



Managing Your Personal Contacts

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About Your Personal Contacts

Cisco Unity Connection uses the information in your personal contacts to forward your incoming calls and to help you place outgoing calls. Connection also uses your personal contacts to identify the people who call you.

Your personal contact information supplements the information in the Cisco Unity Connection directory. The Connection directory is internal to your organization and maintained by your system administrator, while personal contacts are set up and maintained by you.

You can use your personal contacts to store names and numbers for people who are not included in the Connection directory, including customers, suppliers, family members, and friends.

You manage personal contacts in the Cisco Unity Assistant web tool. You can add Connection users to your personal contacts; however, the entries are not automatically updated and maintained by the system. For example, if a co-worker who is listed leaves the company, you will need to manually delete the entry from your personal contacts.

If you use voice commands to place calls, consider the following advantages to adding other Connection users to your personal contacts:

- Using alternate names. Alternate names can improve accuracy when you use voice commands to dial co-workers. Consider creating and using nicknames or other alternate names for those people in the Connection directory to whom you regularly place calls or whose names you find difficult to pronounce.
- Using external numbers. If you regularly call co-workers on their personal mobile phones, add their Cisco Unity Connection directory information to your personal contact entries along with their mobile phone number so that you can use voice commands to reach them quickly.

(Note that to place calls by using voice commands, you must be logged on to Connection.)

Adding Personal Contacts

There are two types of phone numbers that you can specify for your personal contacts:

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 to be able to call personal contacts by using voice commands. 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, and Mobile Phone fields to enter phone numbers that Connection uses when matching your personal call transfer rules against incoming phone calls from personal contacts. (For example, if you want to create a personal call transfer rule based on the home phone number for your mother, enter the number in the Home Phone field.)

E-mail addresses are for your information only; Connection does not use the e-mail addresses in personal contact entries.



Tip

You can import Microsoft Exchange contacts into your Connection personal contacts. See the [“Importing Exchange Contacts into Your Personal Contacts”](#) section on page 54.

To Add a Personal Contact

- Step 1** In the Cisco Unity Assistant, from the Contacts menu, click **New Contact**. (Alternatively, from the View Contacts page, you can click the New Contact icon below the menu bar.)
- Step 2** In the Create Contact page, enter the first and last names.
- Step 3** If you enter the names by using non-Roman alphabet characters (for example, Kanji characters for a Japanese contact), also enter the names by using the Roman alphabet in the Alternate Spelling of First Name and Alternate Spelling of Last Name fields.

You can use the characters A-Z, a-z, and 0-9. Entering this alternate spelling enables Connection to identify the names if you call the contact by using voice commands.
- Step 4** If you use voice commands and the contact is known by any alternate names (for example, a maiden name or a nickname), enter the name(s) in the Alternate Names section.
- Step 5** To add another alternate name for the contact, click **Add Row**, and enter the name(s).
- Step 6** Repeat [Step 5](#) to add any additional alternate names for the contact.
- Step 7** Optionally, in the **Email** field, enter the e-mail address of the contact. (E-mail addresses are for your information only.)
- Step 8** If you use voice commands to call contacts, in the Phone Numbers to Call Contact By Using Voice Commands section, enter the work, home, or mobile phone number that Connection dials for the contact.

When entering dialed phone numbers, if the phone number is an internal number, enter the extension for the contact. For external numbers, enter the phone number beginning with any access code needed to make an outside call (for example, 9). You can enter digits 0 through 9. Do not use spaces, dashes, or parentheses between digits. For long-distance numbers, also include the applicable dialing codes (for example, 1 and the area code). You can also enter:

- , (comma) to insert a one-second pause.
- # and * to correspond to the # and * keys on the phone.

Step 9 If you use personal call transfer rules to manage calls from contacts, in the Phone Numbers to Identify Contact for Personal Call Transfer Rules section, enter a work, home, and mobile phone number for the contact.

When entering numbers to be used by Personal Call Transfer Rules, enter the number as it appears on a caller ID display. Connection can identify the call as being from the contact only when the phone number of an incoming call matches exactly what you enter in the field.

Step 10 Click **Save**. The entry is added to your personal contacts.

