



Cisco IP Phone Productivity Services User Guide

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Customer Order Number: DOC-7813565=
Text Part Number: 78-13565-01

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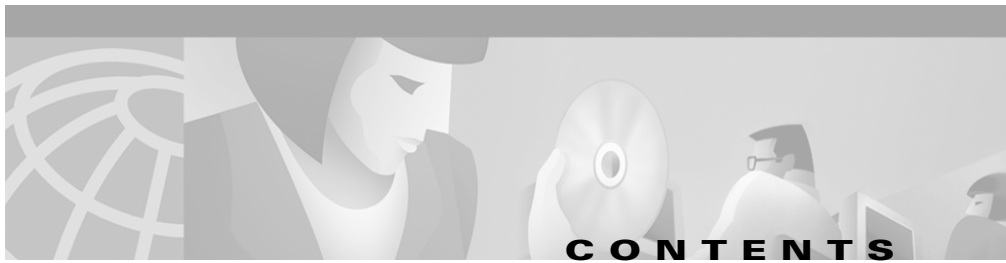
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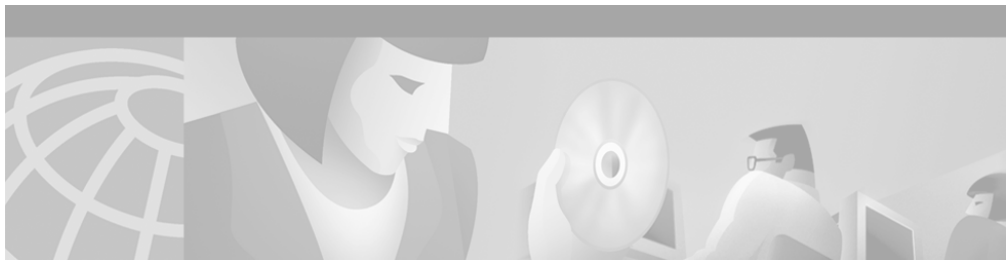
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Preface

Cisco Personal Assistant provides Cisco IP Phone Productivity Services, a suite of applications for Cisco IP Phone Models 7960 and 7940.

The *Cisco IP Phone Productivity Services User Guide* provides instructions for subscribing to and using Cisco IP Phone Productivity Services. This document will help you to:

- Understand Cisco IP Phone Productivity Services and how its features work.
- Subscribe to Cisco IP Phone Productivity Services.
- Use Cisco IP Phone Productivity Services.
- Resolve any problems with using Cisco IP Phone Productivity Services.

Audience

The *Cisco IP Phone Productivity Services User Guide* is written for users of Cisco IP Phone Productivity Services.

Organization

This guide is organized as follows:

Chapter	Title	Description
Chapter 1	Understanding Cisco IP Phone Productivity Services	A general overview of Cisco IP Phone Productivity Services.
Chapter 2	Subscribing to Cisco IP Phone Productivity Services	Sequenced procedures for subscribing to Cisco IP Phone Productivity Services.
Chapter 3	Using Cisco IP Phone Productivity Services	Information on how to use Cisco IP Phone Productivity Services.
Chapter 4	Common Questions about Cisco IP Phone Productivity Services	Answers to common questions and how to resolve error messages.

Related Documentation

For information about using the Cisco IP Phones, refer to the following documents:

- *Cisco IP Phone Models 7960 and 7940 At a Glance*
- *Cisco IP Phone Models 7960 and 7940 User Guide*

For information about Cisco CallManager, refer to the following documents:

- *Cisco CallManager System Guide*
- *Cisco CallManager Configuration Guide*

For information about using Personal Fast Dials, refer to the following document:

- *Personal Directory Configuration Guide*

Conventions

This document uses the following conventions:

Convention	Description
boldface font	Commands and keywords are in boldface .
<i>italic</i> font	Arguments for which you supply values are in <i>italics</i> .
[]	Elements in square brackets are optional.
{ x y z }	Alternative keywords are grouped in braces and separated by vertical bars.
[x y z]	Optional alternative keywords are grouped in brackets and separated by vertical bars.
string	A nonquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.
screen font	Terminal sessions and information the system displays are in <code>screen font</code> .
boldface screen font	Information you must enter is in boldface screen font .

Convention	Description
<i>italic screen font</i>	Arguments for which you supply values are in <i>italic screen font</i> .
^	The symbol ^ represents the key labeled Control—for example, the key combination ^D in a screen display means hold down the Control key while you press the D key.
< >	Nonprinting characters, such as passwords are in angle brackets.

Notes use the following conventions:


Note

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the publication.

Timesavers use the following conventions:


Timesaver

Means *the described action saves time*. You can save time by performing the action described in the paragraph.

Tips use the following conventions:


Tips

Means *the following are useful tips*.

Cautions use the following conventions:


Caution

Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

Warnings use the following conventions:



Warning

This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, you must be aware of the hazards involved with electrical circuitry and familiar with standard practices for preventing accidents.

Obtaining Documentation

The following sections provide sources for obtaining documentation from Cisco Systems.

World Wide Web

You can access the most current Cisco Systems documentation on the World Wide Web at the following sites:

- <http://www.cisco.com>
- <http://www-china.cisco.com>
- <http://www-europe.cisco.com>

Documentation CD-ROM

Cisco documentation and additional literature are available in a CD-ROM package, which ships with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or as an annual subscription.

Ordering Documentation

Cisco Systems documentation is available in the following ways:

- Registered Cisco Direct Customers can order Cisco Product documentation from the Networking Products MarketPlace:
http://www.cisco.com/cgi-bin/order/order_root.pl
- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:
<http://www.cisco.com/go/subscription>
- Nonregistered CCO users can order documentation through a local account representative by calling Cisco corporate headquarters (California, USA) at 408 526-7208 or, in North America, by calling 800 553-NETS(6387).

Documentation Feedback

If you are reading Cisco product documentation on the World Wide Web, you can submit technical comments electronically. Click **Feedback** in the toolbar and select **Documentation**. After you complete the form, click **Submit** to send it to Cisco.

You can e-mail your comments to bug-doc@cisco.com.

To submit your comments by mail, for your convenience many documents contain a response card behind the front cover. Otherwise, you can mail your comments to the following address:

Cisco Systems, Inc.
Document Resource Connection
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain documentation, troubleshooting tips, and sample configurations from online tools. For Cisco.com registered users, additional troubleshooting tools are available from the TAC website.

Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information and resources at anytime, from anywhere in the world. This highly integrated Internet application is a powerful, easy-to-use tool for doing business with Cisco.

Cisco.com provides a broad range of features and services to help customers and partners streamline business processes and improve productivity. Through Cisco.com, you can find information about Cisco and our networking solutions, services, and programs. In addition, you can resolve technical issues with online technical support, download and test software packages, and order Cisco learning materials and merchandise. Valuable online skill assessment, training, and certification programs are also available.

Customers and partners can self-register on Cisco.com to obtain additional personalized information and services. Registered users can order products, check on the status of an order, access technical support, and view benefits specific to their relationships with Cisco.

To access Cisco.com, go to the following website:

<http://www.cisco.com>

Technical Assistance Center

The Cisco Technical Assistance Center (TAC) website is available to all customers who need technical assistance with a Cisco product or technology that is under warranty or covered by a maintenance contract.

Contacting TAC by Using the Cisco TAC Website

If you have a priority level 3 (P3) or priority level 4 (P4) problem, contact TAC by going to the TAC website:

<http://www.cisco.com/tac>

P3 and P4 level problems are defined as follows:

- P3—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- P4—You need information or assistance on Cisco product capabilities, product installation, or basic product configuration.

In each of the above cases, use the Cisco TAC website to quickly find answers to your questions.

To register for Cisco.com, go to the following website:

<http://www.cisco.com/register/>

If you cannot resolve your technical issue by using the TAC online resources, Cisco.com registered users can open a case online by using the TAC Case Open tool at the following website:

<http://www.cisco.com/tac/caseopen>

Contacting TAC by Telephone

If you have a priority level 1 (P1) or priority level 2 (P2) problem, contact TAC by telephone and immediately open a case. To obtain a directory of toll-free numbers for your country, go to the following website:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

P1 and P2 level problems are defined as follows:

- P1—Your production network is down, causing a critical impact to business operations if service is not restored quickly. No workaround is available.
- P2—Your production network is severely degraded, affecting significant aspects of your business operations. No workaround is available.



Understanding Cisco IP Phone Productivity Services

Cisco Personal Assistant provides Cisco IP Phone Productivity Services, a suite of applications for Cisco IP Phone Models 7960 and 7940. With these extensible markup language (XML)-based applications, you can check your calendar, e-mail and voice mail, and you can synchronize contact information, using your phone's LCD display and interactive soft keys.

