



Plugin Configuration

Application plugins extend the functionality of the Cisco CallManager. For example, the Cisco WebAttendant plugin allows a receptionist to rapidly answer and transfer calls within an organization, and the JTAPI plugin allows a computer to host applications that access the CallManager via the Java Telephony Application Programming Interface (JTAPI).

For detailed information on the Cisco Customer Directory Configuration Plugin, refer to the latest online version of *Installing and Configuring the Cisco Customer Directory Configuration Plugin*.

This section contains instructions on how to install plugins:

- [Installing Plugins, page 52-1](#)

Installing Plugins

Perform the following procedure to install any plugin.

- Step 1** Choose **Application > Install Plugins**.
- The Install Plugins page displays all available plugin applications.
- Step 2** Click the icon next to the plugin you want to install.

- Step 3** To download the plugin, click **Run this program from its current location or Save this program to disk**.
- Step 4** Follow the instructions in the installation wizard to complete the installation.
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Related Topics

- [Cisco WebAttendant Configuration, page 24-1](#)
- [Plugin Configuration, page 52-1](#)
- [Cisco TAPI Service Provider Installation and Configuration, page 53-1](#)
- [Cisco JTAPI Installation and Configuration, page 54-1](#)