

Setting Up Cisco IP Phones for Use with Cisco WebAttendant for Cisco CallManager 3.1

Document ID: 5268

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Introduction

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.

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 that the Cisco IP Phone is normally registered to.

Cisco IP Phones used with Cisco WebAttendant must meet the following 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 will be 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 for Cisco WebAttendant to work properly. If a headset will be 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 will be logging in to Cisco WebAttendant at more than one phone, you must make sure that each phone is set up according to these guidelines and that each phone is registered with its own Cisco WebAttendant client.

If you need assistance creating phones and associating users in Cisco CallManager see [Creating Users, Phones and Associations in Cisco CallManager](#).

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[For additional resources, refer to Cisco TAC Tools for Voice, Telephony and Messaging Technologies.](#)

Related Information

- **[Voice Technology Support](#)**
- **[Voice and Unified Communications Product Support](#)**
- **[Technical Support & Documentation – Cisco Systems](#)**
- **[Field Notices](#)**

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Updated: Feb 02, 2006

Document ID: 5268
