



# Troubleshooting the Cisco Unified Presence User Options Interface

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## Cannot Sign In To The User Options Interface

**Problem** I am accessing the correct User Options web page, but I cannot sign in using my user name and password.

**Solution** Contact your system administrator to verify that you are:

- Using the correct link to the User Options web pages.
- Entering the correct user name and password.
- Registered as a licensed user.
- Assigned access to the User Options web pages.

## Signed In But Options Are Not Available

**Problem** I am signed in to the User Options web page, but I do not see any of the options described here.

**Solution** Contact your system administrator to verify that you are:

- Accessing the User Options web pages for Cisco IP Phone Messenger.
- Configured to access Cisco IP Phone Messenger features. If you are not set up to access these features, they do not appear on your User Options web pages.

# Signed Out Automatically From User Options Interface

**Problem** I have to re-enter my User Options user name and password to access the User Options interface.

**Solution** For increased security, the User Options web pages automatically signs you out after a period of inactivity.