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Prerequisites for This Integration

Before you configure Cisco Unified Personal Communicator, make sure that you have configured the following items as per the instructions in this guide:

- Configured the Cisco Unified Communications Manager server for integration with Cisco Unified Presence
- Configured the Cisco Unified Presence server
- Configured the licensing for Cisco Unified Personal Communicator
- Assign all of your Cisco Unified Personal Communicator users to Cisco Unified Presence nodes in the system topology
- Configured the LDAP server (recommended)

Related Topics

- [Configuring Cisco Unified Communications Manager for Integration with Cisco Unified Presence.](#)
- [Configuring a Cisco Unified Presence Server for Deployment in the Network](#)
- [Cisco Unified Personal Communicator License Requirements](#)
- [Integrating the LDAP Directory](#)
- [Getting More Information](#)

Do Not Disturb Behavior in Cisco Unified Personal Communicator

The Do Not Disturb (DND) feature in Cisco Unified Personal Communicator is always available in the interface and is supported in both softphone and desk phone modes as described in the table below.

Table: DND Behavior in Cisco Unified Personal Communicator

Configuration	Behavior
Cisco Unified Personal Communicator in softphone mode and set to DND by the user	<p>Rejects calls.</p> <ul style="list-style-type: none"> • User cannot answer incoming calls from Cisco Unified Personal Communicator. • Incoming call notifications are <i>not</i> displayed. • Incoming calls do <i>not</i> display in the Recent pane of Cisco Unified Personal Communicator. • Unanswered calls are diverted to the call forward no answer (CFNA) target. The default setting for CFNA is voicemail in Cisco Unified Communications Manager. <p>If the CFNA target is not configured, incoming calls are rejected by Cisco Unified Communications Manager, and the caller hears a busy tone.</p> <ul style="list-style-type: none"> • (Shared line) If Cisco Unified Personal Communicator shares the line appearance with other devices, the endpoints that are not set to DND are alerted to the incoming call, and the caller hears the ringing tone. If all endpoints sharing the line appearance are set to DND, incoming calls are forwarded to the CFNA target.
Cisco Unified Personal Communicator in desk-phone mode with DND Call Reject configured in Cisco Unified Communications Manager	<p>The DND behavior for Cisco Unified Personal Communicator is the same as the controlled Cisco Unified IP Phone:</p> <ul style="list-style-type: none"> • User cannot answer calls from either Cisco Unified Personal Communicator or from the desk phone. • Incoming call notifications are <i>not</i> displayed. • Incoming calls do <i>not</i> display in Recent pane of Cisco Unified Personal Communicator. • (Shared line) If Cisco Unified Personal Communicator shares the line appearance with other devices, the endpoints that are not set to DND are alerted to the incoming call, and the caller hears the ringing tone. If all endpoints sharing the line appearance are set to DND, incoming calls are forwarded to the call forward busy (CFB) target.
Cisco Unified Personal Communicator in desk-phone mode with DND Ringer Off configured in Cisco Unified Communications Manager	<p>The DND behavior for Cisco Unified Personal Communicator is the same as the controlled Cisco Unified IP Phone:</p> <ul style="list-style-type: none"> • User can answer incoming calls from Cisco Unified Personal Communicator or from the desk phone. In both cases, Cisco Unified Personal Communicator displays a call progress window with the connected call status. • An incoming call notification displays without an audio alert on the Cisco Unified IP Phone under Cisco Unified Personal Communicator desk phone control, and Cisco Unified Personal Communicator displays the incoming call notification. If the call is not answered, it is diverted to the Call Forward No Answer (CFNA) target. If CFNA is not configured, the call is rejected, and the caller hears a busy tone.

Table: DND Behavior in Cisco Unified Personal Communicator

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|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | <ul style="list-style-type: none">• Incoming calls display in both Cisco Unified Personal Communicator and the desk phone communication histories. |
|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Apart from Cisco Unified Personal Communicator, other devices might be associated with a particular user. For example, devices such as IP Phone Messenger or Cisco Unified IP Phone that are registered to Cisco Unified Communications Manager might be associated with a particular user.

If the DND status is set on other devices, Cisco Unified Personal Communicator displays the DND status. Similarly, Cisco Unified Presence passes the DND setting from Cisco Unified Personal Communicator to other devices associated with this Cisco Unified Personal Communicator user.

If a user clears the DND status, Cisco Unified Presence clears DND from all endpoints associated with this user even if the endpoint is shared by other users.

Related Topics

- [Configuring the Cisco Unified Personal Communicator Client](#)
- [Getting More Information](#)
- For details about configuring the Cisco Unified IP Phone for DND, see the *Cisco Unified Communications Manager Features and Services Guide*:
http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html
- For details about which Cisco Unified IP Phone models support the DND feature, see the administration guide for the specific phone model:
http://www.cisco.com/en/US/products/hw/phones/ps379/prod_maintenance_guides_list.html