Cisco IP Phone Productivity Services consist of these applications:

- [CalendarView, page 1-2](#)
- [MailView, page 1-3](#)
- [Contacts Synchronization, page 1-4](#)

CalendarView

With CalendarView, you can manage your appointments using your Cisco IP Phone. From your phone, you can be notified of new meetings, view your meetings for today, for the week, for any day of the current week, or for a specific date.

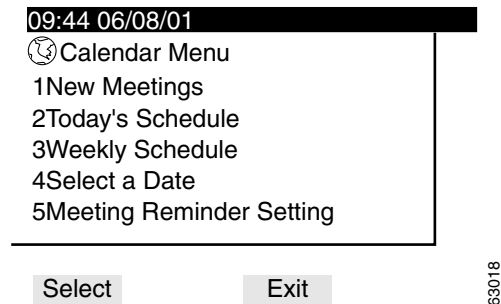
You can view the details of a meeting and then accept, tentatively accept or decline that meeting. If the meeting notice has a phone number included with it, you can click a soft key to dial the number to join the meeting. If you are the originator of the meeting notice, you can cancel the meeting from your phone.

CalendarView also allows you to set up reminders for meetings and choose how to be notified of an upcoming event, by pager or e-mail or by the phone display.

CalendarView works with Cisco CallManager in conjunction with Microsoft Exchange 5.5 or Windows 2000 server.

Figure 1-1 shows your CalendarView main menu.

Figure 1-1 CalendarView Main Menu



MailView

With MailView, you no longer have to rely on voice prompts to check your messages. From your Cisco IP Phone Models 7960 or 7940, you now get a list of the voice mail and e-mail messages that are in your inbox on your corporate messaging server.

Using your phone's soft keys, you can view, listen to, record a reply, forward, and delete voice mail. You can scroll through your e-mail messages and read them right on the screen. You can also forward and delete e-mails. Any operation you perform on your messages using MailView is reflected in your PC-based e-mail client or traditional voice mail interface automatically.

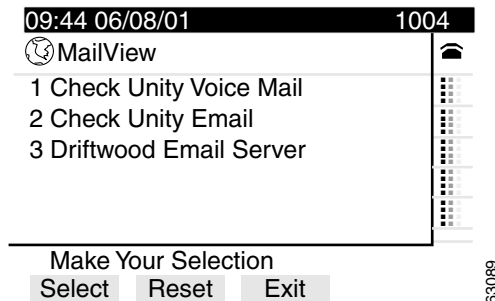
MailView provides you with a list of your Cisco Unity voice mail and Cisco Unity e-mail and up to two additional IMAP-compliant e-mail accounts.



Note

Many e-mail servers provide IMAP support. Contact your mail server administrator if you require information about your supported e-mail servers. In [Figure 1-2](#), Driftwood is the IMAP-compliant e-mail server.

Figure 1-2 MailView Main Menu



Contacts Synchronization

If you use Outlook, Contacts Synchronization allows you to synchronize the entries in your Personal Address Book in Cisco CallManager with the Outlook Contacts stored in the Microsoft Exchange mail server.

You do not have to enter your contact list in the Cisco CallManager directory. Contacts Synchronization automatically copies the information from the Microsoft Exchange mail server to the Cisco CallManager directory.

You can use Contacts Synchronization along with the Personal Fast Dials service to quickly locate someone in your Personal Address Book and press a soft key to call that person. See the *Personal Directory Configuration Guide* for information on using Personal Fast Dials.

Related Topics:

- [Subscribing to Cisco IP Phone Productivity Services, page 2-1](#)
- [Using Cisco IP Phone Productivity Services, page 3-1](#)



Subscribing to Cisco IP Phone Productivity Services

Before you can use Cisco IP Phone Productivity Services, you must first subscribe to Cisco IP Phone Productivity Services in Cisco CallManager.



Tips

If you do not know the URL for the Cisco IP Phone User Options web page or your user ID, password and PIN, contact your system administrator before you proceed.

To subscribe to Cisco IP Phone Productivity Services, perform the following steps:

Procedure

- Step 1** Go to your Cisco IP Phone User Options page and enter your userID and password.
- The Configure the Options for your Phone page displays.
- Step 2** At the Configure the Options for your Phone page, select a device to configure, such as your primary phone.
- A new Configure the Options for your Phone page displays.

Step 3 Click **Configure your Cisco IP Phone Services**.

The Cisco IP Phone services page displays.

Step 4 From the Your Subscribed Services pane on the left side of the page, select **Productivity Svcs**.

A new Cisco IP Phone Services page displays (see [Figure 2-1](#)).

Figure 2-1 Subscribing to Cisco IP Phone Productivity Services



Step 5 Click **Continue**.

A new page displays.

Step 6 Enter your service information for Cisco IP Phone Productivity Services. [Figure 2-2](#) shows the service fields completed. Use [Table 2-1](#) to help you enter the service information.

In the example shown in [Figure 2-2](#), the user, Frank Moore, left the mode at secure (the default). He will be prompted to enter his PIN when he logs in to Cisco IP Phone Productivity Services. Driftwood is his optional e-mail account with an address of Cisco.com. Frank has an e-page account where he can be notified of meeting reminders.

Figure 2-2 Entering Service Information

Subscribe Back Cancel

Service Information

Service Name*

Mode*
 ([Description](#))

Name 1
 ([Description](#))

Name 2
 ([Description](#))

Url 1
 ([Description](#))

Url 2
 ([Description](#))

UserEpage
 ([Description](#))

UserID*
 ([Description](#))

UserPin*
 ([Description](#))

* indicates required item

[Return to the menu](#)
[Log off](#)

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Table 2-1 Entering Service Information

Service Field	Description	Required
Mode	Enter secure (default value) to prevent others from accessing your Cisco IP Phone Productivity Services; you are prompted to enter your UserPin each time you access Cisco IP Phone Productivity Services. Enter non-secure if you do not want to be prompted for your UserPin each time.	Yes
Name 1	Enter the name for e-mail account 1	No
Name 2	Enter the name for e-mail account 2	No
Url 1	Enter the IMAP-compliant MailView e-mail account URL for IP: Port #1 For example:172.17.146.123:143	No
Url 2	Enter the IMAP-compliantMailView e-mail account URL for IP:Port #2: For example:172.17.146.123:143	No
UserEpage	Enter your pager number or your e-mail number for meeting reminders.	No
UserID	Enter your Cisco CallManager UserID.	Yes
UserPIN	Enter your Cisco CallManager UserPin.	Yes

**Note**

MailView uses URL1 and URL2. For URL1 and URL2, use **:0** for the default port number or use **:xxx** for the custom port number. Contact your mail server administrator for a port number if the default does not work.

Step 7

Click **Subscribe**.

You are now subscribed to Cisco IP Phone Productivity Services.

Related Topics:

- [Understanding Cisco IP Phone Productivity Services, page 1-1](#)
- [Using Cisco IP Phone Productivity Services, page 3-1](#)



Using Cisco IP Phone Productivity Services

These sections help you use Cisco IP Phone Productivity Services:

- [Navigating Cisco IP Phone Services, page 3-2](#)
- [Accessing Cisco IP Phone Productivity Services, page 3-4](#)
- [Logging in to Cisco IP Phone Productivity Services, page 3-5](#)
- [Ending a Session, page 3-8](#)
- [Using CalendarView, page 3-9](#)
- [Using MailView, page 3-24](#)
- [Using Contacts Synchronization, page 3-37](#)

Navigating Cisco IP Phone Services

You access Cisco IP Phone Services through the Services button on the Cisco IP Phone Models 7960 and 7940 (see [Figure 3-1](#)). The Services button on your Cisco IP Phone works in tandem with the Cisco IP Phone User Options web page. When you press the Services button, the phone displays a menu of services that has been configured for that telephone.

You navigate around the services options and provide input using:

- soft keys to perform various tasks, such as select and submit
- a Navigation button to scroll up and down menu lists
- the dialing pad to enter a selection directly

Figure 3-1 Navigating Cisco IP Phone Services



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Tips for Using the LCD Display

Here are some tips for using the LCD screen on your Cisco IP Phone. These tips can help you navigate menus and soft key options that display on your phone's LCD screen when you press the Services button.

