



## User Guide for Cisco IP Phone Messenger Release 7.0

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# CHAPTER 1

## Getting Started with Cisco IP Phone Messenger

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- [About Cisco IP Phone Messenger, page 1-9](#)
- [How To Access Cisco IP Phone Messenger, page 1-10](#)
- [Configuring the Session Timer, page 1-11](#)
- [Tips for Entering Text on the Phone, page 1-12](#)

### About Cisco IP Phone Messenger

The Cisco IP Phone Messenger service is an application that runs on your Cisco Unified IP phone. You use Cisco IP Phone Messenger to communicate with your coworkers using text-based instant messaging on your Cisco Unified IP phone. Your system administrator must assign Cisco IP Phone Messenger to a phone before you can access it.

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

- Create a contact list.
- Set your privacy (availability) status for all devices.
- Send instant messages to coworkers on your contact list.
- Set notification preferences for incoming messages.
- View the availability status of coworkers who are using Cisco IP Phone Messenger.
- Customize access and display of your messages.
- View and join scheduled daily meetings.

You can perform some of the tasks described here using the Cisco Unified Presence User Options web interface. See the *User Guide for Cisco Unified Presence* for details.

#### Related Topics

- *User Guide for Cisco Unified Presence*  
[http://www.cisco.com/en/US/products/ps6837/products\\_user\\_guide\\_list.html](http://www.cisco.com/en/US/products/ps6837/products_user_guide_list.html)

# How To Access Cisco IP Phone Messenger

- [Signing In To Cisco IP Phone Messenger, page 1-10](#)
- [Signing Out of Cisco IP Phone Messenger, page 1-11](#)

## Signing In To Cisco IP Phone Messenger

You sign in to Cisco IP Phone Messenger by entering your PIN and, in some cases, your user ID. If the phone is not assigned to you, you will require your user ID to sign in.

Typically, you cannot sign in to Cisco IP Phone Messenger on a phone that is assigned to another user: your PIN will not work with the user ID of another user. The exception is if the phone has Extension Mobility configured on it, in which case you can sign in to Extension Mobility and then sign in to Cisco IP Phone Messenger.

If you are already signed in to Cisco IP Phone Messenger on another phone, an alert will display when you attempt to sign in. You must respond to this alert before you can sign in:

- Select **Yes** to sign out of other phones automatically, or
- Select **No** to remain signed in to other phones.




### Note

When you are signed in to multiple phones simultaneously, all instant messages appear on each phone, which might be a privacy concern.

### Before You Begin

- Obtain your Cisco IP Phone Messenger PIN from your system administrator.
- Obtain your Cisco IP Phone Messenger user ID from your system administrator (if required).

### Procedure

**Step 1** Select  > **Phone Messenger** (or similar name) on the Cisco Unified IP phone.



**Note** Your system administrator can customize the name of the Cisco IP Phone Messenger service, so confirm the name of the service that is used in your organization.

**Step 2** Enter your PIN and user ID (if requested).

**Step 3** Press **Submit**.

### Related Topics

- [Tips for Entering Text on the Phone, page 1-12](#)

## Signing Out of Cisco IP Phone Messenger

If the phone is not assigned to you, you will **not** require your PIN to sign out of Cisco IP Phone Messenger. For increased security you can configure the unassigned phone to sign you out automatically.

### Procedure

---

- Step 1** Press **Logout** from the main menu of Cisco IP Phone Messenger.
- Step 2** Enter your PIN (if requested).
- Step 3** Press **Yes** to sign out.
- 

### Related Topics


- [Configuring the Session Timer, page 1-11](#)
- [Tips for Entering Text on the Phone, page 1-12](#)

## Configuring the Session Timer

If your phone is not assigned to you, for example, if you share a phone with others, you may want the phone to automatically sign you out of the Cisco IP Phone Messenger service for increased security. Configure the session timer as described here and the phone will sign you out of Cisco IP Phone Messenger when the session timer expires.

