



# CHAPTER 10

## Troubleshooting Cisco Unified Personal Communicator

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# Problems Setting Up the Application

**Problem** When I double-click the disk image, I do not see an opportunity to install the application.

**Solution** Make sure the Finder is set to display in Icon View. Choose **Finder > Preferences** and uncheck **Open new windows in column view**. Then restart the computer and try the install again.

# Problems Logging In and Starting Up

- [Error: Login Failed, page 10-2](#)
- [Application Starts Slowly, page 10-3](#)
- [Desk Phone Device Unavailable, page 10-3](#)

## Error: Login Failed

**Problem** Error on logging in: Login failed. Make sure your username and password are correct.

### Solution

- Make sure you have entered your username, password, and login server information correctly. See [Logging In, page 1-4](#) for specific log-in requirements.
- Make sure your password is correct and has not changed elsewhere on the system. To do so, visit the Cisco Unified Communications Manager User Options web page (formerly known as the Cisco Unified CallManager User Options web page). If you do not know how to do this, contact your administrator.

### Related Topics

- [Where to Find More Documentation, page 1-13](#)

## Application Starts Slowly

**Problem** Cisco Unified Personal Communicator starts up very slowly.

**Solution**

- Permanently delete all recent communications items that you have marked for deletion. This is especially important if you have many voice mail messages.
- Remove from your contact list all contacts that you no longer need. A shorter contact list will load more quickly.

**Related Topics**

- [Working With the Recent Communications List and Its Items, page 9-3](#)
- [Deleting Contacts From Your List, page 8-6](#)

## Desk Phone Device Unavailable

**Problem** When I launch Cisco Unified Personal Communicator, I see a window that says “ No Desk Phone Available.”

**Solution** The phone that you had previously associated with Cisco Unified Personal Communicator is not available.

- If you are not near a desk phone that you know you can use with Cisco Unified Personal Communicator, click **Use Soft Phone** .
- If you want to choose a different desk phone with Cisco Unified Personal Communicator, click **Select New Device**, then see [Choosing the Associated Desk Phone, page 1-10](#).

**Related Topics**

- [Choosing the Phone to Control, page 1-9](#)

## Problems Choosing A Phone

- [Cannot Make Phone Active, page 10-4](#)
- [Desired Desk Phone Is Not Listed, page 10-4](#)

## Cannot Make Phone Active

**Problem** When I choose a phone, the [phone mode](#) 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 your computer is connected to the network to which your desk phone is connected.

### Related Topics

- [Desk Phone Device Unavailable, page 10-3](#)

## Desired Desk Phone Is Not Listed

**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

- Log in to the Extension Mobility (EM) services on the phone first. For information, see the documentation for your phone.
- Not all phones are set up for you to use; if the phone you want to choose is not available to you, contact your system administrator.

### Related Topics

- [Where to Find More Documentation, page 1-13](#)

## Problems with the Console

- [Console Does Not Fit My Screen, page 10-5](#)
- [Menu Item, Button, Or Option is Dimmed, page 10-5](#)
- [Columns Are Too Narrow, page 10-5](#)

## Console Does Not Fit My Screen

**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 Apple menu > **System Preferences** and click **Displays**.

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

## Menu Item, Button, Or Option is Dimmed

**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 first, then click the button.
- The option may not be available for the contact or communication that you have currently selected. For example, you cannot send instant messages to a phone number entry in the Recent Communications list.
- The option may not apply in the current situation. For example, “Mark Item As Unread” is not available if you have selected an item that is already marked Unread.

### Related Topics

- [Problems Starting Calls, page 10-6](#)

## Columns Are Too Narrow

**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.
- Drag the lower right corner of the console to make the entire console larger.

# Problems with Reachability Status

**Problem** [Reachability status](#) indicators are not appearing correctly.

**Solution**

- At your company, not all people in the company directory may be set up to show reachability status.
- If you have changed your Privacy settings in the Cisco Unified Presence User Options web pages, check those settings.
  - If other users of Cisco Unified Personal Communicator cannot see your reachability status at all, check the “blocked” list in the privacy settings.
  - Make sure you have not modified your default reachability status settings or created any user-defined policies that could be causing you or others not to see your status as you expect it to appear. The easiest solution may be to restore your presence settings to the default in the Cisco Unified Presence User Options web pages.
- Contact your system administrator to be sure your firewall settings are correct. If necessary, see the online help or documentation for your operating system.
- Make sure you are still connected to the network and can use your other network-dependent applications, such as e-mail.

**Related Topics**

- [Where to Find More Documentation, page 1-13](#)

# Problems Starting 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 required information for the contact you have selected is not available in the system or in the Recent Communications entry. For example, phone number or e-mail address is missing.

