

Copy Speed Dials from One Attendant Console User to Another Configuration Example

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Introduction

Speed dial entries allow you to quickly place calls, transfer calls, perform consult (supervised) transfers, and initiate conferences with the person associated with the speed dial entry. Speed dial entries include the name, phone number, and notes on the person that you added to the speed dial group.

In some situations, multiple Attendant Console clients might want to use the same speed dial setup. In this case, you can copy the speed dials from one existing user to other users who want to use the same speed dials as the first user. So, there is no need to manually configure the speed dials for each user. This document discusses how to copy the speed dials between different Attendant Console users when using DC Directory.

Prerequisites

Requirements

This document assumes that you run DC Directory. If you run Active Directory, you cannot copy speed dials from one user to another user using the methods described in this document.

Components Used

The information in this document is based on these software and hardware versions:

- Cisco CallManager 3.x and 4.x
- Cisco CallManager Attendant Console 1.x and later

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to the Cisco Technical Tips Conventions for more information on document conventions.

Copy Speed Dials from One Attendant Console User to Another

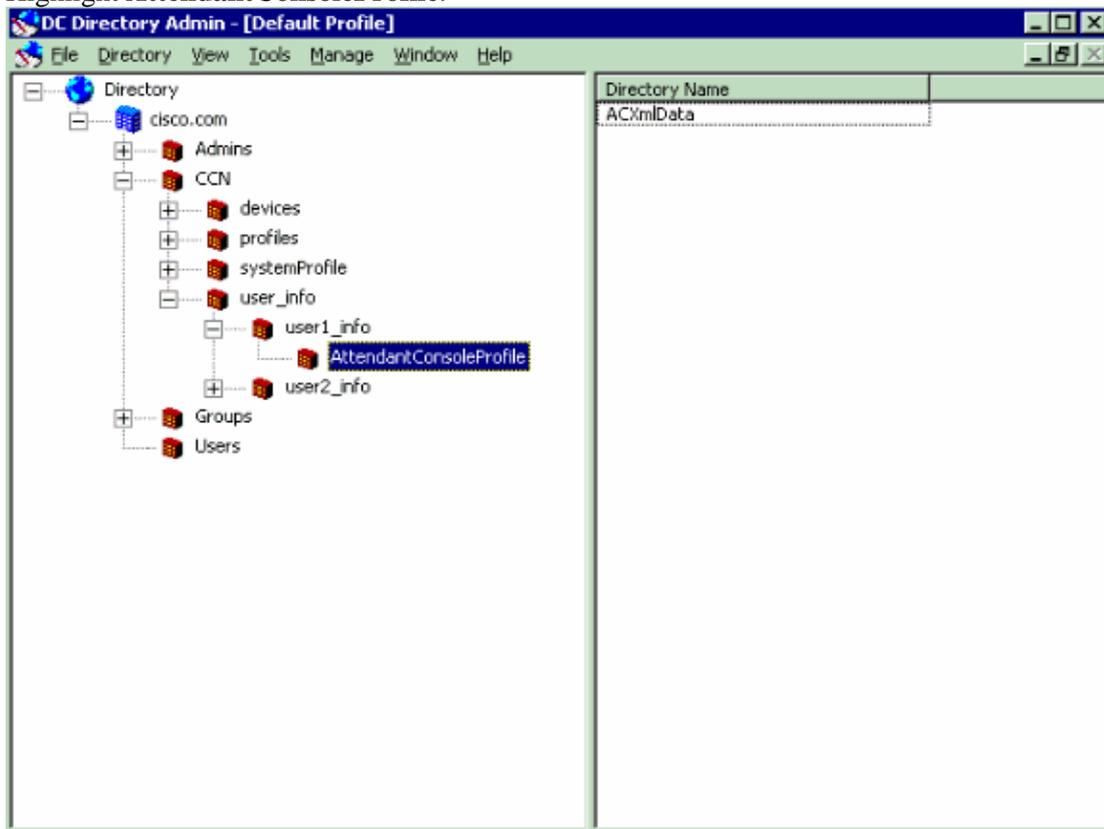
In order to copy the speed dials from one Attendant Console user to another, you need to complete these procedures:

1. Retrieve the speed dials from the first user (user from which the speed dials need to be copied, such as user1).
2. Copy the speed dials to the second user (user to which the speed dials need to be copied, such as user2).

