



## **Cisco IP Phone Messenger for Cisco Unified Presence Release 6.0(1)**

**INCLUDING LICENSE AND WARRANTY**

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## Character Keys

Key	Characters
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> £ \



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OL-12731-01



### QUICK REFERENCE



## Cisco IP Phone Messenger for Cisco Unified Presence Release 6.0(1)

- Common Tasks
- Softkey Definitions
- IP Phone Messenger Icons
- Character Keys

### Common Tasks

Log into the Cisco IP Phone Messenger to perform most of these tasks. Tasks requiring the User Options web pages are specified.

**Note:** See [Logging into Cisco IP Phone Messenger, page 2](#) if you need assistance logging into Cisco IP Phone Messenger.

### Organizing Your Contact List

Display a Contact list	Choose <b>Contacts</b> .
Display a contact's devices and status	Choose <b>Contacts</b> . Choose a contact and press <b>Details</b> .
Add contacts by user name	Choose <b>Contacts</b> and press <b>Add</b> .
Add contacts by extension	Choose <b>Contacts</b> and press <b>AddByExt</b> .
Limit contacts shown	Choose <b>Contacts</b> and press <b>Filter</b> .
Call a contact	Choose <b>Contacts</b> . Choose a contact, press <b>Details</b> , and press <b>Dial</b> .
Delete a contact	Choose <b>Contacts</b> . Choose a contact, press <b>Details</b> , and press <b>Delete</b> .

### Displaying Availability Status

Display a contact's availability	Choose <b>Contacts</b> .
Set your availability status	Choose <b>Settings &gt; Status</b> .
Set your privacy for other presence-aware devices	Access <b>User Options &gt; Privacy</b> .

### Managing Your Messages

View recent messages	Choose <b>Messages</b> .
Delete one message	Choose <b>Messages</b> . Scroll to a message, press <b>Details</b> , and press <b>Delete</b> .
















Delete all messages	Choose <b>Messages</b> . Press <b>DelAll</b> .
Send a default message	Choose <b>Messages</b> . Press <b>Msg</b> , choose a default message, and press <b>Send</b> .
Send a custom message	Choose <b>Messages</b> . Press <b>Msg</b> and press <b>Compose</b> . Enter message and press <b>Send</b> .
Reply to a message	Press <b>Reply</b> or <b>Msg</b> .
Call a message sender	Choose <b>Messages</b> , press <b>Details</b> , and press <b>Dial</b> .
Create custom default response	Access <b>User Options &gt; Response Messages</b> .
Send broadcast message	Access <b>User Options &gt; Broadcast Messages</b> .
Require a PIN for accessing messages and settings	Choose <b>Settings &gt; PIN Protection</b> .
Set an audible alert to indicate message arrival	Choose <b>Settings &gt; Audible Alert &gt; On</b> .
<b>Managing Your Meetings</b>	
Enable Meeting Notifications	Choose <b>Settings &gt; Meeting Notifications</b> .
View and join scheduled meetings	Choose <b>Today's meetings</b> .

## Softkey Definitions

Add	Add a contact using a user ID
AddByExt	Add a contact using an extension
AddCtct	Add sender to your Contact List
CallBack	Schedule a call back from Cisco Unified MeetingPlace
Cancel	Cancel or exit without changes
Compose	Create a custom text message
DelAll	Delete all messages
Delete	Remove a message or contact
Details	Display additional information
Dial	Call a message sender
Exit	Return to the previous screen
Filter	Limit contacts displayed in list
Join	Join a scheduled meeting
Logout	Log out of the application
more	Display additional softkeys
Msg	Display the Messages menu
No	Reject the request
OK	Acknowledge prompt
PgDn	Show more messages and contacts
PgUp	Show previous messages and contacts
Remind	Send meeting reminder to invitee
RemdAll	Send meeting reminder to all invitees
Reply	Reply to a received message
Retry	Re-attempt text or number entry
Roster	View list of meeting participants
Select	Select an item on the screen

Send	Send a custom message
Submit	Confirm entered text
Yes	Confirm the request
<<	Delete entered characters

## IP Phone Messenger Icons

<b>Contact List</b>	
	Available
	Unavailable
	Busy
	Unknown status
	Do not disturb
	Away Vacation
	Available via instant message
	Available via phone
	Currently on the phone
<b>Contact Details</b>	
	Available via instant message
	Unavailable via instant message
	Available via phone
	Unavailable, currently on phone
	Available via camera phone
	Unavailable via camera phone

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## Getting Started

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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 Cisco Unified Presence, 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.	<a href="#">Organizing Your Contacts, page 1</a>
Set your privacy (presence) status for all devices	<a href="#">Configuring Your Privacy Settings, page 1</a>
Send instant messages to coworkers on your contact list.	<a href="#">Sending Messages, page 3</a>
Set notification preferences for incoming messages	<a href="#">Handling Incoming Messages, page 3</a>
View the availability status of coworkers who are using Cisco IP Phone Messenger.	<a href="#">Displaying a Contact's Availability, page 5</a>
Customize access and display of your messages	<a href="#">Displaying Messages, page 1</a>
View and join scheduled daily meetings.	<a href="#">Reviewing and Joining Meetings, page 1</a>

## 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 must configure several settings to enable you to access these User Options web pages and should provide you with the information you need. Contact your system administrator if you are unable to log in or do not see the options described in this guide.

Some fields on the User Options web pages do not apply to Cisco IP Phone Messenger. Instead, these options apply to Cisco Unified Personal Communicator, which is a desktop application that integrates voice, video, document sharing, and presence information.

## 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 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 in.
- 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	<ol style="list-style-type: none"> <li>1. Open a supported web browser on your computer.</li> <li>2. Enter the web page provided by your system administrator, similar to: <code>http://&lt;CUPS server&gt;/ccmuser</code>.</li> <li>3. Enter your user name and password, provided by your system administrator.</li> <li>4. Choose the <b>User Options</b> menu to view the available options.</li> </ol>
Phone service	<ol style="list-style-type: none"> <li>1. Using your Cisco Unified IP Phone, press  &gt; <b>Phone Messenger</b> (or similar name).</li> </ol> <p><b>Note</b> Your system administrator can customize the name of this service, so confirm the name used on your phone.</p> <ol style="list-style-type: none"> <li>2. Enter your PIN and user ID (if requested). See <a href="#">Entering Text on the Phone, page 5</a> for tips on entering text. Press &lt;&lt; to delete characters or <b>Exit</b> to cancel.</li> <li>3. Press <b>Submit</b>.</li> </ol> <p>The Cisco IP Phone Messenger main menu displays with the following options:</p> <ul style="list-style-type: none"> <li>- Messages</li> <li>- Contacts</li> <li>- Settings</li> <li>- System Messages</li> </ul>	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 Cisco IP Phone Messenger from the User Options web pages at any time.



