



User Guide for Cisco Unified Presence Release 8.5 and 8.6

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CHAPTER 1

Getting Started with the Cisco Unified Presence User Options Interface

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You use the Cisco Unified Presence User Options interface to customize settings, create personal response messages and organize contacts.

- [Supported Browsers, page 1-1](#)
- [How to Access Cisco Unified Presence User Options, page 1-1](#)

Supported Browsers

The Cisco Unified Presence User Options interface supports the following browsers:

- Microsoft Internet Explorer 6
- Microsoft Internet Explorer 7
- Microsoft Internet Explorer 8
- Firefox 3.x



Note

The Cisco Unified Presence User Options interface does not currently support Safari or Google Chrome.

How to Access Cisco Unified Presence User Options

- [Signing In to Cisco Unified Presence User Options, page 1-1](#)
- [Signing Out of Cisco Unified Presence User Options, page 1-2](#)

Signing In to Cisco Unified Presence User Options

Before You Begin

- To be able to sign into the Cisco Unified Presence User Options, the administrator must assign the user to the "Standard CCM End User" Group.
- Obtain the following information from your system administrator:

- A URL address for Cisco Unified Presence User Options.
- Your username and password for Cisco Unified Presence User Options.
- Make sure you are using a supported browser.

Procedure

-
- Step 1** Open a supported web browser on your computer.
- Step 2** Enter the URL address for Cisco Unified Presence User Options, similar to: `http://<CUPS server>/ccmuser`.
- Step 3** Enter your username for Cisco Unified Presence User Options.
- Step 4** Enter your password Cisco Unified Presence User Options provided by your system administrator.
- Step 5** Select **Login**.
-

Related Topics

- [Supported Browsers, page 1-1](#)
- [Signing Out of Cisco Unified Presence User Options, page 1-2](#)

Signing Out of Cisco Unified Presence User Options

Select **Logout** in the upper, right corner of the Cisco Unified Presence User Options window.

**Note**

For security purposes, you will be automatically signed out of Cisco Unified Presence User Options after thirty minutes of inactivity.



CHAPTER 2

Setting Up Your Privacy Policies

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- [Selecting Your Default Privacy Policy, page 2-1](#)
- [Adding Internal Users to Your Allowed or Blocked Exception Lists, page 2-3](#)
- [Adding External Users to Your Allowed or Blocked Exception Lists, page 2-4](#)
- [Adding External Domains to Your Allowed or Blocked Exception Lists, page 2-5](#)

Privacy policies allow you to determine which users can see your availability status, and send you instant messages (IM). This release of Cisco Unified Presence supports the contact list rule whereby anyone in your contact list (being watched by you) is able to see your availability status by default unless you explicitly deny that person permission to view your status.

You use privacy policies, therefore, to allow and block users and domains. The following options allow you to configure privacy policy either as a default setting at the organizational level or by specific request to the user.

- **Allow**—Users/domains are allowed to see your availability status and are able to send you instant messages by default, unless you explicitly add the user/domain to your Blocked list. You can set the Allow privacy policy for internal users and domains only. This option is not available for external (federated) users/domains.
- **Block**—Users/domains that you block cannot see your availability status and cannot send you instant messages. Users that you block always see your status as Unavailable. You can set the Block privacy policy for internal and external (federated) users and domains.
- **Ask Me**—Ask Me privacy policy prompts users (via a request) to either explicitly block or allow the exchange of availability status and IM from specific users/domains. The client application prompts the user to authorize or reject the subscription. You can set the Ask Me privacy policy for external (federated) users and domains only, and only if the external contact or domain is not in either the Allowed or Blocked list for the user.

Selecting Your Default Privacy Policy

Procedure

- Step 1** Select **User Options > Privacy Policies**.

Step 2 Select one of these options:

If You Want To	Do This
<i>Allow all internal users</i> to see your availability and send you instant messages (except those internal users/domains that you explicitly add to your blocked exception list). Note See the exception to this policy setting in the Troubleshooting Tips section of this topic. This policy will not allow external users to see your availability.	• Select Allow from the Internal users (within your company/organization): drop-down menu. • (Optional) Add internal users to your blocked exception lists following the procedures described in this module. See What To Do Next.
<i>Block all internal users</i> from seeing your availability and sending you instant messages (except those internal users that you explicitly add to your allowed exception list). Note This policy will not block external users from seeing your availability	• Select Block from the Internal users (within your company/organization): drop-down menu. • (Optional) Add internal users to your allowed exception list following the procedures described in this module. See What To Do Next.
<i>Block all external users</i> from seeing your availability and sending you instant messages (except those external users that you explicitly add to your allowed exception list). Note This policy will not block internal users from seeing your availability.	• Select Block from the External users (all others): drop-down menu. • (Optional) Add external users to your allowed exception list following the procedures described in this module. See What To Do Next
Prompt all users (with an Ask Me request) to set their own Allow/Block policy for external users (except those external users that you explicitly add to your allowed/blocked exception list). Note This policy will not block internal users from seeing your availability.	• Select Ask Me from the External users (all others): drop-down menu. • (Optional) Add external users to your allowed/blocked exception list following the procedures described in this module. See What To Do Next.

