



Getting Started

Cisco IP Phone Messenger enables your Cisco Unified IP phone to receive, send, and reply to instant messages. It is only available on your phone if your company is using the Cisco Unified Presence Server, and your system administrator has enabled Cisco IP Phone Messenger. Check with your system administrator if you are not sure if Cisco IP Phone Messenger is available for you.

About Cisco IP Phone Messenger

Cisco IP Phone Messenger lets you manage your instant messages and contacts on a Cisco Unified IP Phone in the following ways:

Task	For More Information..
Create a contact list.	Organizing Your Contacts, page 6
Send instant messages to coworkers on your contact list.	Sending Messages, page 15
Set notification preferences for incoming messages	Handling Incoming Messages, page 14
View the availability status of coworkers who are using Cisco IP Phone Messenger.	Displaying a Contact's Availability, page 11
Customize access and display of your messages	Displaying Messages, page 12

Using Cisco IP Phone Messenger on the Phone or Web

The Cisco IP Phone Messenger service consists of two task management components: a service application on your Cisco Unified IP Phone and User Options web pages. You can perform some tasks using either component, but other tasks require you to use just one of these.

User Options Web Pages

Some tasks require that you use the Cisco IP Phone Messenger User Options web pages, which you can access using a supported web browser on your computer. You use the User Options web pages to customize settings, create personal response messages, organize contacts, and send broadcast messages.

Supported web browsers include:

- Microsoft Internet Explorer version 6.0 or later
- Netscape Navigator version 7.1 or later

The Cisco IP Phone Messenger User Options web pages are located on a different server than the Cisco CallManager User Options web pages. Your system administrator should provide you with the information you need.

Phone Service

The Cisco IP Phone Messenger service is an application that runs on your Cisco Unified IP Phone. (A service is a special type of XML-based application that can run on Cisco Unified IP Phones.) You use this service to communicate with your co-workers using text-based instant messaging on your Cisco Unified IP Phone. Your system administrator must first assign this service to the phone before you can access it.

This service might be assigned to a phone associated with your user ID (assigned) or not associated (unassigned). This assignment impacts the information required to access Cisco IP Phone Messenger on your phone.

Logging into Cisco IP Phone Messenger

You can log into Cisco IP Phone Messenger using either component, as follows:

- User Options web pages—You must use your computer and a web browser to log into the User Options web pages.
- Phone service—Depending on whether the service is assigned or unassigned, you must log into the service by entering your PIN and in some cases your user ID as follows:
 - Assigned—your user ID is not required to log in on a phone assigned to you. Typically, you cannot log into Cisco IP Phone Messenger on a phone assigned to another user: your PIN will not work with someone else's user ID. The exception is if the phone has Extension Mobility configured on it, in which case you can log into Extension Mobility and then log into Cisco IP Phone Messenger.
 - Unassigned—your user ID is required to log in. Any user with a valid user ID and PIN configured to use Cisco IP Phone Messenger can log in on an unassigned phone.



Note

If you are already logged into Cisco IP Phone Messenger on another phone, a multi-login alert will display when you attempt to log in. You must respond to this alert before you can log in. Choose **Yes** to log out of other phones automatically or **No** to remain logged into other phones. When you are logged into multiple phones simultaneously, all instant messages appear on each phone, which might be a privacy concern.

Logging into...	On the Phone	From the User Options Web Pages
User Options web pages	Not applicable	1. Open a supported web browser on your computer. 2. Enter the web page provided by your system administrator, similar to: <code>http://<CUPS server>/ccmuser</code>. 3. Enter your user name and password, provided by your system administrator. 4. Choose the User Options menu, and the following options display: – Preferences – Contact List – Response Messages – Broadcast Messages
Phone service	1. Using your Cisco Unified IP Phone, press  > Phone Messenger (or similar name). Note Your system administrator can customize the name of this service, so confirm the name used on your phone. 2. Enter your PIN and user ID (if requested). See “Entering Text on the Phone” section on page 5 for tips on entering text. Press << to delete characters or Exit to cancel. 3. Press Submit. The Cisco IP Phone Messenger main menu displays with the following options: – Messages – Contacts – Settings – System Messages	Not applicable

Logging Out of Cisco IP Phone Messenger

You can log out of Cisco IP Phone Messenger at any time:

- User Options web pages—You can log out of the User Options web pages at any time. However, for security purposes, you will be automatically logged out of the User Options web pages after about 30 minutes of inactivity.
- Phone Service—You can log out of Cisco IP Phone Messenger on your phone at any time, but you can also set a maximum session time, for increased security. Depending on whether your user ID is associated with the phone on which you are using Cisco IP Phone Messenger, you might need to enter your PIN when logging out:
 - Assigned—PIN is required to log out
 - Unassigned—PIN is not required to log out, but you can require an unassigned phone to log you out automatically, for increased security

Logging out of...	On the Phone	From the User Options Web Pages
User Options web pages	Not applicable	1. Choose User Options > Preferences. 2. Click Logout. 3. Click OK to accept or click Cancel.
Phone service	1. From the main menu of Cisco IP Phone Messenger, press Logout. 2. If requested, enter PIN. See “Entering Text on the Phone” section on page 5 for tips on entering text. Press << to delete characters or Exit to cancel. 3. Press Yes to log out or No or Cancel to return to the main menu.	Not applicable
Unassigned phone automatically	1. Press  > Phone Messenger > Settings. 2. Use the Navigation button to scroll to Session Timer and press Select. 3. Enter a value from 1-9999 (in minutes). 4. Press Submit.	1. Choose User Options > Preferences. 2. Enter a value from 1-9999 (in minutes) in the Session Timer field. 3. Click Save.

Entering Text on the Phone

When you compose an instant message or enter a user ID to add a contact to your contact list, use the Cisco Unified IP Phone dial pad to enter letters, numbers, and other characters. You press a key once to select the first available character on the key, twice to select the second available character, three times to select the third available character, and so on.

For example, you press the 2 key once for *a*, twice for *b*, three time for *c*, and four times for 2.

Key	Characters
1	1 ! ' : ; ^
2	a b c 2 A B C
3	d e f 3 D E F
4	g h i 4 G H I
5	j k l 5 J K L
6	m n o 6 M N O
7	p q r s 7 P Q R S
8	t u v 8 T U V
9	w x y z 9 W X Y Z
0	. - _ 0 = , <space>
*	. @ ~ * & %
#	# + \$ <euro symbol> £ \