



Cisco IP Phone Messenger for Cisco Unified Presence Server Release 1.0(3)





INCLUDING LICENSE AND WARRANTY

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User Options Icons

| | |
|---|-----------------------------|
|  | Preferences > IPPM Settings |
|  | Response Messages |
|  | Broadcast Messages |
|  | Contacts |

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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Common Tasks
Softkey Definitions
IP Phone Messenger Icons
User Options Icons
Character Keys

Common Tasks

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

Note: Refer to the “Logging into Cisco IP Phone Messenger” section on page 2 if you need assistance logging into Cisco IP Phone Messenger.

Organizing Your Contact List

| | |
|--|---|
| Display a Contact list | Choose Contacts . |
| Display a contact's devices and status | Choose Contacts . Choose a contact and press Details . |
| Add contacts by user name | Choose Contacts and press Add . |
| Add contacts by extension | Choose Contacts and press AddByExt . |
| Add sender of active message to contact list | Choose Contacts and press AddCtct . |
| Limit contacts shown | Choose Contacts and press Filter . |
| Call a contact | Choose Contacts . Choose a contact, press Details , and press Dial . |
| Delete a contact | Choose Contacts . Choose a contact, press Details , and press Delete . |
| Display a contact's availability | Choose Contacts . |
| Display a contact's availability by device | Choose Contacts . Choose a contact, press Details . |
| Set your availability status | Choose Settings > Status . |
















Managing Your Messages

| | |
|---|--|
| View recent messages | Choose Messages . |
| Delete one message | Choose Messages . Scroll to a message, press Details , and press Delete . |
| Delete all messages | Choose Messages . Press DelAll . |
| Send a default message | Choose Messages . Press Msg , choose a default message, and press Send . |
| Send a custom message | Choose Messages . Press Msg and press Compose . Enter message and press Send . |
| Reply to a message | Press Reply or Msg . |
| Call a message sender | Choose Messages , press Details , and press Dial . |
| Create custom default response | Access User Options > Response Messages . |
| Send broadcast message | Access User Options > Broadcast Messages . |
| Review broadcast messages | Choose Messages or System Messages . |
| Require a PIN for accessing messages and settings | Choose Settings > PIN Protection . |
| Set an audible alert to indicate when message arrives | Choose Settings > Audible Alert > On . |

Softkey Definitions

| | |
|-----------------|--|
| Add | Add a contact using a user ID |
| AddByExt | Add a contact using an extension |
| AddCtct | Add sender of active message to your Contact List |
| Cancel | Cancel an action or exit a screen without applying changes |
| Compose | Create a custom text message |
| DelAll | Delete all messages |
| Delete | Remove a message or contact |
| Details | Display additional information about message or contact |
| Dial | Call a message sender |
| Exit | Return to the previous screen |
| Filter | Limit contacts displayed in list |
| 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 |
| Reply | Reply to a received message |
| Retry | Re-attempt text or number entry |
| 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

| Contact List | |
|---|---------------------------------|
|  | Available |
|  | Unavailable |
|  | Busy |
|  | Unknown status |
|  | Do not disturb |
|  | Away Vacation |
|  | Available via instant message |
|  | Available via phone |
|  | Currently on the phone |
| Contact Details | |
|  | 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

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

About Cisco IP Phone Messenger

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

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

Using Cisco IP Phone Messenger on the Phone or Web

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

User Options Web Pages

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

Supported web browsers include:

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

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

Phone Service

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

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

Logging into Cisco IP Phone Messenger


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

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



Note

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

| Logging into... | On the Phone | From the User Options Web Pages |
|-------------------------------|---|--|
| User Options web pages | Not applicable | <ol style="list-style-type: none"> 1. Open a supported web browser on your computer. 2. Enter the web page provided by your system administrator, similar to: <code>http://<CUPS server>/ccmuser</code>. 3. Enter your user name and password, provided by your system administrator. 4. Choose the User Options menu, and the following options display: <ul style="list-style-type: none"> - Preferences - Contact List - Response Messages - Broadcast Messages |
| Phone service | <ol style="list-style-type: none"> 1. Using your Cisco Unified IP Phone, press  > Phone Messenger (or similar name). <p>Note Your system administrator can customize the name of this service, so confirm the name used on your phone.</p> 2. Enter your PIN and user ID (if requested). See “Entering Text on the Phone” section on page 5 for tips on entering text. Press << to delete characters or Exit to cancel. 3. Press Submit. The Cisco IP Phone Messenger main menu displays with the following options: <ul style="list-style-type: none"> - Messages - Contacts - Settings - System Messages | Not applicable |

Logging Out of Cisco IP Phone Messenger

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


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

Entering Text on the Phone

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

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

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

Organizing Your Contacts


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, some tasks are not available in both places. 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 either the Cisco IP Phone Messenger service or User Options web pages, depending on how you identify the contact.

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” section on page 21.
- Refer to “Entering Text on the Phone” section on page 5 for tips on entering contact names

| Add contact by... | On the Phone | From the User Options Web Pages |
|-------------------|---|---|
| User ID | <p>You can add a contact by entering the user ID, which must correspond to a valid user ID within your organization.</p> <ol style="list-style-type: none">1. Choose  > Phone Messenger > Contacts.2. Press Add.3. Enter the following information:<ul style="list-style-type: none">– UserID—user ID of the contact. This field is required.– Nickname—enter any text. This field is optional and will display in the Contact list.4. Press Submit. | <ol style="list-style-type: none">1. Choose User Options > Contacts.2. Click Add New.3. Enter the following information:<ul style="list-style-type: none">– Contact—user ID of the contact. This field is required.– Nickname—enter any text. This field is optional and will display in the Contact list.4. Click Display on Phone to display the contact on the Contact list on the phone.5. Click Save. |

| Add contact by... | On the Phone | From the User Options Web Pages |
|-------------------------|--|---------------------------------|
| Extension number | <p>You can add a contact by entering the user ID, which must correspond to a valid user ID within your organization.</p> <ol style="list-style-type: none"> 1. Choose  > Phone Messenger > Contacts. 2. Press AddbyExt (you might have to press more to display this softkey). 3. Enter the following information: <ul style="list-style-type: none"> – Extension—extension number of the contact. This field is required. – Nickname—enter any text. This field is optional and will display in the Contact list. 4. Press Submit. | Not applicable |
| Message sender | <p>Coworkers who are not on your contact list can send you instant messages, and you can easily add them to your contact list.</p> <ol style="list-style-type: none"> 1. Choose  > Phone Messenger > Messages. 2. Use the Navigation buttons to scroll to and highlight a message. 3. Press Details (you might have to press more to display this softkey). 4. Press AddCtct (you might have to press more to display this softkey). 5. Enter the following information: <ul style="list-style-type: none"> – Extension—extension number of the contact. This field is required. – Nickname—enter any text. This field is optional and will display in the Contact list. 6. Press Submit. | 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">1. Choose User Options > Contacts.2. Click Select All.3. Click Delete Selected.4. Click OK to accept or Cancel. |
| Individual contacts | You can remove contacts from your contact list one at a time. <ol style="list-style-type: none">1. Choose  > Phone Messenger > Contacts.2. Use the Navigation button to scroll to select a contact.3. Press Details.4. Press Delete to delete the contact.5. Press OK to return to the Contact list. | You can remove contacts from your contact list one at a time. <ol style="list-style-type: none">1. Choose User Options > Contacts.2. Click the checkbox next to the contact's name you want to delete.3. Click Delete Selected.4. Click OK to accept or Cancel. |