- There are two ways to select menu items:
 - Using the Navigation button—Press the **Navigation** button (this is the button with the up and down arrows) to select (or highlight) a menu item. Then press the **Select** soft key.
 - Using an Item Number—You can press the number key on your phone's key pad that corresponds to the item number displayed on the LCD screen. For example, to choose Productivity Svcs in [Figure 3-1](#), press **1**. Use this method to select any menu item that has an item number to the left of it.
- Press the **Exit** soft key to return to the previous menu.
- Soft keys correspond to the option tabs displayed along the bottom of your LCD screen. Soft keys change depending on the status of your phone. For example, you can see one set of soft key options when you pick up the handset, and another set when the phone is not in use.
- The >> soft key allows you to re-position your cursor. The << soft key allows you to delete a character or digit in an entry. Press the << soft key or the **Delete** soft key if you make a mistake or need to edit an entry.

Related Topics:

- [Using Cisco IP Phone Productivity Services, page 3-1](#)
- [Accessing Cisco IP Phone Productivity Services, page 3-4](#)

Accessing Cisco IP Phone Productivity Services

To access Cisco IP Phone Productivity Services, perform these steps:

Procedure

- Step 1** From your Cisco IP Phone, press the **Services** button.
- The screen displays your list of services.
- Step 2** Select **Productivity Svcs** in one of two ways:
- Use the Navigation button to scroll to Productivity Svcs and press the **Select** soft key.
 - Press the number key on your phone's dialing pad that corresponds to the item number displayed on the LCD screen.

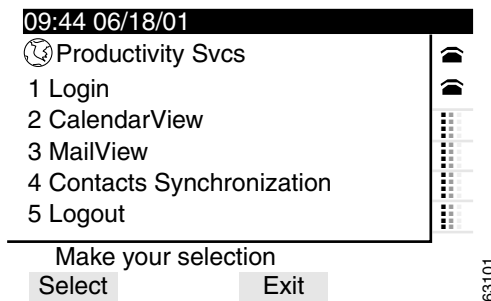


Tips

The item number next to Productivity Svcs varies depending on the number of services you have configured on your phone.

The screen displays the services available with Cisco IP Phone Productivity Services (see [Figure 3-2](#)).

Figure 3-2 Main Menu for Cisco IP Phone Productivity Services



Note

To check the version of Cisco IP Phone Productivity Services: use the Navigation button to scroll to item 6 About Productivity Svcs and press the **Select** soft key or enter **6** on the dialing pad.

- Step 3** Proceed to the “[Logging in to Cisco IP Phone Productivity Services](#)” section on [page 3-5](#).
-

Related Topics:

- [Navigating Cisco IP Phone Services, page 3-2](#)
- [Accessing Cisco IP Phone Productivity Services, page 3-4](#)

Logging in to Cisco IP Phone Productivity Services

Cisco IP Phone Productivity Services Login allows you to access these services from your own Cisco IP Phone Model 7960 or 7940 or any Cisco IP Phone Model 7960 or 7940 that is configured for Cisco IP Phone Productivity Services.

How Login Works

Cisco Phone Productivity Services Login from your Cisco IP Phone:

- If you set your service mode to **secure** when you subscribe to Cisco IP Phone Productivity Services, you are prompted to enter your PIN each time you access Cisco IP Phone Productivity Services.
- If you set your service information to **non-secure** when you subscribe to Cisco IP Phone Productivity Services, you are not prompted to enter your PIN number.

Cisco IP Phone Productivity Services Login from another Cisco IP Phone:

- You can access your Cisco IP Phone Productivity Services by changing the displayed UserID to your UserID and entering your PIN.

To log in to Cisco IP Phone Productivity Services, perform these steps:

Procedure

- Step 1** From the Cisco IP Phone Productivity Services main menu (see [Figure 3-2](#)), select **1 Login** in one of two ways:
- Use the Navigation button to scroll to 1 Login and press the **Select** soft key.
 - Press the number key **1** on your phone's dialing pad.

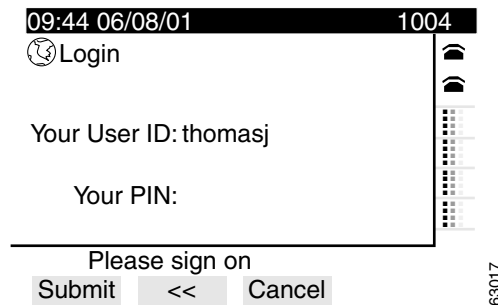
The UserID screen displays (see [Figure 3-3](#)).



Note

If you have not already logged in to Cisco IP Phone Productivity Services, the Login screen displays when you first select one of its applications: **2 CalendarView**, **3 MailView** or **4 Contacts Synchronization**.

Figure 3-3 Login Screen



- Step 2** At the UserID screen:
- If you are using your own Cisco IP Phone:**
Enter your PIN (if prompted) and press the **Submit** soft key.

b. If you are using someone else's Cisco IP Phone:

- Use the << soft key to backspace and delete the displayed UserID.
- Enter your UserID.

To enter your UserID, enter the letters of the alphabet using your dialing pad. Press the phone key associated with a letter. To scroll through the letters associated with each key, press the key rapidly. For example, press **2** to display the letter “a.” To enter the letter “b,” press **2** again without pausing. Press the << soft key to back up.

- Enter your PIN using the dialing pad.
 - Press the **Submit** soft key.
- If you logged in correctly, the phone displays:

```
Login successful for user <your user name> Please wait  
Redirecting.....
```

- If you have made an error entering your information, the phone displays:

```
Login failed for user <userID>. Please make sure the UserID and  
PIN are correct.
```

Re-enter your information. Contact your system administrator if you continue to have password problems.

After you log in successfully, the Cisco IP Phone Productivity Services main menu displays (see [Figure 3-2](#)).

You are now ready to use your Cisco IP Phone Productivity Services.

Proceed to:

- [Using CalendarView, page 3-9](#)
- [Using MailView, page 3-24](#)
- [Using Contacts Synchronization, page 3-37](#)

Or, to log out of Cisco IP Phone Productivity Services, go to the “[Ending a Session](#)” section on [page 3-8](#).

Related Topics:

- [Accessing Cisco IP Phone Productivity Services, page 3-4](#)

Ending a Session

To end a session of Cisco IP Phone Productivity Services, perform the following steps:

-
- Step 1** To end a session of Cisco IP Phone Productivity Services, select **5 Logout**. You can select 5 Logout in one of two ways:
- Use the Navigation button to scroll to 5 Logout and press the **Select** soft key.
 - Press the number key **5** on your phone's dialing pad.
- Step 2** When prompted, press the **Services** button to exit.

**Note**

After 20 minutes, you are automatically logged out of Cisco IP Phone Productivity Services. If you would like this time extended, contact your system administrator.

Related Topics:

- [Logging in to Cisco IP Phone Productivity Services, page 3-5](#)
- [Using CalendarView, page 3-9](#)
- [Using MailView, page 3-24](#)
- [Using Contacts Synchronization, page 3-37](#)

Using CalendarView

With CalendarView, you can keep track of your appointments on your Cisco IP Phone. You can be notified of new meetings, and you can view your meetings for today, for a week, for any day of the current week, or for a specific date.

You can define which of your meetings display and accept, tentatively accept or decline meetings. If the meeting notice has a phone number included with it, you can click a soft key to dial the number to join the meeting. If you are the originator of the meeting notice, you can cancel the meeting from your phone.

CalendarView also allows you to set up reminders for meetings and choose how to be notified of an upcoming event, by pager/e-mail or by the phone display.

To use CalendarView, perform these steps:

Procedure

Step 1 From your Cisco IP Phone, press the **Services** button.

The screen displays your list of services.

Step 2 Select **Productivity Svcs** in one of two ways:

- Use the Navigation button to scroll to Productivity Svcs and press the **Select** soft key.
- Press the number key on your phone's dialing pad that corresponds to the item number displayed on the LCD screen.



Tips

The item number next to Productivity Services will vary depending on the number of services you have configured on your phone.

The screen displays the services available with Cisco IP Phone Productivity Services (see [Figure 3-2](#)).

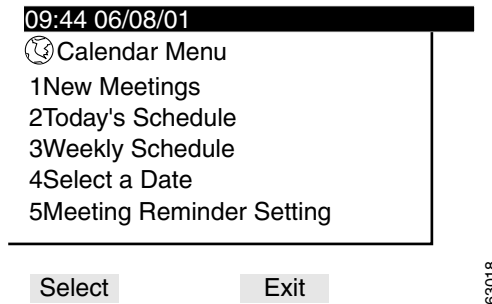
- Step 3** Select **2 CalendarView** in one of two ways:
- Use the Navigation button to scroll to 2 CalendarView and press the **Select** soft key.
 - Press the number key **2** on your phone's dialing pad.

**Note**

If you have not already logged in to Cisco IP Phone Productivity Services, you may be prompted to enter your PIN now. See the [“Logging in to Cisco IP Phone Productivity Services”](#) section on page 3-5.

The phone displays the CalendarView Main Menu (see [Figure 3-4](#)).