Changing Information for Personal Contacts

Do the procedure in this section when you want to change the name or phone number for a contact, or to assign an alternate name.

To Change Information for a Personal Contact

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- Step 1** In the Cisco Unity Assistant, from the Contacts menu, click **View Contacts**.
- Step 2** On the Personal Contacts page, click the first name of the contact whose information you want to change.
- Step 3** In the Alternate Spelling of First Name and Alternate Spelling of Last Name fields, change the alternate spellings of your contact's name, as applicable.
- If you use non-Roman alphabet characters in the First Name and Last Name fields, using the Roman alphabet for the alternate spellings enables Connection to identify the names if you call the contact by using voice commands. You can use the characters A-Z, a-z, and 0-9.
- Step 4** In the Alternate Names section, change the information as applicable:
- To delete an alternate name, check the check box next to the name, and click **Delete Selected**.
 - To add an alternate name, click **Add Row** and enter the name(s).
- Step 5** Optionally, in the Email field, change the e-mail address of the contact, as applicable. (E-mail addresses are for your information only.)
- Step 6** In the Phone Numbers to Call Contact By Using Voice Commands section, change the work, home, or mobile phone number for the contact that Connection dials for the contact, as applicable.

When entering dialed phone numbers, if the phone number is an internal number, enter the extension for the contact. For external numbers, enter the phone number beginning with any access code needed to make an outside call (for example, 9). You can enter digits 0 through 9. Do not use spaces, dashes, or parentheses between digits. For long-distance numbers, also include the applicable dialing codes (for example, 1 and the area code). You can also enter:

- , (comma) to insert a one-second pause.
- # and * to correspond to the # and * keys on the phone.

Step 7 In the Phone Numbers to Identify Contact for Personal Call Transfer Rules section, change the work, home, or mobile phone number for the contact, as applicable.

When entering numbers to be used by Personal Call Transfer Rules, enter the number as it appears on a caller ID display. Connection can identify the call as being from the contact only when the phone number of an incoming call matches exactly what you enter in the field.

Step 8 In the Caller Group Membership section, change the information as applicable:

- To remove the contact from a caller group, uncheck the check box next to the group name.
- To add the contact to a caller group, check the check box next to the group name.



Note If you have no caller groups set up, the Caller Group Membership section is not displayed. Caller Groups are configured in the Cisco Unity Personal Call Transfer Rules web tool.

Step 9 Click **Save**.

Deleting Personal Contacts

Personal contacts cannot be deleted if they are part of a caller group or a rule; you must remove the contact from the caller group or rule first before deleting the contact entry.

To Delete a Personal Contact

Step 1 In the Cisco Unity Assistant, from the Contacts menu, click **View Contacts**.

Step 2 On the Personal Contacts page, check the check box next to the contact name. You can check multiple check boxes to delete more than one contact at a time.

Step 3 Click the **Delete Selected Rows** icon below the menu bar.

Importing Exchange Contacts into Your Personal Contacts

You can save time entering information in your personal contacts by importing the entries from your Microsoft Exchange Contacts folder. This is also a good method for ensuring that your personal contacts information is current.

Cisco Unity Connection imports only the names, phone numbers, and e-mail addresses of the contacts stored on the Exchange server. During the import process, Connection does the following:

- Displays the number of contacts in your personal contacts before the import.
- Imports new Exchange contact information into your personal contacts.
- Updates any Exchange contact information that may have changed since the last import.
- Removes entries from your personal contacts that have been deleted in Exchange since the last import.

Note that Connection does not distinguish duplicate entries or enter phone number information in the Dialed Phone fields. After the import is complete, you may want to review your personal contacts to remove duplicate entries or to add dialed phone numbers for use if you call contacts by using voice commands. (See the [“Adding Personal Contacts” section on page 52](#) for information about adding dialed phone information for a contact.)

To Import Exchange Contacts into Your Personal Contacts

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| Step 1 | In the Cisco Unity Assistant, from the Contacts menu, click Import Contacts . |
| Step 2 | On the Import Contacts from Exchange page, click Import Contacts . |
| Step 3 | Connection imports the entries from your Exchange Contacts folder, and displays the results of the import. |
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