

CHAPTER 6

Sending Messages With Cisco Unified Personal Communicator

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Sending Instant Messages



This feature may not be available in your company.

Procedure

- **Step 1** Click a name in a list.
- Step 2 Click the Send Instant Message icon.
- **Step 3** Enter your message.
- Step 4 Press Return.

Troubleshooting Tips

- The configuration of Cisco Unified Personal Communicator dictates who you can send instant messages to in your corporate directory or contact list.
- If the recipient of a message is set up to use IP Phone Messaging, but is not logged in to Cisco Unified Personal Communicator, the message can go to the Cisco Unified IP Phone of the recipient. Otherwise, you cannot initiate instant messaging with a contact whose availability status is Offline.
- You can set your preferences to initiate an instant message when you double-click a name in your contact list. The person must be able to receive instant messages through Cisco Unified Personal Communicator.
- To close a tab, click the availability status indicator in the tab.
- Your company may allow you to exchange instant messages through Cisco Unified Personal Communicator with people at certain other companies. To initiate an instant messaging session, you must first add the recipient to your contact list. The recipient may need to approve your request to view their availability status.

Related Topics

- Receiving Instant Messages, page 6-2
- Choosing the Double-Click Action, page 1-11
- How to Solve Instant Messaging Problems, page 9-18
- Choosing Messaging Options, page 6-4

Receiving Instant Messages

- You can prevent specified people from initiating instant messaging sessions with you. However, if you initiate an instant messaging session with such a person, the person can respond until you close the messaging window for the session.
- By default, your preferences are set to display all instant messaging sessions in tabs in a single window.
- If an instant messaging session is in progress, and a different person sends you a message, the new message is displayed in the same messaging window, in a new tab behind the existing tab. Click the new tab to view the message.

• If your company allows you to exchange instant messages through Cisco Unified Personal Communicator with people at other companies you may first need to approve a request from that person to view your availability status.

Related Topics

- Blocking Contacts, page 2-11
- How to Solve Instant Messaging Problems, page 9-18
- How to Share Your Availability Status with Employees of Other Companies, page 2-12

Choosing Messaging Options

Procedure

- **Step 1** Choose **Cisco UPC > Preferences**.
- Step 2 Click Instant Messaging.
- **Step 3** Choose options.

Troubleshooting Tips

- You can customize or collapse the toolbar at the top of a messaging window. Control-click in the toolbar area and choose an option.
- Check **Reveal embedded links when sending messages** if you want the recipient of your messages to be able to click, view, or copy URLs that are embedded in HTML content that you copy and paste, for example from web pages.
- Uncheck **Create new messages in tabs** if you want sessions with different people to be in separate windows instead of in tabs in a single window.
- To include text of recent (up to 99) instant messaging exchanges with each person in subsequent sessions with that person on the same computer, check **Display recent messages in new chats**. If you use a different computer, you must reset this option.

Saving Messages

- Automatically Saving All Messaging Sessions, page 6-5
- Saving A Message, page 6-5

Automatically Saving All Messaging Sessions

Procedure

Step 1	Choose	Cisco	UPC >	Preferences.
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- Step 2 Click Instant Messaging.
- **Step 3** Check Automatically log chat transcripts to folder location.
- **Step 4** (Optional) Specify a different folder location.

Troubleshooting Tips

- This preference only applies to your sessions on this computer.
- The default location for saved chat transcripts is the **Cisco UPC-ChatTranscripts** folder in your Documents folder.

Saving A Message

Procedure

- **Step 1** Make the session you want to save the active window or the front, visible tab in the messaging window.
- Step 2 Choose File > Save Instant Message As.

Sending Email Messages

You can send an email message to a person who is not logged in to Cisco Unified Personal Communicator. You can select multiple contacts and send one email to everyone.

Procedure

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

Troubleshooting Tip

You can set your preferences to open a new email message when you double-click a name in your contact list, if the contact card of that person includes an email address.

Related Topics

• Choosing the Double-Click Action, page 1-11