### Procedure

---

- Step 1** Select  > **Phone Messenger** > **Settings**.
- Step 2** Use the Navigation button to scroll to Session Timer, and press **Select**.
- Step 3** Enter a value from 1-9999 (in minutes).
- Step 4** Press **Submit**.
-

## Tips for 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> £ \



## CHAPTER 2

# Organizing Your Contacts

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- [How to Add Contacts to Your Contact List, page 2-21](#)
- [Deleting Contacts From Your Contact List, page 2-23](#)
- [Viewing Your Contact List, page 2-24](#)
- [Configuring the Contact List Refresh Timer, page 2-24](#)
- [Displaying the Availability of a Contact, page 2-25](#)

## How to Add Contacts to Your Contact List

You can add a contact by user ID or by extension number. You can also add contacts by message sender when coworkers who are not on your contact list send you an instant message. You can only add contacts to your contact list if they have a valid user ID or extension number within your organization.

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.

- [Adding a Contact by User ID, page 2-21](#)
- [Adding a Contact by Extension Number, page 2-22](#)
- [Adding a Contact by Message Sender, page 2-23](#)

## Adding a Contact by User ID

### Before You Begin

Obtain the user ID of the contact that you want to add to your contact list.

### Restrictions

- The user ID and nickname fields accept a maximum of 255 characters.
- You can only have one nickname per contact.

### Procedure

---

**Step 1** Select  > **Phone Messenger** > **Contacts**.

- Step 2** Press **Add**.
- Step 3** Enter the following information:
- Enter a valid user ID for the contact (required).
  - Enter a nickname for the contact (optional).
- Step 4** Press **Submit**.
- 

#### Related Topics

- [Tips for Entering Text on the Phone, page 1-12](#)
- [Adding a Contact by Extension Number, page 2-22](#)
- [Adding a Contact by Message Sender, page 2-23](#)
- [Viewing Your Contact List, page 2-24](#)

## Adding a Contact by Extension Number



#### Note


- The extension number and nickname fields accept a maximum of 255 characters.
  - You can only have one nickname per contact.
- 

#### Before You Begin

- Obtain the extension number of the contact that you want to add to your contact list.
- Read the topic on tips for entering text on the phone.

#### Procedure

---

- Step 1** Select  > **Phone Messenger** > **Contacts**.
- Step 2** Press **AddbyExt**.
- Step 3** Enter the following information:
- Enter the extension number for the contact (required).
  - Enter a nickname for the contact (optional).
- Step 4** Press **Submit**.
- 

#### Related Topics

- [Tips for Entering Text on the Phone, page 1-12](#)
- [Adding a Contact by User ID, page 2-21](#)
- [Adding a Contact by Message Sender, page 2-23](#)
- [Viewing Your Contact List, page 2-24](#)

## Adding a Contact by Message Sender

Coworkers who are not on your contact list can send you instant messages, and you can add them to your contact list.

### Before You Begin


Read the topic on tips for entering text on the phone.

### Restrictions

- The extension number and nickname fields accept a maximum of 255 characters.
- You can only have one nickname per contact.

### Procedure

---

- Step 1** Select  > **Phone Messenger** > **Messages**.
  - Step 2** Use the Navigation buttons to scroll to and highlight a message.
  - Step 3** Press **Details**.
  - Step 4** Press **AddCtct**.
  - Step 5** Enter the following information:
    - a. Enter the extension number for the contact (required).
    - b. Enter a nickname for the contact (optional).
  - Step 6** Press **Submit**.
- 

### Related Topics


- [Tips for Entering Text on the Phone, page 1-12](#)
- [Adding a Contact by User ID, page 2-21](#)
- [Adding a Contact by Extension Number, page 2-22](#)
- [Viewing Your Contact List, page 2-24](#)

## Deleting Contacts From Your Contact List

You can delete individual contacts from your contact list from your phone. If you want to delete all your contacts in one step, you must use the User Options web interface. See the *User Guide for Cisco Unified Presence*.

### Procedure

---

- Step 1** Select  > **Phone Messenger** > **Contacts**.
- Step 2** Navigate and select a contact.
- Step 3** Press **Details**.

