

# Troubleshooting Cisco IP Communicator/IP Phone Error Message: CM Down Features Disabled

Document ID: 100982

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## Introduction

The Cisco IP Communicator is a Microsoft Windows–based SoftPhone application. It enables computers to function as Cisco Unified IP Phones and provides high–quality voice calls on the road, in the office, or from wherever users have access to the corporate network.

This document addresses the `CM Down Features Disabled` error message, which users encounter when a call is made from a Cisco IP Communicator/Cisco IP Phone, as well as the solution to fix this problem.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco IP Communicator
- Cisco 79xx IP Phones
- Cisco Unified Communications Manager (CallManager)

### Components Used

The information in this document is based on the Cisco IP Communicator 1.1 and Cisco 79xx Series IP Phones.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

### Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

## Problem

When you make calls, the Cisco IP Communicator/IP Phone displays this error message: CM Down Features Disabled.

## Solution

This error message indicates that the call preservation feature is active because the application has lost its connection to CallManager.

The workaround for this or any other invocation of the call preservation feature is to hang up manually. If the phone does not return to normal on-hook behavior (all lines shown while idle, softkeys appropriately displayed, and responsive to user input), restart the Communicator application or the Cisco IP Phone.

If the above workaround did not fix the issue, it is recommended that you change the `Station keepalive` parameter to **60** or to its maximum allowed.

**Note:** Make sure that the IP phone can reach the Cisco Unified Communication manager. The IP reachability issues can occur because of IP routing, VLANs, or multiple DHCP servers in the same network. Multiple DHCP servers can create problems if they assign a different subnet to the IP phone from which the IP phones cannot reach the CUCM server; this results in similar errors.

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## Related Information

- [Cisco IP Communicator Q&A](#)
- [Install and Configure IP Communicator with CallManager 4.x](#)
- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
- [Recommended Reading: Troubleshooting Cisco IP Telephony](#)
- [Technical Support & Documentation – Cisco Systems](#)