Figure 3-4 *Calendar View Main Menu*



See [Table 3-1](#) to help you determine which CalendarView service you want to use.

Table 3-1 *Using CalendarView*

CalendarView Service	From Your Cisco IP Phone You Can	To Use the CalendarView Service
1 New Meetings	Check new meetings and accept or decline them.	See Checking New Meetings , page 3-12
2 Today's Schedule	View your meetings for today and accept or decline them.	See Checking Your Schedule for Today , page 3-14
3 Weekly Schedule	Check your schedule for the current week displayed on one screen, and view your schedule for the previous week, and the following week.	See Checking Your Weekly Schedule , page 3-17
4 Select a Date	Check your schedule quickly for a specific date.	See Viewing Your Schedule for a Specific Date , page 3-20
5 Meeting Reminder Setting	Set which meetings display, based on their importance, and choose how you are notified of meetings: by pager/e-mail or by phone display.	See Setting Your Meeting Reminder , page 3-21

Related Topics:

- [Logging in to Cisco IP Phone Productivity Services](#), page 3-5
- [Checking New Meetings](#), page 3-12

Checking New Meetings

With the New Meetings service, you can quickly view your new meeting notices. You can accept, tentatively decline or decline them from your Cisco IP Phone. If the meeting notice includes a phone number for the meeting, you can call into the meeting with the click of the DialNum soft key.

To use this service, perform the following steps:

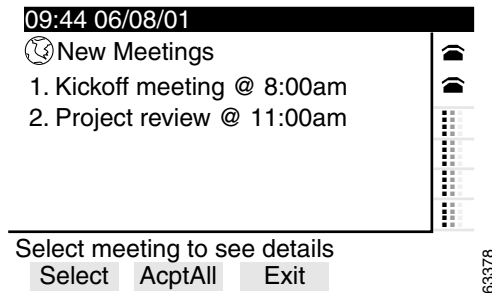
Procedure

Step 1 From the CalendarView Menu (see [Figure 3-4](#)), select **1 New Meetings** in one of two ways:

- Use the Navigation button to scroll to 1 New Meetings and press the **Select** soft key.
- Press the number key **1** on your phone's dialing pad.

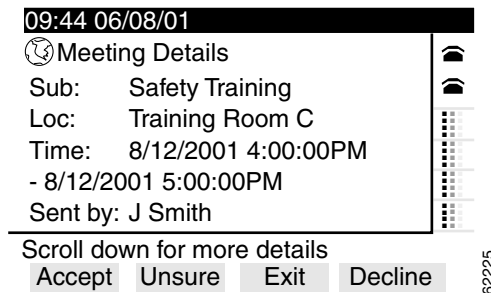
The phone displays your new meetings (see [Figure 3-5](#)).

Figure 3-5 *New Meetings Menu*



- Step 2** On the New Meetings screen:
- Press the **AcptAll** soft key to respond that you will attend all the listed meetings.
 - Use the Navigation button to scroll to a meeting and press the **Select** soft key or enter the item number of the meeting to see details for that meeting (see [Figure 3-6](#)).
 - Press the **Exit** soft key to return to the CalendarView main menu.

Figure 3-6 Meeting Detail Screen



- Step 3** On the Meeting Details screen, you can:
- Press the **Accept** soft key to accept the meeting. The phone displays:
You have accepted the meeting.
 - Press the **Unsure** soft key to respond that you may not be able to attend the meeting. The phone displays:
You have tentatively accepted the meeting.
 - Press the **Decline** soft key to decline a meeting. The phone displays:
You have declined the meeting.
- Step 4** Press **Exit** to return to the New Meetings menu (see [Figure 3-5](#)).

Related Topics:

- [Checking Your Schedule for Today, page 3-14](#)

Checking Your Schedule for Today

To view your appointments for today, perform the following steps:

Procedure

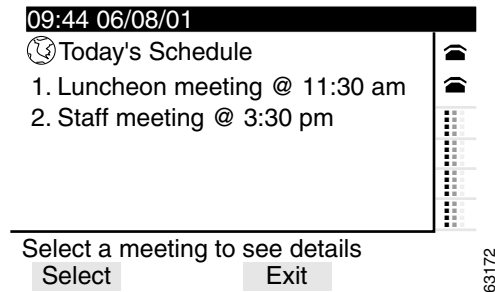
- Step 1** From the CalendarView Menu (see [Figure 3-4](#)), select **2 Today's Schedule** in one of two ways:
- Use the Navigation button to scroll to 2 Today's Schedule and press the **Select** soft key.
 - Press the number key **2** on your phone's dialing pad.

Your scheduled meetings display on your phone (see [Figure 3-7](#)).

If you have no meetings scheduled, the phone displays:

No appointments scheduled.

Figure 3-7 Today's Schedule Menu

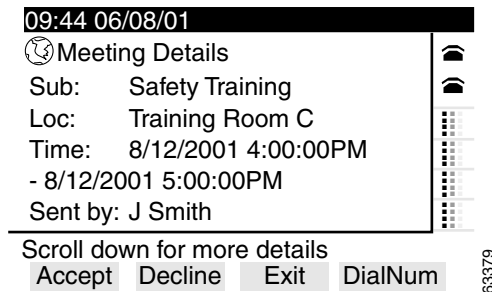


- Step 2** Select the meeting for which you want to view information in one of two ways:
- Use the Navigation button to scroll to the meeting and press the **Select** soft key.
 - Press the number key on the dialing pad that corresponds to the meeting.

The Meeting Details screen displays the meeting subject, location, time, and sender (see [Figure 3-8](#)).

- Step 3** Use the Navigation button to scroll to view the complete message text.

Figure 3-8 Meeting Detail Screen



In the Meeting Details screen, the first soft key may display a soft key of Accept or Unsure, depending on how you have responded to the meeting notice. This allows you to change your response to a meeting notice:

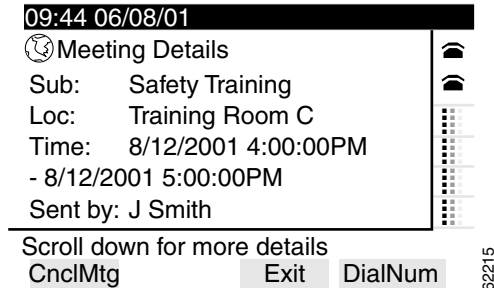
- If you have tentatively accepted the meeting, the screen displays an Accept soft key (as shown in [Figure 3-6](#)).
- If you have already accepted the meeting, the screen displays an Unsure soft key.

- Step 4** To manage your meetings you can:

- Press the **Accept** soft key to accept a meeting that you tentatively accepted before. The phone displays:
You have accepted the meeting.
- Press the **Unsure** soft key to respond that you may not be able to attend the meeting. The phone displays:
You have tentatively accepted the meeting.
- Press the **Decline** soft key to decline a meeting. The phone displays:
You have declined the meeting.
- If the sender included a phone number in the meeting text, press the **DialNum** soft key to call the meeting.

- Step 5** On the Meeting Detail screen (see [Figure 3-9](#)):
- If you are the originator of the meeting, you can press the **CnclMtg** soft key to cancel the meeting.
 - Press the **Exit** soft key to return to the Today's Schedule menu ([Figure 3-7](#)).

Figure 3-9 Meeting Detail Screen



Related Topics:

- [Checking New Meetings, page 3-12](#)
- [Checking Your Weekly Schedule, page 3-17](#)

Checking Your Weekly Schedule

With the Weekly Schedule service, you can view your schedule for this week, next week or last week on one screen. You can also choose to view your schedule for a specific day of the week, from Monday to Friday. To check your weekly schedule, perform the following steps:

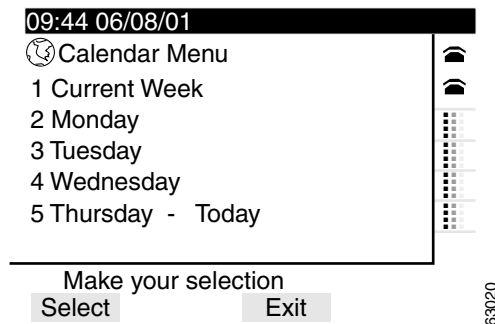
Procedure

Step 1 From the CalendarView Menu (see [Figure 3-4](#)), select **3 Weekly Schedule** in one of two ways:

- Use the Navigation button to scroll to 3 Weekly Schedule and press the **Select** soft key.
- Press 3 on the dialing pad.

You can select 1 Current Week or any day from Monday to Friday. Use the Navigation button to scroll to 6 Friday ([Figure 3-10](#)). “Today” displays next to the current day, if it falls Monday through Friday. In [Figure 3-10](#), the current day is Thursday.

