

## Unified Mobile Agent Option is Unavailable in Agent Desktop Login Dialog

<b>Problem Summary</b>	The Agent Desktop softphone application does not display the Unified Mobile Agent Modeoption to allow an agent to log in as a mobile agent.
<b>Error Message</b>	None.
<b>Possible Cause</b>	Unified MA settings were not specified during CTI OS Server setup.
<b>Recommended Action</b>	<p>Follow these steps:</p> <ul style="list-style-type: none"> <li>• Rerun the CTI OS Server setup program and specify the following on the PeripheralIdentifier screen.</li> <li>• Select the Enable Mobile Agent checkbox.</li> <li>• From the Mobile Agent Mode drop-down list, select Agent chooses.</li> <li>• When the CTI OS Server setup program is run, the registry is automatically updated withthe appropriate values.</li> </ul>
<b>Release</b>	Release 7.5(1) and 8.0
<b>Associated CDETS #</b>	None.