



CHAPTER 1

Getting Started with Cisco IP Phone Messenger

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About Cisco IP Phone Messenger

The Cisco IP Phone Messenger service is an application that runs on your Cisco Unified IP phone. You use Cisco IP Phone Messenger to communicate with your coworkers using text-based instant messaging on your Cisco Unified IP phone. Your system administrator must assign Cisco IP Phone Messenger to a phone before you can access it.

Cisco IP Phone Messenger lets you manage your instant messages and contacts on a Cisco Unified IP Phone in the following ways:

- Create a contact list.
- Set your privacy (availability) status for all devices.
- Send instant messages to coworkers on your contact list.
- Set notification preferences for incoming messages.
- View the availability status of coworkers who are using Cisco IP Phone Messenger.
- Customize access and display of your messages.
- View and join scheduled daily meetings.

You can perform some of the tasks described here using the Cisco Unified Presence User Options web interface. See the *User Guide for Cisco Unified Presence* for details.

Related Topics

- *User Guide for Cisco Unified Presence*
http://www.cisco.com/en/US/products/ps6837/products_user_guide_list.html

How To Access Cisco IP Phone Messenger

- [Signing In To Cisco IP Phone Messenger, page 1-10](#)
- [Signing Out of Cisco IP Phone Messenger, page 1-11](#)

Signing In To Cisco IP Phone Messenger

You sign in to Cisco IP Phone Messenger by entering your PIN and, in some cases, your user ID. If the phone is not assigned to you, you will require your user ID to sign in.

Typically, you cannot sign in to Cisco IP Phone Messenger on a phone that is assigned to another user: your PIN will not work with the user ID of another user. The exception is if the phone has Extension Mobility configured on it, in which case you can sign in to Extension Mobility and then sign in to Cisco IP Phone Messenger.

If you are already signed in to Cisco IP Phone Messenger on another phone, an alert will display when you attempt to sign in. You must respond to this alert before you can sign in:

- Select **Yes** to sign out of other phones automatically, or
- Select **No** to remain signed in to other phones.

**Note**

When you are signed in to multiple phones simultaneously, all instant messages appear on each phone, which might be a privacy concern.

Before You Begin

- Obtain your Cisco IP Phone Messenger PIN from your system administrator.
- Obtain your Cisco IP Phone Messenger user ID from your system administrator (if required).

Procedure

Step 1 Select  > **Phone Messenger** (or similar name) on the Cisco Unified IP phone.

**Note**

Your system administrator can customize the name of the Cisco IP Phone Messenger service, so confirm the name of the service that is used in your organization.

Step 2 Enter your PIN and user ID (if requested).

Step 3 Press **Submit**.

Related Topics

- [Tips for Entering Text on the Phone, page 1-12](#)

Signing Out of Cisco IP Phone Messenger

If the phone is not assigned to you, you will **not** require your PIN to sign out of Cisco IP Phone Messenger. For increased security you can configure the unassigned phone to sign you out automatically.

Procedure

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- | | |
|---------------|---|
| Step 1 | Press Logout from the main menu of Cisco IP Phone Messenger. |
| Step 2 | Enter your PIN (if requested). |
| Step 3 | Press Yes to sign out. |
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Related Topics

- [Configuring the Session Timer, page 1-11](#)
- [Tips for Entering Text on the Phone, page 1-12](#)

Configuring the Session Timer

If your phone is not assigned to you, for example, if you share a phone with others, you may want the phone to automatically sign you out of the Cisco IP Phone Messenger service for increased security. Configure the session timer as described here and the phone will sign you out of Cisco IP Phone Messenger when the session timer expires.

Procedure

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- | | |
|---------------|---|
| Step 1 | Select  > Phone Messenger > Settings . |
| Step 2 | Use the Navigation button to scroll to Session Timer, and press Select . |
| Step 3 | Enter a value from 1-9999 (in minutes). |
| Step 4 | Press Submit . |
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Tips for Entering Text on the Phone

When you compose an instant message or enter a user ID to add a contact to your contact list, use the Cisco Unified IP phone dial pad to enter letters, numbers, and other characters. You press a key once to select the first available character on the key, twice to select the second available character, three times to select the third available character, and so on.

For example, you press the 2 key once for *a*, twice for *b*, three time for *c*, and four times for 2.

Key	Characters
1	1 ! ' : ; ^
2	a b c 2 A B C
3	d e f 3 D E F
4	g h i 4 G H I
5	j k l 5 J K L
6	m n o 6 M N O
7	p q r s 7 P Q R S
8	t u v 8 T U V
9	w x y z 9 W X Y Z
0	. - _ 0 = , <space>
*	. @ ~ * & %
#	# + \$ <euro symbol> £ \