Figure 3-10 Weekly Schedule Menu

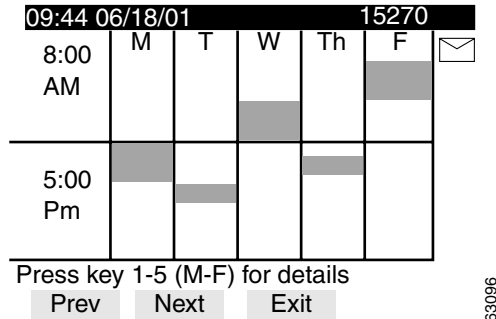


Step 2 Choose a menu item in one of two ways:

- Use the Navigation button to scroll to any of the days of the week (2 through 6), and press the **Select** soft key.
- Enter the number on the dialing pad.

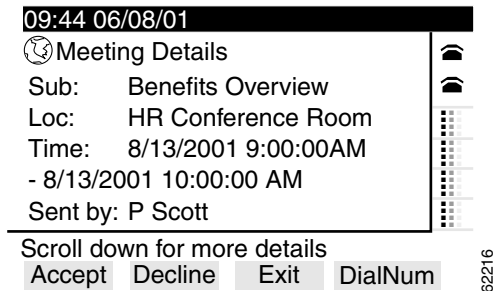
- Step 3** On the Calendar Menu screen:
- Select one of the days of the week, you view your schedule for that day.
 - Select **1 CurrentWeek** to view an entire week of appointments in one screen (see [Figure 3-11](#)).

Figure 3-11 Current Week Menu



- Step 4** Keys 1 through 5 correspond to the days of the week.
- Enter a number from **1** through **5** on the dialing pad to see details of your schedule on that specific day. For example, enter 3 to see Wednesday's schedule.
- The screen displays the details of your meeting (see [Figure 3-12](#)).
- Step 5** Use the Navigation button to scroll down and view meeting information.

Figure 3-12 Viewing Meeting Details



In the Meeting Details screen, the first soft key may display Accept or Unsure, depending on how you have responded to the meeting notice. This allows you to change your previous response to a meeting notice:

- If you have tentatively accepted the meeting, the screen displays an Accept soft key (as shown in [Figure 3-6](#)).
- If you have already accepted the meeting, the screen displays an Unsure soft key.

Step 6 To manage your meetings you can:

- Press the **Accept** soft key to accept a meeting that you tentatively accepted before. The phone displays:
`You have accepted the meeting.`
- Press the **Unsure** soft key to respond that you may not be able to attend the meeting. The phone displays:
`You have tentatively accepted the meeting.`
- Press the **Decline** soft key to decline a meeting. The phone displays:
`You have declined the meeting.`
- If the sender included a phone number in the meeting text, you can Press the **DialNum** soft key to call the sender.
- Press the **Exit** soft key to return to the Current Week menu (see [Figure 3-11](#)).

Step 7 From the Current Week screen:

- Press the **Prev** soft key to view your calendar for the previous week.
- Press the **Next** soft key to view your calendar for the following week.
- Press the **Exit** soft key to return to the Weekly Schedule menu (see [Figure 3-10](#)).

Related Topics:

- [Checking Your Schedule for Today, page 3-14](#)
- [Viewing Your Schedule for a Specific Date, page 3-20](#)

Viewing Your Schedule for a Specific Date

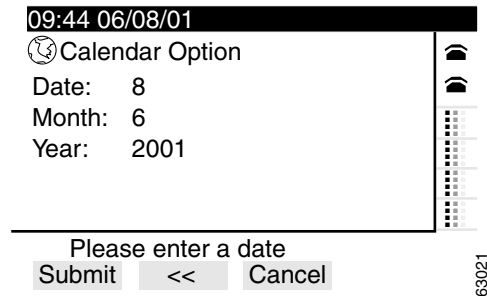
With CalendarView's Select a Date service, you can specify a date and view your appointments for that date. To do this, perform the following steps:

Procedure

- Step 1** From the CalendarView menu (see [Figure 3-4](#)), choose **3 Select a Date** in one of two ways:
- Use the Navigation button to scroll to 3 Select a Date and press the **Select** soft key.
 - Press **3** on your phone's dialing pad.

The phone displays today's date (see [Figure 3-13](#)).

Figure 3-13 Viewing Select a Date



- Step 2** Change the date to the calendar date you want to see:
- Press the << soft key to backspace and delete the displayed date.
 Use the dialing pad to enter the new date.
 Use the Navigation button to scroll to the month and year and change them, if necessary.

Step 3 Press the **Submit** soft key.

Changing the date results in a phone display of:

```
Schedule for <xx/xx/xx>
```

and a list of your appointments for that date.

Step 4 Press the **Exit** soft key to return to the Select a Date menu.

Related Topics:

- [Checking Your Weekly Schedule, page 3-17](#)
- [Setting Your Meeting Reminder, page 3-21](#)

Setting Your Meeting Reminder

Use your Meeting Reminder Setting to choose:

- which meeting reminders you want displayed, based on the importance of the meeting
- how you are reminded of meetings, by e-paging or by phone display

Set up your Meeting Reminder Setting service when you first start using Cisco IP Phone Productivity Services. You must re-enter your setting choices any time you change your PIN.



Tips

If you are planning to change your PIN, change it before you set up your Meeting Reminder Setting service.

To use this application, you must first define your meetings as High importance and High and Normal importance in Microsoft Exchange.

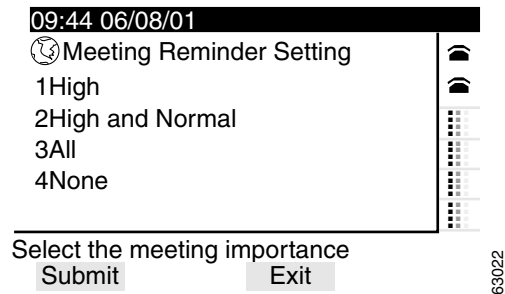
To use the Meeting Reminder Setting service, perform the following steps:

Procedure

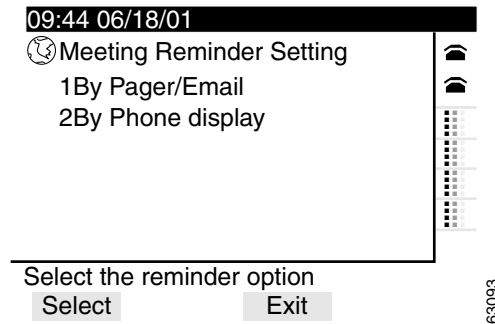
- Step 1** From the CalendarView menu (see [Figure 3-4](#)), select **5 Meeting Reminder Setting** in one of two ways:
- Use the Navigation button to scroll to 5 Meeting Reminder Setting and press the **Select** soft key.
 - Press **5** on your phone's dialing pad.

The Meeting Reminder Setting screen displays (see [Figure 3-14](#)).

Figure 3-14 Setting Meeting Display Criteria



- Step 2** On the Meeting Reminder Setting screen:
- Select **1 High** to be reminded of meetings of high importance only.
 - Select **2 High and Normal** to be reminded of meetings of high and normal importance.
 - Select **3 All** to be reminded of all of your meetings.
 - Select **4 None** to cancel your previous Meeting Reminder Setting.
- Step 3** Press the **Submit** soft key to set your choice of Meeting Reminder Setting. The screen displays your choices meeting notification (see [Figure 3-15](#)).

Figure 3-15 Setting Meeting Reminders

Step 4 Select either **1 By Pager/Email** or **2 By Phone display**.

If you choose Reminder by Pager/Email, the service uses the e-mail account you entered when you subscribed to Cisco IP Phone Productivity Services (see [Chapter 2, “Subscribing to Cisco IP Phone Productivity Services”](#)).

Once you make your selection, a message displays notifying you that your meeting reminder is set.

Step 5 Press the **Exit** soft key to return to the CalendarView menu (see [Figure 3-4](#)).

Related Topics:

- [Viewing Your Schedule for a Specific Date, page 3-20](#)
- [Using MailView, page 3-24](#)
- [Using Cisco IP Phone Productivity Services, page 3-1](#)

Using MailView

These topics help you use MailView from your Cisco IP Phone to access your Cisco Unity voice mail, your Cisco Unity e-mail and up to two additional e-mail accounts.

- [Logging in to MailView, page 3-24](#)
- [Changing your MailView Login, page 3-26](#)
- [Checking your Cisco Unity Voice Mail, page 3-28](#)
- [Checking your E-mail, page 3-34](#)

Logging in to MailView

When you access each of your MailView accounts the first time, you must enter your MailView name and password for that account. The Login screen does not display if you have already entered this information.

Contact your system administrator if you do not have your MailView name and password.

