

VoIP CloudConnect(VCC)Troubleshooting Guide

Troubleshooting login issues: Below are the four most common login errors. If you receive one of the errors while logging into the VCC app please follow the solution related to your issue. If your issue is not listed below, please contact your system administrator.

"invalid user name or password"

The username and password used do not match our records. Please check the spelling of your user name and password. Please contact your system administrator to verify you have a current user name and password.

"No default extension has been set"

No VCC device is associated with your individual number or extension. Please contact your account administrator to make sure a VCC device is associated with your extension.

"Cannot find device"

A VCC device is not configured on your account. Please contact your account administrator to make sure a VCC device has been set up for you.

"Invalid cloudid ({CloudId})"

You have tried to log in with the incorrect version type. Please contact your account administrator to verify the VCC version you are assigned - VCCCore or VCCComplete. Then log in with the correct VCC version.

"Error Downloading External Provisioning"

You have tried to log into the mobile application but your phone does not have WiFi access to the internet. Please check your WiFi connection or switch to your mobile data plan.

"The Supplied Token has expired or is invalid"

Most likely you have tried to log in with email credentials that are over 15 minutes old. Please note the Portal user log in process requires an email that contains temporary password. This password is only good for 15 minutes. You must request a NEW password to be able to log into the VCCCore or VCCComplete apps.