



## CHAPTER 7

# Sending Messages With Cisco Unified Personal Communicator

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## Sending Instant Messages


**Note**

Sending instant messages via Cisco Unified Personal Communicator may not be available in your organization.

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**Procedure**

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- Step 1** Click a name in a list.
  - Step 2** Click .
  - Step 3** Type your message.
  - Step 4** Press **Enter**.
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**Note**

- Depending on how your company has set up Cisco Unified Personal Communicator, you may not be able to send instant messages to some people in your corporate directory or contact list.
- If the recipient of a message is not logged in to Cisco Unified Personal Communicator, but is set up to use [IP Phone Messaging](#), the message may go to the Cisco Unified IP Phone of the recipient. Otherwise, you cannot send an instant message to a person whose reachability status is Offline or Away.
- If your preferred contact method is Instant Message, you can send a message to a person in any list in the console by double-clicking the name.
- If the preferred contact method of another person shows as Instant Message, you can send a message to that person by shift-double-clicking the name.

**Related Topics**

- [Problems With Instant Messaging, page 10-21](#)
- [Choosing Messaging Options, page 7-2](#)
- [Saving Messages, page 7-3](#)

## Choosing Messaging Options

**Procedure**

- Step 1** Choose **File > Preferences** from the menu bar at the top of the [console](#).
- Step 2** Click **Instant Messaging**.
- Step 3** Choose options.
- Step 4** Click **OK**.

**Tip**

- You can also choose options from the menu bar at the top of any messaging window.

- Some options apply to the current instant messaging window; others apply when you open a new messaging window.
  - If you modified your text formatting, you can quickly return to standard formatting: Choose **Format > Restore Default Formatting**.
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## Saving Messages

You can save the text in an open instant messaging window.

### Procedure

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- Step 1** Choose **File > Save As** from the menu bar of the messaging session to save.
- Step 2** (Optional) Change the file name and location.
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## Sending E-Mail Messages

You can open a blank e-mail message addressed to the corporate default or preferred e-mail address of a selected person.

You can send an e-mail message to a person who is not logged in to Cisco Unified Personal Communicator. However, the preferred e-mail address of the person will not be used.

### Procedure

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- Step 1** Right-click a name.
- Step 2** Choose **Send e-mail**.
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