



CHAPTER 2

Availability Status and Privacy in Cisco Unified Personal Communicator

- [About Availability Status, page 2-1](#)
- [Availability Status Types, page 2-2](#)
- [How To Specify Your Availability Status, page 2-6](#)
- [How to Add Custom Availability Status Messages, page 2-9](#)
- [Blocking Contacts, page 2-11](#)
- [How to Share Your Availability Status with Employees of Other Companies, page 2-12](#)

About Availability Status

Use availability [status](#) to check whether people in your contact list are available to contact. You can also set your own availability status by either setting your preferences or manually as needed.

By default, the system automatically determines the availability status of each person. The system detects when a person is using the computer or on the phone, or, if applicable, the Microsoft Outlook calendar indicates that the person is in a meeting. Preferences can also be set to determine which elements the system uses to determine availability status.

Availability status is displayed only for contacts who are in your company, or for contacts in other companies who have accepted your request to view their availability status.



Note

If you set your availability status or preferences through applications other than Cisco Unified Personal Communicator, such as your desk phone or [IP Phone Messenger](#), those settings apply to Cisco Unified Personal Communicator, and vice versa.

Related Topics

- [Availability Status Types, page 2-2](#)
- [How To Specify Your Availability Status, page 2-6](#)
- [How to Add Custom Availability Status Messages, page 2-9](#)

Availability Status Types

The drop-down list above the contact list in the main [console](#) displays your own availability status.

Availability Status	Description
Available	The person is logged in to Cisco Unified Personal Communicator and has recently been using his or her computer or phone. Alternatively, the person has set the status to Available.
(Multiple)	The person may be available. Roll your mouse over the name of the person to see their status.
Away	The person has set the status to Away.
Do Not Disturb	See Do Not Disturb Status, page 2-3 .
Invisible	See Invisible Status, page 2-4
Out of Office	See Out the Office Status, page 2-4

Availability Status	Description
Offline or unknown	The person is not logged in to Cisco Unified Personal Communicator, the person has added you to his or her blocked list, or the system is unable to determine the status of the person.
(None)	The person is not set up to exchange availability status and instant messages with you through Cisco Unified Personal Communicator.

Related Topics

- [Availability Status and Privacy in Cisco Unified Personal Communicator, page 2-1](#)
- [How to Solve Availability Status Problems, page 9-6](#)
- [How to Share Your Availability Status with Employees of Other Companies, page 2-12](#)

Do Not Disturb Status

This feature may not be available at your company.

Setting your availability [status](#) to Do Not Disturb prevents people from initiating instant messaging with you. If you initiate an instant messaging session, the recipient can respond until you close the messaging window.

When your availability status is set to Do Not Disturb, if the [phone mode](#) is set to [softphone](#) and people call you, the calls generally go directly to voice mail without alerting you through your computer.

However:

- Your [desk phone](#) may ring.
- Calls may be forwarded to numbers other than voice mail.
- Incoming calls may not be displayed in the Recent communications list.

The following factors may effect incoming call behavior:

- Your settings in the Cisco Unified Communications Manager User Options web pages for **Do Not Disturb**, **Incoming Call Forwarding**, and **Ring Settings**, for each device you use.
- Whether the phone is a shared line (for example, you are an administrator who shares a line with an executive.)

For additional information:

- Access the Cisco Unified Communications Manager User Options web pages. For information, contact your administrator.
- See the documentation that came with your desk phone.

Related Topics

- [About Availability Status, page 2-1](#)
- [Manually Changing Your Availability Status, page 2-7](#)

Invisible Status

This feature may not be available at your company.

Setting your availability [status](#) to Invisible prevents people from seeing your presence information when you are logged in. Your screen name will appear offline to all people who have you in their Contact List.

The Invisible status does not impact your ability to use outward bound Cisco Unified Personal Communicator features.

This status is not persistent. You must reset it for every session.

Related Topics

- [Do Not Disturb Status, page 2-3](#)

Out the Office Status

This feature may not be available at your company.

Setting your availability [status](#) to Out of the Office prevents people from seeing your presence information when you are logged in. Your screen name will appear offline to all people who have you in their Contact List. You can set a message to display when you set this status.

The Out of the Office status does not impact your ability to use outward bound Cisco Unified Personal Communicator features. This status is persistent. Once set, you must manually change it.

**Note**

Instant messages may be received when you set your availability to Out of the Office. This is determined by how your contacts initiate messages. The Out of the Office status is not as restrictive as Do Not Disturb.