**Note** 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
Phone service	<ol style="list-style-type: none"> <li>1. From the main menu of Cisco IP Phone Messenger, press <b>Logout</b>.</li> <li>2. If requested, enter PIN. See <a href="#">Entering Text on the Phone, page 5</a> for tips on entering text. Press &lt;&lt; to delete characters or <b>Exit</b> to cancel.</li> <li>3. Press <b>Yes</b> to log out or <b>No</b> or <b>Cancel</b> to return to the main menu.</li> </ol>	<ol style="list-style-type: none"> <li>1. Choose <b>User Options &gt; Preferences &gt; IPPM Settings</b>.</li> <li>2. Click <b>Logout</b>.</li> <li>3. Click <b>OK</b> to accept or click <b>Cancel</b>.</li> </ol> <p><b>Note</b> Logout button appears only if you are currently logged into Cisco IP Phone Messenger.</p>
Unassigned phone automatically	<ol style="list-style-type: none"> <li>1. Press  &gt; <b>Phone Messenger &gt; Settings</b>.</li> <li>2. Use the Navigation button to scroll to Session Timer and press <b>Select</b>.</li> <li>3. Enter a value from 1-9999 (in minutes).</li> <li>4. Press <b>Submit</b>.</li> </ol>	<ol style="list-style-type: none"> <li>1. Choose <b>User Options &gt; Preferences &gt; IPPM Settings</b>.</li> <li>2. Enter a value from 1-9999 (in minutes) in the <b>Session Timeout</b> field.</li> <li>3. Click <b>Save</b>.</li> </ol>

## 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> £ \



## Configuring Your Privacy Settings

Using your User Options web pages, you can determine how your availability (or *presence*) appears to others on their devices. For example, changes you make to these pages impact how your presence appears on Cisco IP Phone Messenger and Cisco Unified Personal Communicator.

### Creating a Privacy List and Adding Watchers

Privacy lists determine who can view your availability. Users who can view your availability are called *watchers*. You have two required privacy lists, and you can create additional custom lists:

- **Default**—The Default policy applies to all watchers not included in another rule. You cannot assign members to the list.
- **Blocked**—Any watcher added to the Blocked policy always sees your status as unavailable.
- **Custom**—You can also create multiple custom lists in which you define the associated watchers and devices.

If You Want to...	On the Phone	From the User Options Web Pages
Create a custom privacy list	Not applicable	<ol style="list-style-type: none"> <li>1. Choose <b>User Options &gt; Privacy &gt; Policies</b>.</li> <li>2. Click <b>Add New</b> in the <b>Privacy Policy List</b> section.</li> <li>3. Enter a name for the list and click <b>Add</b>.</li> </ol>
Block users from seeing your availability	Not applicable	<ol style="list-style-type: none"> <li>1. Choose <b>User Options &gt; Privacy &gt; Policies</b>.</li> <li>2. Select the <b>blocked</b> list from the <b>Privacy Policy List</b>.</li> <li>3. Click <b>Add New</b> in the <b>Associated Watchers</b> section.</li> <li>4. Enter the user name or e-mail address of the person you want to prevent from viewing your availability.</li> <li>5. Click <b>Add</b> and continue adding additional users.</li> </ol>
Add users to your watcher list	Not applicable	<ol style="list-style-type: none"> <li>1. Choose <b>User Options &gt; Privacy &gt; Policies</b>.</li> <li>2. Select one of your <b>User Defined Policies</b> from the <b>Privacy Policy List</b>.</li> <li>3. Click <b>Add New</b> in the <b>Associated Watchers</b>.</li> <li>4. Enter the user name or e-mail address of the person you want to add to your watcher list.</li> <li>5. Click <b>Add</b> and continue adding additional users.</li> </ol> <p><b>Note</b> You cannot add users to the <b>default</b> list because it includes all potential watchers not on any list.</p>

## Displaying Your Device Availability

For the default and custom lists, you can identify whether to allow watchers to see your availability for each device type. You cannot customize these options for the blocked list because those watchers always see your status as unavailable.

If You Want to...	On the Phone	From the User Options Web Pages
Allow watchers to see your overall availability and availability for each device (default list only)	Not applicable	<ol style="list-style-type: none"> <li>1. Choose <b>User Options &gt; Privacy &gt; Policies</b>.</li> <li>2. In the <b>Presence Visibility</b> section, choose <b>My Overall Presence and the Presence of each of my devices</b>.</li> </ol>
Prevent users from seeing your availability (default list only)	Not applicable	<ol style="list-style-type: none"> <li>1. Choose <b>User Options &gt; Privacy &gt; Policies</b>.</li> <li>2. In the <b>Presence Visibility</b> section, choose <b>None, always show me as unavailable</b>.</li> </ol> <p><b>Note</b> You do not have this option for custom lists because the effect would be the same as putting someone on your blocked list.</p>
Hide presence information for some devices	Not applicable	<ol style="list-style-type: none"> <li>1. Choose <b>User Options &gt; Privacy &gt; Policies</b>.</li> <li>2. In the <b>Individual Presence Configuration</b>, click to select the devices whose availability you do not want to display.</li> </ol> <p><b>Note</b> You can add specific devices used for this list. (See <a href="#">Adding Custom Device Types, page 4</a>).</p>

## Determining Overall Availability

Some watchers might only see your overall availability (based on how you have defined the privacy lists or how their associated devices display your status). Your overall availability is determined by a set of rules prioritizing device status. These pre-set availability states are available:

- Available
- Away
- Busy
- Do Not Disturb
- Unavailable
- Vacation

You can modify or re-arrange the priority of these states.

