Main page: Cisco Unified Presence, Release 7.x

Contents

- 1 Previous Topic
- 2 Configuring Cisco IP Phone Messenger Settings
  - 2.1 Before You Begin
  - 2.2 Procedure
  - 2.3 Troubleshooting Tips
  - 2.4 Related Topics
- 3 Configuring Cisco IP Phone Messenger Response Messages
  - 3.1 Procedure
  - 3.2 Related Topics
- 4 Configuring Meeting Notifications Settings
  - 4.1 Procedure
  - 4.2 Related Topics
- 5 How to Manage Cisco IP Phone Messenger Status
- 6 Signing Out a Cisco IP Phone Messenger User
  - 6.1 Procedure
  - 6.2 Related Topics
- 7 Sending a Broadcast Message
  - 7.1 Procedure
  - 7.2 Related Topics

Previous Topic

- Configuration and Maintenance of Cisco Unified Presence

The Cisco IP Phone Messenger service, included with Cisco Unified Presence, provides an Instant Messaging (IM) client on Cisco Unified IP Phones with availability-enabled contacts lists. This feature integration with Cisco Unified Presence gives phone users who might be away from their computers a quick way to check on the availability status of colleagues. As well as real-time collaboration capabilities, the feature allows users to send and receive short text messages, many of which are preinstalled in a list of commonly used phrases and full sentences that users can select rather than enter on the phone keypad. Message recipients can reply to their messages or press the Dial softkey to call back without having to look up or dial the number.

- Configuring Cisco IP Phone Messenger Settings
- Configuring Cisco IP Phone Messenger Response Messages
- Configuring Meeting Notification Settings
- How to Manage Cisco IP Phone Messenger Status

Configuring Cisco IP Phone Messenger Settings

Before You Begin

Obtain the application User ID and password that you configured for the Cisco IP PhoneMessenger on Cisco Unified Communications Manager.

Procedure

1. Select **Application > IP Phone Messenger > Settings**.
2. Enter the Cisco IP Phone Messenger configuration settings as described in the table below.

Field	Description
IPPM Application Status	Toggles the application on and off.
Application Username	Specifies the default application username. **Note:** Enter the application username that you configured on Cisco Unified Communications Manager for the Cisco IP PhoneMessenger service. Maximum characters: 255
Application Password	Specifies the default application password. **Note:** Enter the password that you configured on Cisco Unified Communications Manager for the Cisco IP PhoneMessenger service. Maximum characters: 255
Max Instant Message History Size	Specifies the maximum number of instant messages that is stored for each user in Cisco Unified Presence. Range: 1-1000 messages Default: 25 messages
Subscription Timeout (seconds)	Specifies the subscription timeout, that is, the TTL (time to live) value of the subscription. Range: 100-86400 seconds Default: 3600 seconds
Publish Timeout (seconds)	Specifies the publish timeout, that is, the TTL (time to live) value of the publish.

	Range: 300-86400 seconds Default: 3600 seconds

3. Select Save.

Troubleshooting Tips

You can also use the System Dashboard to view enabled Cisco IP Phone Messenger users in Cisco Unified Presence. Select Diagnostics > System Dashboard.

Related Topics

- How to Find and Delete Components in Cisco Unified Presence Administration
- Getting More Information

Configuring Cisco IP Phone Messenger Response Messages

You can configure a predefined set of response messages to display in Cisco IP Phone Messenger, for example:

- On the phone, hold on
- On the phone, call later
- Not available
- Yes

These response messages allow the phone user to respond to incoming phone messages quickly. In addition, you can predefine a custom message, and control and change the order in which messages are displayed on the phone.

You can configure up to a maximum of 10 predefined response messages.

Procedure

1. Complete one of the following actions:

If you want to:	Action
Add a response message	1. Select A**pplication > IP Phone Messenger > Response Messages**. 2. Select **Add New**.

Update a response message	Find the record. See the Finding a Network Component topic for instructions.

2. Enter or modify the message text.

3. Select the up or down arrow adjacent to the message to change the order in which the messages display.

4. Select **Save**.

Related Topics

- How to Find and Delete Components in Cisco Unified Presence Administration
- Getting More Information

Configuring Meeting Notifications Settings

Use meeting notification settings to configure the Meeting Notification feature, and allow users whose phones are enabled with Cisco IP Phone Messenger to receive incoming meeting notifications from a Microsoft Outlook calendar.

The meeting notification contains the meeting description and start time, and optionally a Join callback button.

Note: Cisco Unified Presence does not support Cisco Unified MeetingPlace Express.

Procedure

1. Select **Application > Meeting Notification > Settings**.

2. Enter the meeting notification configuration settings as described the table below.

Field	Description
MeetingPlace Address	Enter the host name or IP address for the Cisco MeetingPlace server.
MeetingPlace Port	Enter the Cisco MeetingPlace port number. Default: 80 (SSL disabled) or 443 (SSL enabled)
Trust Certificate Subject CN	Enter the Cisco MeetingPlace subject common name.
Use SSL check box	Check **Use SSL** to specify that the connection to Cisco MeetingPlace will use transport layer security (TLS).

	For information about configuring security certificates for meeting notifications, see the Deployment Guide for Cisco Unified Presence. **Note:** When you enable SSL, the MeetingPlace Subject CN field becomes active, and the MeetingPlace Port field defaults to 443. When you disable SSL, the MeetingPlace Subject CN field is inactive, and the MeetingPlace Port field defaults to 80.

3. Select **Save**.

Related Topics

- How to Find and Delete Components in Cisco Unified Presence Administration
- Getting More Information

How to Manage Cisco IP Phone Messenger Status

- Signing Out a Cisco IP Phone Messenger User
- Sending a Broadcast Message

Signing Out a Cisco IP Phone Messenger User

You can force one or more users to sign out from the Cisco IP Phone Messenger service.

Procedure

1. Locate the Cisco IP Phone Messenger user. See the Finding a Network Component topic for instructions.
2. Perform one of the following actions:
    1. Select the end users that you want to sign out.
    2. Select **Select All**.
3. Select **Logout**.
4. Perform one of the following actions when you are prompted to confirm that you want to sign out the users:
    1. Select **OK** to sign out the users.
    2. Select **Cancel** to exit without signing out the users.

Related Topics

- How to Find and Delete Components in Cisco Unified Presence Administration
- Getting More Information

Sending a Broadcast Message

You can send a broadcast message to one or more Cisco IP Phone Messenger users.

Procedure

1. Locate the Cisco IP Phone Messenger user. See the Finding a Network Component topic for instructions.
2. Perform one of the following actions:
    1. Select the end users to whom you want to send a broadcast message.
    2. Select **Select All**.
3. Enter the broadcast message text in the Message box.
4. Select **Broadcast**.
5. Perform one of the following actions when you are prompted to confirm that you want to send a broadcast message:
    1. Select **OK** to send the message.
    2. Select **Cancel** to exit without sending the message.

Related Topics

- How to Find and Delete Components in Cisco Unified Presence Administration
- Getting More Information