**Step 4** Press **Delete** to delete the contact.

**Step 5** Press **OK**.

---

#### Related Topics

- [Viewing Your Contact List, page 2-24](#)
- *User Guide for Cisco Unified Presence*  
[http://www.cisco.com/en/US/products/ps6837/products\\_user\\_guide\\_list.html](http://www.cisco.com/en/US/products/ps6837/products_user_guide_list.html)

## Viewing Your Contact List

You can display all contacts on your contact list.

#### Procedure

---

**Step 1** Select  > **Phone Messenger** > **Contacts**.

**Step 2** Press **Filter**.

**Step 3** Perform one of these actions:

- Navigate and select **Show all Contacts** to display all your contacts.
- Navigate and select **Show available Contacts** to display only those contacts who are currently available.

**Step 4** Press **Select**.

**Step 5** Press **Exit** to return to the Contact list.

**Step 6** Press **PgDn** to display additional contacts, and press **PgUp** to display previous contacts.

---

#### Related Topics

- [Configuring the Contact List Refresh Timer, page 2-24](#)

## Configuring the Contact List Refresh Timer

You can modify how frequently you want the contact list to refresh on your phone.

#### Procedure

---

**Step 1** Select  > **Phone Messenger** > **Settings**.

**Step 2** Navigate and select **Refresh Interval**.

**Step 3** Press **Select**.

**Step 4** Enter a value (in seconds) from 7-3600 seconds.

Step 5 Press **Submit**.

---

#### Related Topics

- [Viewing Your Contact List, page 2-24.](#)

## Displaying the Availability of a Contact

Using Cisco IP Phone Messenger, you can quickly display the availability of a contact by:

- Telephone
- Video
- Mobile device
- Instant Message



#### 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.

---



#### Procedure

You can display how many devices each contact has available, their capability (instant messages, phone, video), and the status for each device.

---

Step 1 Select  > **Phone Messenger** > **Contacts**.

The availability status is calculated by the server and displays with these caveats:

-  displays when at least one device is available.
-  displays if the phone is available, but Cisco IP Phone Messenger is not.

Step 2 To view the availability per device, navigate and select a contact.

Step 3 Press **Details**.

---





## CHAPTER 3

# Configuring Your Meeting Settings

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If your organization uses a Microsoft Exchange server, Cisco IP Phone Messenger enables you to receive meeting notifications on your Cisco Unified IP phone, and correlates the status of meetings in your calendar with your availability status in Cisco IP Phone Messenger.

When calendar integration is enabled, meetings scheduled in the Exchange calendar have this impact on your availability status in Cisco IP Phone Messenger:

- Scheduled meetings cause your availability status to indicate as **Busy** for that time period.
- Meetings marked as **Out-of-the-Office** cause your availability status to indicate as **Away** for that time period.
- Meetings marked as **Free** or **Tentative** cause your availability status to indicate as **Free** for that time period.


If your organization uses Cisco Unified MeetingPlace, you can configure it to connect you directly to selected audio meetings, and you will not need to enter any meeting IDs. By viewing and joining your daily audio meetings directly from your phone, you do not need to open your desktop calendar software on your computer. You configure the Cisco Unified MeetingPlace settings using the User Options web interface. See the *User Guide for Cisco Unified Presence* for details.

- [Turning On Meeting Notifications, page 3-37](#)
- [Displaying Scheduled Meetings and Participants, page 3-38](#)
- [Joining Meetings and Scheduling Meeting Callbacks, page 3-38](#)
- [Sending and Receiving Meeting Reminders, page 3-39](#)

## Turning On Meeting Notifications

### Procedure

---

- Step 1** Select  > **Phone Messenger** > **Settings**.
- Step 2** Navigate and select **Meeting Notifications**.
- Step 3** Perform one of these actions:
- Select **On** to turn on meeting notifications
  - Select **Off** to turn off meeting notifications

Step 4 Press **Select**.

---

## Displaying Scheduled Meetings and Participants

Using Cisco IP Phone Messenger, you can view an overview of your meetings scheduled for the day and view a list of the meeting invitees.

### Procedure

---

Step 1 Select  > **Phone Messenger** > **Today's meetings**.

