

Setting Up Cisco IP Phones for Use with Cisco WebAttendant for Cisco CallManager 3.0

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Introduction

This document is part two of a ten document set. For information on each of these documents, consult the index for this set:

- Installing and Configuring Cisco WebAttendant for CallManager 3.0

Cisco WebAttendant works in conjunction with a Cisco IP Phone. The Cisco CallManager, Cisco WebAttendant client, and the Cisco IP Phone are linked by the MAC address that is defined in the Settings dialog box of the Cisco WebAttendant application.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

This document is not restricted to specific software and hardware versions.

Conventions

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

Information

The Cisco WebAttendant client should be configured to connect to the same Cisco CallManager server as its associated Cisco IP Phone. This means that the IP Address or Host Name field in the Cisco Telephony Call Dispatcher (TCD) Settings section of the client Settings dialog box should be the address of the Cisco CallManager server to which the Cisco IP Phone is normally registered.

Cisco IP Phones used with Cisco WebAttendant must meet these guidelines:

- Cisco WebAttendant can be used with any Cisco IP Phone 7960/7940 models, Cisco IP Phone

12-Series model, or Cisco IP Phone 30VIP.

- The Cisco IP Phone must be added as a device in Cisco CallManager before it can be used with Cisco WebAttendant.
- Do not use a shared line appearance on any phone that is used with Cisco WebAttendant. Directory numbers assigned to a Cisco IP Phone that is used with Cisco WebAttendant must not appear on any other device in the system.
- The Cisco IP Phone must have buttons for Hold and Transfer in order for Cisco WebAttendant to work properly. If a headset is used, a button for Answer/Release must also be assigned. A maximum of eight lines can be configured for use with Cisco WebAttendant.
- The number of Smart Lines (SLs) available on Cisco WebAttendant is the same as the number of lines configured on the phone button template for the Cisco IP Phone (up to eight).
- Disable call waiting and call forwarding for lines and directory numbers on Cisco IP Phones used as Cisco WebAttendant consoles.
- If a Cisco WebAttendant user logs into Cisco WebAttendant at more than one phone, you must make sure that each phone is set up according to these guideline and that each phone is registered with its own Cisco WebAttendant client.

Refer to Creating Users, Phones and Associations in CallManager if you need assistance creating phones and associating users in Cisco CallManager.

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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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