

[Cisco Unified MeetingPlace Release 6.1](#) > [Cisco Unified MeetingPlace Audio Server](#) > [Troubleshooting the Audio Server System](#)

Occasionally, users need assistance before entering a meeting or have questions about Cisco Unified MeetingPlace features while a meeting is in progress. The person who provides phone assistance is the system attendant. Users can reach the attendant before or during a meeting by pressing **0** (zero). (While connected to the attendant from within a meeting, users can either press **#2** to disconnect the attendant or press **#1** to return to the meeting with the attendant.)

Depending on how your system is trunked, callers are connected to the attendant in different ways.

- Before a meeting has begun: If callers are connected to the system on a trunk that can be flashed, a flash transfer connects callers to assistance. If the incoming trunk cannot receive a flash, a loop-through connection is made.
- During a meeting: Cisco Unified MeetingPlace seizes a second trunk and creates a loop-through connection to the attendant while the callers are talking.

You, the system administrator, might receive questions from users. For information on end-user and attendant topics, see [Scheduling and Attending Meetings](#). Also see the *Quick Start Guide for Cisco Unified MeetingPlace Audio Server*, online Cisco Unified MeetingPlace Reference Center, and online Help.

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## Handling System Problems that Affect Users

System problems can affect the quality of meetings or a user ability to use Cisco Unified MeetingPlace features. [Table: Common User Problems](#) describes some common user problems.

Table: Common User Problems

Problem	Solution
System is out of voice space	<p>Users cannot record meeting names, profile names, agendas, or entire meetings. To determine how many meeting recordings are on the Cisco Unified MeetingPlace system and how much disk space is available, check the View Disk Usage parameter in the System tab.</p> <p>Also, check to see that the Max Recording Space (min) setting (Configure tab, Server Configuration) is configured properly. This setting separates voice storage space into two parts: Meeting Recordings and Other. Other includes profile names, guest participant names, meeting names, and recorded agendas.</p> <p>You can ask users to delete outdated meeting recordings by clicking the <b>Delete MeetingNotes</b> button in the Review tab.</p>
DID/DNIS or DDI numbers are not available	<p>If users cannot use a DID/DNIS or DDI number, or if no meeting ID numbers are available, either all DID/DNIS or DDI numbers are being used or there is a scheduling conflict with that number.</p> <p>In the Configure tab, select <b>Telephony Access</b> to assign different port access types to blocks of phone numbers and reserve the numbers in each block for certain uses. If Cisco Unified MeetingPlace is to receive dialed number information, you decide how many numbers to reserve for each use.</p> <p><b>Note:</b> Add more DID/DNIS or DDI numbers to your system. If your system does not use DID/DNIS or DDI numbers, you can increase the number of IDs available using the Minimum Mtg ID Length field (Configure tab, Scheduling parameters).</p>
Ports are not disconnecting from meetings	<p>Normally, when a meeting participant hangs up the phone, disconnect signals pass through the network and are recognized by the system. Cisco Unified MeetingPlace then removes the corresponding port from the meeting and plays a prompt to remaining meeting participants to notify them of the departing party.</p> <p>If disconnect supervision is not conveyed through the network, noise or tones can interfere with the meeting when the far-end party hangs up. In most cases, the PBX or phone service provider must be involved to isolate the trunk that is not conveying disconnect signals.</p>

## Problem: User Cannot Log In

Table: User Login Problems

Problem	Solution
User forgets phone password	Issue a new password using the MeetingTime Preferences tab (User Profile, Profile Password field).

User forgets MeetingTime password	Assign a new password using either the Preferences tab or Configure tab (User Profiles, Workstation Password field).
User forgets meeting password	In the Schedule tab, determine the password.
User cannot log in	<p>There may be several causes and solutions.</p> <ul style="list-style-type: none"> <li>• User forgot the password. A user forgot either their phone profile password or workstation (MeetingTime or Cisco Unified MeetingPlace Web Conferencing) password. See the <a href="#">Handling System Problems that Affect Users</a> for solutions.</li> <li>• User is missing a profile. A user does not have a profile on the system. Assign a new profile using the Configure tab (User Profiles). For details on creating a profile see the <a href="#">About Profiles</a>.</li> <li>• User profile is locked. The user profile may be locked, because of multiple unsuccessful login attempts from the phone. Reset the locked profile as follows: <ol style="list-style-type: none"> <li>1. In the MeetingTime Configure tab, select the <b>User Profile</b> topic.</li> <li>2. Locate the user profile by searching for the user ID.</li> <li>3. For the <b>User password</b> field, enter a new password.</li> </ol> </li> </ul>

Remember the following information:

- When creating a new password, enter a value for the Last Changed field that is beyond the Change User Password (Days) value to ensure the user enters a new password the next time they log in to the system.
- If you cannot locate a user profile, make sure you selected the appropriate option button in the Find dialog box. There are three buttons from which to choose: User ID, Last Name, and Profile Number.
- You may have confused the profile number with the user ID. The profile number is the number you enter over the phone to identify yourself to Cisco Unified MeetingPlace. This is often an extension number. The user ID identifies users to the MeetingTime software and is often the user's e-mail or LAN login name.
- System administrators can allow their help desk staff or attendants to lock and unlock profiles. For more information, see the [About Help Desk Privileges for Attendants](#).