If You Want to...	On the Phone	From the User Options Web Pages
Use the default settings	Not applicable	<ol style="list-style-type: none"> <li>1. Choose <b>User Options &gt; Privacy &gt; Policies</b>.</li> <li>2. Scroll to the <b>Overall Presence Configuration</b>.</li> <li>3. Click <b>Reset Rules to Default</b>.</li> <li>4. Click <b>Save</b>.</li> </ol>
Delete a privacy rule	Not applicable	<ol style="list-style-type: none"> <li>1. Choose <b>User Options &gt; Privacy &gt; Policies</b>.</li> <li>2. Scroll to the <b>Overall Presence Configuration</b>.</li> <li>3. Click <b>Configure</b> next to the rule you want to delete.</li> <li>4. Click <b>Remove</b>.</li> <li>5. Click <b>Update Configuration</b>.</li> <li>6. Click <b>Save</b> on the Privacy Policies page.</li> </ol>
Add another condition to an existing privacy rule	Not applicable	<ol style="list-style-type: none"> <li>1. Choose <b>User Options &gt; Privacy &gt; Policies</b>.</li> <li>2. Scroll to the <b>Overall Presence Configuration</b>.</li> <li>3. Click <b>Configure</b> next to the rule you want to update.</li> <li>4. Select the appropriate options in the <b>Add New Condition to Presence Rule</b> field and click <b>Add Condition</b>.</li> <li>5. Click <b>Update Configuration</b>.</li> <li>6. Click <b>Save</b> on the Privacy Policies page.</li> </ol>
Change priority of privacy rule	Not applicable	<ol style="list-style-type: none"> <li>1. Choose <b>User Options &gt; Privacy &gt; Policies</b>.</li> <li>2. Scroll to the <b>Overall Presence Configuration</b>.</li> <li>3. Click the arrows to move condition up or down in the priority list.</li> <li>4. Click <b>Save</b>.</li> </ol> <p><b>Note</b> The privacy rules apply in order from top to bottom. If rules conflict with each other, the first rule applies.</p>
Set overall status to display when no conditions are met	Not applicable	<ol style="list-style-type: none"> <li>1. Choose <b>User Options &gt; Privacy &gt; Policies</b>.</li> <li>2. Scroll to the <b>Overall Presence Configuration</b>.</li> <li>3. Select the appropriate overall status at the bottom of the configuration section.</li> <li>4. Click <b>Save</b>.</li> </ol>

## Adding Custom Device Types

If you want to customize your presence status for specific devices, you can add them to the device list.

If You Want to...	On the Phone	From the User Options Web Pages
Add Cisco Unified IP Phone Add Cisco Unified Personal Communicator Add Cisco IP Phone Messenger	Not applicable	<ol style="list-style-type: none"> <li>1. Choose <b>User Options &gt; Privacy &gt; Custom Device Types</b>.</li> <li>2. Click <b>Add New</b>.</li> <li>3. Choose <b>Cisco Unified Communications Manager Device</b>.</li> <li>4. Choose the device from the <b>Associated Device</b> field.</li> <li>5. Enter a <b>Device Type Name</b> and <b>Description</b>.</li> <li>6. Click <b>Save</b>.</li> </ol>
Add a non-Cisco presence-aware device	Not applicable	<ol style="list-style-type: none"> <li>1. Choose <b>User Options &gt; Privacy &gt; Custom Device Types</b>.</li> <li>2. Click <b>Add New</b>.</li> <li>3. Choose <b>3rd Party Device</b>.</li> <li>4. Enter a <b>Device Type Name</b>, <b>Description</b>, <b>Model</b>, and <b>Contact</b>.</li> <li>5. Click <b>Save</b>.</li> </ol>

## Organizing Your Contacts

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You can organize your Contact list using either the Cisco IP Phone Messenger service application on your Cisco Unified IP Phone or the User Options web pages on the web. However, for those tasks, you must use either the phone or web, as indicated.

### Adding Contacts

You can add a contact to the Contact list using your phone or web.


#### Before You Begin

- Your system administrator sets the number of contacts you can have on your list, with a maximum of 100. Contact your system administrator to verify the contact limit on your phone.
- You can only add contacts to your contact list if they have a valid user ID or extension number within your organization.
- The UserID, Nickname, and Extension fields accept a maximum of 255 characters.
- If you enter an invalid or duplicate user ID, an error message displays. See [Resolving Error Messages, page 1](#).
- Refer to [Entering Text on the Phone, page 5](#) for tips on entering contact names.

Add contact by...	On the Phone	From the User Options Web Pages
User ID	<ol style="list-style-type: none"> <li>1. Choose  &gt; <b>Phone Messenger</b> &gt; <b>Contacts</b>.</li> <li>2. Press <b>Add</b>.</li> <li>3. Enter the following information: <ul style="list-style-type: none"> <li>- UserID—enter valid user ID (required).</li> <li>- Nickname—enter any text (optional).</li> </ul> </li> <li>4. Press <b>Submit</b>.</li> </ol>	<ol style="list-style-type: none"> <li>1. Choose <b>User Options</b> &gt; <b>Contacts</b>.</li> <li>2. Click <b>Add New</b>.</li> <li>3. Enter the following information: <ul style="list-style-type: none"> <li>- <b>Contact</b>—enter valid user ID (required).</li> <li>- <b>Nickname</b>—enter any text (optional)</li> <li>- Click <b>Display on Phone</b> to display on the phone.</li> </ul> </li> <li>4. Click <b>Save</b>.</li> </ol>
Extension number	<ol style="list-style-type: none"> <li>1. Choose  &gt; <b>Phone Messenger</b> &gt; <b>Contacts</b>.</li> <li>2. Press <b>AddbyExt</b>.</li> <li>3. Enter the following information: <ul style="list-style-type: none"> <li>- <b>Extension</b>—enter extension number (required).</li> <li>- <b>Nickname</b>—enter any text (optional).</li> </ul> </li> <li>4. Press <b>Submit</b>.</li> </ol>	Not applicable
Message sender	<p>Coworkers who are not on your contact list can send you instant messages, and you can add them to your contact list.</p> <ol style="list-style-type: none"> <li>1. Choose  &gt; <b>Phone Messenger</b> &gt; <b>Messages</b>.</li> <li>2. Use the Navigation buttons to scroll to and highlight a message.</li> <li>3. Press <b>Details</b>.</li> <li>4. Press <b>AddCtct</b>.</li> <li>5. Enter the following information: <ul style="list-style-type: none"> <li>- <b>Extension</b>—enter extension number (required).</li> <li>- <b>Nickname</b>—enter any text (required).</li> </ul> </li> <li>6. Press <b>Submit</b>.</li> </ol>	Not applicable


## Deleting Contacts



You can delete all contacts or individual contacts depending whether you are using the phone or web.

