



Managing Contacts

The following topics describe how to manage your contact list:

- [About the Contact List, page 7-1](#)
- [Working With Contacts, page 7-2](#)
- [Working with Groups of Contacts, page 7-5](#)

About the Contact List

You can add up to 100 names to your personal contact list, from the following sources:

- Other users of Cisco Unified Personal Communicator. These may be all or some of the people in your corporate directory.
- If you use Cisco IP Phone Messenger on your Cisco Unified IP Phone, your buddy list from that application.

If you add contacts to either application, they also appear in the other application.

Only you can see the contacts in your contact list, and you can see your contact list when you log in from any computer.

Other applications on your computer or on the network cannot access information from this contact list.

Related Topics

- [Working With Contacts, page 7-2](#)

- [Changing the View of the Console and Its Panes](#), page 1-9
- [Identifying Preferred Contact Methods](#), page 2-6

Working With Contacts

You can perform the following actions related to individual contacts:

To Do This	Do This
Add contacts	See the “Adding Contacts to Groups” section on page 7-6.
Search for contacts	See the “Searching for Contacts” section on page 7-3.
Determine the reachability of a contact	See the “Determining Callee Reachability” section on page 2-4.
Determine the preferred contact method of a contact	See the “Identifying Preferred Contact Methods” section on page 2-6.
View more information about a contact in the list	<ul style="list-style-type: none"> • Hover your mouse pointer over an entry in any list in the console. • Perform one of the actions in the “Accessing Contact Details” section on page 7-4.

To Do This	Do This
Modify contact information	<p>To add a nickname:</p> <ul style="list-style-type: none"> Click the contact in the contact list; then choose Contacts > Edit Nickname. Control-click a contact in the list, then choose Edit Nickname. <p>To remove a nickname, follow one of the steps to add a nickname, then:</p> <ul style="list-style-type: none"> Click Clear.
Delete contacts	See the “Deleting Contacts from the Contact List” section on page 7-5.

Searching for Contacts

You can search your corporate directory for a contact that matches your criteria.

Procedure

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- Step 1** Enter your search criteria in the field in the search pane.
- Enter part or all of a full name, first name, last name, nickname, user ID, or phone number.
- Searches are not case-sensitive, and the letters you enter can appear in any position in the name. For example, if you search for “and”, you find “Anderson” and “Cassandra”. Username is often the part of the e-mail address that precedes the “@” sign.
- Step 2** Press the <Enter> key.
- Step 3** (Optional) To stop the search, click the (x) button.
- Step 4** To work with the results you found, see the [“Working With Search Results”](#) section on page 7-4.
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Working With Search Results

To Do This	Do This
Sort the list of found results	Click a column heading in the Search pane. Click again to reverse the sort order.
Change the view of the pane	See the “Changing the View of the Console and Its Panes” section on page 1-9
Clear the list of Search results	Click the (x) button in the Search field or delete the text you entered.
See and use more options for Search results	See the “Working With Items Listed in Panes” section on page 1-10

Accessing Contact Details

All information in the Contact Details window except the nickname comes from the corporate directory. To change a contact’s nickname, see the table in the [“Working With Contacts”](#) section on page 7-2.

From Here	Do This
Any pane in the console	Contacts and Search panes: <ul style="list-style-type: none"> Control-click a name > Get Info. Click a name, then choose File > Get Info. In the Recent Communications pane, contact details are available only for named entries. Control-click and choose Get Contact Info .
The roster of an active conversation	Control-click a name in the list > Get Info .

Deleting Contacts from the Contact List



Note

If a contact appears more than once in your console, you must delete each instance separately.

To delete contacts, use any of the following methods:

- Control-click a contact > **Delete Contact**.
- Click an entry to select it. Then choose **Edit > Delete**.



Note

- To delete a group and all of its contacts, see the “[Deleting Groups](#)” section on [page 7-7](#).
- To delete Recent Communications entries, see the table in the “[Working With the Recent Communications List and Its Entries](#)” section on [page 8-2](#).
- You cannot delete entries in the Search pane. To clear the list, see the “[Working With Search Results](#)” section on [page 7-4](#).

Working with Groups of Contacts

You can create groups to organize your contacts.

To Do This	Do This
Create a group	<ul style="list-style-type: none"> • Control-click a group name > New Group. • Choose Contacts > New Group
Add contacts to a group	See the “ Adding Contacts to Groups ” section on page 7-6 .

To Do This	Do This
Rename a group You cannot rename the General group.	<ul style="list-style-type: none"> Control-click a group name > Rename Group. Choose Contacts > Rename Group > [choose a group to rename].
Hide the contacts in a group	Click the group name.
Show the contacts in a group	Click the group name.
Delete a group	See the “Deleting Groups” section on page 7-7 .

Adding Contacts to Groups

The contact that you want to add must already exist in your corporate directory. You can add a contact to one or more groups.

Procedure

- Step 1** If the group does not yet exist, create it. For instructions, see the [“Working with Groups of Contacts” section on page 7-5](#).
- Step 2** Do one of the following:

To Add a Contact From	Do This
The Contacts pane	<ul style="list-style-type: none"> Control-click a contact and choose Move Contact To or Copy Contact To, then choose a group. Select a contact and choose Contacts > Add Contact To > [group name].

To Add a Contact From	Do This
The Recent Communications or Search panes	<ul style="list-style-type: none">• Select a contact or contacts. Then choose Contacts > Add Contact To > [group name].• Control-click a contact and choose Add Contact To, then choose a group.
The roster	Right-click a name and choose Add Contact To , then choose the name of group.

Deleting Groups

When you delete a group, contacts in the group are also deleted. However, if the contact belongs to multiple groups, only the one instance is deleted.

You cannot delete the **General** group.

To delete groups, use any of the following methods:

- Control-click a group name > **Delete Group**.
- Choose **Contacts > Delete Group > [choose a group to delete]**.

Related Topics

- [Deleting Contacts from the Contact List, page 7-5](#)

