






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. Select  > Phone Messenger > Messages. 2. Press PgDn to display additional messages, and press PgUp to display previous messages. 	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. Select  > 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. Select  > 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. Select  > 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. Select User Options > Preferences. 2. From the PIN Protected field, select: <ul style="list-style-type: none"> – On—to require a PIN to view messages – Off—to disable PIN protection 3. Click Save.
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. Select  > 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. Select  > 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. Select User Options > Preferences. 2. From the Play Audible Notification field, select: <ul style="list-style-type: none"> - On—to enable the alert - Off—to disable the alert 3. Click Save.
Display message waiting indicator	The message waiting indicator on the handset flashes during an incoming message. You cannot configure this.	Not applicable
Prevent users from sending you messages	<p>You can make yourself unavailable so that other users cannot send you messages.</p> <ol style="list-style-type: none"> 1. Select  > Phone Messenger > Settings. 2. Use the Navigation buttons to scroll to select Status. 3. Select any status except: <ul style="list-style-type: none"> - Available - Busy but Interruptible 4. Press Select. 	Not applicable

Sending Messages



You can send messages to any co-workers in your organization who are 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



See [Entering Text on the Phone, page 13](#) for tips on entering text.

Send a...	On the Phone	From the User Options Web Pages
New message (pre-set)	<p>You can send a message from a list of pre-set (or “canned”) responses (see Creating New Personal Response Messages, page 34).</p> <ol style="list-style-type: none">1. Select  > 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
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. Select  > 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

Send a...	On the Phone	From the User Options Web Pages
Reply	<p>You can respond to a received message.</p> <ol style="list-style-type: none"> 1. Select  > Phone Messenger > Messages. 2. Use the Navigation button to scroll to select a received message. 3. Press Details. 4. Press Reply or Msg. (the Msg softkey only displays if the person who sent the message is on your Contact list). 5. Press: <ul style="list-style-type: none"> - Select—See New message (pre-set), page 32 - Compose—See New message (custom), page 32 	Not applicable
Broadcast message	Not applicable	<p>You can send a short message (maximum of 150 characters) to some or all contacts on your contact list.</p> <ol style="list-style-type: none"> 1. Select User Options > Broadcast Messages. 2. In Search Options, enter your search criteria. For example, to send a broadcast message to your entire contact list, select User ID “is not empty” to display all contacts. 3. Check next to the contact’s name you want to send the message. Or, click Select All. 4. Enter your message in the Message 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	You can delete all received messages at the same time. <ol style="list-style-type: none">1. Select  > 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	You can delete a specific message. <ol style="list-style-type: none">1. Select  > 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. Select 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. Select  > 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. Select 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. Select 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. Select 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. Select User Options > Response Messages. 2. Click the message you want to delete. 3. Click Delete. 4. Click OK to accept or Cancel.