To log in to MailView, perform the following steps:

Procedure

- Step 1** From your Cisco IP Phone, press the **Services** button.
The screen displays your list of services.
- Step 2** Select Productivity Svcs in one of two ways:
- Use the Navigation button to scroll to Productivity Svcs and press the **Select** soft key.
 - Press the number key on your phone's dialing pad that corresponds to the item number displayed on the LCD screen.

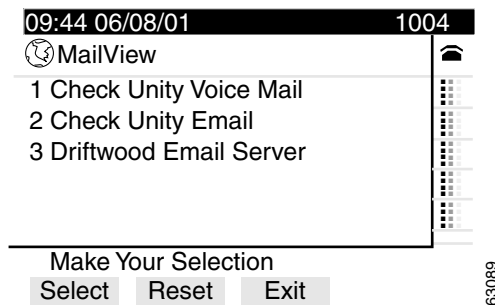


Tips

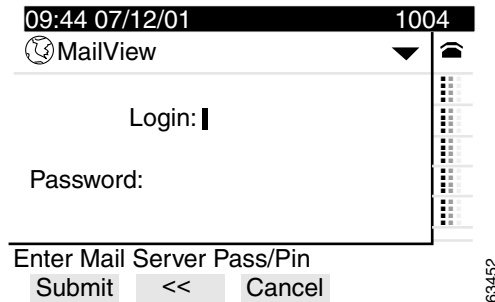
The item number next to Productivity Svcs will vary depending on the number of services you have configured on your phone.

- Step 3** Select **3 MailView** in one of two ways:
- Use the Navigation button to scroll to 3 MailView and press the **Select** soft key.
 - Press the number key **3** on your phone's dialing pad.
- Step 4** If you have not already logged in to Cisco IP Phone Productivity Services, enter your PIN, when prompted. See the “[Logging in to Cisco IP Phone Productivity Services](#)” section on page 3-5 for details.
- The phone displays the MailView main menu (see [Figure 3-16](#)).

Figure 3-16 MailView Main Menu



- Step 5** Select one of your accounts in one of two ways:
- Use the Navigation button to scroll to the item and press the **Select** soft key.
 - Press the corresponding number key on your phone's dialing pad.
- Step 6** At the Login screen (see [Figure 3-17](#)), enter your username and password:
- To enter your username, enter the letters of the alphabet using your dialing pad. Press the phone key associated with a letter. To scroll through the letters associated with each key, press the key rapidly. For example, press **2** to display the letter “a.” To enter the letter “b,” press **2** again without pausing. Press the << soft key to back up.
 - For numeric entries, use the dialing pad.

Figure 3-17 MailView Login Screen

Step 7 You are now logged in to MailView.

- To use MailView with your Cisco Unity voice mail, proceed to the [“Checking your E-mail”](#) section on page 3-34.
- To use MailView with your e-mail accounts, proceed to the [“Checking your E-mail”](#) section on page 3-34.

Related Topics:

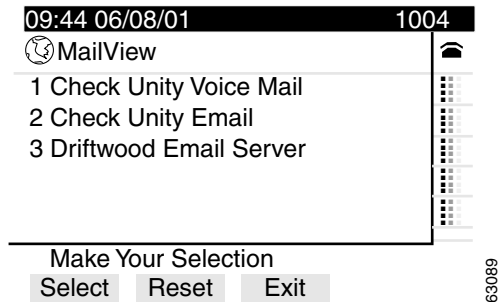
- [Changing your MailView Login, page 3-26](#)
- [Checking your Cisco Unity Voice Mail, page 3-28](#)
- [Checking your E-mail, page 3-34](#)

Changing your MailView Login

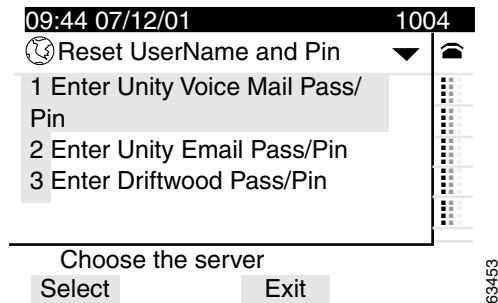
If you change your MailView accounts or change your user name and password for any of your MailView accounts, you must change them within MailView also. To change your MailView login, perform the following steps:

Procedure

- Step 1** From the MailView menu, press the **Reset soft key** to change or clear your login information for a mail account (see [Figure 3-18](#)).

Figure 3-18 Meeting Reminder Setting Completed

- Step 2** Select the account to reset your Login information.
The Reset UserName and Pin screen displays (see [Figure 3-19](#)).

Figure 3-19 MailView Login Reset Display

- Step 3** Enter your new user name and new password. Press the **Submit** soft key.

Related Topics:

- [Logging in to MailView, page 3-24](#)
- [Changing your MailView Login, page 3-26](#)
- [Checking your Cisco Unity Voice Mail, page 3-28](#)

Checking your Cisco Unity Voice Mail

With MailView, you can view, listen to, record a reply, forward, and delete your Cisco Unity voice mail, all from your Cisco IP Phone. Any operation you perform on your messages using MailView is reflected in your PC-based traditional voicemail interface automatically.

To review your Cisco Unity voice mail, perform these tasks:

Procedure

- Step 1** From your Cisco IP Phone, press the **Services** button.
The screen displays your list of services.
- Step 2** Select Productivity Svcs in one of two ways:
- Use the Navigation button to scroll to Productivity Svcs and press the **Select** soft key.
 - Press the number key on your phone's dialing pad that corresponds to the item number displayed on the LCD screen.



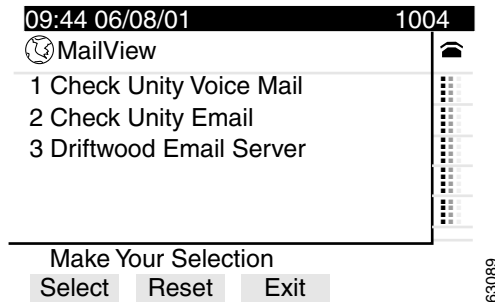
Tips

The item number next to Productivity Svcs will vary depending on the number of services you have configured on your phone.

- Step 3** Select **3 MailView** in one of two ways:
- Use the Navigation button to scroll to 3 MailView and press the **Select** soft key.
 - Press the number key **3** on your phone's dialing pad.
- Step 4** If you have not already logged in to Cisco IP Phone Productivity Services, enter your PIN, when prompted. See the [“Logging in to Cisco IP Phone Productivity Services”](#) section on page 3-5 for details.

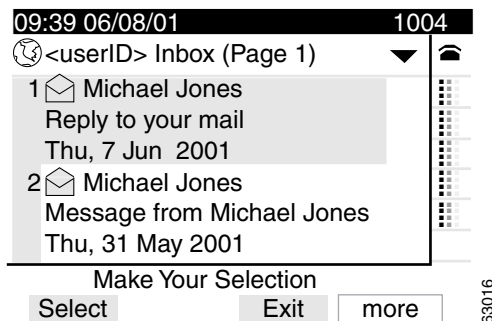
The phone displays the MailView main menu (see [Figure 3-20](#)).

Figure 3-20 MailView Main Menu



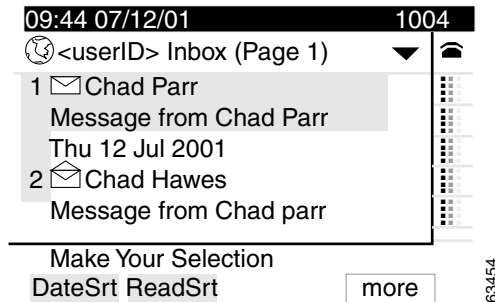
- Step 5** Select 1 Check Unity Voice Mail in one of two ways:
- Use the Navigation button to scroll to 1 Check Unity Voice Mail and press the **Select** soft key.
 - Press the number key **1** on your phone's dialing pad.
- Step 6** If this is the first time you are accessing this MailView account, you are prompted to log in. For details, see the [“Logging in to MailView”](#) section on page 3-24.
- After successful login, the phone displays a list of your Cisco Unity voice mail (see [Figure 3-21](#)). By default, your voice mail first displays unheard messages.

Figure 3-21 Viewing Cisco Unity VoiceMail



- Step 7** Press the **more** soft key to change the sort order or to select a message to review. The screen displays your voicemail inbox (see [Figure 3-22](#)).

