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## Five9 Troubleshooting - Common Agent Errors

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## Five9 Troubleshooting - Common Agent Errors

If you're having issues with Five9, follow the steps below based on the problem you're experiencing. If the issue continues after troubleshooting, please **submit a ticket** for further support.

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### Connection Lost

#### What's happening?

You may see a message like "**Connection Lost**" or experience unexpected disconnections.

#### Try These Steps:

1. **Refresh your browser** (close the tab and reopen Five9).
2. **Check your internet connection** - make sure you're online and stable.
3. **Reboot your station** (completely restart your computer).

Still not working?

[Submit a Ticket!](#)

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### Five9 Installation / Browser Extension Issues

#### What's happening?

You may not be able to launch Five9 or make calls if the softphone extension or application isn't installed properly.

#### Step-by-Step Fix:

1. **Install the Five9 browser extension** (via Chrome Web Store or Edge Add-ons).
  - [Install the Extension - Chrome/Edge](#)
    - [Install the Softphone - Chrome/Edge](#)
2. **Refresh your browser** after installation.
3. If that doesn't work:

- **Log out of Five9 and log back in.**

4. If the issue continues:

- **Uninstall the Five9 application:**

- Open **Control Panel**.
- Go to **Programs → Uninstall a Program**.
- Find **Five9** in the list.
- Right-click and select **Uninstall**.

5. **Reinstall Five9** - Refer step 1

6. Once installed, **restart your computer** and try again.

□ **Still having issues?**

□ [Submit a Ticket!](#)

#### **Attachments**

- [Install Five9.png \(15.98 KB\)](#)
- [Connection Lost.png \(19.66 KB\)](#)