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Tech Notes

Installing and Configuring Cisco WebAttendant for CallManager 3.1

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Introduction

Cisco WebAttendant is a client-server application that enables you to set up Cisco IP Phones as attendant consoles. The Cisco WebAttendant client provides a graphical user interface that allows you to control a Cisco IP Phone as an attendant console, which includes speed dial buttons and quick directory access for the ability to look up phone numbers, monitor line status, and direct calls. Cisco WebAttendant can be used by a receptionist or administrative assistant in order to handle calls for a department or company or by an individual.

The Cisco WebAttendant client is a plug-in application that is installed on a PC that has IP connectivity to the Cisco CallManager system. The client works in conjunction with a Cisco IP Phone that is registered to a Cisco CallManager, one client for each phone that is used as an attendant console. Multiple WebAttendant clients can be connected to a single Cisco CallManager.

The Cisco Telephony Call Dispatcher (TCD) service that runs on the Cisco CallManager communicates with Cisco WebAttendant clients for call routing and control, monitors and reports line state, and services client database requests.

Cisco CallManager Administration is used in order to add users, configure pilot points and hunt groups for call routing, and start and stop the TCD service, along with other administrative tasks.

The Cisco WebAttendant server application can also be used on its own in order to create hunt groups for call routing.

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Suggestions for improvement:

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Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager administration
- Microsoft Windows administration

Components Used

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

- Cisco CallManager version 3.1(1) or later
- Internet Explorer 4.0 or later with Active X enabled

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.

Tasks

This table provides an overview of the steps you must complete in order to install Cisco WebAttendant and to configure the basic settings necessary to test the installation.

Document	Task and Document
Cisco CallManager Server	
1	Add the Cisco WebAttendant users who run the client application to the WebAttendant server application. Refer to Adding Cisco WebAttendant Users for more information.*
2	Make sure the Cisco IP phone of each Cisco WebAttendant user is configured correctly for use with Cisco WebAttendant. Refer to Setting Up Cisco IP Phones for Use with Cisco WebAttendant for more information.*
3	Set up pilot points and hunt groups to handle call routing. Refer to Configuring Cisco Web Attendant Pilot and Hunt Groups for more information.

4	Ensure that Cisco WebAttendant clients can access directory database information on the Cisco CallManager server. Refer to Sharing the Cisco WebAttendant User Directory Database Information for more information.*
Cisco WebAttendant Client PCs	
5	Install and configure the basic settings for the Cisco WebAttendant client on the PC of each user. Refer to Installing and Configuring Cisco WebAttendant on the Client PC for more information.*
6	<i>Optional</i> : Configure the Cisco WebAttendant client to access the user database from a location other than the default location on the Cisco CallManager server. Refer to Specifying a Location for the WebAttendant Client Application TCD Database Path for more information.*
7	Configure the Cisco WebAttendant client application settings for non-administrator accounts on Windows NT 4.0 or Windows 2000 systems. Refer to Configuring Cisco WebAttendant Client Application Settings for Non-Administrator Accounts on MS Windows NT 4.0 or Windows 2000 Systems for more information.
Additional Configuration Steps	
Troubleshoot WebAttendant	
8	Make sure the Telephony Call Dispatcher service runs on the Cisco CallManager. Refer to Verifying that the Telephony Call Dispatcher Service is Running on Cisco CallManager for more information.
9	Verify the WebAttendant application can access the user database and log in to the WebAttendant server application. Refer to Verifying that the Cisco WebAttendant Application can Access the User Database and Log in to the WebAttendant Server Application for more information.
10	Use several common troubleshooting tasks in order to investigate login problems, access to the user database, and other problems. Refer

to Troubleshooting Problems with WebAttendant for more information.

* If you only use Cisco WebAttendant to create hunt groups in order to handle inbound calls, you do not need to create any WebAttendant users. In this case, refer to document 3 only.

When you have completed these tasks, refer to [WebAttendant User Guides](#) for information on how to configure and use the more advanced Cisco WebAttendant options.


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Related Information

- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
- **Recommended Reading:** [Troubleshooting Cisco IP Telephony](#) 
- [Technical Support & Documentation - Cisco Systems](#)

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