



Troubleshooting

This chapter describes common questions or situations relating to the function or performance of Cisco WebAttendant.

Login failed. How do I correct this?

Contact your system administrator to verify and update the following information:

- The MAC address for the Cisco IP Phone you are using in conjunction with Cisco WebAttendant
- The IP addresses or DNS names for the Telephony Call Dispatcher (TCD) and ports
- The WebAttendant User ID and password

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

All my Smart Lines (SLs) disappeared and the display line is red, indicating there is no server.

The Cisco CallManager or the network connection has failed, or the Cisco IP Phone associated with Cisco WebAttendant has registered with a different Cisco CallManager. You can wait a short while, then periodically try to log in to Cisco WebAttendant.

Contact your system administrator if the problem persists.

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

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

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

A small blue phone (IP Telephone Console), a 3P (Third Party Control), and a red LS (Line Status Client) are all icons associated with Cisco WebAttendant. When Cisco WebAttendant is running, these icons should display in your System Tray.

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 entire number. See “Configuring Speed Dial Buttons” section on page 4-3 for more information.

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

Currently, only the default colors are available.