



Oddnitive
Technologies

**USER GUIDE:
NEW REMOTE USERS ARE SHOWING AS "NOT
REGISTERED"**

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Overview

Since upgrading to Version 20.0, a new issue has been observed when creating new users or reassigning extensions: although the users can make and receive calls through the web browser or desktop app without any issues, their status consistently appears as “Not Registered” to the rest of the team.

Despite having full functionality—including the ability to set presence statuses like “Available” or “Away”—these extensions do not show as registered in the system. This can lead to confusion among team members and affect real-time visibility across the platform.

This guide will walk you through how to diagnose and resolve this issue so that all users display their correct registration status.



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Solving the Issues

In Version 20, the web client requires browser notifications to be enabled in order for users to appear as "Registered" to others.

To ensure proper registration status is displayed:

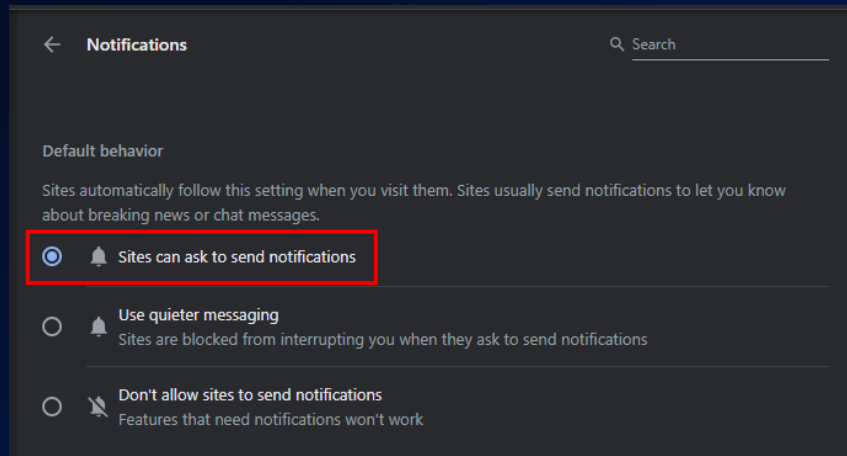
1. Enable Notifications When Prompted

When first accessing the web client, click the bell icon in the top-left corner of the screen and allow notifications when prompted by your browser.

2. If You Missed the Prompt

If the notification prompt was skipped, you can manually enable notifications by following these steps:

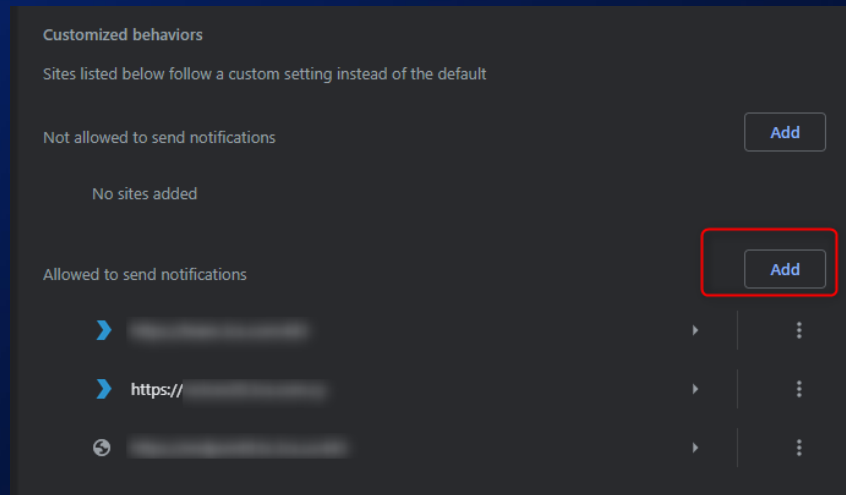
- Open Google Chrome.
- Paste the following URL into the address bar and press Enter:
`chrome://settings/content/notifications?search=notification`



- Under Allowed to send notifications, add your web client's URL — for example:
`https://hostname.domain.com`



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Once notifications are enabled for the web client, the affected users should begin appearing as "Registered" to the rest of the team.



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