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1 About this guide

This document is divided into the following chapters:

Chapter 1, About this Guide, tells you more about this guide and its uses.

Chapter 2, Introduction, gives an overview of the key features.

Chapter 3, Installing and accessing Cisco Call Manager Attendant Console, explains how to upgrade to the new client, access the new client and change the password and PIN associated with the new client.

1.1 Who Should Use It

This guide is intended for University of Louisville faculty and staff who use Cisco Call Manager Attendant Console software and Cisco Call Manager Web Access.
1.2 Typographical Conventions

This document uses the following typographical conventions:

Command and option names appear in bold type in definitions and examples. The names of directories, files, machines, partitions, and volumes also appear in bold.

Variable information appears in italic type. This includes user-supplied information on command lines.

Screen output and code samples appear in monospace type.

In addition, the following symbols appear in command syntax definitions.

Square brackets [ ] surround optional items.

Angle brackets < > surround user-supplied values.

Percentage sign % represents the regular command shell prompt.

Pipe symbol | separates mutually exclusive values for an argument.
2 Introduction

2.1 Purpose

The purpose of this document is to provide step-by-step instructions for upgrading Cisco Call Manager Attendant Console software and changing the password and PIN associated with Cisco Call Manager Web Access.

2.2 System Requirements

No requirements specified.

2.3 Scope

Cisco Call Manager Attendant Console and Cisco Call Manager Web Access allow users to manage multiline Voice over IP (VoIP) telephones.

2.4 System Organization

The system and the software to which this document applies, includes:

- Cisco Call Manager Attendant Console

- Cisco Call Manager Web Access
3 Cisco Call Manager Attendant Console
Client Upgrade

3.1 Upgrading the Cisco Call Manager Attendant Console

1. Open the Cisco Call Manager Attendant Console currently installed on your computer.
   Make a note of the user name you used to log in to the console.
2. On the **Cisco Call Manager Attendant Console** click **Edit** then click **Settings**.
3. The **Attendant Settings** window will appear. Make a note of the following:
   a. **Attendant Server Host Name or IP Address**
   b. **Directory Number of Your Phone**
   c. **Phone MAC Address Identifier**

Once you have obtained this information, click **Cancel**.

**Note:** You will need this information to set up the new Attendant Console.
4. You will return to the **Cisco Unified Communications Manager Attendant Console**. Make note of any contacts and groups contained in **Speed Dials**.

   ![Attendant Console Screen](image)

   **Note:** It is important to make note of all contacts and groups contained in Speed Dials as this information will not be transferred when you upgrade to the new Cisco Call Manager Attendant Console.
5. Download the **Cisco Attendant Console Software Upgrade** from iTech Xpress ([http://louisville.edu/itechxpress](http://louisville.edu/itechxpress)). The new client will begin installation.

6. A **Cisco Unified Communications Manager Attendant Console** uninstall message will appear. Click **Yes**.
7. The **Cisco Unified Communications Manager Attendant Console Setup** welcome window will appear. Click **Next**.
8. At the **Cisco Unified Communications Manager Attendant Console Setup** license agreement window click **I accept the license agreement**. Then click **Next**.
9. At the **Cisco Unified Communications Manager Attendant Console Setup** destination folder window click **Next**.
10. At the **Cisco Unified Communications Manager Attendant Console Setup** ready to install the application window click **Next**.
11. At the **Cisco Unified Communications Manager Attendant Console Setup installation success** window click **Finish**. The program will now close.

12. Congratulations. You have successfully upgraded your Cisco Call Manager Attendant Console.
3.2 Accessing the Cisco Call Manager Attendant Console

1. Double-click the Cisco Unified Communications Manager Attendant Console shortcut that is now on your computer desktop.

2. The Attendant Settings window will appear. Enter the following information:
   a. Attendant Server Host or IP Address
   b. Directory Number of Your Phone

After entering this information click Save.

Note: This is the information you noted earlier in Section 3.1, Step 3, parts a. and b.
3. When the **Device Selector** window appears, click the drop-down arrow and select the appropriate MAC address. Click **OK**.

![Device Selector](image)

**Note:** This will match the information you noted earlier in Section 3.1, Step 3, part c.

4. The **Attendant Log In** window will appear. Enter your user ID in the **User ID** field.

![Attendant Log In](image)

**Note:** This is the information you noted in earlier in Section 3.1, Step 1.

5. Enter the word console in the **Password** field.
6. Check the box next to **Remember user ID and password**. Click **Log In**.
7. Enter your custom speed dials and groups.

![Image of Cisco Attendant Console with Speed Dials and Groups]

**Note:** This is the information you noted earlier in Section 3.1, Step 4.

8. Congratulations. You have successfully upgraded your Cisco Attendant Console Software.
3.3 Changing Cisco Call Manager Web Access Password and PIN

1. Open a web browser.

2. Type https://voipccm.louisville.edu/ccmuser in the browser address field. Press Enter.
   Note: You will receive a website security certificate warning. Click on the link Continue to this website.

3. At the Cisco Unified CM User Options screen, type your ULink user ID in the Username field. Type $UofLpass1 in the Password field. Click Login.

4. After your initial login, click User Options. Then select User Settings.
5. The **User Settings Configuration** window will appear. In the **Current Password** field type $UofLpass1. In the **Current PIN** field type 159753.
6. In the **New Password** field enter a new password. In the **Confirm Password** field retype the new password.

**Note:** The new password must be at least 7 characters in length and can contain letters, numbers and special characters (&, *, $). Ensure the new password is easy for you to remember but difficult for others to guess.
7. In the **New PIN** field enter a new PIN. In the **Confirm PIN** field retype the new PIN.

**Note:** The new PIN must be at least 8 characters in length and contain all numbers. Ensure that it is easy for you to remember but difficult for others to guess.
8. Click **Save**.

9. Congratulations. You have successfully changed your Cisco Call Manager password and PIN.