Delete...	On the Phone	From the User Options Web Pages
All contacts	Not applicable	You can delete your entire contact list at once. <ol style="list-style-type: none"> <li>1. Choose <b>User Options &gt; Contacts</b>.</li> <li>2. Click <b>Select All</b>.</li> <li>3. Click <b>Delete Selected</b>.</li> <li>4. Click <b>OK</b> to accept or <b>Cancel</b>.</li> </ol>
Individual contacts	You can remove contacts from your contact list one at a time. <ol style="list-style-type: none"> <li>1. Choose  &gt; <b>Phone Messenger &gt; Contacts</b>.</li> <li>2. Use the Navigation button to scroll to select a contact.</li> <li>3. Press <b>Details</b>.</li> <li>4. Press <b>Delete</b> to delete the contact.</li> <li>5. Press <b>OK</b> to return to the Contact list.</li> </ol>	You can remove contacts from your contact list one at a time. <ol style="list-style-type: none"> <li>1. Choose <b>User Options &gt; Contacts</b>.</li> <li>2. Click the checkbox next to the contact's name you want to delete.</li> <li>3. Click <b>Delete Selected</b>.</li> <li>4. Click <b>OK</b> to accept or <b>Cancel</b>.</li> </ol>

## Displaying Your Contact List

Once you have added some contacts to your contact list, you can view a list of them using Cisco IP Phone Messenger on your phone or web.

Display...	On the Phone	From the User Options Web Pages
All contacts	<p>You can display all contacts on your contact list.</p> <ol style="list-style-type: none"><li>1. Choose  &gt; <b>Phone Messenger</b> &gt; <b>Contacts</b>.</li><li>2. Press <b>Filter</b>. The prompt field displays the current setting.</li><li>3. Use the Navigation button to scroll to select <b>Show all Contacts</b>.</li><li>4. Press <b>Select</b> and press <b>Exit</b> to return to the Contact list.</li><li>5. Press <b>PgDn</b> to display additional contacts, and press <b>PgUp</b> to display previous contacts.</li></ol>	<p>You can display all contacts on your contact list.</p> <ol style="list-style-type: none"><li>1. Choose <b>User Options</b> &gt; <b>Preferences</b> &gt; <b>IPPM Settings</b>.</li><li>2. Choose <b>Display all contacts</b> from the <b>Contact Filtering</b> field.</li><li>3. Click <b>Save</b>.</li><li>4. Choose <b>User Options</b> &gt; <b>Contacts</b>.</li><li>5. In <b>Search Options</b>, choose <b>Contact</b> “is not empty” to display all contacts matching the filter criteria.</li><li>6. Click <b>Find</b>.</li></ol>

Display...	On the Phone	From the User Options Web Pages
Available contacts	<p>You can display only those contacts who are currently available.</p> <ol style="list-style-type: none"> <li>1. Choose  &gt; <b>Phone Messenger &gt; Contacts.</b></li> <li>2. Press <b>Filter</b>. The prompt field displays the current setting.</li> <li>3. Use the Navigation button to scroll to select <b>Show available Contacts.</b></li> <li>4. Press <b>Select</b> and press <b>Exit</b> to return to the Contact list.</li> <li>5. Press <b>PgDn</b> to display additional contacts, and press <b>PgUp</b> to display previous contacts.</li> </ol>	<p>You can display only those contacts who are currently available.</p> <ol style="list-style-type: none"> <li>1. Choose <b>User Options &gt; Preferences &gt; IPPM Settings.</b></li> <li>2. Choose <b>Display online contacts only</b> from the <b>Contact Filtering</b> field.</li> <li>3. Click <b>Save.</b></li> <li>4. Choose <b>User Options &gt; Contacts.</b></li> <li>5. In <b>Search Options</b>, choose <b>Contact “is not empty”</b> to display all contacts matching the filter criteria.</li> <li>6. Click <b>Find.</b></li> </ol>
Frequently updated contact list	<p>You can modify how frequently you want the contact list to update.</p> <ol style="list-style-type: none"> <li>1. Choose  &gt; <b>Phone Messenger &gt; Settings.</b></li> <li>2. Use the Navigation buttons to scroll to select <b>Refresh Interval</b> and press <b>Select.</b></li> <li>3. Enter a value (in seconds) from 7-3600 seconds. Choose a lower value to update the contact list frequently.</li> <li>4. Press <b>Submit.</b></li> </ol>	<p>You can modify how frequently you want the contact list to update.</p> <ol style="list-style-type: none"> <li>1. Choose <b>User Options &gt; Preferences &gt; IPPM Settings.</b></li> <li>2. Enter a value (in seconds) from 7-3600 in the <b>Phone Display Refresh Interval</b> field. Choose a lower value to update the contact list frequently.</li> <li>3. Click <b>Save.</b></li> </ol>

## Displaying a Contact's Availability





Using Cisco IP Phone Messenger, you can quickly display your contacts' availability by:

- Telephone
- Video
- Mobile device
- Instant Message

See [Softkey Definitions, page 2](#) for an explanation of the availability icons that display.

**Tip**

When viewing availability, if your contact is available via phone, you can scroll to highlight a contact and press **Dial** to call the contact rather than send an instant message.

<b>Display...</b>	<b>On the Phone</b>	<b>From the User Options Web Pages</b>
Overall availability	<p>You can display the overall status.</p> <p>Choose  &gt; <b>Phone Messenger</b> &gt; <b>Contacts</b>.</p> <p>Status is calculated by the server and displays with these caveats:</p> <ul style="list-style-type: none"><li>•  displays when at least one device is available.</li><li>•  displays if the phone is available, but Cisco IP Phone Messenger is not.</li></ul>	Not applicable
Availability by device	<p>You can display how many devices each contact has available, their capability (instant messages, phone, video), and the status for each device.</p> <ol style="list-style-type: none"><li>1. Choose  &gt; <b>Phone Messenger</b> &gt; <b>Contacts</b>.</li><li>2. Use the Navigation button to scroll to select a contact.</li><li>3. Press <b>Details</b>.</li></ol>	Not applicable



## Managing Your Messages




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Cisco IP Phone Messenger enables you to send and receive instant messages from users who have a valid user ID or extension number within your organization.

