



IP Phone Response Messages

You can configure the set of response messages that appear in IP Phone Messenger, including adding a custom message and changing the order in which messages appear.

Finding Response Messages

Use the following procedure to locate response messages.



Note

During your work in a browser session, the cookies on the client machine store your find/list search preferences. If you navigate to other menu items and return to this menu item, or if you close the browser and then open a new browser window, the system retains your Cisco Unified Presence search preferences until you modify your search.

Procedure

Step 1 Choose **Application > IP Phone Messenger > Response Messages**.

The Find and List Response Messages window displays. Records from an active (prior) query may also display in the window.

Step 2 To find all records in the database, ensure the dialog box is empty; go to [Step 3](#).

To filter or search records

- From the drop-down list box, choose a search pattern.
- Specify the appropriate search text, if applicable.



Note

To add additional search criteria, click the + button. When you add criteria, the system searches for a record that matches all criteria that you specify. To remove criteria, click the – button to remove the last added criterion or click the **Clear Filter** button to remove all added search criteria.

Step 3 Click **Find**.

All matching records display. You can change the number of items that display on each window by choosing a different value from the Rows per Page drop-down list box.



Note You can delete multiple records from the database by checking the check boxes next to the appropriate record and clicking **Delete Selected**. You can delete all configurable records for this selection by clicking **Select All** and then clicking **Delete Selected**.

Step 4 From the list of records that display, click the link for the record that you want to view.



Note To reverse the sort order, click the up or down arrow, if available, in the list header.

The window displays the item that you choose.

Additional Information

See the [“Related Topics”](#) section on page 36-3.

Configuring a Response Message

This section describes how to add or update response message in the Cisco Unified Presence database.

Procedure

- Step 1** Perform one of the following tasks:
- To add a response message, choose **Application>IP Phone Messenger>Response Messages** and click **Add New**.
 - To update a response message, find the response message by using the procedure in the [“Finding Response Messages”](#) section on page 36-1 and click the response message you want to update.
- The Response Message Configuration window displays.
- Step 2** Enter or modify the message text.
- Step 3** To change the order in which the messages display, click the up or down arrow adjacent to the message.
- Step 4** To save the data, click the **Save** icon that displays in the tool bar in the upper, left corner of the window (or click the **Save button** that displays at the bottom of the window).

Additional Information

See the [“Related Topics”](#) section on page 36-3.

Deleting a Response Message

This section describes how to delete a response message.

Procedure

- Step 1** Find the response by using the procedure in the [“Finding Response Messages” section on page 36-1](#).
- Step 2** From list of matching records, choose the response message that you want to delete.
- Step 3** To delete the response message, click the **Delete Selected Item** icon that displays in the tool bar in the upper, left corner of the window (or click the **Delete Selected** button that displays at the bottom of the window).
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Additional Information

See the [“Related Topics” section on page 36-3](#).

Related Topics

- [Finding Response Messages, page 36-1](#)
- [Configuring a Response Message, page 36-2](#)
- [Deleting a Response Message, page 36-2](#)