Related Topics

- [Displaying an “Out-Of-Office” Message, page 2-7](#)

How To Specify Your Availability Status

- [How To Specify Your Availability Status, page 2-6](#)
- [Manually Changing Your Availability Status, page 2-7](#)
- [Displaying an “Out-Of-Office” Message, page 2-7](#)

Setting Your Availability Status Preferences

You can manually change your availability status for the active session at any time. You can show availability based on appointments in your Outlook calendar (or the calendar in whichever tool you use to interact with Microsoft Exchange, such as Outlook Web Access). If you have added additional calendars, only your default (main) calendar is evaluated. If you choose to show availability based on your calendar, the system uses your calendar to determine and display your availability status even when you are not logged in to Cisco Unified Personal Communicator. If you uncheck all check boxes and choose **Never** for **Show me as On the Phone** your status will always show Available unless you change it manually during a session.

Procedure

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- | | |
|---------------|--|
| Step 1 | Choose Cisco UPC > Preferences . |
| Step 2 | Click Status . |
| Step 3 | Choose options. |
-

Related Topics

- [Availability Status and Privacy in Cisco Unified Personal Communicator, page 2-1](#)
- [Manually Changing Your Availability Status, page 2-7](#)
- [Displaying an “Out-Of-Office” Message, page 2-7](#)
- [How to Solve Availability Status Problems, page 9-6](#)
- [Blocking Contacts, page 2-11](#)

Manually Changing Your Availability Status

Your availability [status](#) changes automatically unless you manually choose an availability status to display. The status you choose displays until you change it or log out of Cisco Unified Personal Communicator.

The Do Not Disturb status remains in effect until you choose a different availability status, even after you log out of Cisco Unified Personal Communicator.

Procedure

To	Do This
Specify your current availability status	1. Click the availability status that you see above the contact list. 2. Choose an option.
Cancel your manual selection and allow the system to automatically reflect your activity	1. Click your current status. 2. Choose Available. Make sure you have set preferences to reflect the activities you want the system to evaluate when determining your availability status.

Related Topics

- [Setting Your Availability Status Preferences, page 2-6](#)
- [Availability Status Types, page 2-2](#)
- [How to Add Custom Availability Status Messages, page 2-9](#)
- [How to Solve Availability Status Problems, page 9-6](#)

Displaying an “Out-Of-Office” Message

Your “out of office” message continues to display after you log out. The next time you log in, Cisco Unified Personal Communicator prompts you to turn off your out-of-office message.

Procedure

- Step 1** Choose Cisco **UPC > Preferences**.
- Step 2** Click **Status**.
- Step 3** Check **Immediately show me as “Offline”** and display this message.
- Step 4** Enter the message to display.
- Step 5** Close the Status Preferences window.
-

Related Topics

- [How to Add Custom Availability Status Messages, page 2-9](#)

How to Add Custom Availability Status Messages

To provide other people with additional information about your availability [status](#), you can create custom status messages. These messages are added to the list of availability status options. You cannot add a custom message for the Do Not Disturb status.

- [Creating Custom Availability Status Messages, page 2-9](#)
- [Modifying Custom Availability Status Messages, page 2-10](#)
- [Deleting Custom Availability Status Messages, page 2-10](#)

Creating Custom Availability Status Messages

Procedure

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- | | |
|---------------|---|
| Step 1 | Click the Availability pop-up menu near the top of the console and choose Edit Status Menu . |
| Step 2 | Click the Add a message icon below the category of message you want to add (Available or Away). |
| Step 3 | Enter your custom status message. |
| Step 4 | Press Return . |
| Step 5 | Click Done . |

Your custom message is displayed in the list of availability [status](#) options.

Related Topics

- [Manually Changing Your Availability Status, page 2-7](#)
- [Displaying an “Out-Of-Office” Message, page 2-7](#)

Modifying Custom Availability Status Messages

Procedure

Choose **File>Status>Edit Status Messages**.

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- | | |
|---------------|--|
| Step 1 | Click the availability status pop-up menu near the top of the console and choose Edit Status Menu . |
| Step 2 | Double-click a message to change. |
| Step 3 | Enter your new message. |
| Step 4 | Press Return . |
| Step 5 | Click Done . |
-

Related Topics

- [How to Add Custom Availability Status Messages, page 2-9](#)

Deleting Custom Availability Status Messages

Procedure

Choose **File>Status>Edit Status Messages**.

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- | | |
|---------------|---|
| Step 1 | Click the Availability pop-up menu near the top of the console and choose Edit Status Menu . |
| Step 2 | Click a message to delete. |
| Step 3 | Click the Delete message icon below the message. |
| Step 4 | Click Done . |
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Related Topics

- [How to Add Custom Availability Status Messages, page 2-9](#)

Blocking Contacts

This feature may not be available at your company.

If you block people using a related application such as the Cisco Unified Presence User Options web pages, those changes apply to Cisco Unified Personal Communicator and vice versa.

Blocked contacts:

- See your availability [status](#) as Offline.
- Can call you.
- Cannot initiate instant messaging sessions with you.
- Can respond to instant messages that you initiate, until you close the session window.
- Are not notified that you have blocked them.