### Displaying Messages



You can customize how you want to display messages on Cisco IP Phone Messenger.

Display...	On the Phone	From the User Options Web Pages
Incoming messages	If you are logged in and available, incoming messages are automatically displayed on your phone screen.	Not applicable
All received messages	<p>You can review received (un-deleted) messages. Your system administrator determines the maximum number of received messages that Cisco IP Phone Messenger stores for you.</p> <ol style="list-style-type: none"> <li>1. Choose  &gt; <b>Phone Messenger &gt; Messages.</b></li> <li>2. Press <b>PgDn</b> to display additional messages, and press <b>PgUp</b> to display previous messages.</li> </ol>	Not applicable
Message details	<p>You can use this option to see more information about the message (such as the complete message and timestamp), to delete individual messages, and to add the message sender to your contact list.</p> <ol style="list-style-type: none"> <li>1. Choose  &gt; <b>Phone Messenger &gt; Messages.</b></li> <li>2. Use the Navigation button to scroll to select a message.</li> <li>3. Press <b>Details.</b></li> </ol>	Not applicable

<b>Display...</b>	<b>On the Phone</b>	<b>From the User Options Web Pages</b>
Protected messages	<p>For increased privacy, you can require your PIN to be entered to access your message list.</p> <ol style="list-style-type: none"> <li>1. Choose  &gt; <b>Phone Messenger</b> &gt; <b>Settings</b>.</li> <li>2. Use the Navigation buttons to scroll to select <b>PIN protection</b>.</li> <li>3. Scroll to select: <ul style="list-style-type: none"> <li>- <b>On</b>—to require a PIN to view messages</li> <li>- <b>Off</b>—to disable PIN protection</li> </ul> </li> <li>4. Press <b>Select</b>.</li> <li>5. Choose  &gt; <b>Phone Messenger</b> &gt; <b>Messages</b>.</li> <li>6. Enter your PIN and press <b>Submit</b>.</li> </ol>	<p>For increased privacy, you can require your PIN to be entered to access your message list.</p> <ol style="list-style-type: none"> <li>1. Choose <b>User Options</b> &gt; <b>Preferences</b> &gt; <b>IPPM Settings</b>.</li> <li>2. From the <b>PIN Protected</b> field, choose: <ul style="list-style-type: none"> <li>- <b>On</b>—to require a PIN to view messages</li> <li>- <b>Off</b>—to disable PIN protection</li> </ul> </li> <li>3. Click <b>Save</b>.</li> </ol>
System messages	<p>Your system administrator can send you special broadcast messages, which you can review at a later time.</p> <ol style="list-style-type: none"> <li>1. Choose  &gt; <b>Phone Messenger</b> &gt; <b>System Messages</b>.</li> <li>2. Use the Navigation buttons to scroll to select a specific message.</li> <li>3. Press <b>Details</b> to display additional information.</li> </ol>	Not applicable

## Handling Incoming Messages

You can receive incoming messages from co-workers in your organization, even if they are not on your contact list. You can control how you are notified about incoming messages and if you are available to receive them:

When receiving a message...	On the Phone	From the User Options Web Pages
Play an alert	<p>You can set your phone to ring when an incoming message arrives.</p> <ol style="list-style-type: none"> <li>1. Choose  &gt; <b>Phone Messenger &gt; Settings.</b></li> <li>2. Use the Navigation buttons to scroll to select <b>Audible Alert.</b></li> <li>3. Scroll to select: <ul style="list-style-type: none"> <li>- <b>On</b>—to enable the alert</li> <li>- <b>Off</b>—to disable the alert</li> </ul> </li> <li>4. Press <b>Select.</b></li> </ol>	<p>You can set your phone to ring when an incoming message arrives.</p> <ol style="list-style-type: none"> <li>1. Choose <b>User Options &gt; Preferences &gt; IPPM Settings.</b></li> <li>2. From the <b>Play Audible Notification</b> field, choose: <ul style="list-style-type: none"> <li>- <b>On</b>—to enable the alert</li> <li>- <b>Off</b>—to disable the alert</li> </ul> </li> <li>3. Click <b>Save.</b></li> </ol>
Display message waiting indicator	The message waiting indicator on the handset flashes during an incoming message. You cannot configure this.	Not applicable
Prevent users from sending you messages	<p>You can make yourself unavailable so that other users cannot send you messages.</p> <ol style="list-style-type: none"> <li>1. Choose  &gt; <b>Phone Messenger &gt; Settings.</b></li> <li>2. Use the Navigation buttons to scroll to select <b>Status.</b></li> <li>3. Choose any status except: <ul style="list-style-type: none"> <li>- <b>Available</b></li> <li>- <b>Busy but Interruptible</b></li> </ul> </li> <li>4. Press <b>Select.</b></li> </ol>	Not applicable

## Sending Messages



You can send messages to any co-workers in your organization who are on your Contact list or respond to received messages from others who are not yet on your Contact list.




**Note** When sending or replying to a message, if your contact is available via phone, you can press **Dial** to call the contact rather than send an instant message.

### Before You Begin



Refer to [Entering Text on the Phone, page 5](#) for tips on entering text.