Step 3 Select **Save Defaults**.**Troubleshooting Tips**

The Cisco Unified Presence server automatically authorizes a user that is on the contact list of another user to view their availability status. Note this exception to the Allow all internal users policy setting if you turn off automatic authorization on the Cisco Unified Presence server and both the global and local domain default is set to Allow - the user will be prompted to either approve or reject the subscription request. This is the Ask Me scenario for the local domain. For more information about the automatic authorization setting on Cisco Unified Presence, see the Deployment Guide for Cisco Unified Presence(on Cisco.com).

What To Do Next

If you want to override the default Allow/Block privacy policy set for internal/external users at organizational level, see [Adding Internal Users to Your Allowed or Blocked Exception Lists](#), page 2-3.

Related Topics

[Adding External Users to Your Allowed or Blocked Exception Lists, page 2-4](#)

Adding Internal Users to Your Allowed or Blocked Exception Lists

This procedure allows you to manage the exceptions to the general privacy policy in the form of Allow and Block lists. Depending on the default privacy policy that you set at organizational level, either the allowed or blocked list is available for you to edit. In this way, you can override the default policy behavior to add specific people within your organization to your allowed or blocked list.

- Setting the Allow policy for specific users enables them to be able to see your availability and send you instant messages even if the general policy blocks them.
- Setting the Block policy for specific users prevents them from viewing status and exchanging IM when they are using Cisco clients (Cisco Unified Personal Communicator Version 7 and Cisco Jabber Version 8) - even if the general policy allows them. Users on the Contact list are always allowed unless explicitly blocked on the Exception list. Note that some third-party XMPP clients will still send and receive IMs regardless of the policy that you set.

Before You Begin

Select your default privacy policy.

Procedure

-
- | | |
|---------------|--|
| Step 1 | Select User Options > Privacy Policies . |
| Step 2 | Select Add User in the User Settings frame on the Privacy Policy window. |
| Step 3 | Perform one of these actions: <ul style="list-style-type: none">• Select Allow to allow the user to see your availability.• Select Block to block the user from seeing your availability. |
| Step 4 | Enter a valid User ID for the internal user. The User ID must exist in your internal network in the format <userid@domain>. |
| Step 5 | Select Local domain . |
| Step 6 | Select Add to add the internal user to the local domain. |
-

Troubleshooting Tips

- Federated users can add a local user using either an emailid or a standard JID. The choice depends on whether the Administrator has enabled or disabled the emailid for the domain.
- Once you Add a user to your Allowed/Blocked list, the details display in the table on this window. To remove any user from your Allowed/Blocked list, check the check box for the user and select Delete Selected.

What To Do Next

[Adding External Users to Your Allowed or Blocked Exception Lists, page 2-4](#)

Related Topics

[Selecting Your Default Privacy Policy, page 2-1](#)

Adding External Users to Your Allowed or Blocked Exception Lists

This procedure allows you to manage the exceptions to the general privacy policy in the form of Allow and Block lists. Depending on the default privacy policy that you set at organizational level, either the allowed or blocked list is available for you to edit. In this way, you can override the default policy behavior to add specific people outside of your organization to your allowed or blocked list.

- Setting the Allow policy for specific users enables them to be able to see your availability and send you instant messages even if the general policy blocks them.
- Setting the Block policy for specific users prevents them from seeing your availability and sending you instant messages even if the general policy allows them (via a positive response to an Ask Me request).

Before You Begin

Set your default privacy policy.

Procedure

Step 1

Select **User Options** > **Privacy Policies**.

Step 2

Select **Add User** in the User Settings frame on the Privacy Policy window.

Step 3

Perform one of these actions:

- Select **Allow** to allow the user to see your availability.
- Select **Block** to block the user from seeing your availability.

Step 4

Enter a valid User ID for the user. The User ID must exist in your internal network in the format <userid@domain>.

Step 5

Select one of these domains to which the user belongs:

- **Federated domain**
- **Custom domain** - a custom domain is an external domain that is not in the federated domain list.

