

Cisco Unity Inbox Option not Available in Cisco PCA

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Introduction

Sometimes, the `Cisco Unity Inbox` option does not show up in the Cisco Personal Communications Assistant (PCA) application. This document describes how to troubleshoot this issue.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on Cisco Unity 4.x and later.

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 access the Cisco Personal Communications Assistant (PCA) application, the `Cisco Unity Inbox` option does not appear in the PCA application.

Solution

You need a license to use Cisco Unity Inbox. So, choose **Cisco Unity Tools depot > Administration tools > License info viewer** in order to make sure that you have the sufficient license.

Also, choose **System > Licensing > License Counts** in order to confirm that the number of subscribers does not exceed the number of licenses.

After you complete the previous steps, choose **Subscribers > Class of Service > Features Page** and check the **Cisco Unity Inbox (Visual Messaging Interface)** box.

Related Information

- **Voice Technology Support**
 - **Voice and Unified Communications Product Support**
 - **Recommended Reading: Troubleshooting Cisco IP Telephony**
 - **Technical Support & Documentation – Cisco Systems**
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