

Contacts

See the following sections:

- [Search Contacts, page 4-1](#)
- [New Contact, page 4-2](#)
- [Edit Contact Basics, page 4-2](#)
- [Edit Alternate Names, page 4-4](#)
- [SMTP Proxy Addresses, page 4-4](#)

Search Contacts

Revised May 2009

Table 4-1 **Contacts Page**

Field	Description
Limit Search To	Select the criteria by which to limit the display of search results: • All—Display all search results, regardless of the Cisco Unity Connection location or partition to which they belong. • Location—(<i>Applicable to standalone configurations only</i>) Display only results that belong to a particular Connection location. When you select this option, choose the name of the location from the Where Name Is list. • Partition—Display only results that belong to a particular partition. When you select this option, choose the name of the partition from the Where Name Is list.
Alias	A unique text name for the contact. Click the Alias to go to the specific page for the contact.
Extension (<i>Connection 7.1</i>) DTMF Access ID (<i>Connection 7.0</i>)	(<i>Display only</i>) The extension that the phone system uses to connect to the contact.
First Name	(<i>Display only</i>) The first name of the contact.
Last Name	(<i>Display only</i>) The last name of the contact.

Table 4-1 **Contacts Page (continued)**

Field	Description
Display Name	(<i>Display only</i>) The name of the contact.
Delete Selected	To delete a contact, check the check box to the left of the display name, and click Delete Selected. You can delete multiple contacts at once.
Add New	To add a contact, click the Add New button. A new page opens, on which you enter data applicable to the new contact.

See Also

- The “[Managing Contacts](#)” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection*.

New Contact

Table 4-2 **New Contact Page**

Field	Description
Alias	A unique text name for the contact.
First Name	The first name of the contact.
Last Name	The last name of the contact.
Display Name	Enter a descriptive name for the contact. Consider the following as you enter display names for users, contacts, and distribution lists: • The voice-recognition conversation may have trouble recognizing display names that contain special characters and diacritical marks. • When a user, contact, or distribution list does not have a recorded name, Cisco Unity Connection tries to play the display name or the concatenated first and last names.
Contact Template	Select the template on which to base the new contact.

See Also

- The “[Managing Contacts](#)” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection*.

Edit Contact Basics

Table 4-3 **Edit Contact Basics Page**

Field	Description
Alias	A unique text name for the contact.
First Name	The first name of the contact.

Table 4-3 **Edit Contact Basics Page (continued)**

Field	Description
Last Name	The last name of the contact.
Display Name	Enter a descriptive name for the contact. Consider the following as you enter display names for users, contacts, and distribution lists: • The voice-recognition conversation may have trouble recognizing display names that contain special characters and diacritical marks. • When a user, contact, or distribution list does not have a recorded name, Cisco Unity Connection tries to play the display name or the concatenated first and last names.
Voice Name	This is the recorded name of the user, system contact, distribution list, or handler. You can record the name here, or a user can record the name by using the self-enrollment conversation, the setup options, or by using the Cisco Unity Assistant. To record the voice name here, use the Media Master. Use the Open File option on the Options menu of the Media Master to use a prerecorded WAV file as the recording.
List in Directory	Check this check box to list the contact in directory assistance, which outside callers can use to reach users and contacts.
Partition	Select the partition to which the object belongs. Partitions are grouped together into search spaces, which are used to define the scope of objects (for example, users and distribution lists) that a user or outside caller can reach while interacting with Cisco Unity Connection. Most objects can belong only to one partition; the exception is users, who can have their primary extension in one partition and alternate extensions in other partitions. A partition can belong to more than one search space. Note that extensions must be unique within a partition, and that partitions can contain objects that do not have an associated extension (for example, some contacts and system distribution lists).
Transfer Enabled	If you want Cisco Unity Connection to transfer incoming calls to a phone number that is associated with a contact, check this check box and enter the phone number in the Transfer Extension field.
Transfer Extension	When the Transfer Enabled check box is checked, Cisco Unity Connection transfers incoming calls to the phone number that is entered in this field. When entering a phone number, include any applicable outdial access codes.
Delivery Location	Click the VPIM location for the VPIM contact.
VPIM Remote Mailbox Number	Enter the mailbox number for the VPIM contact on the remote voice messaging system.
Local Extension	For VPIM contacts, you can assign a local extension that fits into the Cisco Unity Connection extension numbering scheme. A local extension allows callers to address messages to the VPIM contact by using an extension, rather than having to know the location ID and the remote mailbox number of the contact. In addition, if you set the Transfer Enabled and Transfer Extension fields, callers are able to identify and be transferred to the VPIM contact.

Table 4-3 **Edit Contact Basics Page (continued)**

Field	Description
Phone Numbers to Call Contact by Using Voice Commands	Use the Dialed Work Phone, Dialed Home Phone, and Dialed Mobile Phone fields when you want voice recognition users to be able to call system contacts by specifying a phone type for the contact. For dialed phone numbers, include any additional numbers necessary to dial outside calls (for example, 9) and for long-distance dialing (for example, 1).
Phone Numbers to Identify Contact for Personal Call Transfer Rules	Use the Work Phone, Home Phone, Mobile Phone, Other Number 1, and Other Number 2 fields to enter phone numbers that Cisco Unity Connection uses when matching the personal call transfer rules of users against incoming phone calls from system contacts.

See Also

- The “[Managing Contacts](#)” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection*.
- The “[Using VPM Networking](#)” chapter of the *System Administration Guide for Cisco Unity Connection*.

Edit Alternate Names

Table 4-4 **Edit Alternate Names Page**

Field	Description
First Name	The alternate first name of the user or contact. Note that you must specify both a first and last alternate name.
Last Name	The alternate last name of the user or contact.
Delete Selected	To delete an alternate name, check the check box to the left of the display name, and click Delete Selected. You can delete multiple alternate names at once.

See Also

- The “[Alternate Names](#)” section in the “Setting Up Features and Functionality That Are Controlled by User Account Settings” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection*.

SMTP Proxy Addresses

Table 4-5 **SMTP Proxy Addresses Page**

Field	Description
Delete Selected	To delete an SMTP proxy address, check the check box to the left of the display name, and click Delete Selected. You can delete multiple SMTP proxy addresses at once.
Add New	To add a new SMTP proxy address, click the Add New button. A new row appears in the SMTP Proxy Address table. Enter the SMTP proxy address in the new row, then click Save.

Table 4-5 SMTP Proxy Addresses Page (continued)

Field	Description
SMTP Proxy Address	Enter an SMTP proxy address for the user or contact. Cisco Unity Connection uses proxy addresses to map the sender and recipients of an incoming SMTP message to a user or contact.

See Also

- For users, the “[SMTP Proxy Addresses](#)” section in the “Setting Up Features and Functionality That Are Controlled by User Account Settings” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection*. For contacts, the “[SMTP Proxy Addresses](#)” section in the “Managing Contacts” chapter of the same guide.