Step 2 To view the details about a meeting, perform these actions:

- a. Navigate and select a meeting.
  - b. Press **Details**.
  - c. Press **Roster** to view a list of the meeting invitees, and the availability status of these invitees.
- 

### Related Topics

- [Joining Meetings and Scheduling Meeting Callbacks, page 3-38](#)
- [Sending and Receiving Meeting Reminders, page 3-39](#)

## Joining Meetings and Scheduling Meeting Callbacks

You can join in-progress or scheduled meetings from your phone. You can also schedule callbacks for meetings later in the day.

### Before You Begin

Turn on meeting notifications.

### Procedure

---

Step 1 Select  > **Phone Messenger** > **Today's meetings**.

Step 2 Navigate and select the meeting you want to join.

Step 3 Press **Details**.

Step 4 Perform one of the following actions:

- Press **Join** to join a current meeting.
  - Press **CallBack** to schedule a callback for meeting later in the day.
-

### Troubleshooting Tips

- The **Join** and **CallBack** keys may not be available if you are not associated with a line on the phone. Contact your system administrator if any of these keys are unavailable.
- If your company does not use Cisco Unified MeetingPlace, you will be prompted for the meeting ID when you join a meeting.


### Related Topics

- [Turning On Meeting Notifications, page 3-37](#)
- [Displaying Scheduled Meetings and Participants, page 3-38](#)
- [Sending and Receiving Meeting Reminders, page 3-39](#)

## Sending and Receiving Meeting Reminders

You can send meeting reminders to individual meeting invitees, or all meeting invitees for a meeting.

### Procedure

- 
- Step 1** Select  > **Phone Messenger** > **Today's meetings**.
  - Step 2** Use the Navigation buttons to scroll to select the meeting you want to view.
  - Step 3** Press **Details**.
  - Step 4** Press **Roster**.
  - Step 5** Perform one of these actions:
    - Select the person you want to send a reminder, and press **Remind**.
    - Press **RemdAll** to send a reminder to all meeting invitees.
- 

### Troubleshooting Tips

- You can join a meeting from a reminder by pressing **Join** on the reminder that appears on your phone screen. If you are using Cisco Unified MeetingPlace, you will be connected to the audio meeting immediately. Otherwise, you must enter the meeting ID on your phone.

### Related Topics

- [Displaying Scheduled Meetings and Participants, page 3-38](#)
- [Joining Meetings and Scheduling Meeting Callbacks, page 3-38](#)





## CHAPTER 4

# 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. If you are logged in and available, Cisco IP Phone Messenger automatically displays incoming messages on your phone screen.

- [How To View Your Messages, page 4-29](#)
- [How To Handle Incoming Messages, page 4-31](#)
- [Replying to a Message, page 4-32](#)
- [Sending a Message, page 4-32](#)
- [Deleting Messages, page 4-33](#)
- [Viewing Your Personal Response Messages, page 4-33](#)

## How To View Your Messages

- [Viewing Your Messages and Message Details, page 4-29](#)
- [Turning On PIN Protection to Access Your Messages, page 4-30](#)
- [Viewing System Messages, page 4-30](#)


## Viewing Your Messages and Message Details

You can view a list of your received messages, and view the content and details of each message.

Your system administrator determines the maximum number of received messages that Cisco IP Phone Messenger stores for you.

### Procedure

---

- Step 1** Select  > **Phone Messenger** > **Messages**.
- Step 2** Perform one of these actions:
- Press **PgDn** to display additional messages.
  - Press **PgUp** to display previous messages.
- Step 3** Navigate and select a message.

**Step 4** Press **Details** to view more information about the message.

From the Details screen you can view the message content, the timestamp, delete the message, and to add the message sender to your contact list.

---

#### Related Topics

- [Turning On PIN Protection to Access Your Messages, page 4-30](#)
- [Viewing System Messages, page 4-30](#)
- [Replying to a Message, page 4-32](#)

## Turning On PIN Protection to Access Your Messages

For increased privacy, you can require that your PIN is entered to access your message list.

#### Procedure

---


**Step 1** Select  > **Phone Messenger** > **Settings**.

**Step 2** Navigate and select **PIN protection**.

**Step 3** Perform one of these actions:

- Select **On** to turn on PIN protection to access your messages
- Select **Off** to turn off PIN protection to access your messages.