Step 6

If you selected	Do this
Federated domain	Select the domain with which you are federating from the drop-down list.
Custom domain	Enter the domain for the user. For example, mycompany.com

Step 7

Select **Add**.

Troubleshooting Tips

Once you Add a user to your Allowed/Blocked list, the details display in the table on this window. To remove any user from your Allowed/Blocked list, check the check box for the user and select **Delete Selected**.

Related Topics

[Adding Internal Users to Your Allowed or Blocked Exception Lists, page 2-3](#)

Adding External Domains to Your Allowed or Blocked Exception Lists

You can allow or block a whole external domain. If you block an external domain, any requests to see your availability from users in that domain are blocked, provided you have not added those external users to your allowed list.

Procedure

-
- Step 1** Select **User Options > Privacy Policies**.
- Step 2** Select **Add Domain** in the User Settings frame on the Privacy Policy window.
- Step 3** Perform one of these actions:
- Select **Allow** to allow the user to see your availability.
 - Select **Block** to block the user from seeing your availability.
- Step 4** Select one of these domains to allow or block:
- **Federated domain**
 - **Custom domain** - a custom domain is an external domain that is not in the federated domain list.
- Step 5** Complete one of these actions:
- | If you selected | Do this |
|------------------|--|
| Federated domain | Select the domain with which you are federating from the drop-down list. |
| Custom domain | Enter the domain for the user.
For example, mycompany.com |
- Step 6** Select **Add**.
-

Troubleshooting Tips

Once you Add a domain to your Allowed/Blocked list, the details display in the table on this window. To remove any domain from your Allowed/Blocked list, check the check box for the domain and select **Delete Selected**.



CHAPTER 3

Organizing Your Contact List

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- [Adding Contacts to Your Contact List, page 3-1](#)
- [Deleting Contacts From Your Contact List, page 3-3](#)
- [Viewing Your Contact List, page 3-3](#)
- [Configuring the Contact List Refresh Timer, page 3-4](#)

Adding Contacts to Your Contact List

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 add an external contact by either selecting an external domain, or configuring a custom domain for users that are outside of your organization.
- Internal and external users on the Contact list are exceptions to the internal and external policies. Users on the Contact list are always allowed unless explicitly blocked on the Exception list.
- On your instant messaging application, you may add contacts whose availability status is not visible to you, for example, you may want to add people that you just wish to call from the contact list on the application. These types of contacts are not visible on the contact list on the User Options interface.
- If you make changes to your contact list (adding/deleting/modifying), your changes are automatically reflected on Cisco clients (for any users who are signed in).

Procedure

- Step 1** Select **User Options > Contacts**.
- Step 2** Select **Add New**.
- Step 3** Select one of these options:

If the contact that you want to add is...	Do This:
Internal - a user that belongs to your local domain (typically your company or organization)	1. Add the userid of the federated contact that you want to add, in the Contact field. 2. Select Select from Domain List 3. Select an internal (local) domain from the Domain menu. 4. Optionally enter an Alternate Name for the user if you want to a nickname to display on their computer. Note You are prevented from adding users/domains that are already blocked by the administrator. The organizational privacy policy must be set to allow the internal domain or specific users from this domain to view your availability status and send you instant messages (IM).
External - a user that belongs outside of your local domain (typically your company or organization)	Perform one of the following actions: 1. Add the userid of the federated contact that you want to add, in the Contact field. 2. Select Select from Domain List and select an external domain from the Domain menu. 3. Select Enter Custom Domain and enter the custom domain for those contacts that are outside of your organization. Note You are prevented from adding users/domains that are already blocked by the administrator. The organizational privacy policy must be set to ask you (in a popup window) to allow the external domain or specific users from this domain to view your availability status and send you instant messages (IM).

Step 4 (Optional) Enter an alternate name for the contact.

Step 5 Select **Save**.

Troubleshooting Tips

You can only have one alternate name (nickname) per contact. If you optionally enter an Alternate Name for a contact, it displays on Cisco clients but not necessarily on Third-Party XMPP clients. If you update the name of a contact, this name change updates in your contact list on Cisco Jabber and updates across all your contact groups.

Related Topics

- [Deleting Contacts From Your Contact List, page 3-3](#)
- [Viewing Your Contact List, page 3-3](#)

Deleting Contacts From Your Contact List

Procedure

-
- Step 1** Select **User Options > Contacts**.
- Step 2** Select **Find**.
- Step 3** Perform one of these actions:

If You Want To...	Do This
Delete all your contacts	Select Select All
Delete selected contacts	Check next to the name of the contact you want to delete.

