



CHAPTER 6

Sending Messages With Cisco Unified Personal Communicator

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Sending Instant Messages



Note

This feature may not be available in your company.

Procedure

- Step 1** Click a name in a list.
 - Step 2** Click the **Send an Instant Message** icon.
 - Step 3** Enter your message.
 - Step 4** Press **Enter**.
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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.
- You can block people to prevent them from initiating instant messaging sessions with you. However, if you initiate an instant messaging session with a person you have blocked, the person can respond until you close the messaging window.
- 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

- [Choosing the Double-Click Action, page 1-13](#)
- [How to Solve Instant Messaging Problems, page 9-22](#)
- [Choosing Messaging Options, page 6-3](#)
- [How to Share Your Availability Status with Employees of Other Companies, page 2-11](#)

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**.
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Troubleshooting Tips

- 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**.

Saving Messages

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

Procedure

- Step 1** Choose **File > Save As** from the menu bar of the messaging session you want to save.
- Step 2** (Optional) Change the file name and location.
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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 Right-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 1-13](#)