# Problems With Incoming Calls

- [Notifications of Incoming Calls Do Not Appear, page 10-7](#)
- [Phone Does Not Ring, page 10-7](#)

## Notifications of Incoming Calls Do Not Appear

**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.

## Phone Does Not Ring

**Problem** I did not hear a ringing sound when someone called me, though a notification appeared.

### **Solution**

If you are using [desk phone](#) mode, only the desk phone rings. Check the ringer volume on that phone.

If you are using [soft phone](#) mode:

- If you have chosen a headset as the ringer device in Preferences and the headset is plugged in, you may not hear the ringing unless you are wearing the headset.
- Make sure your Phone Mode is set to Soft Phone.
- Make sure you have set the ringer volume high enough in Preferences.
- Make sure your computer and associated sound devices are not muted or set to very low volume in the sound preferences for the operating system.

### **Related Topics**

- [Specifying Ringer Device and Volume, page 1-8](#)
- [I Hear No Sound, page 10-8](#)
- [Where to Find More Documentation, page 1-13](#)

# Problems During a Conversation

- [I Hear No Sound](#), page 10-8
- [Other Participants Cannot Hear Me, Or Audio Quality Is Poor](#), page 10-9
- [Controls in the Conversation Window Are Unavailable](#), page 10-10
- [I Cannot Merge Calls](#), page 10-11

## I Hear No Sound

**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:

- Make sure your headset and camera are plugged securely into the USB ports.
- 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 Phone Mode is set to Soft Phone.
- 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.
- If your headset or other audio device has a button to mute or attenuate incoming sound, make sure the button is not activated.
- Make sure any volume wheel or slider on your headset or other audio device is not set at a very low volume.
- Make sure you have correctly specified the speaker device to use with Cisco Unified Personal Communicator: Follow the instructions in [Specifying Your Audio and Video Devices](#), page 1-7.
- Try another headset or speaker device, if one is available.
- Try the speakers that are built into your computer, if available. Follow instructions in [Specifying Your Audio and Video Devices](#), page 1-7.



- Verify that the sound output device (for example, headset) you are using is selected and not muted. Choose **System Preferences > Sound**, then click **Output** and examine the selections. If you make changes, you may need to restart the computer.
- Choose **CiscoUPC > Preferences**, then click **Audio/Video**. Verify that the **Default Output Volume** is not set too low. This setting determines the initial volume you will hear for every call. This setting is a percentage of the sound setting in system preferences.
- 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.
- If you are in a conversation with only one other person, have that person try the troubleshooting tips in [Other Participants Cannot Hear Me, Or Audio Quality Is Poor](#), page 10-9.

## Other Participants Cannot Hear Me, Or Audio Quality Is Poor

**Problem** Other participants cannot hear me, or the audio quality is poor.

**Solution** Try the following:

- Look at the [conversation window](#) and make sure that your audio is not muted.
- If you are trying to use your soft phone, make sure your Phone Mode is set to Soft Phone.
- If you have a headset, use it instead of the microphone that is built into your computer.
- Make sure any Mute button on your headset or microphone is not activated.
- Make sure the microphone is close to your mouth. Experiment to find the ideal distance.
- Make sure your headset and camera are plugged securely into the USB ports.
- Make sure your microphone is correctly identified in Cisco Unified Personal Communicator preferences.
- If you are using your [soft phone](#) with both a camera and a headset, make sure you have specified the headset, not the camera, as the speaker device in Preferences.

- Check your speaking volume in Preferences. This setting is a percentage of the equivalent setting in System Preferences.
- Choose **System Preferences > Sound**, then click **Input**. Increase the **Input volume**. (If you set it too high, your voice may become distorted.) If you make changes, you may need to restart the computer.
- If you are in a conversation with only one other person, have that person try the troubleshooting tips in [I Hear No Sound](#), page 10-8.

#### Related Topics

- [Specifying Your Audio and Video Devices](#), page 1-7
- [Changing the Volume of a Call](#), page 3-8
- [Checking Your Speaking Volume](#), page 10-10

## Checking Your Speaking Volume

Make sure others will be able to hear your voice when you use your soft phone.

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- Step 1** Make sure your microphone device is plugged in and working.
  - Step 2** Choose **CiscoUPC > Preferences**.
  - Step 3** Click **Audio/Video**.
  - Step 4** Speak normally into the microphone, as you would during a conversation.
  - Step 5** If the meter indicates that others will have difficulty hearing you, slide the **Microphone** slider to the right.
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#### Related Topics

- [Other Participants Cannot Hear Me, Or Audio Quality Is Poor](#), page 10-9

## Controls in the Conversation Window Are Unavailable

**Problem** The buttons and controls in my [conversation window](#) are dimmed or missing.

**Solution**

- The call may be on hold.
- If the [phone mode](#) is set to Desk Phone, you must mute your phone or change the volume using the controls on the [desk phone](#).
- You must be set up for video if you want to use video.