Procedure

To	Do This
Block contacts	1. Click a name in the list of contacts. 2. Click Contacts > Block Contact. You can also block a contact within an instant message session.
Search LDAP directory and contact lists to find people to block	1. Click Cisco UPC > Preferences. 2. Click Privacy. 3. Click the Add to block list icon. The Privacy Preferences window is displayed. 4. Enter a name in the search field. 5. Press Return. 6. Select the name to add to your block list. 7. Click Block.

To	Do This
See a list of all contacts you have blocked.	1. Click Cisco UPC > Preferences. 2. Click Privacy. 3. Click Block List.
Unblock contacts on the list.	1. Click a name. 2. Click Contacts > Unblock Contact.

Related Topics

- [Searching for Contacts, page 7-2](#)
- [How to Share Your Availability Status with Employees of Other Companies, page 2-12](#)

How to Share Your Availability Status with Employees of Other Companies

The following functionality is available only if your administrator has enabled Cisco Unified Personal Communicator to exchange availability [status](#) and instant messages between your company and other companies.

- [Choosing Access Permissions for Employees at Other Companies, page 2-12](#)
- [Replying to Availability Status Requests, page 2-14](#)
- [Viewing and Changing Your Individual Blocking Decisions for External Contacts, page 2-15](#)

Choosing Access Permissions for Employees at Other Companies

Your administrator can allow other companies or organizations to share availability status and instant messaging through Cisco Unified Personal Communicator. However, you can choose what level of permission to grant external employees to this functionality.

By default, each employee must request permission to view your availability status. They may need your permission to send you instant messages, unless they are using Microsoft Office Communicator.

Procedure

Step 1 Choose **Cisco UPC > Preferences**.

Step 2 Click **Privacy**.

Step 3 Click **Manage Domains**.

Step 4 Click a domain name.



Tip Roll your pointer over the company name to see all of the text.

Step 5

Click	To
Approve	Automatically allow all employees at that company to view your availability status.
Ask	Require all employees at that company to request your permission before they can see your availability status.
Block	Prevent all employees at that company from seeing your availability status, sending you instant messages, and requesting your permission to do both. All employees at the company will always see you as Offline.

Step 6 Repeat for each company.

Step 7 Click **OK**.

Troubleshooting Tip

Blocking a company does not block employees of that company who you have already allowed to see your availability status and send you instant messages. You must block them individually.

Related Topics

- [Viewing and Changing Your Individual Blocking Decisions for External Contacts, page 2-15](#)

Replying to Availability Status Requests

If you require employees at other companies to request your permission before they can see your availability status, then you must respond to each request individually.

Procedure

If you receive a request to share your availability status, you can:

Click	To
Accept	Allow the requestor to see your availability status.
Add to Block List	Add the requestor to your block list, and prevent the requestor from sending you another response. The requestor cannot see your availability status or send you instant messages. Note You may receive an initial instant message from the requestor to share your availability status. The requestor will always see you as Offline and will not know you have blocked your availability status.
Ignore	Dismiss the request without responding. The requestor cannot see your availability status. The request is displayed later or the next time you log in.

Troubleshooting Tips

- If you click **When accepting this person add them to my contact list**, this option does not apply if you click Block or Ignore.
- If you receive requests while you are offline, you may see a list of requests when you log in. To respond, click a name and then click an option, or click **Select All**, then choose an option.

Related Topics

- [Choosing Access Permissions for Employees at Other Companies, page 2-12](#)
- [Blocking Contacts, page 2-11](#)
- [Viewing and Changing Your Individual Blocking Decisions for External Contacts, page 2-15](#)

Viewing and Changing Your Individual Blocking Decisions for External Contacts

These procedures apply only to individuals to whom you have responded.

Procedure

To	Do This
See which individuals at other companies you have allowed to see your availability status. If you have allowed all employees at a company to see your availability status without requesting your permission to do so, they do not appear on this list.	1. Choose Cisco UPC > Preferences. 2. Click Privacy. 3. Click Outside Contacts. If you have no outside contacts, you will not see this option.
Prevent people you have previously allowed to see your availability status from doing so.	1. Choose Cisco UPC > Preferences. 2. Click Privacy. 3. Click Outside Contacts. 4. Click a name in the list. 5. Click Block. The person will always see you as Offline and will not know that you have blocked your availability status.

To	Do This
Allow an individually-blocked person at another company to see your availability status	1. Choose Cisco UPC > Preferences. 2. Click Privacy. 3. Click the name of the blocked person. 4. Click the Remove from block list icon. The person immediately moves to your Outside Contacts list and can see your availability status.

Troubleshooting Tip

If you have allowed all employees at another company to see your availability status without asking your permission first, those people do not appear on any of the lists in this topic.

Related Topics

- [Replying to Availability Status Requests, page 2-14](#)
- [Blocking Contacts, page 2-11](#)
- [Choosing Access Permissions for Employees at Other Companies, page 2-12](#)