

Organizing Your Contacts

You can organize your Contact list using either the Cisco IP Phone Messenger service application on your Cisco Unified IP phone or the User Options web pages on the web. However, for those tasks, you must use either the phone or web, as indicated.

The User Options web pages will also enable you to add a contact that is external to your organization.




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Adding Contacts to Cisco IP Phone Messenger

You can add a contact to the Contact list using your phone or web, and allow users of Cisco Unified Personal Communicator to see the presence status of the new contact on their contact list.

Before You Begin

- Your system administrator sets the number of contacts you can have on your list, with a maximum of 100. Contact your system administrator to verify the contact limit on your phone.
- You can only add contacts to your contact list if they have a valid user ID or extension number within your organization.
- The UserID, Nickname, and Extension fields accept a maximum of 255 characters.
- You can only have one Nickname per contact. If you update the Nickname of a contact, this change is reflected in your contact list on Cisco Unified Personal Communicator, and is reflected across all your contact groups.
- If you enter an invalid or duplicate user ID, an error message displays. See [Resolving Error Messages, page 43](#).
- See [Entering Text on the Phone, page 13](#) for tips on entering contact names.

Add contact by...	On the Phone	From the User Options Web Pages
User ID	<ol style="list-style-type: none"> 1. Select  > Phone Messenger > Contacts. 2. Press Add. 3. Enter the following information: <ul style="list-style-type: none"> - UserID—enter valid user ID (required). - Nickname—enter any text (optional). 4. Press Submit. 	<ol style="list-style-type: none"> 1. Select User Options > Contacts. 2. Click Add New. 3. Enter the following information: <ul style="list-style-type: none"> - Contact—enter valid user ID (required). - Nickname—enter any text (optional) - Check Display on Phone to display the contact on the phone. 4. Click Save.
Extension number	<ol style="list-style-type: none"> 1. Select  > Phone Messenger > Contacts. 2. Press AddbyExt. 3. Enter the following information: <ul style="list-style-type: none"> - Extension—enter extension number (required). - Nickname—enter any text (optional). 4. Press Submit. 	Not applicable
Message sender	<p>Coworkers who are not on your contact list can send you instant messages, and you can add them to your contact list.</p> <ol style="list-style-type: none"> 1. Select  > Phone Messenger > Messages. 2. Use the Navigation buttons to scroll to and highlight a message. 3. Press Details. 4. Press AddCtct. 5. Enter the following information: <ul style="list-style-type: none"> - Extension—enter extension number (required). - Nickname—enter any text (required). 6. Press Submit. 	Not applicable

Adding External Contacts

The User Options web pages allow you to add a federated contact, that is, a contact in an external domain. Note, however, that you can only add an external contact if the user belongs to a domain that is configured for federation on Cisco Unified Presence. For external contacts, the Domain list box contains all the federated domains from which you can choose.

Procedure

Step 1 Select **User Options > Contacts**.

Step 2 Click **Add New**.

Step 3 Enter a valid user ID in the **Contact** field. This is a required field.

Step 4 Check **External** to add a contact from a domain outside your organization.

Step 5 Select a federated domain from the **Domain** list box.

Step 6 Enter any text in the **Nickname** field. This is optional.

Step 7 Click **Save**.

Troubleshooting Tips


- A federated user can not be displayed on the Cisco IP phone. By default, the **Display on phone** checkbox is set to automatically disabled when you add an external contact.

Related Topics

- *Configuration and Maintenance Guide for Cisco Unified Presence*
- *Deployment Guide for Cisco Unified Presence*


Deleting Contacts



You can delete all contacts or individual contacts depending whether you are using the phone or web.