Figure 3-22 Date Sort/Read Sort Display



- Step 8** From the DateSort/ReadSort screen:
- Press the **DateSrt** soft key to view your voice mail in the order in which it was received.
 - Press the **ReadSrt** soft key to view your voice mail in the order in which you read it.
- Step 9** If you do not want to change the sort order, select a voice mail from your voice mail inbox (see [Figure 3-21](#)). Use one of two ways:
- Use the Navigation button to scroll to the voice mail and press the **Select** soft key.
 - On your phone's dialing pad, press the number that is displayed to the left of the voice mail.
- Step 10** Proceed to the “[Using MailView's Options for Cisco Unity Voice Mail](#)” section on page 3-31.

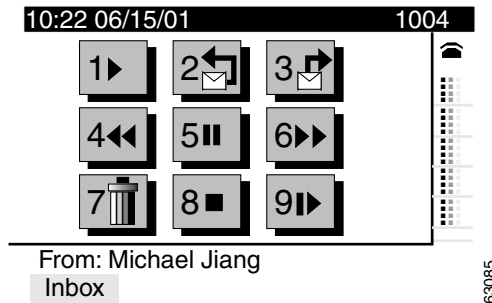
Related Topics:

- [Using MailView, page 3-24](#)
- [Using MailView's Options for Cisco Unity Voice Mail, page 3-31](#)

Using MailView's Options for Cisco Unity Voice Mail

After you have selected a voice mail message, the MailView inbox screen displays the following options for handling your Cisco Unity voice mail (see [Figure 3-23](#)):

Figure 3-23 MailView's Cisco Unity VoiceMail Options



1. play voice mail	2. reply to sender	3. forward to a third party
4. fast rewind	5. pause	6. fast forward
7. delete	8. stop	9. review next message

Use [Table 3-2](#) to help you manage your Cisco Unity voice mail in MailView.

Table 3-2 *Using MailView to Manage Cisco Unity Voice Mail*

Voice Mail Options	Instructions
Play Voice Mail	<ol style="list-style-type: none"> 1. Press 1 on the dialing pad to play your voice mail. 2. Press 4 on the dialing pad to fast rewind the message. 3. Press 6 on the dialing pad to fast forward the message. 4. Press the Exit soft key to return to the voice mail inbox.
Pause Voice Mail	<ol style="list-style-type: none"> 1. Press 5 on the dialing pad to pause a voice mail. 2. Press 1 on the dialing pad to resume playing the voice mail. 3. Press 8 to stop the voice mail. 4. Press the Exit soft key to return to the voice mail inbox.
Stop Voice Mail	<ol style="list-style-type: none"> 1. Press 8 on the dialing pad to stop playing your voice mail. 2. Press the Exit soft key to return to the voice mail inbox.
Reply to Voice Mail	<ol style="list-style-type: none"> 1. Press 2 on the dialing pad to record a reply to the voice mail sender. 2. Press the Send soft key to send the reply. <p data-bbox="366 849 803 873">The phone displays a sent reply screen.</p> <ol style="list-style-type: none"> 3. Press the Redo soft key record the reply then press the Send soft key to change your reply. 4. Press the Cancel soft key to cancel your reply. 5. Press the Exit soft key to return to the voice mail inbox.

Table 3-2 Using MailView to Manage Cisco Unity Voice Mail (continued)

Voice Mail Options	Instructions
Forward Voice Mail	<ol style="list-style-type: none"> 1. Press 3 on the dialing pad to forward a voice mail to someone other than the originator. 2. Enter the recipient's user name and e-mail address: <ol style="list-style-type: none"> a. Enter the letters of the alphabet using your dialing pad. b. Press the phone key associated with a letter. <p>Tips To scroll through the letters associated with each key, press the key rapidly. For example, press 2 to display the letter "a." To enter the letter "b", press 2 again without pausing. Press the << soft key to back up and make corrections.</p> <p>The phone displays a forwarded message screen.</p> <ol style="list-style-type: none"> 3. Press the Exit soft key to return to the voice mail inbox.
Delete Voice Mail	<ol style="list-style-type: none"> 1. Press 7 to delete a voice mail. <p>Your phone displays:</p> <p>Mail deleted. This message was successfully deleted.</p> <ol style="list-style-type: none"> 2. Press the Exit soft key to return to the voice mail inbox.
Play All Voice Mail	<ol style="list-style-type: none"> 1. Press 9. <p>The screen displays the next voice mail message header and then automatically plays the voice mail.</p> <p>You can easily review all your voice mail without going back to the inbox.</p> <ol style="list-style-type: none"> 2. Press the Exit soft key to stop playing the voice mail and to return to the voice mail inbox.

Related Topics:

- [Using MailView's Options for Cisco Unity Voice Mail, page 3-31](#)
- [Checking your E-mail, page 3-34](#)

Checking your E-mail

With MailView, you can scroll through your e-mail messages and read them right on the phone display. You can also forward and delete e-mails from your phone. Any operation you perform on your messages using MailView is reflected in your PC-based e-mail client automatically.

MailView provides you with a list of your Cisco Unity e-mail and up to two additional IMAP-compliant e-mail accounts.

To check your e-mail using MailView, perform these steps:

Procedure

Step 1 From your Cisco IP Phone, press the Services button.

The screen displays your list of services.

Step 2 Select Productivity Svcs in one of two ways:

- Use the Navigation button to scroll to Productivity Svcs and press the **Select** soft key.
- Press the number key on your phone's dialing pad that corresponds to the item number displayed on the LCD screen.



Tips

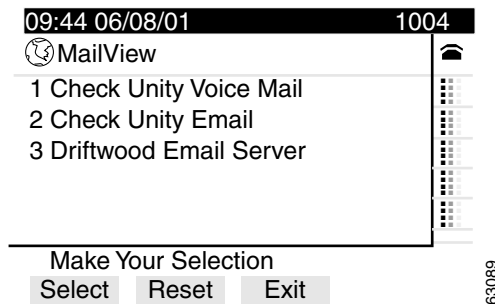
The item number next to Productivity Svcs will vary depending on the number of services you have configured on your phone.

Step 3 Select **3 MailView** in one of two ways:

- Use the Navigation button to scroll to 3 MailView and press the **Select** soft key.
- Press the number key **3** on your phone's dialing pad.

Step 4 If you have not already logged in to Cisco IP Phone Productivity Services, enter your PIN, when prompted. See the [“Logging in to Cisco IP Phone Productivity Services”](#) section on page 3-5 for details.

The phone displays the MailView main menu (see [Figure 3-24](#)). Item 2 will always be your Cisco Unity e-mail. Items 3 and 4 are your optional (IMAP-compliant) e-mail accounts. In [Figure 3-24](#), Driftwood is the optional e-mail account.

Figure 3-24 MailView Main Menu

- Step 5** Select an e-mail service in one of two ways:
- Use the Navigation button to scroll to Productivity Svcs and press the **Select** soft key.
 - Press the number key on your phone's dialing pad that corresponds to the item number displayed on the LCD screen.

For example, in [Figure 3-24](#), select **2 Check Unity Email** or **3 Driftwood**.

- Step 6** If this is the first time you are accessing this MailView account, you are prompted to login. For details, see the [“Logging in to MailView” section on page 3-24](#).
- After successful login, the phone displays your e-mail inbox with a list of your e-mail (see [Figure 3-25](#)).

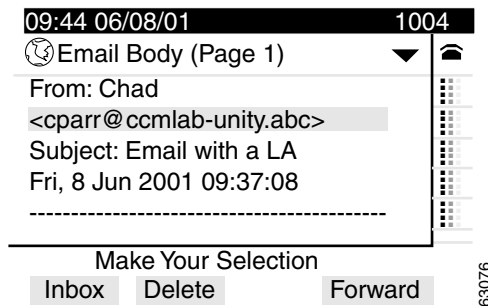
Figure 3-25 E-Mail Inbox

- Step 7** Select the e-mail that you want to read in one of two ways:
- Use the Navigation button to scroll to the e-mail and press the **Select** soft key.
 - Use the dialing pad to enter the number corresponding to the e-mail.

The screen displays the e-mail body screen (Figure 3-26).

Use the Navigation button to scroll down the screen to read the text of the complete message below the dotted line.

Figure 3-26 E-mail Body



- Step 8** On the E-mail body screen:
- Press the **Delete** soft key to delete the e-mail.
Your phone displays:
Mail deleted.
This message was successfully deleted.
 - Press the **Forward** soft key to forward the e-mail to a third party.
 - Press the **Inbox** soft key to return to E-Mail inbox,

Related Topics:

- [Checking your Cisco Unity Voice Mail, page 3-28](#)
- [Using Cisco IP Phone Productivity Services, page 3-1](#)

Using Contacts Synchronization

With Contacts Synchronization, you can synchronize the entries in the Personal Address Book in Cisco CallManager with your Outlook Contacts.

To set up synchronization of your directory entries, perform the following steps:

Procedure

Step 1 From your Cisco IP Phone, press the **Services** button.