- Step 4** Select **Delete Selected**.
- Step 5** Select **OK**.
-

Troubleshooting Tips

It may take some time for a contact to be deleted because it involves database processing. A message displays on the UI indicating that "a recent update to your contact list has not yet taken effect. It is queued for processing shortly." If you refresh the page, the updated contact list displays.

Related Topics

- [Adding Contacts to Your Contact List, page 3-1](#)
- [Viewing Your Contact List, page 3-3](#)

Viewing Your Contact List

Procedure

-
- Step 1** Select **User Options > Preferences**.

- Step 2** Select a value from the **Contact Filtering** menu:
- To view all contacts, select **Display all contacts**.
 - To view only those contacts who are currently available, select **Display online contacts only**.
- Step 3** Select **Save**.
- Step 4** Select **User Options > Contacts**.
- Step 5** In **Search Options**, select **Contact** “is not empty” to display all contacts matching the filter criteria.
- Step 6** Select **Find**.
-

Related Topics

- [Adding Contacts to Your Contact List, page 3-1](#)
- [Deleting Contacts From Your Contact List, page 3-3](#)

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 **User Options > Preferences**.
- Step 2** Enter a value (in seconds) from 7-3600 in the Phone Display Refresh Interval field. The default value is 30 seconds.
- Step 3** Select **Save**.
-



CHAPTER 4

Configuring Your Meeting Settings

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- [Setting Up Meeting Notifications, page 4-1](#)

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.

If your organization 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.

Setting Up Meeting Notifications

You need only configure meeting notifications for a Microsoft Exchange WebDAV integration with Cisco Unified Presence. If your Microsoft Exchange integration with Cisco Unified Presence is over Exchange Web Services (EWS), the Meetingplace Userid and Password fields in this procedure cannot be configured and do not display.

Procedure

- Step 1** Select **User Options > Preferences**.
- Step 2** Select **Enable Meeting Notifications**.
- Step 3** Perform these actions to configure Cisco Unified MeetingPlace to connect you directly to selected meetings:
 - a. Enter your user ID in the **MeetingPlace Userid** field.
 - b. Enter your password in the **MeetingPlace Password** field and re-enter it in the **MeetingPlace Confirm Password** field.
- Step 4** Select a value for the **Include Calendar Information in My Presence Status** menu:
 - Select **On** to incorporate your calendar information in your availability status.
 - Select **Off** to not incorporate your calendar information in your availability status.

Step 5 Select **Save**.**Troubleshooting Tips**

If your user ID has a space character included in it, the integration with Microsoft Exchange server will not work, and you will not receive meeting notifications on your Cisco Unified IP phone. Contact your system administrator to remove the spaces from your user ID.

Related Topics

User Guide for Cisco IP Phone Messenger

http://www.cisco.com/en/US/products/ps6837/products_user_guide_list.html



CHAPTER 5

Configuring Your Message Settings

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Cisco IP Phone Messenger enables you to send and receive instant messages from users who have valid user IDs or extension numbers within your organization. You can configure certain message settings for Cisco IP Phone Messenger from the Cisco Unified Presence User Options interface.

- [Configuring Your Message Privacy, page 5-1](#)
- [Configuring an Incoming Message Alert, page 5-2](#)
- [Sending a Broadcast Message, page 5-2](#)
- [Creating Personal Response Messages, page 5-3](#)
- [Signing Out of Cisco IP Phone Messenger, page 5-3](#)

Configuring Your Message Privacy

By default, users are requested to enter their PIN when accessing the Cisco IP Phone Messenger service on their Cisco IP Phone. You can bypass this authentication request if required and allow users to view the message history and settings automatically.

Procedure

- Step 1** Select **User Options > Preferences**.
- Step 2** Select a value from the **PIN Protected** menu:
- Select **On** to turn on PIN protection to view messages on your phone.
 - Select **Off** to turn off PIN protection to view messages on your phone.
- Step 3** Select **Save**.
-

Related Topics

- [Configuring an Incoming Message Alert, page 5-2](#)
- [User Guide for Cisco IP Phone Messenger](#)
http://www.cisco.com/en/US/products/ps6837/products_user_guide_list.html

Configuring an Incoming Message Alert

Cisco IP Phone Messenger enables you to send and receive instant messages from users who have valid user IDs or extension numbers within your organization. You can configure certain message settings for Cisco IP Phone Messenger from the Cisco Unified Presence User Options interface.

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

Procedure

- Step 1** Select **User Options > Preferences**.
- Step 2** Select a value from the **Play Audible Notification** menu:
- **Select On** to turn on the incoming message alert
 - **Select Off**—to turn off the incoming message alert,
- Step 3** Select **Save**.
-

Related Topics

- [Configuring Your Message Privacy, page 5-1](#)
- *User Guide for Cisco IP Phone Messenger*
http://www.cisco.com/en/US/products/ps6837/products_user_guide_list.html

Sending a Broadcast Message

You can send a short message (maximum of 150 characters) to some or all contacts on your contact list.

