



CHAPTER 9

Troubleshooting Cisco Unified Personal Communicator

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Installation Process Is Not Clear

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 remount the image.

How to Solve Problems Logging In and Starting Up

- [Error: Login Failed, page 9-2](#)
- [Application Starts Slowly, page 9-3](#)
- [Desk Phone Device Unavailable, page 9-3](#)

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.
- 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. If you do not know how to do this, contact your administrator.

Related Topics

- [Logging In, page 1-4](#)
- [Where to Find More Documentation, page 1-15](#)

Application Starts Slowly

Problem Cisco Unified Personal Communicator starts up very slowly.

Solution Erase 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, page 8-2](#)
- [Deleting Contacts From Your List, page 7-8](#)

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**.

Related Topics

- [Choosing Softphone or Desk Phone Mode, page 1-9](#)

How to Solve Phone Mode Problems

- [Cannot Make Phone Active, page 9-4](#)
- [Desired Desk Phone Not Listed, page 9-4](#)

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 9-3](#)

Desired Desk Phone Not Listed

Problem I am 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 1-15](#)

How to Solve Console Problems

- [Console Does Not Fit Screen](#), page 9-5
- [Menu Item, Button, Or Option Disabled](#), page 9-5
- [Columns Too Narrow](#), page 9-6

Console Does Not Fit 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 Disabled

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 item 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

- [How to Solve Call Initiation Problems](#), page 9-8

Columns Too Narrow

Problem Columns in the [console](#) are too narrow to display all of the information.

Solution Try the following:

- 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.

Related Topics

- [Working With the Recent Communications List, page 8-2](#)

How to Solve Availability Status Problems

- [Incorrect or No Availability Status, page 9-6](#)
- [Phone Rings When Availability Status Is Do Not Disturb, page 9-7](#)
- [External Contacts Viewing My Availability Status, page 9-7](#)

Incorrect or No Availability Status

Problem Availability [status](#) indicators are not appearing correctly to me or to other people.

Solution At your company, not all people in the company directory may be set up to show availability status.

- Check your Block List.
- If you have changed your Privacy settings in the Cisco Unified Presence User Options web pages, check those settings.

Make sure you have not modified your default availability 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 email.
- If the contact is at a company with which your administrator has enabled Cisco Unified Personal Communicator to exchange availability status, and the contact always is displayed as “Offline,” you may have entered the User ID incorrectly. Verify the User ID, create a new contact with the correct information, then delete the original contact card.

Related Topics

- [Where to Find More Documentation, page 1-15](#)
- [Blocking Contacts, page 2-11](#)
- [Adding External Contacts for Instant Messaging, page 7-4](#)

Phone Rings When Availability Status Is Do Not Disturb

Problem My availability [status](#) is set to Do Not Disturb, but my phone alerts me anyway.

Solution Many factors affect the exact result of setting Do Not Disturb.

Related Topics

- [Do Not Disturb Status, page 2-3](#)

External Contacts Viewing My Availability Status

Problem I want to see the list of employees at another company who can see my availability status. I checked my Outside Contacts list and no employees from that company are displayed.

Solution If you have allowed all employees at a company or domain to automatically see your availability status, those employees are not displayed in your Outside Contacts list.

How to Solve Call Initiation Problems

Problem I want to start an audio or video call or send an email, but the button and the 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, the phone number or email address is missing.

How to Solve Incoming Call Problems

- [No Notification of Incoming Calls, page 9-8](#)
- [Phone Does Not Ring, page 9-8](#)

No Notification of 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.

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 [softphone](#) 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 Softphone.
- 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](#)
- [No Sound, Or the Volume Is Too Low, page 9-9](#)

How to Solve Call Problems

- [No Sound, Or the Volume Is Too Low, page 9-9](#)
- [One Way Audio Or Poor Audio Quality, page 9-10](#)
- [Controls in Conversation Window Unavailable, page 9-12](#)
- [Merge Function Disabled, page 9-12](#)
- [Error When Undocking a Laptop Computer, page 9-13](#)

No Sound, Or the Volume Is Too Low

Problem I am using my [softphone](#) 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 Softphone.

- 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.
- Try another headset or speaker device, if one is available.
- Try the speakers that are built into your computer, if available.
- 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 **Cisco UPC > 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 through 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.

Related Topics

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

One Way Audio Or Poor Audio Quality

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 softphone, make sure your Phone Mode is set to Softphone.
- 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 [softphone](#) 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

Related Topics

- [Specifying Your Audio and Video Devices, page 1-7](#)
- [Changing the Volume of a Softphone Call, page 3-8](#)
- [Checking Your Speaking Volume, page 9-11](#)

Checking Your Speaking Volume

Problem People cannot hear you speak when you use your soft phone.

Solution Check your speaking volume:

-
- Step 1** Make sure your microphone device is plugged in and working.
- Step 2** Choose **Cisco UPC > 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.
-

Related Topics

- [One Way Audio Or Poor Audio Quality, page 9-10](#)

Controls in Conversation Window 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](#)
- [Viewing Video, page 4-2](#)

Merge Function Disabled

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.
- 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.

Related Topics

- [Merging Calls, page 3-10](#)

Error When Undocking a Laptop Computer

Problem I am getting an error message when I try to undock my computer.

Solution You may have a voice mail window open or you are currently in a softphone call. You must close all voice mail windows and end any softphone calls before your computer can be safely undocked.

