

Agent cannot go Ready after logging in

Problem Summary	Agent cannot go Ready after logging in.
Error Message	The Cisco Agent Desktop says that the resource's device is off and the agent extension is out of service.
Possible Cause	The agent's device is off
Recommended Action	Make sure the configuration of agent's phone on Unified Call Manager side is correct.
Release	7.0(1), 8.0(1)
Associated CDETS #	None.