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

| Display... | On the Phone | From the User Options Web Pages |
|--|---|--|
| Frequently updated contact list | <p>You can modify how frequently you want the contact list to update.</p> <ol style="list-style-type: none"> 1. Choose  > Phone Messenger > Settings. 2. Use the Navigation buttons to scroll to select Refresh Interval and press Select. 3. Enter a value (in seconds) from 7-3600 seconds. Choose a lower value to update the contact list frequently. 4. Press Submit. | <p>You can modify how frequently you want the contact list to update.</p> <ol style="list-style-type: none"> 1. Choose User Options > Preferences > IPPM Settings. 2. Enter a value (in seconds) from 7-3600 in the Phone Display Refresh Interval field. Choose a lower value to update the contact list frequently. 3. Click Save. |





Displaying a Contact's Availability

You can quickly determine a contact's availability. See the “IP Phone Messenger Icons” section on page 2 for an explanation of the availability icons that display.



Tip

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



| Display... | On the Phone | From the User Options Web Pages |
|-------------------------------|---|---------------------------------|
| Overall availability | <p>You can display the overall status.</p> <p>Choose  > Phone Messenger > Contacts.</p> <p>Status is calculated by the server and displays with these caveats:</p> <ul style="list-style-type: none"> •  displays when at least one device is available. •  displays if the phone is available, but Cisco IP Phone Messenger is not. | 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"> 1. Choose  > Phone Messenger > Contacts. 2. Use the Navigation button to scroll to select a contact. 3. Press Details. | Not applicable |





Managing Your Messages

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">1. Choose  > Phone Messenger > Messages.2. Press PgDn to display additional contacts, and press PgUp to display previous contacts. | 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">1. Choose  > Phone Messenger > Messages.2. Use the Navigation button to scroll to select a message.3. Press Details. | Not applicable |

| Display... | On the Phone | From the User Options Web Pages |
|---------------------------|--|---|
| 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"> 1. Choose  > Phone Messenger > Settings. 2. Use the Navigation buttons to scroll to select PIN protection. 3. Scroll to select: <ul style="list-style-type: none"> – On—to require a PIN to view messages – Off—to disable PIN protection 4. Press Select. 5. Choose  > Phone Messenger > Messages. 6. Enter your PIN and press Submit. | <p>For increased privacy, you can require your PIN to be entered to access your message list.</p> <ol style="list-style-type: none"> 1. Choose User Options > Preferences > IPPM Settings. 2. From the PIN Protected field, choose: <ul style="list-style-type: none"> – On—to require a PIN to view messages – Off—to disable PIN protection 3. Click Save. 4. Choose  > Phone Messenger > Messages. 5. Enter your PIN and press Submit. |
| 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"> 1. Choose  > Phone Messenger > System Messages. 2. Use the Navigation buttons to scroll to select a specific message. 3. Press Details to display additional information. | 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"> 1. Choose  > Phone Messenger > Settings. 2. Use the Navigation buttons to scroll to select Audible Alert. 3. Scroll to select: <ul style="list-style-type: none"> - On—to enable the alert - Off—to disable the alert 4. Press Select. | <p>You can set your phone to ring when an incoming message arrives.</p> <ol style="list-style-type: none"> 1. Choose User Options > Preferences > IPPM Settings. 2. From the Play Audible Notification field, choose: <ul style="list-style-type: none"> - On—to enable the alert - Off—to disable the alert 3. Click Save. |
| Display message waiting indicator | <p>The message waiting indicator on the handset flashes during an incoming message. You cannot configure this.</p> | <p>Not applicable</p> |
| 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"> 1. Choose  > Phone Messenger > Settings. 2. Use the Navigation buttons to scroll to select Status. 3. Choose any status except: <ul style="list-style-type: none"> - Available - Busy but Interruptible 4. Press Select. | <p>Not applicable</p> |