## Problem: Problems with Meeting IDs

Table: Meeting ID Problems

Problem	Solution
User forgets meeting ID or meeting date	<p>Locate the information from the Schedule or Attend tabs in MeetingTime by identifying the date, person who scheduled the meeting, and meeting name.</p> <p>If users have insufficient information to locate a meeting, they must contact the person who scheduled it. (Make sure that contacts and attendants know how to find meetings for users in MeetingTime.)</p>

The system does not recognize meeting IDs	<p>Ask which meeting ID they are trying to access. Check the MeetingTime Attend tab and Review tab to search for the specified meeting ID. Here are some common solutions:</p> <ul style="list-style-type: none"> <li>• The time of the meeting is different from the current time. The meeting might have ended or not started.</li> <li>• The user may be using an incorrect meeting ID. Using the Attend tab, try with the caller's help to identify the correct ID. Check the time for the meeting, the name of the meeting scheduler, or the meeting name.</li> <li>• The meeting was not scheduled. At the discretion of the Help Desk analyst, the meeting organizer can use the Schedule tab to schedule a new meeting using the same meeting ID.</li> </ul>
User cannot find scheduled meeting	<p>After scheduling a meeting, the user reports that, when calling into the meeting, the meeting does not exist. Check the Time Zone setting in the user profile. The user expectations of the meeting time may be inconsistent with the time zone setting.</p>

## Problem: User Reports Poor Sound Quality

If meeting participants call from within a meeting to report an audio quality problem (such as static, echo, random noise, or music-on-hold), you can tell them how to mute lines.

If participants contact you from within the meeting by entering **0**, either:

- Provide a brief how-to description, and then tell them to disconnect you by pressing **#2**.
- Instruct them to add you to the meeting by pressing **#1**.

If you join a meeting by phone, enter the MeetingTime In Session tab at the same time. When you are in the meeting, follow these steps to troubleshoot an audio quality problem:

- Instruct all participants to mute their lines by pressing **#5** when not speaking in the meeting. (Tell them they can unmute their lines by pressing **#5** again.)
- If the audio problem persists, use the In Session tab to toggle each participant's speaking ability. As you toggle each participant's speaking ability, you can identify which participant is creating the audio problem by the active speaker icon.

You can then move that participant to a breakout session, join the session, and explain how and when to mute. If the participant is a primary speaker for the meeting, they can use a hand set instead of a speaker phone, or call back (if the problem is a noisy network line). Then the participant can move back into the main meeting, either with your help, using the In Session tab, or by pressing **#10** on their touch-tone phone.

## Problem: User Cannot Schedule a Meeting

If users report they cannot schedule a meeting, you can do the following:

- Check their profile to make sure the Scheduling Restriction parameter in their user profile is not set to Cannot Schedule.
- Check the settings that control the port limits as well as the number and length of meetings that a user can schedule. For example, reduce the number of guard-time minutes before the start of meetings, or after the end of meetings. Check the Scheduling Parameters (Configure tab, Company Specific Information settings), and Ports (Configure tab, System Configuration settings). For information about managing these resources, see [Managing and Maintaining Cisco Unified MeetingPlace](#).
- If the problem is caused by a shortage of ports (which occurs frequently), add more ports to your system. Contact your Cisco Unified MeetingPlace sales representative to purchase more ports.
- When the Reservationless Meetings feature is turned on, profile numbers cannot match existing meeting IDs. Check that the user is not trying to schedule a meeting with an ID that matches any other user profile number.

## Problem: Requests for More Time or Ports

Occasionally, you are asked to provide solutions to problems concerning meeting resources.

**Table: Problems with Requesting More Time on Ports**

Problem	Solution
User needs to extend meeting in progress	<p>Tell the participant that after a meeting has started, it cannot be rescheduled but the system automatically extends meetings if ports are available on the system.</p> <p>At the scheduled end time of a meeting, if callers remain in the meeting, the system compares the number of ports necessary to extend the meeting with the other scheduled meetings on the system. If ports are available, the system automatically extends the meeting by the amount of time specified by the system configuration. The system announces to participants in the meeting that their meeting has been extended by [ n ] minutes.</p>
User wants to increase number of ports for meeting in progress	<p>Tell the caller that after a meeting has started, the number of participants scheduled for the meeting cannot be altered. Cisco Unified MeetingPlace allows additional callers to join a meeting in progress, however, if ports are available on the system:</p> <ul style="list-style-type: none"> <li>• If the total number of ports in the meeting is equal to the value for the "Max ports per meeting" parameter, the system returns an error stating that the maximum ports per meeting has been exceeded.</li> <li>• If the total number of ports in the meeting is less than the value for the "Max ports per meeting" parameter, when an additional participant tries to join the meeting, the system tries to reserve a regular meeting port. If no regular meeting ports are available, the system tries to reserve a floater port. If no floater ports are available, the system returns an error stating that no ports are available.</li> <li>• If the total number of ports in the meeting is greater than or equal to the value for the "Max ports per meeting" parameter, the system tries to reserve a floater port. If no floater ports are available, the system returns an error stating that no</li> </ul>

ports are available.
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