

Troubleshooting

If you experience an error message or other difficulty when using Cisco IP Phone Messenger, these tips can assist you.

Resolving Error Messages

Cisco IP Phone Messenger will display error messages if it encounters a problem. Refer to the following table for tips on understanding and resolving these errors.

Error Title	Error Text	Explanation
Send message failure	Your message to <user ID> could not be delivered. User may have logged off.	The contact likely logged off just as you were sending the message. Check the contact's availability and re-send the message. See the "Displaying a Contact's Availability" section on page 11.
Presence status failure	Due to unavailability of presence services at this time, presence status may not be working correctly. Please notify your system administrator.	Contact your system administrator.
System configuration error	You were trying to access IP Phone Messenger service from a device not provisioned on Cisco CallManager server. Please work with your system administrator to get this device configured.	Contact your system administrator.
Add Contact Failure	No UserID matches the extension you entered. Press OK to enter another extension, or Cancel to contact list.	You must enter a valid extension number of a contact within your organization.
Adding Contact Failed	Invalid, duplicate, or non-existing contact name.	You must enter a valid extension number of a contact within your organization.

Error Title	Error Text	Explanation
Host Not Found		Cisco IP Phone Messenger is not available. Contact your system administrator for assistance.
Invalid Message Identifier	You were trying to retrieve a message that had been deleted from the EPAS server. Press Ok or Exit to return to IP Phone Messenger main menu.	If you are logged into more than one phone at a time, Multi-login state. Was deleting messages on one phone and attempting to view one on another.
Invalid PIN	Your PIN is invalid. Press Retry to re-enter your PIN.	Your phone has PIN protection enabled, but you have not entered the correct PIN. If you need additional assistance, contact your system administrator to verify your PIN.
Login Failed	Login failed. Your UserID or PIN was invalid. Press Retry to re-enter your UserID and PIN.	Cisco IP Phone Messenger requires that you enter your PIN when logging in. You have entered an incorrect PIN. If you need additional assistance, contact your system administrator to verify your PIN.
Login Failed	Login failed due to server error. Please contact your system administrator.	When using an unassigned phone, Cisco IP Phone Messenger requires that you enter your user ID when logging in. You have entered an incorrect user ID. See the “Entering Text on the Phone” section on page 5 to verify that you are entering your user ID correctly. If you need additional assistance, contact your system administrator to verify your user ID.

Error Title	Error Text	Explanation
Multi-login Alert	You are currently logged in from other phones. Press Yes to log out of other phones (recommended for security reasons). Press No to leave other phones logged in. Incoming messages will show on all your other logged-in phones in addition to this phone. Press OK to go to the main menu.	You are attempting to log into Cisco IP Phone Messenger on more than one phone. Although this is supported, you should be aware that all instant messages will appear on each phone. This might be a privacy concern.
Refresh Interval	Invalid refresh interval. Enter a number between 7 and 3600.	You cannot enter an interval outside the given range (in seconds).
Session Timer	Invalid session timer. Enter a number between 1 and 9999.	You cannot enter an interval outside the given range (in minutes).

Frequently Asked Questions

The following table provides you with answers to some common questions about Cisco IP Phone Messenger.

Question	Explanation
Cisco IP Phone Messenger Phone Service	
Why is the Msg softkey unavailable when I am attempting to send a message to someone on my contact list?	The contact has selected a status that does not allow any incoming messages. Check the contact's status. See the "Displaying a Contact's Availability" section on page 11.
Why is the Dial softkey unavailable when I am attempting to call someone on my contact list?	The contact has selected a status that does not allow any incoming calls. Check the contact's status. See the "Displaying a Contact's Availability" section on page 11.
Why do I have to enter my PIN every time I try to access the Messages list or Settings?	You have enabled PIN Protection. See the "Protected messages" section on page 13.

Question	Explanation
Cisco IP Phone Messenger User Options	
I am accessing the User Options web page, but I do not see any of the options mentioned.	Verify that you are accessing the User Options web pages for Cisco IP Phone Messenger, not Cisco Unified CallManager. Contact your system administrator for assistance and see the “Logging into Cisco IP Phone Messenger” section on page 2.
Why do I have to re-enter my user name and password?	The User Options web pages automatically log you out after a period of inactivity for increased security.