled numbers can be stored here.

Online Cisco Unified Attendant Console guides for each version can be found at: *Cisco Unified Attendant Consoles - End-User Guides - Cisco*

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