

Web Attendant Login Failed Message

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Introduction

If an IP phone is configured with multiple line appearances of the same Dialing Number (DN), and this phone is to be used by a Web Attendant (WA) user, the Web Attendant application generates an error when the WA user attempts to login. The error is:

```
Login Failed: Phone Device was found. However the device is not ready.
```

You are not able to login until the multiple line appearances are configured with unique DNs .

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on Cisco CallManager 2.4.

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.

Solution

Return to the CallManager Administrator and configure the Web Attendant's phone to have unique DNs for each line appearance.

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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