

VoIP monitor does not work correctly

Problem Summary	VoIP Monitor does not work correctly.
Error Message	None.
Possible Cause	The VoIP Monitor is not on the agents' phones Voice VLAN.
Recommended Action	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 (http://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_installation_guides_list.html). CRS 5.0 supports only an on-board VoIP Monitor.
Release	Release 7.0(1)
Associated CDETS #	None.