The screen displays your list of services.

Step 2 Select **Productivity Svcs** in one of two ways:

- Use the Navigation button to scroll to Productivity Svcs and press the **Select** soft key.
- Press the number key on your phone's dialing pad that corresponds to the item number displayed on the LCD screen.



Tips

The item number next to Productivity Services will vary depending on the number of services you have configured on your phone.

The screen displays the services available with Cisco IP Phone Productivity Services (see [Figure 3-2](#)).

Step 3 Select **4 Contacts Synchronization** in one of two ways:

- Use the Navigation button to scroll to **4 Contacts Synchronization** and press the **Select** soft key.
- Press the number key **4** on your phone's dialing pad.



Note

If you have not already logged in to Cisco IP Phone Productivity Services, you may be prompted to enter your PIN now. See the [“Logging in to Cisco IP Phone Productivity Services”](#) section on page 3-5.

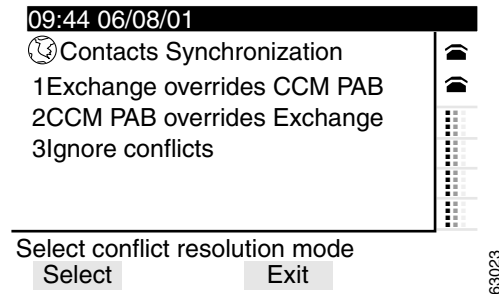
The phone displays the Contacts Synchronization main menu with the choice of three conflict resolution modes (see [Figure 3-27](#)).

- Step 4** In the Contacts Synchronization main menu (see [Figure 3-27](#)), choose a conflict resolution mode:
- Select **1Exchange overrides CCM PAB** to write the Microsoft Exchange entry to the Cisco CallManager (Personal Address Book) directory, in the case of conflicting entries.
 - Select **2CCM PAB overrides Exchange** to write the entry from the Cisco CallManager (Personal Address Book) directory to the Microsoft Exchange directory, in the case of conflicting entries.
 - Select **3 Ignore conflicts** to leave the Exchange entry and the Cisco CallManager directory entry as they are.

**Note**

If the entries have the same first name, last name, e-mail, and work phone number but have different mobile and home phone numbers, they are considered conflicting entries.

Figure 3-27 Setting Options for Contacts Synchronization



- Step 5** When the synchronization is complete, a message displays to notify you that the synchronization is done and the number of entries added to each directory.
- Step 6** Press the **Report** soft key for details of the entries that have been added to the directory.
- Step 7** Press the **Exit** soft key to return to the Contacts Synchronization main menu.

Related Topics:

- [Using Cisco IP Phone Productivity Services, page 3-1](#)
- [Common Questions about Cisco IP Phone Productivity Services, page 4-1](#)



Common Questions about Cisco IP Phone Productivity Services

The following sections answer questions you may have about using Cisco IP Phone Productivity Services:

- [Do I Have to Enter My Login PIN Every Time?](#), page 4-1
- [Why Can't I Access Cisco IP Phone Productivity Services?](#), page 4-2
- [Why Can't I Connect to MailView?](#), page 4-4

Do I Have to Enter My Login PIN Every Time?

Q.) How can I bypass typing in my login PIN?

A.) If the phone is assigned to you, you can set your login mode to **non-secure**. This gives you access to all your subscribed services without logging in every time. Keep in mind that anyone can access your information if your login mode is set to **non-secure**.

To bypass Login, set the mode to **non-secure** on the Cisco IP Phone Services page in Cisco CallManager (see [Chapter 2, “Subscribing to Cisco IP Phone Productivity Services”](#)).

Why Can't I Access Cisco IP Phone Productivity Services?

Use the following topics to clear errors in accessing Cisco IP Phone Productivity Services:

- [Service Subscription Parameters Error, page 4-2](#)
- [Meeting Reminder Not Displaying, page 4-2](#)
- [Host Not Found Error, page 4-3](#)

Service Subscription Parameters Error

Q.) I changed my PIN using the Cisco IP Phone User Options page. Now when I try to access Cisco IP Phone Productivity Services, I receive the message:

`Service subscription parameters are wrong. Please update subscription.`
What does this mean?

A.) You may have entered an incorrect UserID or PIN while subscribing to Cisco IP Phone Productivity Services or your Cisco CallManager PIN may have been changed.

Log on to your Cisco IP Phone User Menu Options page and update the subscription with the correct parameters (see the [“Subscribing to Cisco IP Phone Productivity Services”](#) section on page 2-1).

Contact your system administrator if you don't have the URL for your Cisco IP Phone User Options page.

Meeting Reminder Not Displaying

Q.) I changed my PIN using the Cisco IP Phone User Options Menu page. Now my meeting reminder is not showing up in my phone's display.

A.) Whenever you change your PIN, you must re-enable the meeting reminder notification from the phone (see the [“Setting Your Meeting Reminder”](#) section on page 3-21).

Authentication Error

Q.) I received a message:

Authentication error.

A.) The Virtual Directories may have the wrong permissions.
Contact your administration to check the permissions.

Host Not Found Error

Q.) I received a message:

Host is not found.

A.) The host name is used in the services URL. The DNS is not set up to resolve the host name address to an IP address.
Contact your administrator to have the DNS set up.

Phone Hangs On “Requesting...”

Q.) My phone displays:

Requesting...

for a long time.

A.) The server for the Cisco IP Phone Productivity Services is busy servicing other requests. Press the **Cancel** soft key and retry.

Why Can't I Connect to MailView?

Use the following topics to clear errors you may encounter using MailView:

- [Validation Error, page 4-4](#)
- [Sending Error, page 4-4](#)
- [Can't Connect To Mail Server, page 4-5](#)
- [UserName or Password Error, page 4-5](#)
- [Can't Play Voice Mail, page 4-6](#)
- [Reply Mail Not Delivered as Voice Mail, page 4-6](#)
- [Deleting Error, page 4-6](#)

Validation Error

Q.) When accessing MailView, I receive the following error message:

Validation Error.

A.) Contact your system administrator to restart the UMClient Service.

Sending Error

Q.) I received the error message:

Sending error. Filename: filename IP:ip Port: port.

A.) The cache directory may not have the correct permissions. Contact your system administrator to correct the problem.

Can't Connect To Mail Server

Q.) I received the error message:

Can't connect to the Mail Server (ip Port: port). Change your setting in the Call Manager User pages.

A.) You may have specified incorrect URLs in the service parameters.

1. Go to your Cisco IP Phone Options Menu page and check that you entered the correct service parameters for URL1 or URL2 for access to the external mail server (see the [“Subscribing to Cisco IP Phone Productivity Services” section on page 2-1](#)).
2. Check with your system administrator that the URLs that you entered contain the proper IMAP port number.



Note MailView uses URL1 and URL2 in the service description in [Figure 2-2](#). For URL1 and URL2, use :0 for the default port number or use :xxx for the custom port number.

3. Make any required corrections to the URLs in the Cisco IP Phone Options Menu page and click **Subscribe**.

UserName or Password Error

Q.) I know that my UserId and password are correct. Why does MailView give me this error?

Error UserName (user) and/or Password (pin) are incorrect.

A.) You are connected to the ip port but the mail server has rejected the password or PIN.

1. Verify that your current password is correct.
2. If you are still having problems, contact your system administrator.

Can't Play Voice Mail

Q.) I can't play my voice mail? What do I do?

A.) Contact your system administrator.

Reply Mail Not Delivered as Voice Mail

Q.) I used the reply command to reply to a voice mail. It was not delivered as voice mail.

A.) Contact your system administrator.

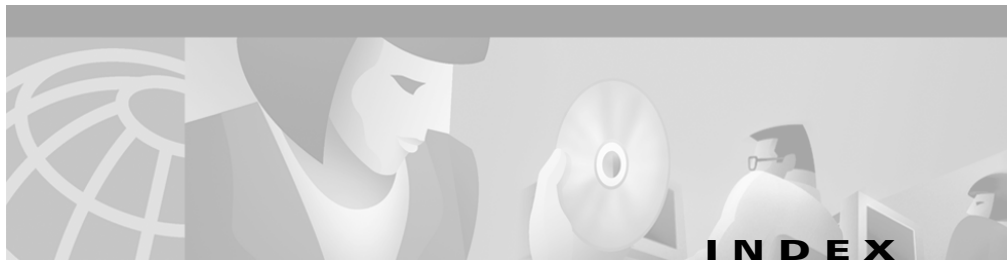
Deleting Error

Q.) I received this error message:

Error deleting the message.

A.)The IMAP server would not allow MailView to delete the mail.

Ask your system administrator to verify that you have access rights to the mail server.



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