#### Related Topics

- [Putting Conversations on Hold and Retrieving Them](#), page 3-7
- [Before You Use Video](#), page 4-2

## I Cannot Merge Calls

**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 [Merging Calls](#), page 6-2.
- Make sure one of the calls is not on hold. The merge button is active in the active call window. If a conversation is on hold, the merge button is dimmed.

## Problems with Video

- [Options to Use Video Are Dimmed](#), page 10-12
- [Computer Does Not Recognize My Camera, or I Cannot See My Own Image](#), page 10-12
- [I Expected Video, But the Call Is Audio Only](#), page 10-13
- [Video Image Of Other Person Does Not Appear](#), page 10-13
- [Video Is Slow Or Quality Is Poor, Or No Video Appears](#), page 10-13
- [Unable to Add Video to Audio Call](#), page 10-14
- [I See Two of My Own Image](#), page 10-14

## Options to Use Video Are Dimmed

**Problem** The options to start a video conversation, add video to my conversation, answer a call with video, or view my own video image are dimmed.

### Solution

- Make sure your camera is plugged in. After you plug it in, you may need to relaunch Cisco Unified Personal Communicator.
- You can use video only if the [phone mode](#) is set to [soft phone](#). You will need to end any current conversation and start a new one with the soft phone.

### Related Topics

- [Choosing the Phone to Control, page 1-9](#)
- [Computer Does Not Recognize My Camera, or I Cannot See My Own Image, page 10-12](#)

## Computer Does Not Recognize My Camera, or I Cannot See My Own Image

**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 [Before You Use Video, page 4-2](#).
- Unplug the camera and plug it in again.
- Plug the camera into a different port.
- Make sure your camera is selected in Audio/Video Preferences.
- Quit Cisco Unified Personal Communicator if it is running, then relaunch it.
- See if you can use your camera with other applications. If not, see the troubleshooting information that came with the camera.
- If you are using an iSight camera, make sure the lens is twisted open.

### Related Topics

- [Specifying Your Audio and Video Devices, page 1-7](#)

## I Expected Video, But the Call Is Audio Only

**Problem** I made a call with video, or I answered a call with video, but the call is audio-only.

**Solution** Calls are only connected with video when they are initiated *and* answered with video. You can add video to an audio-only call after it is connected.

### Related Topics

- [Viewing Video, page 4-3](#)

## Video Image Of Other Person Does Not Appear

**Problem** I answered a call with video, or 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. If you are in a conference call, see [I See Two of My Own Image, page 10-14](#).

## Video Is Slow Or Quality Is Poor, Or No Video Appears

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

**Solution** Try the following:

- If your computer is running on battery power, plug in the AC adaptor.
- Make sure detailed logging is not activated unnecessarily.
- If you are accessing the network remotely over a slow connection, it may be best to use audio-only mode.

### Related Topics

- [Enabling Detailed Logging, page 10-21](#)

## Unable to Add Video to Audio Call

**Problem** I am unable to add video to an audio call. My conversation partner is using a Tandberg video phone.

**Solution** Initiate the call as a video call, or have the user of the Tandberg phone initiate the call. This is standard behavior for the Tandberg phone.

## I See Two of My Own Image

**Problem** I added video to a conference call, but I see only my own image twice.

**Solution** Each participant must add video to the conference call. After another participant adds video, you will see the image of that person.

## Problems with Web Conferencing

- [When I Add Web Conferencing, It Asks Me To Log In, page 10-14](#)
- [Cannot Add Web Conferencing, page 10-15](#)
- [Web Conference Language Is Different, page 10-15](#)
- [Lost Connection to Web Conference, page 10-15](#)
- [Participants Cannot See Web Conferencing Window, page 10-16](#)
- [Web Conferences Differ From Standard Web Conferences, page 10-16](#)

## When I Add Web Conferencing, It Asks Me To Log In

**Problem** When I add web conferencing, I see a request for my username and password. What do I do now?

**Solution** Enter your Cisco Unified MeetingPlace or Cisco Unified MeetingPlace Express username and password.

## Cannot Add 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 MeetingPlace or Cisco Unified MeetingPlace Express account information. See [Setting Up Web Conferencing, page 1-5](#). If you do not know your username and password, contact your system administrator.
- Try logging in to Cisco MeetingPlace or Cisco Unified MeetingPlace Express directly. If you can log in successfully, enter the same username and password in the Account Preferences for MeetingPlace in Cisco Unified Personal Communicator.
- You may need to have a [profile](#) (account) in Cisco MeetingPlace or Cisco Unified MeetingPlace Express. Contact your system administrator.

## Web Conference Language Is Different

**Problem** The web conference does not use my language.

**Solution** The web conferencing feature is available in a different set of languages than are available in the rest of the Cisco Unified Personal Communicator application. If your language is not available, English displays.

