



Managing Your Messages

April 5, 2013

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. If you are logged in and available, Cisco IP Phone Messenger automatically displays incoming messages on your phone screen.

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How To View Your Messages


- [Viewing Your Messages and Message Details, page 4-1](#)
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Viewing Your Messages and Message Details

You can view a list of your received messages, and view the content and details of each message.

Your system administrator determines the maximum number of received messages that Cisco IP Phone Messenger stores for you.

Procedure

- Step 1** Select  > **Phone Messenger** > **Messages**.
- Step 2** Perform one of these actions:
- Press **PgDn** to display additional messages.
 - Press **PgUp** to display previous messages.
- Step 3** Navigate and select a message.

Step 4 Press **Details** to view more information about the message.

From the Details screen you can view the message content, the timestamp, delete the message, and to add the message sender to your contact list.



Related Topics

- [Turning On PIN Protection to Access Your Messages, page 4-2](#)
- [Viewing System Messages, page 4-2](#)
- [Replying to a Message, page 4-4](#)

Turning On PIN Protection to Access Your Messages

For increased privacy, you can require that your PIN is entered to access your message list.

Procedure

- Step 1** Select  > **Phone Messenger** > **Settings**.
- Step 2** Navigate and select **PIN protection**.
- Step 3** Perform one of these actions:
- Select **On** to turn on PIN protection to access your messages
 - Select **Off** to turn off PIN protection to access your messages.
- Step 4** Press **Select**.
- Step 5** Press  > **Phone Messenger** > **Messages**.
- Step 6** Enter your PIN.
- Step 7** Press **Submit**.
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Related Topics

- [Viewing Your Messages and Message Details, page 4-1](#)
- [Viewing System Messages, page 4-2](#)

Viewing System Messages

Your system administrator can send you special broadcast messages, which you can review at a later time. You can view the broadcast messages in the Messages menu on your phone. The sender of a broadcast message is 'cupsystemadmin'.

Procedure

- Step 1** Select  > **Phone Messenger** > **Messages**.
- Step 2** Navigate to a message from sender 'cupsystemadmin', and select a specific message.

Step 3 Press **Details**.

Troubleshooting Tips

- If you sign in to Cisco IP Phone Messenger and Cisco Jabber at the same time, you will not receive broadcast messages.
- If you sign in to Cisco IP Phone Messenger and a third-party XMPP client at the same time, but not Cisco Jabber, you will receive broadcast messages.

Related Topics

- [Viewing Your Messages and Message Details, page 4-1](#)

How To Handle Incoming Messages


You can control how you are notified about incoming messages and if you are available to receive them. The message waiting indicator on the handset flashes during an incoming message. You cannot configure this.

- [Configuring an Incoming Message Alert, page 4-3](#)
- [Preventing Users From Sending You Messages, page 4-3](#)

Configuring an Incoming Message Alert

You can configure your phone to ring when it receives an incoming message.

Procedure

- Step 1** Select  > **Phone Messenger** > **Settings**.
- Step 2** Navigate and select **Audible Alert**.
- Step 3** Perform one of these actions:
- Select **On** to turn on the incoming message alert.
 - Select **Off** to turn off the incoming message alert.
- Step 4** Press **Select**.
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Related Topics

- [Preventing Users From Sending You Messages, page 4-3](#)

Preventing Users From Sending You Messages

You can make yourself unavailable so that other users cannot send you messages.

- Step 1** Select  > **Phone Messenger** > **Settings**.
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Step 2 Navigate and select **Status**.

Step 3 Select any status except:

- **Available**
- **Busy but Interruptible**

Step 4 Press **Select**.

Related Topics

- [Configuring an Incoming Message Alert, page 4-3](#)

Replying to a Message

You can reply to a received message.

Procedure

Step 1 Select  > **Phone Messenger** > **Messages**.

Step 2 Navigate and select a received message.

Step 3 Press **Details**.

Step 4 Press **Reply** or **Msg**.



Note The **Msg** softkey only displays if the person who sent the message is on your contact list.

Step 5 Create a new message or select a personal message template.

Related Topics

- [Tips for Entering Text on the Phone, page 1-4](#)
- [Viewing Your Personal Response Messages, page 4-6](#)

What To Do Next

[Sending a Message, page 4-4](#)


Sending a Message

You can send messages to any coworkers in your organization who are on your contact list. You can create a new message, or send a message from a list of personal (preconfigured) response messages.



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.

Procedure

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- Step 1** Select  > **Phone Messenger** > **Contact**.
- Step 2** Navigate and select a contact.
- Step 3** Press **Details**.
- Step 4** Press **Msg**.
- Step 5** Perform one of these actions:
- Press **Compose** and enter the text message.
 - Scroll and select a personal response message, and press **Select**.
- Step 6** Press **Send**.
- Step 7** Press **OK** or **Exit**.
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Related Topics

- [Tips for Entering Text on the Phone, page 1-4](#)
- [Viewing Your Personal Response Messages, page 4-6](#)

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.

Procedure

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- Step 1** Select  > **Phone Messenger** > **Messages**.
- Step 2** Perform one of these actions:


To	Do This
Delete all messages	Press Del All to delete all your messages. You may have to press more to display this softkey.
Delete an individual message	<ol style="list-style-type: none"> Navigate and select a message. Press Details. Press Delete to delete the message.

Viewing Your Personal Response Messages

You create personal response messages using the User Options web interface. See the *User Guide for Cisco Unified Presence* for details.

You can view your personal message templates from your contact list details on your phone.

Procedure

- Step 1** Select  > **Phone Messenger** > **Contact**.
- Step 2** Navigate and select a contact.
- Step 3** Press **Details**.
- Step 4** Press **Msg**.
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Related Topics

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