

IP Phones Display Incorrect Message: Logged out of Hunt Group

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Introduction

Cisco IP phones display the `Logged out of Hunt Group` message even though they do not use any hunt groups in their configuration.

This document describes the necessary workaround .

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Communications Manager (CallManager)

Components Used

The information in this document is based on the Cisco Unified Communications Manager (CallManager) 4.x and 7900 series IP phones.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Problem

An IP phone with shared lines displays the `Logged out of Hunt Group` message even if the user is not part of any hunt group.

Solution

This message appears if the **Logged into Hunt Group** check box on the phone configuration page is left unchecked.

In order to overcome this problem, check the **Logged into Hunt Group** check box. When this box is checked, the IP phones display the `your current options` message. The **Logged into Hunt Group** check box is checked by default.

Related Information

- [Voice Technology Support](#)
 - [Voice and Unified Communications Product Support](#)
 - [Cisco Technical Support IP Phone FAQ](#)
 - [Troubleshooting Cisco IP Telephony](#) 
 - [Technical Support & Documentation – Cisco Systems](#)
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