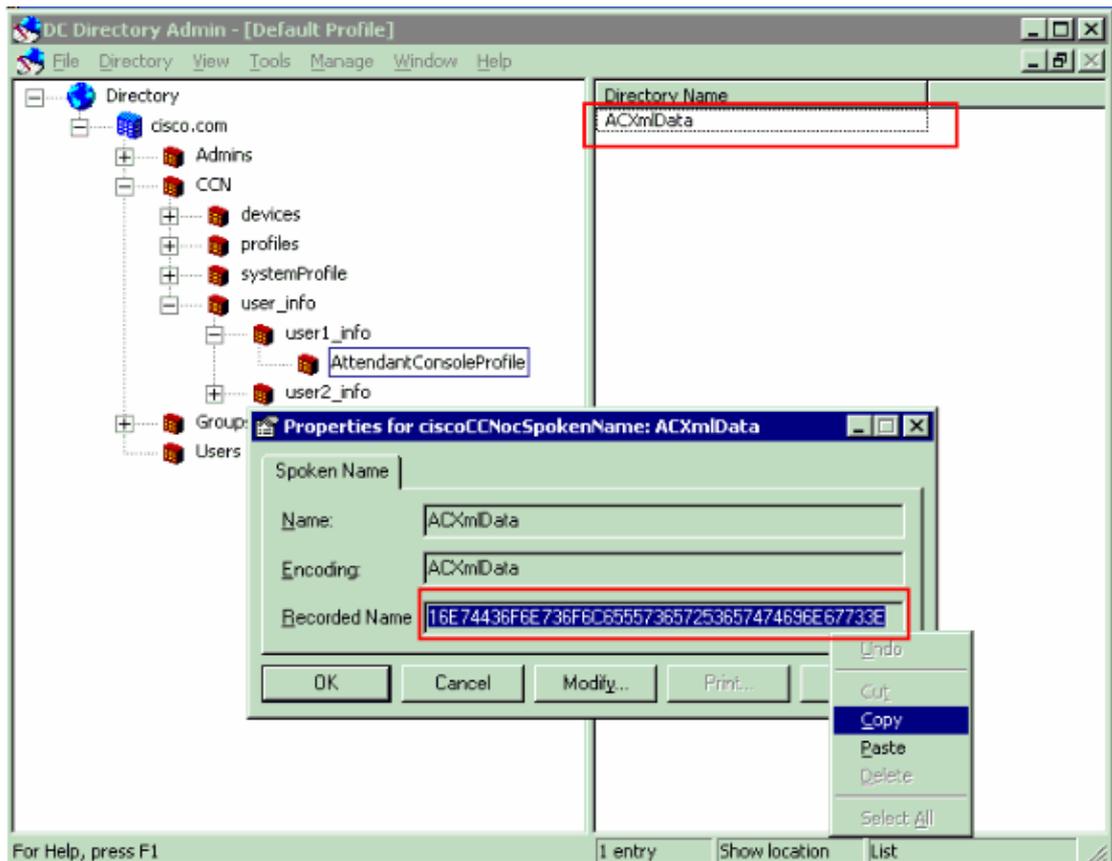
Retrieve the Speed Dials from the First User

Complete these steps in order to retrieve the speed dials from user1.

1. Choose **Start > Programs > DC Directory Administrator** in order to go into the DC Directory Admin.
2. In the Administration folder, expand **Directory > cisco.com > CCN > user_info > <user1>_info**.
3. Highlight **AttendantConsoleProfile**.