Delete...	On the Phone	From the User Options Web Pages
All contacts	Not applicable	You can delete your entire contact list at once. <ol style="list-style-type: none">1. Select User Options > Contacts.2. Click Find.3. Click Select All.4. Click Delete Selected.5. Click OK to accept or Cancel.
Individual contacts	You can remove contacts from your contact list one at a time. <ol style="list-style-type: none">1. Select  > Phone Messenger > Contacts.2. Use the Navigation button to scroll to select a contact.3. Press Details.4. Press Delete to delete the contact.5. Press OK to return to the Contact list.	You can remove contacts from your contact list one at a time. <ol style="list-style-type: none">1. Select User Options > Contacts.2. Click Find.3. Check next to the name of the contact you want to delete.4. Click Delete Selected.5. Click OK to accept or Cancel.

Displaying Your Contact List

Once you have added some contacts to your contact list, you can view a list of them using Cisco IP Phone Messenger on your phone or web. A federated user can not be displayed on the Cisco IP phone..

Display...	On the Phone	From the User Options Web Pages
All contacts	<p>You can display all contacts on your contact list.</p> <ol style="list-style-type: none"> 1. Select  > Phone Messenger > Contacts. 2. Press Filter. The prompt field displays the current setting. 3. Use the Navigation button to scroll to select Show all Contacts. 4. Press Select and press Exit to return to the Contact list. 5. Press PgDn to display additional contacts, and press PgUp to display previous contacts. 	<p>You can display all contacts on your contact list.</p> <ol style="list-style-type: none"> 1. Select User Options > Preferences. 2. Select Display all contacts from the Contact Filtering list box. 3. Click Save. 4. Select User Options > Contacts. 5. In Search Options, select Contact “is not empty” to display all contacts matching the filter criteria. 6. Click Find.

Display...	On the Phone	From the User Options Web Pages
Available contacts	<p>You can display only those contacts who are currently available.</p> <ol style="list-style-type: none"> 1. Select  > Phone Messenger > Contacts. 2. Press Filter. The prompt field displays the current setting. 3. Use the Navigation button to scroll to select Show available Contacts. 4. Press Select and press Exit to return to the Contact list. 5. Press PgDn to display additional contacts, and press PgUp to display previous contacts. 	<p>You can display only those contacts who are currently available.</p> <ol style="list-style-type: none"> 1. Select User Options > Preferences. 2. Select Display online contacts only from the Contact Filtering field. 3. Click Save. 4. Select User Options > Contacts. 5. In Search Options, select Contact “is not empty” to display all contacts matching the filter criteria. 6. Click Find.
Frequently updated contact list	<p>You can modify how frequently you want the contact list to update.</p> <ol style="list-style-type: none"> 1. Select  > Phone Messenger > Settings. 2. Use the Navigation buttons to scroll to select Refresh Interval and press Select. 3. Enter a value (in seconds) from 7-3600 seconds. Select a lower value to update the contact list frequently. 4. Press Submit. 	<p>You can modify how frequently you want the contact list to update.</p> <ol style="list-style-type: none"> 1. Select User Options > Preferences. 2. Enter a value (in seconds) from 7-3600 in the Phone Display Refresh Interval field. Select a lower value to update the contact list frequently. 3. Click Save.

Displaying Availability of a Contact





Using Cisco IP Phone Messenger, you can quickly display the availability of a contact by:

- Telephone
- Video
- Mobile device
- Instant Message

See [Softkey Definitions, page 2](#) for an explanation of the availability icons that display.

**Tip**

When viewing availability, if your contact is available via phone, you can scroll to highlight a contact and press **Dial** to call the contact rather than send an instant message.

Display...	On the Phone	From the User Options Web Pages
Overall availability	<p>You can display the overall status.</p> <p>Select  > Phone Messenger > Contacts.</p> <p>Status is calculated by the server and displays with these caveats:</p> <ul style="list-style-type: none"> •  displays when at least one device is available. •  displays if the phone is available, but Cisco IP Phone Messenger is not. 	Not applicable
Availability by device	<p>You can display how many devices each contact has available, their capability (instant messages, phone, video), and the status for each device.</p> <ol style="list-style-type: none"> 1. Select  > Phone Messenger > Contacts. 2. Use the Navigation button to scroll to select a contact. 3. Press Details. 	Not applicable

