

CHAPTER 7

Managing Contacts in Cisco Unified Personal Communicator

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Contact List

You can see your contact list when you log in to Cisco Unified Personal Communicator from any computer. Only you can see the contacts in your contact list. Other applications on your computer or on the network cannot access information from your contact list. If you add contacts from your corporate directory to the contact lists of Cisco Unified Communications applications such as the IP Phone Messenger service on your Cisco Unified IP Phone, they appear in your Cisco Unified Personal Communicator contact list, and vice versa.

You can add up to 200 contacts.

To identify icons in the contact list, roll your mouse over each icon.

You can drag contact information from Cisco Unified Personal Communicator to other locations, such as:

- Your Address Book
- A text area of another application
- A folder or your desktop (this action creates a VCard)

Related Topics

• Managing Contacts in Cisco Unified Personal Communicator, page 7-1

How to Search for Contacts

- Searching for Contacts, page 7-2
- Working With Search Results, page 7-3

Searching for Contacts

You can search your corporate directory.

Procedure

Enter your search criteria in the search field.
Enter the first few characters or all of a full name, first name, last name, user ID, or phone number.
Your configuration determines if searches are case-sensitive. The alphanumeric characters you enter are shown in the leading position of the search results. For example, if you search for "den" the search results could include "Denice" and "Denzel", but not "Arden" or "Hayden".
Press Return .

Related Topics

• Working With Search Results, page 7-3

• How to Solve Search Problems, page 9-20

Working With Search Results

Procedure

То	Do This
Sort the results list	Click a column heading in the Search pane.
	Click again to reverse the sort order.
Clear the results list	Delete the text you entered in the Search field.

How to Add Contacts To Your List

- Adding Contacts from Your Corporate Directory, page 7-4
- Adding External Contacts for Instant Messaging, page 7-4
- Adding Unaffiliated Contacts, page 7-5

Adding Contacts from Your Corporate Directory

Procedure

Step 1 Search for the person you want to add.

Step 2 Drag the name into the desired group.

If you have not created any groups, the only available group is the General group.

Related Topics

- Contact List, page 7-1
- How to Search for Contacts, page 7-2
- Working with Groups of Contacts, page 7-9

Adding External Contacts for Instant Messaging

If this feature is available at your company, you can add contacts from other companies in a way that enables you to see their availability status and initiate instant messages through Cisco Unified Personal Communicator.

Before You Begin

Obtain the User ID of the contact you want to add.

Procedure

	Step 1	Choose	Contacts	> New	Contact
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- Step 2 Click Create New Contact.
- **Step 3** Enter contact information, including the **Domain** (usually the company name) and **User ID**.

If you do not see the company name in the Instant Message section, you can add this person as an unaffiliated contact instead. However, you will not be able to exchange availability status or instant messages with this person through Cisco Unified Personal Communicator. If you enter an incorrect User ID, you will not receive an error message. This is for privacy purposes.

Step 4 Click Add.

Troubleshooting Tip

Contacts that you add using this method can automatically see your availability status.

Related Topics

- Incorrect or No Availability Status, page 9-6
- Choosing Access Permissions for Employees at Other Companies, page 2-12
- Adding Unaffiliated Contacts, page 7-5

Adding Unaffiliated Contacts

This feature may not be available at your company.

An unaffiliated contact is a contact who is neither in the corporate directory nor an external contact (an employee of another company that you are set up to exchange instant messages with through Cisco Unified Personal Communicator).

Procedure

Step 1 C	hoose Con	tacts > Ne	w Contact.
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- Step 2 Click Create New Contact.
- **Step 3** Click the placeholder text to replace it with new information.

We recommend entering complete phone numbers, including the + and the country code, as well as the area code, even for local contacts.

Step 4 Click the + button to add additional phone numbers.

Related Topics

• Modifying Contact Information, page 7-7

Viewing More Information About Contacts

Procedure

Related Topics

To View	Do This
A name and availability status for each contact in the list.	Choose View > Minimal Contacts View.
Basic information	Hover your mouse pointer over a name in the console.
Details	Control-click a name in a list > Get Info . In the Recent communications pane, contact details are available only for named entries. Control-click and choose Get Contact Info .

- Availability Status and Privacy in Cisco Unified Personal Communicator, page 2-1
- Modifying Contact Information, page 7-7

Modifying Contact Information

You can make changes to entries in your contact list. The changes are only displayed to you. When information is populated by your corporate directory, you can only modify the picture, the display name, and add two phone numbers.

Procedure

То	Do This		
Add or change a	This feature may not be available at your company.		
custom phone number or other information.	If you add a phone number, we recommend entering complete phone numbers, including the + and the country code, as well as the area code, even for local contacts.		
	1. Control-click a contact and choose Get Info.		
	2. Click Edit.		
	3. Click the placeholder or existing text to change.		
	4. Change the text.		
	5. Click the label and make changes.		
	6. (Optional) Click the + button to add a new number or email address.		
	7. (Optional) Click the - button to delete a number or email address.		
	8. Click Save.		
Change the picture	ureThis feature may not be available at your company.Images can be any standard file type and approximately the size and shape of the existing image.		
	Drag and drop the new picture onto the contact card.		
Add a display name, such as a nickname	Control-click a contact in the list, then choose Edit Contact .		

То	Do This
Remove a display name	1. Control-click a contact in the list and choose Edit Contact.
	2. Click Clear.
Modify instant messaging information for external contacts	Add a new external contact for instant messaging, then delete the original contact.

Related Topics

• Adding External Contacts for Instant Messaging, page 7-4

Deleting Contacts From Your List

Note

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

Procedure

Step 1 Control-click an entry.

Step 2 Choose Delete Contact.

Related Topics

- Working with Groups of Contacts, page 7-9
- Working With the Recent Communications List, page 8-2
- Working With Search Results, page 7-3

Working with Groups of Contacts

You can create groups to organize your contacts.

Procedure

То	Do This	Notes
Create a group	Choose Contacts > New Group	
List a name at the beginning of a group	1. Control-click the name and choose Edit Contact .	
	2. Enter a display name that begins with an underscore.	
	For example, use _Joe Smith .	
Move or copy contacts to groups	1. Create the group if it does not yet exist.	You can add a contact to multiple groups.
	 Control-click a contact and choose Move Contact To or Copy Contact To, then choose a group. 	
Rename a group	Choose Contacts > Rename Group > [choose a group to rename].	Depending on the system at your company, you may not be able to rename the General group.
Hide or show the contacts in a group	Click the group name to collapse or expand the list.	
Reverse the sort order of names in all groups	Click the Name bar at the top of the contact list.	

То	Do This	Notes
Delete a group	Control-click a group name and choose Delete Group .	When you delete a group, contacts in the group are also deleted. If the contact belongs to multiple groups, only the one instance is deleted.
		You cannot delete the last group.

Related Topics

- How to Add Contacts To Your List, page 7-3
- Deleting Contacts From Your List, page 7-8