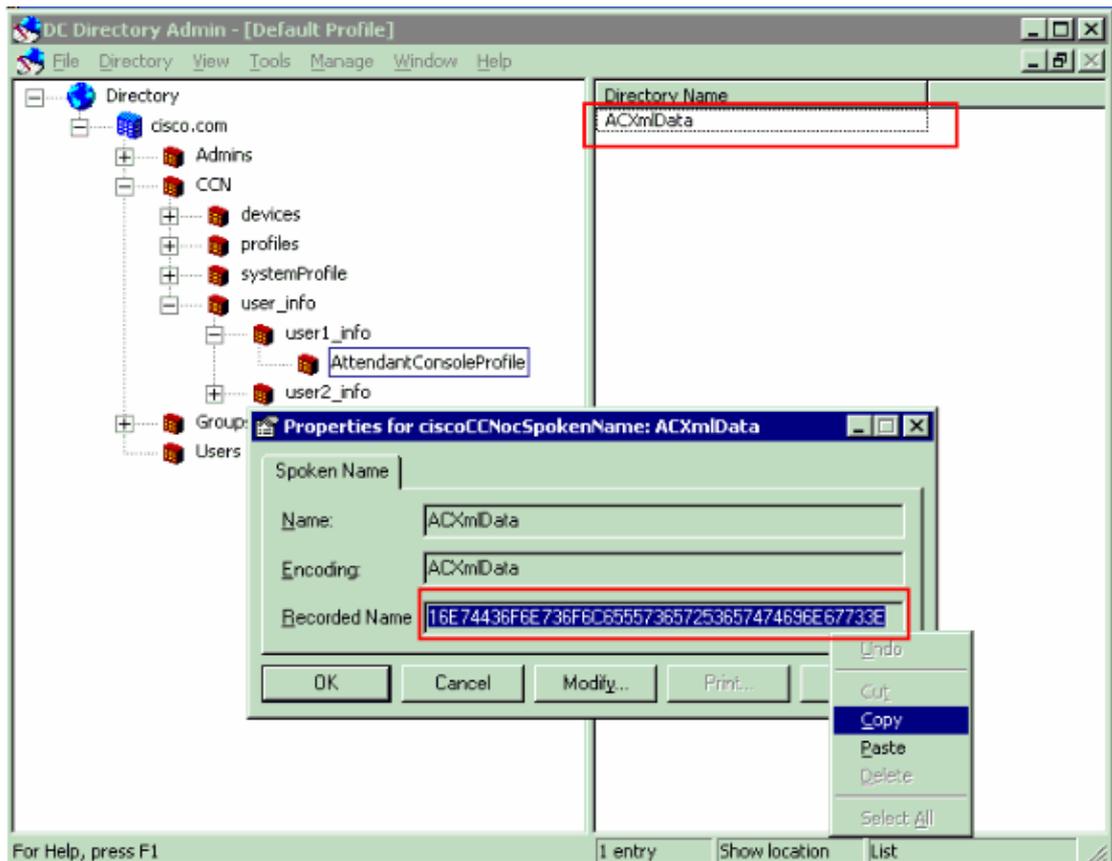
4. Double-click **ACXmlData** in the right-hand window frame.
5. See if the Recorded Name field has any data in it. This is the speed dials which are in an encrypted format. However, you can copy it to the Recorded Name field of your other attendants. Right-click and perform a **Copy** operation.



Copy Speed Dials to the Second User

Complete these steps in order to copy speed dials to user2.

1. Choose **Start > Programs > DC Directory Administrator** in order to go into the DC Directory Admin.
2. Expand **Directory > cisco.com > CCN > User_info > <user2>_info**.
3. Locate the **AttendantConsoleProfile** entry. Double-click **ACXmlData** in the right-hand window frame.
4. Click **Modify** and paste the speed dials copied from the previous procedure to the **ACXmlData** field. Click **Apply** and **OK**.



After you complete these two procedures, the speed dials from user1 are copied to user2.

Verify

In order to verify whether the speed dials are copied from user1 to user2, log in to the attendant PCs user1 and user2 and verify they both have the same speed dials in the Speed Dials window.

Troubleshoot

There is currently no specific troubleshooting information available for this configuration.

Related Information

- [Using the Speed Dial Window](#)
- [Cisco CallManager Attendant Console](#)
- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
- [Troubleshooting Cisco IP Telephony](#)
- [Technical Support & Documentation – Cisco Systems](#)