Troubleshooting

The following topics can assist you with troubleshooting.

- Problems Logging In and Connecting to the Network, page 10-1
- Configuration Problems, page 10-2
- Problems with the Console, page 10-2
- Problems with Reachability, page 10-3
- Problems Making Calls, page 10-3
- Problems With Incoming Calls, page 10-4
- Problems During a Conversation, page 10-4
- Problems with Video, page 10-6
- Problems with Web Conferencing, page 10-7
- Problems in the Recent Communications Pane, page 10-8
- Problems with Search, page 10-8
- Capturing Information About Problems, page 10-9

Problems Logging In and Connecting to the Network

Problem On initial login, I see an error message.

Solution Make sure you have entered your username, password, and login server information correctly. If you still have problems, contact your system administrator.

Problem When I try to log in, the Login window reappears.

Solution Respond to the error message that appears near the bottom of the Login window.

Configuration Problems

Problem When I choose a phone, the active phone reverts to **Disabled** and I cannot make or receive calls.

Solution Try the following:

- Choose the other phone option.
- If you are trying to choose your desk phone, make sure you are connected to the network to which your desk phone is connected.
- Contact your system administrator.

Problem I'm trying to choose a desk phone other than the one on my desk, but the phone I want is not listed.

Solution Not all phones are set up for extension mobility; contact your system administrator.

Problems with the Console

Problem The console is too big; it does not fit on my screen.

Solution The minimum recommended screen resolution is 1024x768.

To change your screen resolution, choose **Start > Settings > Control Panel > Display**.

For more information, see the Help for your operating system.

Problem The menu item, button, or other option that I want to use is dimmed.

Solution Possible solutions include:

- You may need to click a contact or communication, then click the button.

- The option may not be available for the contact or communication that you have currently selected.

- The option may not apply in the current situation. For example, "Mark Unread" is not available if you have selected an item that is already marked Unread.

- See also Problems Making Calls, page 10-3.

Problem Columns in the console are too narrow to display all of the information.

Solution Possible solutions include:

- Hover your mouse pointer over an item in a list to view more information.

- Resize the columns. See the "Changing the View of the Console and Its Panes" section on page 1-9.

- Make the entire console larger. See the "Changing the View of the Console and Its Panes" section on page 1-9.

Problems with Reachability

Problem Reachability indicators are not appearing correctly.

Solution Make sure your firewall settings are correct. Contact your system administrator. If necessary, see the online help or documentation for the firewall application you are using.

Problems Making Calls

Problem I want to start an audio or video call or send an e-mail, but the button and menu item are dimmed.

Solution Possible solutions include:

- You must first click the name of a contact or communication in the console.

- The contact card for the contact you have selected does not have the required information. For example, phone number or e-mail address is missing.

- If you have further questions, contact your system administrator.

Problems With Incoming Calls

Problem A notification did not appear on my screen when someone called.

Solution Notifications only operate when Cisco Unified Personal Communicator is running. Make sure you launch the application each time you turn on your computer.

Problems During a Conversation

See also:

Problem I am using my soft phone on a call and I hear no sound. However, the conversation window indicates that I am connected.

Solution Try the following:

*   Look at the conversation window and make sure that the volume is not too low and that the conversation is not on hold.

*   Make sure your computer is not muted or set to very low volume. To test this, see if you can hear other sounds that your computer normally makes, such as beeps when you press an incorrect key, or sounds that signal that a message has arrived.

    Your computer may have both a physical key on the keyboard and a control onscreen, for example a megaphone icon in the system tray or a Control Panel for Sound. You may need to set these separately.

*   Identify the audio devices: Follow the instructions in the "Establishing the Audio Devices" section on page 1-5. Then make your call again.

*   Check the Wave volume setting:

    1. Open the **Volume Control** window:

    Choose **Start > All Programs> Accessories > Entertainment > Volume Control.**

    2. Make sure the Wave volume slider is not muted or set very low.

If you do not see the Wave volume slider, choose **Options > Properties**, check the **Wave** check box, then click **OK**.

- If you are connecting via virtual private network (VPN): In the VPN application window, click the **Options** menu. The **Stateful Firewall** option should NOT have a check mark beside it. If it does, select **Stateful Firewall** to remove the check mark.

Problem   Other participants cannot hear me.

Solution   Try the following:

- Make sure any Mute button on your headset is not on.
- Look at the conversation window and make sure that your audio is not muted.
- Make sure your microphone is correctly identified. See the "Establishing the Audio Devices" section on page 1-5.
- Check the "microphone" setting in the Wave volume settings. See the previous problem/solution set.

Problem   I hear a buzzing sound during conversations.

Solution   If you are using your soft phone with both a camera and a headset:

- End the conversation.
- Exit Cisco Unified Personal Communicator.
- Unplug your camera and headset.
- Plug in the camera. Wait for your computer to recognize it.
- Plug in the headset. Wait for your computer to recognize it.
- Select the correct devices in the **Sounds and Audio Devices** control panel. See the "Establishing the Audio Devices" section on page 1-5.
- Relaunch Cisco Unified Personal Communicator and start a new conversation.