Send a...	On the Phone	From the User Options Web Pages
New message (pre-set)	<p>You can send a message from a list of pre-set (or “canned”) responses (see <a href="#">Creating New Personal Response Messages, page 6</a>).</p> <ol style="list-style-type: none"><li>1. Choose  &gt; <b>Phone Messenger &gt; Contact</b>.</li><li>2. Use the Navigation button to scroll to select a contact.</li><li>3. Press <b>Details</b>.</li><li>4. Press <b>Msg</b>.</li><li>5. Scroll to select one of the pre-set messages, and press <b>Select</b>.</li><li>6. Press <b>OK</b> or <b>Exit</b>.</li></ol>	Not applicable
New message (custom)	<p>You can use the phone’s dial pad to enter a custom message.</p> <ol style="list-style-type: none"><li>1. Choose  &gt; <b>Phone Messenger &gt; Contact</b>.</li><li>2. Use the Navigation button to scroll to select a contact.</li><li>3. Press <b>Details</b>.</li><li>4. Press <b>Msg</b>.</li><li>5. Press <b>Compose</b> and enter the text message.</li><li>6. Enter <b>Press Send</b> or <b>Exit</b>.</li><li>7. Press <b>OK</b> or <b>Exit</b>.</li></ol>	Not applicable

Send a...	On the Phone	From the User Options Web Pages
Reply	<p>You can respond to a received message.</p> <ol style="list-style-type: none"> <li>1. Choose  &gt; <b>Phone Messenger &gt; Messages.</b></li> <li>2. Use the Navigation button to scroll to select a received message.</li> <li>3. Press <b>Details.</b></li> <li>4. Press <b>Reply</b> (if sender is on your Contact list) or <b>Msg.</b></li> <li>5. Press:               <ul style="list-style-type: none"> <li>- <b>Select</b>—See <a href="#">New message (pre-set), page 4</a></li> <li>- <b>Compose</b>—See <a href="#">New message (custom), page 4</a></li> </ul> </li> </ol>	Not applicable
Broadcast message	Not applicable	<p>You can send a short message (maximum of 150 characters) to some or all contacts on your contact list.</p> <ol style="list-style-type: none"> <li>1. Choose <b>User Options &gt; Broadcast Messages</b></li> <li>2. In <b>Search Options</b>, enter your search criteria.  For example, to send a broadcast message to your entire contact list, choose <b>User ID “is not empty”</b> to display all contacts.</li> <li>3. Click the checkbox next to the contact’s name you want to send the message. Or, click <b>Select All.</b></li> <li>4. Enter your message in the <b>Message</b> field.</li> <li>5. Click <b>Broadcast.</b></li> <li>6. Click <b>OK</b> to accept or <b>Cancel.</b></li> </ol>

## Deleting Messages


You can delete messages that you no longer need. However, once you delete an instant message, there is no stored copy that you can use to restore the instant message. Make sure you do not need an instant message before you delete it.

Delete...	On the Phone	From the User Options Web Pages
All messages	<p>You can delete all received messages at the same time.</p> <ol style="list-style-type: none"> <li>1. Choose  &gt; <b>Phone Messenger &gt; Messages.</b></li> <li>2. Press <b>Del All</b> (you might have to press <b>more</b> to display this softkey).</li> <li>3. Press <b>Yes</b> to delete all messages or <b>No</b> to cancel.</li> </ol>	Not applicable
Individual messages	<p>You can delete a specific message.</p> <ol style="list-style-type: none"> <li>1. Choose  &gt; <b>Phone Messenger &gt; Messages.</b></li> <li>2. Use the Navigation button to scroll to select a message.</li> <li>3. Press <b>Details.</b></li> <li>4. Press <b>Delete</b> to delete the message.</li> <li>5. Press <b>OK</b> to return to the messages.</li> </ol>	Not applicable

## Creating New Personal Response Messages

You can create new pre-set personal response messages. These messages save you time in typing a custom text message each time you send a message. You can create up to 15 of these messages, and your system administrator can create an additional 10. Your personal response messages always

display after the ones created by your system administrator.

To...	On the Phone	From the User Options Web Pages
Create new personal response message	Not applicable	<p>You can create up to 15 new personal response messages using a maximum of 255 characters each.</p> <ol style="list-style-type: none"> <li>1. Choose <b>User Options &gt; Response Messages</b>.</li> <li>2. Click <b>Add New</b>.</li> <li>3. Enter your message in the <b>Response Message Text</b> field.</li> <li>4. Click <b>Save</b>.</li> </ol>
Display available personal response messages	<p>You can display your currently available personal response messages.</p> <ol style="list-style-type: none"> <li>1. Choose  &gt; <b>Phone Messenger &gt; Contact</b>.</li> <li>2. Use the <b>Navigation</b> button to scroll to select a contact.</li> <li>3. Press <b>Details</b>.</li> <li>4. Press <b>Msg</b>.</li> </ol> <p>The available personal messages appear at the bottom of the list.</p>	<p>You can display your currently available personal response messages.</p> <ol style="list-style-type: none"> <li>1. Choose <b>User Options &gt; Response Messages</b>.</li> </ol> <p>All available messages appear.</p>
Re-order personal response messages	Not applicable	<p>You can rearrange the order in which your personal response messages appear on the list.</p> <ol style="list-style-type: none"> <li>1. Choose <b>User Options &gt; Response Messages</b>.</li> <li>2. Click <b>Up</b> and <b>Down</b> to rearrange the order of your personal messages.</li> </ol>

<b>To...</b>	<b>On the Phone</b>	<b>From the User Options Web Pages</b>
Delete all personal response messages	Not applicable	<p>You can delete all personal messages at once.</p> <ol style="list-style-type: none"> <li><b>1.</b> Choose <b>User Options &gt; Response Messages</b>.</li> <li><b>2.</b> Click <b>Select All</b>.</li> <li><b>3.</b> Click <b>Delete Selected</b>.</li> <li><b>4.</b> Click <b>OK</b> to accept or <b>Cancel</b>.</li> </ol>
Delete a specific personal response message	Not applicable	<p>You can delete personal messages one at a time.</p> <ol style="list-style-type: none"> <li><b>1.</b> Choose <b>User Options &gt; Response Messages</b>.</li> <li><b>2.</b> Click the message you want to delete.</li> <li><b>3.</b> Click <b>Delete</b>.</li> <li><b>4.</b> Click <b>OK</b> to accept or <b>Cancel</b>.</li> </ol>


## Reviewing and Joining Meetings

If your company uses Microsoft Exchange server, Cisco IP Phone Messenger enables you to receive meeting notifications on your Cisco Unified IP Phone. Additionally, if your company uses Cisco Unified MeetingPlace, you can configure it to connect you directly to selected meetings, and you will not need to enter any meeting IDs. By viewing and joining your daily meetings directly from your phone, you do not need to open your desktop calendar software on your computer.

Cisco Unified Presence does not support Cisco Unified MeetingPlace Express.