How to Solve Video Problems

- [Video Options Disabled, page 9-13](#)
- [No Camera or No Local Image, page 9-14](#)
- [No Video Preview, page 9-14](#)
- [No Video on Call, page 9-15](#)
- [No Remote Video Image, page 9-15](#)
- [Slow, Low Quality, Or No Video, page 9-15](#)
- [Missing Video on Tandberg Video Phone, page 9-16](#)
- [Local Image in Both Windows, page 9-16](#)

Video Options Disabled

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 [softphone](#). You will need to end any current conversation and start a new one with the softphone.

Related Topics

- [Choosing Softphone or Desk Phone Mode, page 1-9](#)
- [No Camera or No Local Image, page 9-14](#)

No Camera or No Local 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 [Viewing 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](#)

No Video Preview

Problem My video preview does not work and I cannot initiate or receive calls. The application appears to freeze.

Solution Plug your camera directly into the USB port on your computer, or try a USB 2.0 hub. Your camera may not be compatible with USB version 1.1 hubs or hubs without power adaptors.

No Video on Call

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 4-2](#)

No Remote Video Image

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.

Related Topics

- [Local Image in Both Windows, page 9-16](#)

Slow, Low Quality, Or No Video

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.

Related Topics

- [Enabling Detailed Logging, page 9-24](#)

Missing Video on Tandberg Video Phone

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.

Local Image in Both Windows

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.

How to Solve Problems with Web Conferencing

- [Web Conferencing Login Request, page 9-16](#)
- [Web Conferencing Unavailable, page 9-17](#)
- [Wrong Web Conferencing Language, page 9-17](#)
- [Web Conferencing Missing, page 9-17](#)
- [How to Solve Instant Messaging Problems, page 9-18](#)

Web Conferencing Login Request

Problem When I add web conferencing, I see a request for my username and password. Which set of login credentials should I use?

Solution Enter your web conferencing username and password. This could be Cisco Unified MeetingPlace, Cisco Unified MeetingPlace Express, or Cisco WebEx.

If you have questions, ask your system administrator which web conferencing application you are accessing.

Web Conferencing Unavailable

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 web conferencing account information. If you do not know your username and password, contact your system administrator.
- Try logging in to your web conferencing application directly. If you can log in successfully, enter the same username and password in the Account Preferences for web conferencing in Cisco Unified Personal Communicator.
- If you are using Cisco Unified MeetingPlace or Cisco Unified MeetingPlace Express you may need to have a [profile](#) (account). Contact your system administrator.

Related Topics

- [Setting Up Web Conferencing, page 1-5](#)

Wrong Web Conferencing Language

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.

Web Conferencing Missing



Note

This section deals primarily with problems you may encounter in the Cisco Unified MeetingPlace web meeting room. If you are using the Cisco WebEx integration, use the help available from within the Cisco WebEx web meeting room or from WebEx.com to find information regarding various Cisco WebEx features and functions.

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. You can invite users who are not using Cisco Unified Personal Communicator using the Invite participants feature.
- 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](#)

How to Solve Instant Messaging Problems

- [Instant Message Not Received, page 9-18](#)
- [Instant Messaging Error Message, page 9-19](#)
- [Single Window Per User, page 9-19](#)
-

Instant Message Not Received

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 1-15](#)

- [Instant Messaging Error Message, page 9-19](#)

Instant Messaging Error Message

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. You will also see an error if you try to send instant messages to people listed in the Recent communications or search results panes who are offline or not enabled for Cisco Unified Personal Communicator.

Related Topics

- [Instant Message Not Received, page 9-18](#)

Single Window Per User

Problem A new message is displayed 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.

How to Solve Recent Communications Pane Problems

- [Known Calls Missing, page 9-20](#)
- [Name Not Listed, page 9-20](#)

Known Calls Missing

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 [softphone](#) mode also do not appear in the list.

Name Not Listed

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.

How to Solve Voice Mail Problems

Problem Voice mail downloads slowly.

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

Related Topics

- [Working With the Recent Communications List, page 8-2](#)

How to Solve Search Problems

- [Incorrect Search Results, page 9-21](#)
- [Post-Search Application Freeze, page 9-21](#)

Incorrect Search 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.

Post-Search Application Freeze

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

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

How to Get 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 9-22](#)
- [Checking Server Status, page 9-23](#)
- [Capturing Log Files, page 9-23](#)
- [Enabling Detailed Logging, page 9-24](#)

Checking Call Statistics

Problem I am having problems during a call. My administrator is troubleshooting and has asked me for call statistics.

Solution Call statistics are available for the current call.

-
- 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**.
-

Checking Server Status

Problem I am having problems with Cisco Unified Personal Communicator. My administrator is troubleshooting and has asked me to view the server status.

Solution

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

Capturing Log Files

Problem Cisco Unified Personal Communicator has frozen or is behaving strangely. My administrator is troubleshooting and has asked me for log files.

Solution Use the Problem Reporting Tool to capture log files:

Disclaimer

The Problem Reporting Assistant will harvest logs from your computer that may include contact information, instant message content, phone numbers and other information that could be used to personally identify you or others. This information is required as part of the diagnostic process to determine the cause of the technical issue reported by you. The logs may be transferred across borders and stored temporarily as part of the diagnostic process. By using the Problem Reporting Assistant, you consent to provide the logs to Cisco in order to enable Cisco to troubleshoot any technical problems with Cisco Unified Personal Communicator.

-
- 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.
-

Troubleshooting Tip

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

Related Topics

- [Enabling Detailed Logging, page 9-24](#)

Enabling Detailed Logging

Problem I am experiencing problems using Cisco Unified Personal Communicator and my administrator has told me to enable detailed logging.

Solution 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.