Problem   The buttons and controls in my conversation window are dimmed.

Solution   The call may be on hold. See the "Putting Conversations on Hold and Retrieving Them" section on page 2-12.

Problem   I am trying to merge two calls but the Merge button is dimmed.

Solution   Note the following:

- You cannot merge two conference calls. At least one call must have only one participant besides yourself. To merge multiple participants into a single call, see the "Creating Conference Calls" section on page 5-1.

- Make sure one of the calls is not on hold. If a conversation is on hold, the merge button is dimmed.

Problems with Video

Problem I already installed the camera driver. Why is the installation happening again when I plug in my camera?

Solution If you have more than one USB port or you are plugging the camera into a hub, the installer may run each time you plug the camera into a port that you have not yet used.

Problem When I plug in my video camera, I see a window that says **Welcome to the Found New Hardware Wizard**, asking me to install a device driver. What do I do?

Solution

- If you have already installed Cisco Unified Personal Communicator, click **Cancel**. The camera drivers are installed with Cisco Unified Personal Communicator.

- If you continue to see the wizard, point to the camera software (ask your system administrator which camera you have):

    – drive:\Program Files\Cisco Systems\Cisco Unified Personal Communicator\CameraDriver

    – drive:\Program Files\Cisco Systems\Cisco Unified Personal Communicator\CameraDriver2

Problem The options to start a video conversation, add video to my conversation, answer a call with video, or "View local video" are dimmed.

Solution You can use video only if your soft phone is the active phone. See the "Choosing the Active Phone" section on page 9-6. You will need to end any current conversation and start a new one with the soft phone.

Problem The computer does not properly recognize the camera, or I cannot see my own video image.

Solution Try the following:

• Make sure you meet the criteria in the "Before You Use Video" section on page 3-2.

• Unplug the camera and plug it in again.

• Plug the camera into a different USB port.

• Exit Cisco Unified Personal Communicator if it is running, then relaunch it.

Problem I added video to a conversation, but the video image of the other person does not appear.

Solution The other person may not have a video camera, or may have declined to add video to the conversation.

Problem Video is slow or of poor quality, or does not appear.

Solution Try the following:

• If you are running on battery power, plug in the AC adaptor.

• Click the **Help** menu and make sure there is no check mark beside **Enable Detailed Logging**. For more information, see "Enabling Detailed Logging" section on page 10-9.

Problems with Web Conferencing

Problem I cannot add web conferencing. Or, when I click the button to start a web conference, I see an error message.

Solution Possible solutions include:

• You may not have correctly specified your Cisco Unified MeetingPlace Express account information. See the "Setting Up Voice Mail and Web Conferencing" section on page 9-2. If you do not know your username and password, contact your system administrator.

• You may need to have a profile (account) in Cisco Unified MeetingPlace Express. Contact your system administrator.

Problem I have lost connection to the web conference.

Solution Click the **Rejoin Web Conference** button in the conversation window.

Problem Some participants in the conversation do not see the web conferencing window.

Solution Possible solutions include:

- Participants who are not using Cisco Unified Personal Communicator do not automatically see the web conferencing window. Follow the instructions in the "Adding Participants to Web Conferencing Sessions" section on page 4-2.

- The Cisco Unified MeetingPlace Express system may not have enough available resources to accommodate all participants. Contact your system administrator.

Problems in the Recent Communications Pane

Problem Recent Communications does not list calls that I know occurred.

Solution Calls that you make and receive using your desk phone while Cisco Unified Personal Communicator is not running do not appear in Recent Communications.

Problem A person in my company has called me, but the Recent Communications pane shows the phone number of the person, not the name.

Solution The person may have called from a number that the system does not recognize (for example, a home phone), or the corporate directory may be out of date.

Problems with Search

Problem Search seems to find incorrect results.

Solution The system searches several different attributes, and depending on how the administrator has configured them, can include results that you might not expect.

Capturing Information About Problems

If you experience problems, your system administrator may request log files. Use the following procedure to collect these files.

Step 1   Look on your desktop for a file named **CUPC-ProblemReport** (followed by a number).

If this file was not generated automatically, create it:

a. Do one of the following:

– Choose **Start > All Programs > Cisco Unified Personal Communicator > Create Problem Report**.

– Choose **Help > Create Problem Report**.

b. Follow the instructions you see. Before you click Finish, note the name of the file that has been created on your desktop.

Step 2   E-mail this file to your system administrator along with the following information:

• A description of the problem.

• An explanation of what you were doing at the time the problem occurred.

• Any other details that might have affected the situation.

Related Topics

• Enabling Detailed Logging, page 10-9

Enabling Detailed Logging

If you are experiencing problems using Cisco Unified Personal Communicator and your administrator tells you to do so, enable detailed logging: Choose **Help > Enable Detailed Logging**.

Use the same procedure to turn off detailed logging.

Your setting remains until you change it, even after you restart. Detailed logging may impair performance, so you should turn it off as soon as you no longer need it.