



CHAPTER 5

Troubleshooting Cisco IP Phone Messenger

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Error Messages

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

Error Text	Explanation
Your message to <user ID> could not be delivered. User may have logged off.	The contact probably signed off just as you were sending the message. Check the availability for the contact and send the message again if they are available.
Due to unavailability of presence services at this time, presence status may not be working correctly. Please notify your system administrator.	Contact your system administrator.
You were trying to access IP Phone Messenger service from a device not provisioned on Cisco Unified Communications Manager server. Please work with your system administrator to get this device configured.	Contact your system administrator.
No UserID matches the extension you entered. Press OK to enter another extension, or Cancel to contact list.	You must enter a valid extension number of a contact within your organization.
Invalid, duplicate, or non-existing contact name.	You must enter a valid extension number of a contact within your organization.
Please contact your administrator to see if the Meeting Notification feature has been configured or not.	The Meeting Notification feature has not been configured on the system.

Error Text	Explanation
Host Not Found	Cisco Unified IP phone is not available. Contact your system administrator for assistance.
You were trying to access a non-existing meeting which may have been deleted from server. Press Exit to go back.	The meeting shown on the Cisco IP Phone Messenger screen does not exist in the mail server. It may have been deleted over time.
You were trying to retrieve a message that had been deleted from the Cisco Unified Presence server. Press Ok or Exit to return to IP Phone Messenger main menu.	If you are signed into more than one phone at a time, you may have deleted a message on one phone, and you are now attempting to view the deleted message on another phone.
Your PIN is invalid. Press Retry to re-enter your PIN.	Your phone has PIN protection enabled, but you have not entered the correct PIN. If you need additional assistance, contact your system administrator to verify your PIN.
Login failed. Your UserID or PIN was invalid. Press Retry to re-enter your UserID and PIN.	Cisco IP Phone Messenger requires that you enter your PIN when signing in. You have entered an incorrect PIN. If you need additional assistance, contact your system administrator to verify your PIN.
Login failed due to server error. Please contact your system administrator.	When using an unassigned phone, Cisco IP Phone Messenger requires that you enter your user ID when signing in. You have entered an incorrect user ID. Verify that you are entering your user ID correctly. If you need additional assistance, contact your system administrator to verify your user ID.
You are currently logged in from other phones. Press Yes to log out of other phones (recommended for security reasons). Press No to leave other phones logged in.	You are attempting to sign into Cisco IP Phone Messenger on more than one phone. Although this is supported, you should be aware that all instant messages will appear on each phone. This might be a privacy concern.
Incoming messages will show on all your other logged-in phones in addition to this phone. Press OK to go to the main menu.	
The calendar server may be down. Please make sure the server is up and running.	The Cisco IP Phone Messenger server could not connect to the meeting server either because the meeting server is down or due to a configuration problem.
Invalid refresh interval. Enter a number between 7 and 3600.	You cannot enter an interval outside the given range (in seconds).
Invalid session timer. Enter a number between 1 and 9999.	You cannot enter an interval outside the given range (in minutes).

Common Issues

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- [Dial Softkey Unavailable, page 5-45](#)

- [PIN Request to Access Messages or Settings, page 5-45](#)
- [Some Contacts Are Always Unavailable, page 5-45](#)

Msg Softkey Unavailable

Problem The **Msg** softkey is unavailable when I am attempting to send a message to someone on my contact list.

Solution The contact has selected a status that does not allow any incoming messages. Check the status of the contact.

Related Topics

- [Displaying the Availability of a Contact, page 2-25](#)

Dial Softkey Unavailable

Problem The **Dial** softkey is unavailable when I am attempting to call someone on my contact list.

Solution The contact has selected a status that does not allow any incoming calls. Check the status of the contact.

Related Topics

- [Displaying the Availability of a Contact, page 2-25](#)

PIN Request to Access Messages or Settings

Problem I have to enter my PIN every time I try to access the Messages list or Settings.

Solution You have turned on PIN Protection. You need to turn off this setting.

Related Topics

- [Turning On PIN Protection to Access Your Messages, page 4-30.](#)

Some Contacts Are Always Unavailable

Problem Some of my contacts always display as unavailable.

Solution The contacts might have you on a blocked watcher list.



Note

Cisco IP Phone Messenger interacts with Cisco Unified Personal Communicator. If a user is using an unlicensed version of that program, the status of that user always displays as unavailable.
