

Troubleshooting

This chapter describes common questions or situations relating to the function or performance of Cisco WebAttendant. Read the response to the question for help on resolving the situation.

Login failed. How do I correct this?

Contact the system administrator to verify the following:

- The MAC address is correct for the Cisco IP Phone you are using in conjunction with Cisco WebAttendant
- The IP addresses for TCD and ports are correct
- The UserIDs and passwords

This information can be verified by clicking the Settings button in Cisco WebAttendant.

All my SLs disappeared and the Display line is red and indicating there is no server.

Either Cisco CallManager or the network connection has failed. Contact your system administrator.

Cisco WebAttendant is running but will not let me log in.

Either Cisco CallManager has failed or has not been started, or the network connection has failed. Contact your system administrator.

Cisco WebAttendant shut down suddenly. What happened?

One of the following actions may have occurred:

- You may have pressed the F5 key.
- You may have accidentally exited the Web browser.
- You may have accidentally browsed out of Cisco WebAttendant. Try clicking the Back button to return to Cisco WebAttendant.

When I transfer a call or place a call on hold, I sometimes hear a dial tone. Why?

For each SL, there are two lines, a primary and a secondary. When you transfer the call from the primary line or place it on hold, you hear the dial tone from the secondary line. When you hear the dial tone, you can disconnect the secondary line (press **D** on the keyboard or click the **HANGUP** button) to stop the dial tone.

There are three icons in my System Tray. What are those for?

A small blue phone, a red S3P, and a red SLS are all icons for Cisco WebAttendant. When Cisco WebAttendant is running, these icons should display in your System Tray.

Cisco WebAttendant was replaced by another website in my browser. What happened?

If Cisco WebAttendant was not opened in the first web browser (that is, any additional web browser windows were opened *after* Cisco WebAttendant), it can be replaced by a new website when a link to another site is clicked. See “Setting Up Your Web Browsing Environment for Internet Explorer” section on page 1-5” for more information.

If Cisco WebAttendant was opened in the first web browser and a link to another site was clicked, try clicking the Back button to return to Cisco WebAttendant.

Only directory numbers are displayed in the Directory; no names are displayed.

The information in the Directory is directly determined by the information in the User area of Cisco CallManager Administration. Contact your system administrator and request that the User area be updated with complete information for each person or directory number in the system.

The number in the speed dial button does not display properly.

The speed dial button allows only six digits to display, therefore, the entire number may not be shown. You can use the Description (the area next to the button) to display the number. See “Configuring Speed Dial Buttons” section on page 4-2 for more information.

Cisco WebAttendant would not work this morning. What could be the problem?

At the very minimum, Cisco WebAttendant needs to go offline each night. For optimal performance, it should be shut down at the end of use and restarted the next day.

The Auto/Manual button does not seem to work.

This feature is not yet available. Currently all calls must be answered manually.

I want to change the colors on the buttons and labels.

Currently only the default colors are available. Future versions of Cisco WebAttendant may allow you to set color preferences.

