

Cannot Delete IP Phone Associated with IP Communicator

Document ID: 107651

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Introduction

Cisco IP Communicator is a Microsoft Windows based application that endows computers with the functionality of IP phones. This application enables high-quality voice calls on the road, in the office, or from wherever users can access the corporate network. It is an ideal solution for remote users and telecommuters. Cisco IP Communicator is easy to deploy and features some of the latest technology and advancements available with IP communications today. Cisco IP Communicator is a standalone device that supports both SCCP and SIP.

Note: There are a few features that are not supported on Cisco IP Communicator with SIP that are supported with SCCP. For example, Cisco IP Communicator with SCCP is compatible with the Cisco Unified Video Advantage video-enabled endpoint to make video calls, whereas SIP has no video support. In addition, Cisco IP Communicator with SCCP supports Tone on Hold, whereas SIP has no Tone on Hold support. Refer to Endpoint Features Summary [☞](#) for a complete list of supported features.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Communications Manager Release 6.x

Components Used

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

- Cisco Unified Communications Manager Release 6.0
- Cisco IP Communicator 2.1

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 Cisco Technical Tips Conventions for more information on document conventions.

Cisco IP Communicator Adjunct Licensing

Cisco Unified Communication Manager 6.x provides the ability to use adjunct licensing for a presence user who uses multiple devices. This feature allows the presence user, who already uses a Cisco Unified IP Phone, to require only a single Device License Unit instead of three when any secondary soft-phone devices are in use. The secondary soft-phone devices are limited to Cisco IP Communicator, Cisco Unified Personal Communicator, and Cisco Unified Mobile Communicator. The adjunct licensing is enabled through configuration on Cisco Unified Communication Manager, under the Primary Phone option for Cisco Unified Personal Communicator.

Adjunct Licensing Restrictions

You must adhere to these restrictions in order to use adjunct licensing:

- You can only associate up to two secondary soft-phone devices to a primary IP phone.
- You cannot delete the primary phone unless you remove the associated secondary soft-phone devices.
- The primary phone must be the device that consumes the most licenses. You cannot make the soft-phone device the primary phone and associate a Cisco Unified IP Phone as the secondary device.

Delete the Primary IP Phone

Due to these listed restrictions, when you try to delete the primary IP phone without the removal of the associated secondary soft-phone devices, you receive the **Delete Failed [10206]. Cannot delete device that is used as a Primary Phone** error message. Make sure to remove the association with the secondary soft-phone before you remove the primary IP phone.

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Updated: Aug 08, 2008

Document ID: 107651
