

**VoIP monitor does not work correctly**

<b>Problem Summary</b>	VoIP Monitor does not work correctly.
<b>Error Message</b>	None.
<b>Possible Cause</b>	The VoIP Monitor is not on the agents' phones Voice VLAN.
<b>Recommended Action</b>	If the VoIP Monitor is installed on Cisco Unified CCX, see the Appendix on using multiple NICs with VoIP in the Cisco CAD Installation Guide at Cisco Unified Contact Center Express Install and Upgrade Guides web site ( <a href="http://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_installation_guides_list.html">http://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_installation_guides_list.html</a> ). CRS 5.0 supports only an on-board VoIP Monitor.
<b>Release</b>	Release 7.0(1)
<b>Associated CDETS #</b>	None.