### Setting Up Meeting Notifications

If you want to receive meeting reminders on your Cisco Unified IP Phone, you must enable the appropriate setting in Cisco IP Phone Messenger. You must also configure your Cisco Unified MeetingPlace settings if you want to join meetings automatically.

If You Want to...	On the Phone	From the User Options Web Pages
Receive meeting notifications	<ol style="list-style-type: none"> <li>1. Choose  &gt; <b>Phone Messenger</b> &gt; <b>Settings</b>.</li> <li>2. Use the Navigation buttons to scroll to select <b>Meeting Notifications</b>.</li> <li>3. Scroll to select:               <ul style="list-style-type: none"> <li>- <b>On</b>—to enable meeting notifications</li> <li>- <b>Off</b>—to disable meeting notifications</li> </ul> </li> <li>4. Press <b>Select</b>.</li> </ol>	<ol style="list-style-type: none"> <li>1. Choose <b>User Options</b> &gt; <b>Preferences</b> &gt; <b>Calendar Settings</b>.</li> <li>2. Select the <b>Enable Meeting Notifications</b>.</li> <li>3. Click <b>Save</b>.</li> </ol>
Set up Cisco Unified MeetingPlace	Not applicable	<ol style="list-style-type: none"> <li>1. Choose <b>User Options</b> &gt; <b>Preferences</b> &gt; <b>Calendar Settings</b>.</li> <li>2. Enter your user ID in the <b>MeetingPlace Userid</b> field.</li> <li>3. Enter your password in the <b>MeetingPlace Password</b> field and re-enter it in the <b>MeetingPlace Confirm Password</b> field.</li> <li>4. Click <b>Save</b>.</li> </ol>




## Displaying Scheduled Meetings and Participants

Using Cisco IP Phone Messenger, you can see an overview of your meetings scheduled for the day and a list of the invited participants.

If You Want to...	On the Phone	From the User Options Web Pages
Display today's meetings	You can display an overview of all scheduled meetings for the day. <b>1.</b> Choose  > <b>Phone Messenger</b> > <b>Today's meetings</b> .	Not applicable
View details about a meeting	<b>1.</b> Choose  > <b>Phone Messenger</b> > <b>Today's meetings</b> . <b>2.</b> Use the Navigation buttons to scroll to select one of the displayed meetings. <b>3.</b> Press <b>Details</b> .	Not applicable
View List of Meeting Invitees	<b>1.</b> Choose  > <b>Phone Messenger</b> > <b>Today's meetings</b> . <b>2.</b> Use the Navigation buttons to scroll to select the meeting you want to view. <b>3.</b> Press <b>Details</b> . <b>4.</b> Press <b>Roster</b> .	Not applicable



## Joining Meetings

You can join in-progress or scheduled meetings from your phone.

If You Want to...	On the Phone	From the User Options Web Pages
Join a current meeting	<p>If you have configured your Cisco Unified MeetingPlace settings (see <a href="#">Setting Up Meeting Notifications, page 1</a>), you can join a meeting without entering the meeting ID.</p> <ol style="list-style-type: none"> <li>1. Choose  &gt; <b>Phone Messenger</b> &gt; <b>Today's meetings</b>.</li> <li>2. Use the Navigation buttons to scroll to select the meeting you want to join.</li> <li>3. Press <b>Details</b>.</li> <li>4. Press <b>Join</b>.</li> </ol>	Not applicable
Schedule a callback for meeting later in the day	<p>If you have configured your Cisco Unified MeetingPlace settings (see <a href="#">Setting Up Meeting Notifications, page 1</a>), you can schedule a call-back for a meeting scheduled later in the day.</p> <ol style="list-style-type: none"> <li>1. Choose  &gt; <b>Phone Messenger</b> &gt; <b>Today's meetings</b>.</li> <li>2. Use the Navigation buttons to scroll to select the meeting you want to join.</li> <li>3. Press <b>Details</b>.</li> <li>4. Press <b>CallBack</b>.</li> </ol>	Not applicable
Call into a meeting	<p>If your company does not use Cisco Unified MeetingPlace, you can call into a meeting and enter the meeting ID when prompted.</p> <ol style="list-style-type: none"> <li>1. Choose  &gt; <b>Phone Messenger</b> &gt; <b>Today's meetings</b>.</li> <li>2. Use the Navigation buttons to scroll to select the meeting you want to join.</li> <li>3. Press <b>Details</b>.</li> <li>4. Press <b>Join</b>.</li> </ol>	Not applicable


## Sending and Receiving Meeting Reminders

Use Cisco IP Phone Messenger to send meeting reminders to co-workers or to join a meeting in response to a reminder you receive.

If You Want to...	On the Phone	From the User Options Web Pages
Send a reminder to an invitee	<ol style="list-style-type: none"> <li>1. Choose  &gt; <b>Phone Messenger</b> &gt; <b>Today's meetings</b>.</li> <li>2. Use the Navigation buttons to scroll to select the meeting you want to view.</li> <li>3. Press <b>Details</b>.</li> <li>4. Press <b>Roster</b>.</li> <li>5. Use the Navigation buttons to scroll to select the person you want to send a reminder.</li> <li>6. Press <b>Remind</b>.</li> </ol>	Not applicable
Send a reminder to all meeting invitees	<ol style="list-style-type: none"> <li>1. Choose  &gt; <b>Phone Messenger</b> &gt; <b>Today's meetings</b>.</li> <li>2. Use the Navigation buttons to scroll to select the meeting you want to view.</li> <li>3. Press <b>Details</b>.</li> <li>4. Press <b>Roster</b>.</li> <li>5. Press <b>RemdAll</b>.</li> </ol>	Not applicable
Join a meeting from reminder	<ol style="list-style-type: none"> <li>1. Reminder appears on phone screen. If multiple reminders appear on screen, scroll to select one to join.</li> <li>2. Press <b>Join</b>.  If you are using Cisco Unified MeetingPlace, you will connected to the meeting immediately. Otherwise, you must enter the meeting ID on your phone.</li> </ol>	Not applicable

## Interacting with Other Meeting Participants

Use IP Phone Messenger to interact with other meeting participants.