**Step 4** Press **Select**.

**Step 5** Press  > **Phone Messenger** > **Messages**.

**Step 6** Enter your PIN.

**Step 7** Press **Submit**.

---

#### Related Topics

- [Viewing Your Messages and Message Details, page 4-29](#)
- [Viewing System Messages, page 4-30](#)

## Viewing System Messages

Your system administrator can send you special broadcast messages, which you can review at a later time.

#### Procedure

---

**Step 1** Select  > **Phone Messenger** > **System Messages**.

**Step 2** Navigate and select a specific message.

Step 3 Press **Details**.

---

#### Related Topics

- [Viewing Your Messages and Message Details, page 4-29](#)

## How To Handle Incoming Messages

You can control how you are notified about incoming messages and if you are available to receive them. The message waiting indicator on the handset flashes during an incoming message. You cannot configure this.


- [Configuring an Incoming Message Alert, page 4-31](#)
- [Preventing Users From Sending You Messages, page 4-31](#)

## Configuring an Incoming Message Alert

You can configure your phone to ring when it receives an incoming message.

#### Procedure

---


- Step 1 Select  > **Phone Messenger** > **Settings**.
- Step 2 Navigate and select **Audible Alert**.
- Step 3 Perform one of these actions:
- Select **On** to turn on the incoming message alert.
  - Select **Off** to turn off the incoming message alert.
- Step 4 Press **Select**.
- 

#### Related Topics

- [Preventing Users From Sending You Messages, page 4-31](#)

## Preventing Users From Sending You Messages

You can make yourself unavailable so that other users cannot send you messages.

- 
- Step 1 Select  > **Phone Messenger** > **Settings**.
- Step 2 Navigate and select **Status**.
- Step 3 Select any status except:
- **Available**
  - **Busy but Interruptible**

Step 4 Press **Select**.

---

#### Related Topics

- [Configuring an Incoming Message Alert, page 4-31](#)

## Replying to a Message

You can reply to a received message.

#### Procedure

---

Step 1 Select  > **Phone Messenger** > **Messages**.

Step 2 Navigate and select a received message.

Step 3 Press **Details**.

Step 4 Press **Reply** or **Msg**.



**Note** The **Msg** softkey only displays if the person who sent the message is on your contact list.

---

Step 5 Create a new message or select a personal message template.

---

#### Related Topics

- [Tips for Entering Text on the Phone, page 1-12](#)
- [Viewing Your Personal Response Messages, page 4-33](#)

#### What To Do Next

[Sending a Message, page 4-32](#)

## Sending a Message

You can send messages to any coworkers in your organization who are on your contact list. You can create a new message, or send a message from a list of personal (preconfigured) response messages.



**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.

---

#### Procedure

---

Step 1 Select  > **Phone Messenger** > **Contact**.

Step 2 Navigate and select a contact.

- Step 3** Press **Details**.
- Step 4** Press **Msg**.
- Step 5** Perform one of these actions:
- Press **Compose** and enter the text message.
  - Scroll and select a personal response message, and press **Select**.
- Step 6** Press **Send**.
- Step 7** Press **OK** or **Exit**.
- 

#### Related Topics


- [Tips for Entering Text on the Phone, page 1-12](#)
- [Viewing Your Personal Response Messages, page 4-33](#)

## 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.

#### Procedure

---

- Step 1** Select  > **Phone Messenger** > **Messages**.
- Step 2** Perform one of these actions:

To	Do This
Delete all messages	Press <b>Del All</b> to delete all your messages. You may have to press <b>more</b> to display this softkey.
Delete an individual message	<ol style="list-style-type: none"> <li>a. Navigate and select a message.</li> <li>b. Press <b>Details</b>.</li> <li>c. Press <b>Delete</b> to delete the message.</li> </ol>

---


## Viewing Your Personal Response Messages

You create personal response messages using the User Options web interface. See the *User Guide for Cisco Unified Presence* for details.

You can view your personal message templates from your contact list details on your phone.

