

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, some tasks are not available in both places. For those tasks, you must use either the phone or web, as indicated.

Adding Contacts

You can add a contact to the Contact list using either the Cisco IP Phone Messenger service or User Options web pages, depending on how you identify the contact.

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.
- If you enter an invalid or duplicate user ID, an error message displays. See “Resolving Error Messages” section on page 21.
- Refer to “Entering Text on the Phone” section on page 5 for tips on entering contact names

Add contact by...	On the Phone	From the User Options Web Pages
User ID	You can add a contact by entering the user ID, which must correspond to a valid user ID within your organization. 1. Choose  > Phone Messenger > Contacts. 2. Press Add. 3. Enter the following information: – UserID—user ID of the contact. This field is required. – Nickname—enter any text. This field is optional and will display in the Contact list. 4. Press Submit.	1. Choose User Options > Contact List. 2. Click Add New. 3. Enter the following information: – UserID—user ID of the contact. This field is required. – Nickname—enter any text. This field is optional and will display in the Contact list. 4. Click Display on Phone to display the contact on the Contact list on the phone. 5. Click Save.

Add contact by...	On the Phone	From the User Options Web Pages
Extension number	You can add a contact by entering the user ID, which must correspond to a valid user ID within your organization. 1. Choose  > Phone Messenger > Contacts. 2. Press AddbyExt (you might have to press more to display this softkey). 3. Enter the following information: – Extension—extension number of the contact. This field is required. – Nickname—enter any text. This field is optional and will display in the Contact list. 4. Press Submit.	Not applicable
Message sender	Coworkers who are not on your contact list can send you instant messages, and you can easily add them to your contact list. 1. Choose  > Phone Messenger > Messages. 2. Use the Navigation buttons to scroll to and highlight a message. 3. Press Details (you might have to press more to display this softkey). 4. Press AddCtct (you might have to press more to display this softkey). 5. Enter the following information: – Extension—extension number of the contact. This field is required. – Nickname—enter any text. This field is optional and will display in the Contact list. 6. Press Submit.	Not applicable

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. 1. Choose User Options > Contact List. 2. Click Select All. 3. Click Delete Selected. 4. Click OK to accept or Cancel.
Individual contacts	You can remove contacts from your contact list one at a time. 1. Choose  > 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. 1. Choose User Options > Contact List. 2. Click the checkbox next to the contact's name you want to delete. 3. Click Delete Selected. 4. 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.

Display...	On the Phone	From the User Options Web Pages
All contacts	You can display all contacts on your contact list. 1. Choose  > 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.	You can display all contacts on your contact list. 1. Choose User Options > Preferences. 2. Choose Display all contacts from the Contact Filtering field. 3. Click Save. 4. Choose User Options > Contact List. 5. In Search Options, choose User ID “is not empty” to display all contacts matching the filter criteria. 6. Click Find.
Available contacts	You can display only those contacts who are currently available. 1. Choose  > 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.	You can display only those contacts who are currently available. 1. Choose User Options > Preferences. 2. Choose Display online contacts only from the Contact Filtering field. 3. Click Save. 4. Choose User Options > Contact List. 5. In Search Options, choose User ID “is not empty” to display all contacts matching the filter criteria. 6. Click Find.

Display...	On the Phone	From the User Options Web Pages
Frequently updated contact list	You can modify how frequently you want the contact list to update. 1. Choose  > 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. Choose a lower value to update the contact list frequently. 4. Press Submit.	You can modify how frequently you want the contact list to update. 1. Choose User Options > Preferences. 2. Enter a value (in seconds) from 7-3600 in the Phone Display Refresh Interval field. Choose a lower value to update the contact list frequently. 3. Click Save.

Displaying a Contact's Availability

You can quickly determine a contact's availability. See the “Contact Availability Icons” section on page 2 for an explanation of the availability icons that display.



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

Display...	On the Phone	From the User Options Web Pages
Overall availability	You can display the overall status. Choose  > Phone Messenger > Contacts. Status is calculated by the server and displays with these caveats: •  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	You can display how many devices each contact has available, their capability (instant messages, phone, video), and the status for each device. 1. Choose  > Phone Messenger > Contacts. 2. Use the Navigation button to scroll to select a contact. 3. Press Details.	Not applicable