Procedure

- Step 1** Select **User Options > Broadcast Messages**.
- Step 2** Select **Find**.
- Step 3** Perform one of these actions:
- Check the contacts to whom you want to send the message.
 - Select **Select All** to send a message to all contacts.
- Step 4** Enter your message in the **Message** field.
- Step 5** Select **Broadcast**.
- Step 6** Select **OK**.
-

Related Topics

- *User Guide for Cisco IP Phone Messenger*
http://www.cisco.com/en/US/products/ps6837/products_user_guide_list.html

Creating Personal Response Messages

You can create 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 personal messages, and your system administrator can create an additional 10. Your personal response messages always display after the ones created by your system administrator.

You can create up to 15 new personal response messages using a maximum of 255 characters each.

Procedure

-
- | | |
|---------------|---|
| Step 1 | Select User Options > Response Messages . |
| Step 2 | Select Add New . |
| Step 3 | Enter your message in the Response Message Text field. |
| Step 4 | Select Save . |
| Step 5 | Select Up and Down arrows to rearrange the order of your personal messages. |
| Step 6 | Select Save . |
-

Troubleshooting Tips

To delete a personal response message, select the message and select **Delete**.

Related Topics

- *User Guide for Cisco IP Phone Messenger*
http://www.cisco.com/en/US/products/ps6837/products_user_guide_list.html

Signing Out of Cisco IP Phone Messenger

You can sign out of Cisco IP Phone Messenger from the Cisco Unified Presence User Options interface.

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 User Options > Preferences . |
| Step 2 | Select Logout in the IPPM Settings pane.

The Logout button appears only if you are currently signed into Cisco IP Phone Messenger. |
| Step 3 | Select OK . |
| Step 4 | To set the session timer for the Cisco IP Phone Messenger on your phone, enter a value from 1-9999 (in minutes) in the Session Timeout field. |

Step 5 Select **Save**.

Related Topics

- *User Guide for Cisco IP Phone Messenger*
http://www.cisco.com/en/US/products/ps6837/products_user_guide_list.html



CHAPTER 6

Troubleshooting the Cisco Unified Presence User Options Interface

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- [Cannot Sign In To The User Options Interface, page 6-1](#)
- [Signed In But Options Are Not Available, page 6-1](#)
- [Signed Out Automatically From User Options Interface, page 6-2](#)

Cannot Sign In To The User Options Interface

Problem I am accessing the correct User Options web page, but I cannot sign in using my user name and password.

Solution Contact your system administrator to verify that you are:

- Using the correct link to the User Options web pages.
- Entering the correct user name and password.
- Registered as a licensed user.
- Assigned access to the User Options web pages.

Signed In But Options Are Not Available

Problem I am signed in to the User Options web page, but I do not see any of the options described here.

Solution Contact your system administrator to verify that you are:

- Accessing the User Options web pages for Cisco IP Phone Messenger.
- 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.

Signed Out Automatically From User Options Interface

Problem I have to re-enter my User Options user name and password to access the User Options interface.

Solution For increased security, the User Options web pages automatically signs you out after a period of inactivity.



CHAPTER 7

How to Access the Accessibility Options

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Cisco Unified Presence User Options provide functionality that allows you to access icons on the window without using a mouse. You can perform this procedure from any point on the window, so you do not need to scroll or tab through various fields.

- [Accessing the Icons in the Window, page 7-1](#)
- [Accessing the Buttons in the Window, page 7-1](#)

Accessing the Icons in the Window

Many windows in Cisco Unified Presence have icons that display at the top of the window; for example, an icon of a disk for Save, an icon that is a plus sign (+) for Add, and so on.

Procedure

- Step 1** Press **Alt**, press **1**, and then press **Tab**.
- Step 2** The cursor highlights the first icon from the left. Press **Tab** again to move to the next icon.
- Step 3** Press **Enter** to perform the function of the icon.
-

Related Topics

- [Accessing the Buttons in the Window, page 7-1](#)

Accessing the Buttons in the Window

Many of the windows in Cisco Unified Presence have buttons that display at the bottom of the window; for example, a button for Save, a button for Add, and so on.

Procedure

- Step 1** Press **Alt**, press **2**, and then press **Tab**.
- Step 2** The cursor highlights the first button from the left. Press **Tab** again to move to the next button.

Step 3 Press Enter to perform the function of the button.

Related Topics

- [Accessing the Icons in the Window, page 7-1](#)