If You Want to...	On the Phone	From the User Options Web Pages
Restrict your availability status	Not applicable	<ol style="list-style-type: none"> <li><b>1.</b> Choose <b>User Options &gt; Preferences &gt; Calendar Settings.</b></li> <li><b>2.</b> From the <b>Include Calendar Information in My Presence Status</b> field, choose:                             <ul style="list-style-type: none"> <li>- <b>On</b>—to display status</li> <li>- <b>Off</b>—to not display status</li> </ul> </li> <li><b>3.</b> Click <b>Save.</b></li> </ol>
View other participants' availability status	<ol style="list-style-type: none"> <li><b>1.</b> Choose  &gt; <b>Phone Messenger &gt; Today's meetings.</b></li> <li><b>2.</b> Use the Navigation buttons to scroll to select the meeting you want to view.</li> <li><b>3.</b> Press <b>Details.</b></li> <li><b>4.</b> Press <b>Roster.</b></li> </ol>	Not applicable
Send a message to a meeting participant	You can send private messages or broadcast messages to one or more meeting participants just as you can to any other co-workers. See <a href="#">Managing Your Messages, page 1.</a>	



## Troubleshooting

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If you experience an error message or other difficulty when using Cisco IP Phone Messenger, these tips can assist you.

### Resolving Error Messages

Cisco IP Phone Messenger will display error messages if it encounters a problem. Refer to the following table for tips on understanding and resolving these errors.

Error Title	Error Text	Explanation
Send message failure	Your message to <user ID> could not be delivered. User may have logged off.	The contact likely logged off just as you were sending the message. Check the contact's availability and re-send the message. See <a href="#">Displaying a Contact's Availability, page 5</a> .
Presence status failure	Due to unavailability of presence services at this time, presence status may not be working correctly. Please notify your system administrator.	Contact your system administrator.
System configuration error	You were trying to access IP Phone Messenger service from a device not provisioned on Cisco CallManager server. Please work with your system administrator to get this device configured.	Contact your system administrator.
Add Contact Failure	No UserID matches the extension you entered. Press OK to enter another extension, or Cancel to contact list.	You must enter a valid extension number of a contact within your organization.
Adding Contact Failed	Invalid, duplicate, or non-existing contact name.	You must enter a valid extension number of a contact within your organization.

<b>Error Title</b>	<b>Error Text</b>	<b>Explanation</b>
Host Not Found		Cisco IP Phone Messenger is not available. Contact your system administrator for assistance.
Invalid Message Identifier	You were trying to retrieve a message that had been deleted from the EPAS server. Press Ok or Exit to return to IP Phone Messenger main menu.	If you are logged into more than one phone at a time, Multi-login state. Was deleting messages on one phone and attempting to view one on another.
Invalid PIN	Your PIN is invalid. Press Retry to re-enter your PIN.	Your phone has PIN protection enabled, but you have not entered the correct PIN. If you need additional assistance, contact your system administrator to verify your PIN.
Login Failed	Login failed. Your UserID or PIN was invalid. Press Retry to re-enter your UserID and PIN.	Cisco IP Phone Messenger requires that you enter your PIN when logging in. You have entered an incorrect PIN. If you need additional assistance, contact your system administrator to verify your PIN.
Login Failed	Login failed due to server error. Please contact your system administrator.	When using an unassigned phone, Cisco IP Phone Messenger requires that you enter your user ID when logging in. You have entered an incorrect user ID. See <a href="#">Entering Text on the Phone, page 5</a> to verify that you are entering your user ID correctly. If you need additional assistance, contact your system administrator to verify your user ID.
Multi-login Alert	You are currently logged in from other phones. Press Yes to log out of other phones (recommended for security reasons). Press No to leave other phones logged in.  Incoming messages will show on all your other logged-in phones in addition to this phone. Press OK to go to the main menu.	You are attempting to log into Cisco IP Phone Messenger on more than one phone. Although this is supported, you should be aware that all instant messages will appear on each phone. This might be a privacy concern.

Error Title	Error Text	Explanation
Refresh Interval	Invalid refresh interval. Enter a number between 7 and 3600.	You cannot enter an interval outside the given range (in seconds).
Session Timer	Invalid session timer. Enter a number between 1 and 9999.	You cannot enter an interval outside the given range (in minutes).

## Frequently Asked Questions

The following table provides you with answers to some common questions about Cisco IP Phone Messenger.

Question	Explanation
<b>Cisco IP Phone Messenger Phone Service</b>	
Why is the <b>Msg</b> softkey unavailable when I am attempting to send a message to someone on my contact list?	The contact has selected a status that does not allow any incoming messages. Check the contact's status. See <a href="#">Displaying a Contact's Availability, page 5</a> .
Why is the <b>Dial</b> softkey unavailable when I am attempting to call someone on my contact list?	The contact has selected a status that does not allow any incoming calls. Check the contact's status. See <a href="#">Displaying a Contact's Availability, page 5</a> .
Why do I have to enter my PIN every time I try to access the Messages list or Settings?	You have enabled PIN Protection. See <a href="#">Protected messages, page 2</a> .
Why do some of my contacts always display as unavailable?	<ul style="list-style-type: none"> <li>• Cisco IP Phone Messenger interacts with Cisco Unified Personal Communicator. If a user is using an unlicensed version of that program, that user's status always displays as unavailable.</li> <li>• The contacts might have you on a blocked watcher list.</li> </ul>

Question	Explanation
<b>Cisco IP Phone Messenger User Options</b>	
I am accessing the User Options web page, but I do not see any of the options mentioned.	<p>Contact your system administrator to verify that you are:</p> <ul style="list-style-type: none"> <li>• Accessing the User Options web pages for Cisco IP Phone Messenger, not Cisco Unified CallManager. See <a href="#">Logging into Cisco IP Phone Messenger, page 2</a>.</li> <li>• Configured to access Cisco IP Phone Messenger features. If you are not set up to access these features, they do not appear on your User Options web pages.</li> </ul>
Why do I have to re-enter my user name and password?	The User Options web pages automatically log you out after a period of inactivity for increased security.
I am accessing the correct User Options web page, but I cannot log in using my user name and password.	<p>Contact your system administrator to verify that you are:</p> <ul style="list-style-type: none"> <li>• Using the correct link to the User Options web pages.</li> <li>• Entering the correct user name and password.</li> <li>• Registered as a licensed user.</li> <li>• Assigned access to the User Options web pages.</li> </ul>

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