



## CHAPTER 9

# Troubleshooting Cisco Unified Personal Communicator

---

- [Install Errors, page 9-2](#)
- [How to Solve Problems Logging In and Starting Up, page 9-2](#)
- [How to Solve Phone Mode Problems, page 9-4](#)
- [How to Solve Console Problems, page 9-5](#)
- [How to Solve Availability Status Problems, page 9-6](#)
- [How to Solve Call Initiation Problems, page 9-8](#)
- [How to Solve Incoming Call Problems, page 9-9](#)
- [How to Solve Call Problems, page 9-10](#)
- [How to Solve Camera or Video Problems, page 9-16](#)
- [How to Solve Problems with Web Conferencing, page 9-20](#)
- [How to Solve Instant Messaging Problems, page 9-22](#)
- [How to Solve Recent Communications Pane Problems, page 9-24](#)
- [How to Solve Voice Mail Problems, page 9-25](#)
- [How to Solve Search Problems, page 9-25](#)
- [Online Help Unavailable, page 9-26](#)
- [How to Get Information for Your Administrator, page 9-27](#)

# Install Errors

**Problem** When I try to install, I get an error.

**Solution** Make sure you have sufficient disk space.

**Related Topic**

[Installing Cisco Unified Personal Communicator, page 1-2.](#)

## How to Solve Problems Logging In and Starting Up

- [Error: Login Failed, page 9-2](#)
- [Application Freezes At Login, page 9-3](#)
- [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 1-5](#)
- [Where to Find More Documentation, page 1-15](#)

## Application Freezes At Login

**Problem** When I try to log in, Cisco Unified Personal Communicator freezes. This issue may be intermittent.

**Solution** Cisco Unified Personal Communicator is incompatible with the Citibank Virtual Account Number browser helper. Uninstalling that application is the only remedy.

## 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 “Desk Phone Device Unavailable.”

**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 Softphone**.
- If you want to choose a different desk phone with Cisco Unified Personal Communicator, then click **Select New Desk Phone**.

### Related Topics

- [Choosing Softphone or Desk Phone Mode, page 1-10](#)

# 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 Pane Resize Problems, 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:

Windows XP: Choose **Start > Control Panel > Display**.

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 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 an edge of the console to make the entire console larger.

**Related Topics**

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

## Console Pane Resize Problems

**Problem** I cannot resize the panes in the console.

**Solution** Make the console longer by dragging its bottom edge, then resize the panes. You cannot resize panes if the console is at its minimum size.

## 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 9-8](#)

## 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 the firewall application you are using.
- 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 2-10](#)
- [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

- [Button and Menu Item Are Disabled, page 9-8](#)
- [Calling From Outlook: Security Warning Appears, page 9-9](#)
- [Double Digits Do Not Always Dial, page 9-9](#)

### Button and Menu Item Are Disabled

**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.



## Calling From Outlook: Security Warning Appears

**Problem** I tried to make a call from the Cisco Unified Personal Communicator toolbar in Microsoft Outlook and I see a security warning asking me to make a choice. What do I do?

**Solution** Choose **Always allow**. This situation occurs if you choose **Help > Reset Security Warnings**. Reset security warnings only if you are following instructions in another troubleshooting topic in this document.

### Related Topics

- [How to Solve Phone Mode Problems, page 9-4](#)

## Double Digits Do Not Always Dial

**Problem** When I click numbers in the dial pad, sometimes they are not dialed.

**Solution** When you click the same digit more than once, pause briefly between clicks.

## How to Solve Incoming Call Problems

- [No Notification of Incoming Calls, page 9-9](#)
- [Phone Does Not Ring, page 9-10](#)

## 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 via methods other than Preferences. A list of places to check is included in the section on troubleshooting sound problems when using your softphone.

### Related Topics

- [Specifying Ringer Device and Volume, page 1-9](#)
- [No Sound, Or the Volume Is Too Low, page 9-11](#)

## How to Solve Call Problems

- [Keypad Problems, page 9-11](#)
- [No Sound, Or the Volume Is Too Low, page 9-11](#)
- [One Way Audio Or Poor Audio Quality, page 9-13](#)
- [Audio Too Loud, page 9-15](#)
- [Controls in Conversation Window Unavailable, page 9-15](#)
- [Merge Function Disabled, page 9-16](#)
- [Error When Undocking a Laptop Computer, page 9-16](#)

## Keypad Problems

**Problem** When I click numbers in the keypad in the conversation window, sometimes they do not register.

**Solution** When you click the same digit more than once, pause briefly between clicks.

## 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.

Your computer may have both a physical key or button 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.