## Lost Connection to Web Conference

**Problem** I have lost connection to the web conference.

**Solution**

- Click the **Rejoin Conference** button in the [conversation window](#).

## Participants Cannot See Web Conferencing 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.
- The Cisco MeetingPlace or Cisco Unified MeetingPlace Express system may not be set up to accommodate enough participants. Contact your system administrator.

### Related Topics

- [Adding Web Conferencing and Web Participants to Conversations, page 5-2](#)

## Web Conferences Differ From Standard Web Conferences

**Problem** Web conferences are different from standard web conferences that I am accustomed to.

**Solution** Web conferences that you access via Cisco Unified Personal Communicator differ from standard web conferences. Some features in standard web conferences are handled by the Cisco Unified Personal Communicator application instead.

### Related Topics

- [Comparison with Standard Web Meetings, page 5-4](#)

## Problems With Instant Messaging

- [Recipient Did Not Receive Message, page 10-17](#)
- [Message: “Your message to \[person\] could not be sent.”, page 10-17](#)
- [New Message Appears in the Same Window As Old Messages, page 10-18](#)



## Recipient Did Not Receive Message

**Problem** I sent an instant message with no error, but the recipient never received it, or someone sent me a message that I did not receive.

**Solution** If the recipient was not logged in to Cisco Unified Personal Communicator when the sender sent the message, and the recipient is set up to use IP Phone Messaging (IPPM), the message may have gone to that destination instead of Cisco Unified Personal Communicator. To view the message, see the documentation for IPPM.

### Related Topics

- [Where to Find More Documentation, page 1-13](#)
- [Message: “Your message to \[person\] could not be sent.”, page 10-17](#)

## Message: “Your message to [person] could not be sent.”

**Problem** When I try to send a message, I see a notice:

- “[Person] did not receive your message because the message could not be sent.”
- “[Person] is offline and cannot receive messages.”
- Your message to [person] could not be sent.

**Solution** If you see this message, we recommend that you try again later or use another method to contact this person, even if the message appears to be sent. Users whose reachability status is Offline or Away cannot receive instant messages in Cisco Unified Personal Communicator.

### Related Topics

- [Recipient Did Not Receive Message, page 10-17](#)

## New Message Appears in the Same Window As Old Messages

**Problem** A new message appears in the same window as old messages.

**Solution** You can have only a single messaging window open with a particular user of Cisco Unified Personal Communicator at any time.

## Problems in the Recent Communications Pane

- [Known Calls Are Not Listed](#), page 10-18
- [List Shows Phone Number, Not Name](#), page 10-18

### Known Calls Are Not Listed

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

**Solution** Calls that you make and receive while Cisco Unified Personal Communicator is not running do not appear in Recent Communications. Calls you make using your [desk phone](#) while Cisco Unified Personal Communicator is running in [soft phone](#) mode also do not appear in the list.

### List Shows Phone Number, Not Name

**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 Voice Mail

**Problem** Voice mail downloads slowly.

**Solution** If you have many old voice-mail messages that you have not yet permanently deleted, erase these items from the recent communications list.

## Related Topics

- [Working With the Recent Communications List and Its Items, page 9-3](#)

# Problems with Search

- [Search Seems to Find Incorrect Results, page 10-19](#)
- [Application Appears Unresponsive After Search, page 10-19](#)

## Search Seems to Find Incorrect Results

**Problem** Search seems to find incorrect results.

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

## Application Appears Unresponsive After Search

**Problem** The application appears to be unresponsive after performing a Search operation.

**Solution** Wait a few moments while the system completes the Search operation.

# Getting Information for Your Administrator

If you experience problems, your system administrator may ask you to do one or more of the following:

- [Checking Call Statistics](#), page 10-20
- [Checking Server Status](#), page 10-20
- [Capturing Log Files](#), page 10-20
- [Enabling Detailed Logging](#), page 10-21

## Checking Call Statistics

Call statistics are available for the current call.

### Procedure

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- Step 1** Make sure the [conversation window](#) of the problem call is the active window.
  - Step 2** Make sure that the call is not on hold.
  - Step 3** Choose **Help > Show Call Statistics**.
  - Step 4** Click **Audio** or **Video**.
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## Checking Server Status

### Procedure

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- Step 1** Choose **Help > Show System Diagnostics**.
  - Step 2** Choose an option at the left on direction from your administrator.
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## Capturing Log Files

### Procedure

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- Step 1** Choose **Help > Launch Problem Reporting Assistant**.

- Step 2** Follow the instructions you see.  
Accept the defaults unless your system administrator tells you otherwise.
- Step 3** Locate the generated report file and e-mail it to your system administrator.
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**Tip**

To cancel the problem reporting assistant and close the window, choose **Problem Reporting Assistant > Quit**.

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**Related Topics**

- [Enabling Detailed Logging, page 10-21](#)

## 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.

