AltiGen KB

AltiConsole shows incorrect status for extensions

AltiConsole shows incorrect status for extensions (Tech Note) Symptoms: AltiConsole screen shows incorrect status for extensions. Resolution (Working as designed)

The user that is logged in to AltiConsle should be the operator's physical extension or a member extension of the operator workgroup as defined in AltiWare Administrator. If the user is not the operator, as defined above, AltiConsole may not display the correct status.

https://know.altigen.com/questions/935/