- 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.
- Check the advanced sound settings for your operating system.

- 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 1-9](#)
- [Advanced Speaker Sound Settings for Windows XP, page 9-12](#)

## Advanced Speaker Sound Settings for Windows XP

**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 procedure.

This procedure may affect other applications that use sound.

- 
- Step 1** Make sure the speaker device or headset that you will use with Cisco Unified Personal Communicator is plugged in.
  - Step 2** Choose **Start > All Programs > Accessories > Entertainment > Volume Control**.
  - Step 3** Choose **Options > Properties**.
  - Step 4** Choose, for **Mixer Device**, the speaker or headset you will use with Cisco Unified Personal Communicator.
  - Step 5** Click **Playback**.
  - Step 6** Check the **Volume Control** and **Wave** boxes. Uncheck the other boxes.
  - Step 7** Click **OK**.
  - Step 8** Make sure **Mute** is not checked for either item.
  - Step 9** Make sure neither volume slider is set very low.
  - Step 10** Close the **Speaker** window.

- Step 11** If necessary, repeat this procedure, but in Step 5, check all of the check boxes. The list of items is different for every device. Make sure none of the items is muted or set to very low volume. Exception: If you are not using a headset, you should mute your microphone (sometimes called “Capture”) in the Playback settings to avoid feedback noise.
- 

**Related Topics**

- [No Sound, Or the Volume Is Too Low, page 9-11](#)

## 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 the advanced microphone sound settings for your operating system.

**Related Topics**

- [Specifying Your Audio and Video Devices, page 1-9](#)
- [Changing the Volume of a Softphone Call, page 3-10](#)

- [Advanced Microphone Sound Settings for Windows XP, page 9-14](#)

## Advanced Microphone Sound Settings for Windows XP

**Problem** Other participants cannot hear me, or the audio quality is poor. I am using the softphone.

**Solution** Try the following:

This setting remains until you change it or disconnect the device.

This procedure may affect other applications that use sound.

- 
- Step 1** Make sure the headset or microphone you will use with Cisco Unified Personal Communicator is plugged in.
- Step 2** Choose **Start > All Programs > Accessories > Entertainment > Volume Control**.
- Step 3** Choose **Options > Properties**.
- Step 4** Choose, for **Mixer Device**, the headset or microphone that you use with Cisco Unified Personal Communicator.
- Step 5** Click **Recording**, then make sure the **Microphone** box is checked.
- Some devices do not include a Microphone check box. For example, one device uses “Capture” instead. You may need to experiment to see what your device calls this.
- Step 6** Click **OK**.
- Step 7** Make sure the **Select Microphone** (or equivalent) box is checked, and that the device is not muted or set to very low volume.
- The specific options you see are different for each device.
- Step 8** Click **Advanced** in the Microphone section.
- Step 9** Check **MIC Boost**.
- Step 10** Click **Close**.
- Step 11** Close the window.
-

**Related Topics**

- [One Way Audio Or Poor Audio Quality, page 9-13](#)

## Audio Too Loud

**Problem** Others say my audio is too loud. I am using the softphone.

**Solution**

- Move the microphone away from your mouth.
- Reduce the microphone volume in the Windows Volume Control panel.
- Uncheck MIC Boost in the Advanced settings in the Windows Volume Control panel.

**Related Topics**

- [Advanced Microphone Sound Settings for Windows XP, page 9-14](#)

## 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 3-9](#)
- [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 3-12](#)

## 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 Camera or Video Problems

- [Setup Process Runs Unnecessarily, page 9-17](#)
- [Unexpected Camera Driver Prompt, page 9-17](#)
- [Video Options Disabled, page 9-17](#)
- [No Camera or No Local Image, page 9-18](#)
- [No Video Preview, page 9-18](#)
- [No Video on Call, page 9-18](#)
- [No Remote Video Image, page 9-19](#)
- [Slow, Low Quality, Or No Video, page 9-19](#)
- [Missing Video on Tandberg Video Phone, page 9-20](#)
- [Local Image in Both Windows, page 9-20](#)



## Setup Process Runs Unnecessarily

**Problem** I already set up the camera driver. Why is the setup process 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 instead of directly into your computer, the setup process may run each time you plug the camera into a port that you have not yet used.

