



Troubleshooting

This chapter describes common questions or situations relating to the function or performance of Cisco CallManager Attendant Console.

The login failed. How do I solve this problem?

Contact your system administrator to verify and update your Cisco CallManager Attendant Console User ID and password.

When I attempted to log in to the server, a dialog box stated that I cannot access the server. How do I solve this problem?

The version of the attendant console on your PC and the version of the attendant console available through Cisco CallManager Administration do not match. Contact your system administrator to upgrade the version of the attendant console running on your PC.

I received an error message that third-party telephony failed to initialize.

Contact your system administrator.

I received an error message that the third-party telephony service is down. I received an error message the third-party telephony service is shutting down.

Contact your system administrator.

I received an error message that no lines are available to make a call.

All lines configured for use are busy. You must wait until one of the lines becomes available before you place a call.

I received an error message that I cannot connect to the same operator terminal.

This message means that you cannot call a line configured on your Cisco IP phone from another line on the same phone.

I received an error message that the selected line is not available.

Each line only supports two calls at the same time. For example, if you use Line 1 for transferring a call, and you placed another call on hold on the same line, the line that you chose will be unavailable for use. The line remains unavailable until you complete one of the tasks.

I received an error message that the operator terminal is down.

Make sure that you connected the Cisco IP phone securely to the network.