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” section on 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. You can have a maximum of 25 pre-set messages. Your system administrator owns 10 of these, and you can create an additional 15 personal response messages. See the Creating New Personal Response Messages, page 19.</p> <ol style="list-style-type: none"> 1. Choose  > Phone Messenger > Contact. 2. Use the Navigation button to scroll to select a contact. 3. Press Details. 4. Press Msg. 5. Scroll to select one of the pre-set messages, and press Select. 6. Press OK or Exit. | Not applicable |

| Send a... | On the Phone | From the User Options Web Pages |
|-----------------------------|--|---------------------------------|
| New message (custom) | <p>You can use the phone's dial pad to enter a custom message.</p> <ol style="list-style-type: none"> 1. Choose  > Phone Messenger > Contact. 2. Use the Navigation button to scroll to select a contact. 3. Press Details. 4. Press Msg. 5. Press Compose and enter the text message. 6. Enter Press Send or Exit. 7. Press OK or Exit. | Not applicable |
| Reply | <p>You can respond to a received message.</p> <ol style="list-style-type: none"> 1. Choose  > Phone Messenger > Messages. 2. Use the Navigation button to scroll to select a received message. 3. Press Details. 4. Press Reply (if sender is on your Contact list) or Msg. 5. Press: <ul style="list-style-type: none"> - Select—See New message (pre-set), page 15 - Compose—See New message (custom), page 16 | Not applicable |

| Send a... | On the Phone | From the User Options Web Pages |
|--------------------------|----------------|---|
| 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"> 1. Choose User Options > Broadcast Messages 2. In Search Options, enter your search criteria. For example, to send a broadcast message to your entire contact list, choose User ID “is not empty” to display all contacts. 3. Click the checkbox next to the contact’s name you want to send the message. Or, click Select All. 4. Enter your message in the Msg field. 5. Click Broadcast. 6. Click OK to accept or Cancel. |


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">1. Choose  > Phone Messenger > Messages.2. Press Del All (you might have to press more to display this softkey).3. Press Yes to delete all messages or No to cancel. | Not applicable |
| Individual messages | <p>You can delete a specific message.</p> <ol style="list-style-type: none">1. Choose  > Phone Messenger > Messages.2. Use the Navigation button to scroll to select a message.3. Press Details.4. Press Delete to delete the message.5. Press OK to return to the messages. | 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"> 1. Choose User Options > Response Messages. 2. Click Add New. 3. Enter your message in the Response Message Text field. 4. Click Save. |
| Display available personal response messages | <p>You can display your currently available personal response messages.</p> <ol style="list-style-type: none"> 1. Choose  > Phone Messenger > Contact. 2. Use the Navigation button to scroll to select a contact. 3. Press Details. 4. Press Msg. <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"> 1. Choose User Options > Response Messages. <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"> 1. Choose User Options > Response Messages. 2. Click Up and Down to rearrange the order of your personal messages. |

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

Troubleshooting

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 the "Displaying a Contact's Availability" section on page 11. |
| 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. |

| Error Title | Error Text | Explanation |
|----------------------------|---|---|
| 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 the “Entering Text on the Phone” section on page 5 to verify that you are entering your user ID correctly. If you need additional assistance, contact your system administrator to verify your user ID. |

| Error Title | Error Text | Explanation |
|-------------------|---|---|
| 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. |
| 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 |
|---|--|
| Cisco IP Phone Messenger Phone Service | |
| Why is the Msg 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 the “Displaying a Contact’s Availability” section on page 11. |
| Why is the Dial 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 the “Displaying a Contact’s Availability” section on page 11. |
| 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 the “Protected messages” section on page 13. |
| Why do some of my contacts always display as unavailable? | Cisco IP Phone Messenger interacts with Cisco Unified Personal Communicator |

| Question | Explanation |
|--|---|
| Cisco IP Phone Messenger User Options | |
| I am accessing the User Options web page, but I do not see any of the options mentioned. | Verify that you are accessing the User Options web pages for Cisco IP Phone Messenger, not Cisco Unified CallManager. Contact your system administrator for assistance and see the “Logging into Cisco IP Phone Messenger” section on page 2. |
| 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. |



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
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