## Unexpected Camera Driver Prompt

**Problem** I am trying to use my camera and I see a window asking me to choose a driver.

**Solution** Unplug the camera and install the camera software, then plug in the camera.

### Related Topics

- [Installing and Setting Up Your Cisco Video Camera, page 1-3](#)

## 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 1-10](#)
- [No Camera or No Local Image, page 9-18](#)

## 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 USB port.
- Make sure your camera is selected in Audio/Video Preferences.
- Exit 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.

### Related Topics

- [Specifying Your Audio and Video Devices, page 1-9](#)

## 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 9-20](#)

## 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.
- Make sure you are using the most current drivers for your video card. Check the web site of your video card manufacturer or contact your system administrator.

**Related Topics**

- [Enabling Detailed Logging, page 9-29](#)
- [Application Freezes At Login, page 9-3](#)

## 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 9-20](#)
- [Web Conferencing Unavailable, page 9-21](#)
- [Wrong Web Conferencing Language, page 9-21](#)
- [Web Conferencing Missing, page 9-21](#)
- [How to Solve Instant Messaging Problems, page 9-22](#)

## 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 1-6](#)

## 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 Messaging Button Disabled, page 9-22](#)
- [Instant Message Not Received, page 9-23](#)
- [Instant Messaging Error Message, page 9-23](#)
- [Single Window Per User, page 9-24](#)
- [No Content in the Instant Message Window, page 9-24](#)

## Instant Messaging Button Disabled

**Problem** The button to send an instant message is dimmed.

**Solution**

- First, select a person in a list.
- Make sure you have selected only one name.
- You cannot send instant messages to people whose availability [status](#) is Offline.

- You can send instant messages only to people in your company who are set up to use Cisco Unified Personal Communicator or IP Phone Messenger. This group may not include all of the people in your corporate directory.
- You cannot send instant messages to people in your contact list who do not display an availability status icon.

**Related Topics**

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

## 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 9-23](#)

## 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 9-23](#)

## 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.

## No Content in the Instant Message Window

**Problem** My instant message window is open, but there is no content shown when I send or receive an instant message:

**Solution** Your version of Microsoft Internet Explorer is not functioning correctly. Its configuration could be corrupted by a virus or other malware. You must repair Internet Explorer. Possible solutions include:

- Perform virus, spyware and adware scans.
- Perform a Windows update to ensure the operating system is up to date.
- Restore Internet Explorer to its default configuration. Access these settings from **Tools > Internet Options**. Click the **Programs** tab. Click **Reset Web Settings**.
- Reinstall Microsoft Internet Explorer

## How to Solve Recent Communications Pane Problems

- [Known Calls Missing, page 9-25](#)
- [Name Not Listed, page 9-25](#)



## 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, purge 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 9-26](#)
- [Post-Search Application Freeze, page 9-26](#)

## 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.

## Online Help Unavailable

**Problem** I cannot view the online help.

**Solution** You must allow active content. For example, in Internet Explorer 6, you must click the Information Bar near the top of your browser window and choose **Allow Blocked Content**.

- Your administrator may have given you a copy of the PDF version of the User Guide for this product.
- The most current version of the documentation is also available as a PDF on the Cisco web site.

### Related Topics

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

# 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 9-27](#)
- [Checking Server Status, page 9-28](#)
- [Capturing Log Files, page 9-28](#)
- [Enabling Detailed Logging, page 9-29](#)

## 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.

- 
- |               |   |
|---------------|---|
| <b>Step 1</b> | Make sure the <a href="#">conversation window</a> of the problem call is the active window.       |
| <b>Step 2</b> | Make sure that the call is not on hold.   |
| <b>Step 3</b> | Choose <b>Help &gt; Show Call Statistics</b> from the menu bar of the active conversation window. |
| <b>Step 4</b> | Click <b>Audio Statistics</b> or <b>Video Statistics</b> .  |
-

## 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 Server Health** from the menu bar at the top of the [console](#).
- 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 Tool (PRT) 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 PRT, 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** Look on your desktop for a .zip file with a name that starts with **CUPC**, followed by a string of numbers and letters.

If this file was not generated automatically, create it:

- a. Perform one of the following actions:
  - Choose **Help > Create Problem Report**.
  - Choose **Start > All Programs > Cisco Unified Personal Communicator > Create Problem Report**.

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

**Step 2** Create an email with the following information, especially if the system generated the problem report automatically:

- 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.

**Step 3** Email the generated file and accompanying information to your system administrator.

---

#### Related Topics

- [Enabling Detailed Logging, page 9-29](#)

## 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.