### Procedure

---

- Step 1** Select  > **Phone Messenger** > **Contact**.
- Step 2** Navigate and select a contact.
- Step 3** Press **Details**.
- Step 4** Press **Msg**.
- 

### Related Topics

- *User Guide for Cisco Unified Presence*  
[http://www.cisco.com/en/US/products/ps6837/products\\_user\\_guide\\_list.html](http://www.cisco.com/en/US/products/ps6837/products_user_guide_list.html)



# CHAPTER 5

## Troubleshooting Cisco IP Phone Messenger

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- [Error Messages, page 5-43](#)
- [Common Issues, page 5-44](#)

### Error Messages

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

Error Text	Explanation
Your message to <user ID> could not be delivered. User may have logged off.	The contact probably signed off just as you were sending the message. Check the availability for the contact and send the message again if they are available.
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.
You were trying to access IP Phone Messenger service from a device not provisioned on Cisco Unified Communications Manager server. Please work with your system administrator to get this device configured.	Contact your system administrator.
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.
Invalid, duplicate, or non-existing contact name.	You must enter a valid extension number of a contact within your organization.
Please contact your administrator to see if the Meeting Notification feature has been configured or not.	The Meeting Notification feature has not been configured on the system.

Error Text	Explanation
Host Not Found	Cisco Unified IP phone is not available. Contact your system administrator for assistance.
You were trying to access a non-existing meeting which may have been deleted from server. Press Exit to go back.	The meeting shown on the Cisco IP Phone Messenger screen does not exist in the mail server. It may have been deleted over time.
You were trying to retrieve a message that had been deleted from the Cisco Unified Presence server. Press Ok or Exit to return to IP Phone Messenger main menu.	If you are signed into more than one phone at a time, you may have deleted a message on one phone, and you are now attempting to view the deleted message on another phone.
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. 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 signing in. You have entered an incorrect PIN. If you need additional assistance, contact your system administrator to verify your PIN.
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 signing in. You have entered an incorrect user ID. Verify that you are entering your user ID correctly. If you need additional assistance, contact your system administrator to verify your user ID.
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.	You are attempting to sign 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.
Incoming messages will show on all your other logged-in phones in addition to this phone. Press OK to go to the main menu.	
The calendar server may be down. Please make sure the server is up and running.	The Cisco IP Phone Messenger server could not connect to the meeting server either because the meeting server is down or due to a configuration problem.
Invalid refresh interval. Enter a number between 7 and 3600.	You cannot enter an interval outside the given range (in seconds).
Invalid session timer. Enter a number between 1 and 9999.	You cannot enter an interval outside the given range (in minutes).

## Common Issues

- [Msg Softkey Unavailable, page 5-45](#)
- [Dial Softkey Unavailable, page 5-45](#)

- [PIN Request to Access Messages or Settings, page 5-45](#)
- [Some Contacts Are Always Unavailable, page 5-45](#)

## Msg Softkey Unavailable

**Problem** The **Msg** softkey is unavailable when I am attempting to send a message to someone on my contact list.

**Solution** The contact has selected a status that does not allow any incoming messages. Check the status of the contact.

### Related Topics

- [Displaying the Availability of a Contact, page 2-25](#)

## Dial Softkey Unavailable

**Problem** The **Dial** softkey is unavailable when I am attempting to call someone on my contact list.

**Solution** The contact has selected a status that does not allow any incoming calls. Check the status of the contact.

### Related Topics

- [Displaying the Availability of a Contact, page 2-25](#)

## PIN Request to Access Messages or Settings

**Problem** I have to enter my PIN every time I try to access the Messages list or Settings.

**Solution** You have turned on PIN Protection. You need to turn off this setting.

### Related Topics

- [Turning On PIN Protection to Access Your Messages, page 4-30.](#)

## Some Contacts Are Always Unavailable

**Problem** Some of my contacts always display as unavailable.

**Solution** The contacts might have you on a blocked watcher list.



### Note

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Cisco IP Phone Messenger interacts with Cisco Unified Personal Communicator. If a user is using an unlicensed version of that program, the status of that user always displays as unavailable.

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